

**Verizon New England Inc.
d/b/a Verizon Massachusetts**

Commonwealth of Massachusetts

D.T.C. Docket No. 07-2

Respondent: John Conroy
Title: Vice President Regulatory

REQUEST: Department of Telecommunications and Cable, Set #1

DATED: December 19, 2007

ITEM: DTC-VZ 1-1 Identify every wireline telephone service provider to the Town of Hancock ("Hancock").

REPLY: Verizon MA does not have the information necessary to identify every wireline telephone service provider to the Town of Hancock. To the extent that a wireline telephone service provider would, by Department regulation, be required to register with the Department, Verizon MA refers the Department to its records.

VZ #1

**Verizon New England Inc.
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Commonwealth of Massachusetts

D.T.C. Docket No. 07-2

Respondent: John Conroy
Title: Vice President Regulatory

REQUEST: Department of Telecommunications and Cable, Set #1

DATED: December 19, 2007

ITEM: DTC-VZ 1-2 Provide the total number of lines served by Verizon in Hancock.

REPLY: *Please see proprietary response below for totals.*

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D.T.C. Docket No. 07-2

Respondent: John Conroy
Title: Vice President Regulatory

REQUEST: Department of Telecommunications and Cable, Set #1

DATED: December 19, 2007

ITEM: DTC-VZ 1-3 Provide the monthly network trouble reports per 100 lines (“RPHL”) for the Town of Hancock from January 2006 to present.

REPLY: The requested information does not exist because the network trouble report rate per 100 lines is not tracked below the Central Office level. To provide the network trouble report rate per 100 lines at the municipal level comparable to the Central Office level would require an extensive programming effort. Any manual effort would require a special study with multiple assumptions. Such an estimate of the network trouble report rate per 100 lines since January 2006 in the Town of Hancock would not be reliable when compared to the system-generated data available at the Central Office and State level. Furthermore, a study performed at such a low level is neither a reliable indicator of service quality nor a valid comparison of the results for a Central Office area. The data would be misleading because of the small number of lines as a base. With such a small number of lines, even minor service issues can translate into anomalous results.

VZ #3

**Verizon New England Inc.
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Commonwealth of Massachusetts

D.T.C. Docket No. 07-2

Respondent: John Conroy
Title: Vice President Regulatory

REQUEST: Department of Telecommunications and Cable, Set #1

DATED: December 19, 2007

ITEM: DTC-VZ 1-4 Provide the monthly RPHL for each central office serving Hancock from January 2006 to present, as well as Verizon's statewide RPHL for the same time period.

REPLY: Please see Attachment DTC-VZ 1-4.

VZ #4

**Verizon New England Inc.
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Commonwealth of Massachusetts

D.T.C. Docket No. 07-2

Respondent: John Conroy
Title: Vice President Regulatory

REQUEST: Department of Telecommunications and Cable, Set #1

DATED: December 19, 2007

ITEM: DTC-VZ 1-5 Provide a detailed description of the network infrastructure that Verizon uses to provide wireline service to Hancock, including but not limited to:

- (a) A description of every central office providing wireline service to Hancock;
- (b) A description of the switching technologies used;
- (c) A description of any remote terminals
- (d) A description of all cable facilities;
- (e) A description of any other network element.

REPLY:

- (a) Two Verizon MA central offices (“CO”) provide wireline service to Hancock: the Pittsfield CO, which is located at 24 Federal Street, Pittsfield and the Williamstown CO, which is located at 147 Water Street, Williamstown.
- (b) The Pittsfield CO is a Nortel Digital Switch (DMS-100). The Williamstown CO is a Nortel Digital Switch (DMS-10).
- (c) The Pittsfield Remote Terminal (“RT”) feeding Hancock is housed in a remote hut located at pole 47 Lebanon Avenue, Pittsfield. This RT is fiber fed utilizing an 1840 multiplexer that delivers service to five Subscriber Loop Carrier (“SLC”) Series 5 integrated systems and one universal system. In addition to the RT feed from Pittsfield, there are also copper pairs feeding into Hancock from the Pittsfield CO. The Williamstown CO feeds Hancock through two RT locations and copper plant directly from the Williamstown CO. Located at pole 14 Green River Road, Williamstown is a

copper-repeated, T1-fed integrated Intelligent Subscriber Carrier (“ISC”), model 303, and located at pole 85 Hancock Road on the town line between Hancock and Williamstown is a copper-repeated T1-fed integrated SLC 96.

- (d) Please see Attachment DTC-VZ 1-5.
- (e) Other than the two RTs and cables identified in subpart (d) above, other network infrastructure includes poles, strands, anchors, terminals, load coil cases, drop wire and (Network Interface Devices) NIDS.

VZ #5

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D.T.C. Docket No. 07-2

Respondent: John Conroy
Title: Vice President Regulatory

REQUEST: Department of Telecommunications and Cable, Set #1

DATED: December 19, 2007

ITEM: DTC-VZ 1-6 Provide the age of all network infrastructure listed in the response to DTC-VZ 1-5, as well as the manufacturer's recommended lifespan of the facilities, and the average age of similar facilities Verizon uses to provide wireline service elsewhere in Massachusetts.

REPLY: Please see Attachment DTC-VZ 1-5 provided with Verizon MA's response to Information Request DTC-VZ 1-5.

Verizon purchases equipment made by manufacturers that make components (terminals, poles, conduit, cables, switches, etc) specific to Verizon (formerly Bellcore) standards. Manufacturers do not suggest specific life cycles or service lives for these components. Once in service, Verizon maintains or replaces its plant on an as-needed basis. Verizon does not generally maintain established replacement intervals for infrastructure components because most of the major components of the telecommunications network do not physically deteriorate with use or because of the passage of time. Verizon does not track the average age of similar facilities used elsewhere in Massachusetts, however, the same guidelines mentioned above, apply.

VZ #6

**Verizon New England Inc.
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D.T.C. Docket No. 07-2

Respondent: John Conroy
Title: Vice President Regulatory

REQUEST: Department of Telecommunications and Cable, Set #1

DATED: December 19, 2007

ITEM: DTC-VZ 1-7 List the number of utility poles in Hancock that Verizon either owns or jointly owns, and describe who is responsible for maintenance on those poles.

REPLY: There are 430 utility poles in the Verizon MA service area in the Town of Hancock. Of those, 285 are maintained by Verizon MA and 145 are maintained by National Grid, the power company. Of the 430 utility poles, 393 are jointly owned by Verizon MA and National Grid, and 37 are solely owned by Verizon MA.

VZ #7

**Verizon New England Inc.
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Commonwealth of Massachusetts

D.T.C. Docket No. 07-2

Respondent: John Conroy
Title: Vice President Regulatory

REQUEST: Department of Telecommunications and Cable, Set #1

DATED: December 19, 2007

ITEM: DTC-VZ 1-8 Provide Verizon's maintenance schedule for all network infrastructure in Hancock and the central offices serving Hancock.

REPLY: Verizon MA maintains or replaces its plant on an as-needed basis. Verizon MA does not generally maintain established replacement intervals for infrastructure components because most of the major components of the telecommunications network do not physically deteriorate with use or because of the passage of time.

VZ #8

**Verizon New England Inc.
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Commonwealth of Massachusetts

D.T.C. Docket No. 07-2

Respondent: John Conroy
Title: Vice President Regulatory

REQUEST: Department of Telecommunications and Cable, Set #1

DATED: December 19, 2007

ITEM: DTC-VZ 1-9 Since January 2005, has Verizon completed all work required by the schedule provided in the answer to DTC-VZ 1-8. If not, detail how long overdue the work is, which portions have not been completed, and the reason they have not been completed.

REPLY: Please see Verizon MA's response to Information Request DTC-VZ 1-8.

VZ #9

**Verizon New England Inc.
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D.T.C. Docket No. 07-2

Respondent: John Conroy
Title: Vice President Regulatory

REQUEST: Department of Telecommunications and Cable, Set #1

DATED: December 19, 2007

ITEM: DTC-VZ 1-10 Provide Verizon's maintenance expenditures on network infrastructure serving the Town of Hancock, this report should include a detailed monthly accounting from 2005 to present and be separated by network facilities (see DTC-VZ 1-5).

REPLY: Verizon MA does not track expenditures in the manner requested. Please see Verizon MA's response to Information Request DTC-VZ 1-15 for responsive information.

VZ #10

**Verizon New England Inc.
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Commonwealth of Massachusetts

D.T.C. Docket No. 07-2

Respondent: John Conroy
Title: Vice President Regulatory

REQUEST: Department of Telecommunications and Cable, Set #1

DATED: December 19, 2007

ITEM: DTC-VZ 1-11 Provide a description of Verizon's policy for routine inspection of network infrastructure, including all established maintenance and repair intervals of facilities.

REPLY: Decisions about growth and modernization/replacement projects are not the result of a specific formula. Verizon MA continuously evaluates the need for network investments in its core network through consideration of the capability and capacity of existing network facilities, need and availability of new technology, current and anticipated demand, and financial considerations, among other things. This evaluation takes place at different times in the life cycle of a technology and at different levels of the business depending upon a variety of factors. As Verizon MA monitors its network, it determines whether it is approaching capacity and, if so, whether investments for additional capacity are warranted. In addition, a network investment may be precipitated by the identification of an opportunity to introduce new features and/or capabilities where there is sufficient demand. The Company conducts analyses to identify the circumstances when additional network capacity or technology would be economic to deploy, and managers responsible for segments of the network would make their decision based on the range of options available to them.

VZ #11

**Verizon New England Inc.
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D.T.C. Docket No. 07-2

Respondent: John Conroy
Title: Vice President Regulatory

REQUEST: Department of Telecommunications and Cable, Set #1

DATED: December 19, 2007

ITEM: DTC-VZ 1-12 List all upgrades that Verizon has undertaken since January 2005 to its network infrastructure serving Hancock, including but not limited to, any expansion, construction or replacement of network facilities, and the purpose of such upgrade. For the purpose of these Information Requests, the term “upgrade” shall mean an improvement to an existing facility, or the creation of a new facility, principally intended to provide increased capability, capacity, or service quality, above previously existing levels. The term “upgrade” shall not apply to improvements undertaken according to a maintenance schedule or to repairs.

REPLY: 9AB04V This project was in response to a customer request for residential service on Hancock Road. This job was completed in March 2005. This job entailed placing a terminal. The total cost of this project was \$1,338.85. The purpose of the project was to provide service to the customer.

9ACNE7 This project was in response to a customer request for two 1.5 megabit (“MB”) circuits. The job was completed on January 22, 2007. This job entailed removing bridged tap and conformance testing facilities at various locations on South Main Street. The total cost of this project was \$7,067.40. The purpose of the project was to provide service to the customer.

9AB8S3 This project was in response to a customer request for a 1.5 MB circuit. The job was completed in November 2005. This job entailed changing the count of a cable, removing bridged tap and conformance testing facilities at various locations on Lebanon Mt. Road and Richmond Road. The total cost of this project was

\$5,733.24. The purpose of the project was to provide service to the customer.

9AB06R This project was in response to a residential customer's request for DSL service on Lebanon Mt. Road. This job was completed in February 2005. This job entailed removing loads and bridged tap at three locations on Lebanon Mt Road. The total cost of this project was \$1,464.98. The purpose of the project was to provide service to the customer.

VZ #12

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Respondent: John Conroy
Title: Vice President Regulatory

REQUEST: Department of Telecommunications and Cable, Set #1

DATED: December 19, 2007

ITEM: DTC-VZ 1-13 Provide Verizon's expenditures for network upgrades listed in DTC-VZ 1-11 since January 2005.

REPLY: Verizon MA assumes the appropriate referenced question is Information Request DTC-VZ 1-12. Please refer to Verizon MA's response to Information Request DTC-VZ 1-12.

VZ #13

**Verizon New England Inc.
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Respondent: John Conroy
Title: Vice President Regulatory

REQUEST: Department of Telecommunications and Cable, Set #1

DATED: December 19, 2007

ITEM: DTC-VZ 1-14 List all planned upgrades for the network infrastructure providing wireline service to Hancock for the calendar years 2008, 2009 and 2010, including but not limited to, the anticipated beginning and end dates of the work, the purpose of the upgrade, and the estimated cost of completion.

REPLY: Verizon MA assumes the Department is requesting information on calendar year 2010, rather than 2001. There are no network infrastructure upgrades currently scheduled for 2008. Major construction projects are typically not scheduled beyond one year in advance, therefore, there is nothing currently projected into 2009 or 2010.

VZ #14

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Respondent: John Conroy
Title: Vice President Regulatory

REQUEST: Department of Telecommunications and Cable, Set #1

DATED: December 19, 2007

ITEM: DTC-VZ 1-15 Provide Verizon's annual allocated budget for network maintenance and upgrades to the wireline infrastructure, by year, in Hancock since 2005.

REPLY: Verizon MA does not prepare budgets on a town-by-town basis, however, the 2007 Outside Plant capital budget for the 413 area code was approximately \$12.8 million. End of year actuals are not yet available. Outside Plant capital expenditures in the 413 area code for the year ending 2006 was \$14.4 million and for 2005 was \$13.1 million. Capital expenditures for Central Offices in the 413 area code were approximately \$5.3 million as of November, 2007. Data for 2006 and 2005 is not available. Installation and maintenance expenditures for the Operations Manager Area that includes the Town of Hancock were about \$8 million through November, 2007. Installation and maintenance expenditures for the year ending 2006 were approximately \$9.4 million and 2005 were approximately \$9.1 million.

VZ #15

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D.T.C. Docket No. 07-2

Respondent: John Conroy
Title: Vice President Regulatory

REQUEST: Department of Telecommunications and Cable, Set #1

DATED: December 19, 2007

ITEM: DTC-VZ 1-16 Describe whether Verizon has undertaken any review and/or analysis of service quality in the Town of Hancock since 2002, including but not limited to: timeliness of response and resolution of customer trouble reports; frequency of repeated repair attempts; adherence to regular maintenance and inspection schedules; scheduling and honoring service appointments; reports of loss of service and length of time to restore service. Please provide copies of all documents relating to such review and/or analysis, including but not limited to, the results and conclusions reached by Verizon.

REPLY: Verizon MA continually and routinely conducts analyses of its network. Daily reports are compiled that monitor various service metrics such as appointment intervals, report rates, missed appointments, troubles cleared within 24 hours. However, these analyses are not conducted on a town-by-town basis.

While engaged in installation or repair activities technicians will evaluate and either resolve or report any maintenance issue they may encounter.

VZ #16