

verizon

John L. Conroy
Vice President
Regulatory Massachusetts

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August 27, 2009

ORIGINAL

Mr. Michael Isenberg, Director
Telecommunications Division
Department of Telecommunications & Cable
Commonwealth of Massachusetts
Two South Station - 4th Floor
Boston, MA 02210

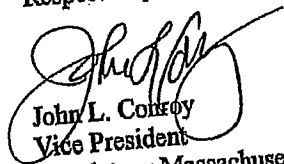
Dear Mr. Isenberg:

Verizon - Massachusetts ("VZ-MA") hereby submits its monthly Quality of Service ("QOS") report for the month of July 2009. Section 1 includes the Service Quality Index ("SQI") as defined in the Company's Alternative Regulation Plan (D.T.E. 01-31) and includes the monthly actual results for the SQI service measurements. The service measurements contained in Section 1 provide a comprehensive overview of service results and service delivery throughout the state. The remainder of this report contains supplemental information previously requested by the Department. Section 2 provides the current Wire Center Report, which is a focused look at a maintenance measurement throughout the state. Section 3 contains copies of Major Service Outages that have occurred during the month. Section 4 contains installation and maintenance results for Public Access Lines (PAL's). Section 5 contains information requested in D.T.C. 06-6.

During the preparation of the July 2009 report an error was discovered in the results reported for "Residence Service Level" in the month of March, April, May and June 2009. The error had no impact on the service quality penalty and has been corrected in this report.

If you have any questions or would like to discuss this report further, please call me at 617-743-9250.

Respectfully submitted,


John L. Conroy
Vice President
Regulatory-Massachusetts

Attachment

cc: Karen Robinson, Consumer Division
Jed Nosal, Office of the Attorney General

Verizon Massachusetts
Quality of Service Report

July 2009

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Section 1

Service Quality Index

**12 Month Rolling Average
Monthly Actuals**

Massachusetts

Service Quality Index 2008/2009 Statewide Results (Monthly Actuals)

T = Target Level
S = Standard Level

2009

2008

	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Maintenance Support Hours	1.52	1.52	1.43	1.11	2.18	1.19	0.95	1.03	1.21	1.16	1.46	1.79
Network Trouble Report Rate	39	42	49	43	48	44	55	61	49	54	52	48
% Trbls Cld w/ 24 hrs-Res	82	83	83	78	77	76	82	85	83	85	83	81
% Trbls Cld w/ 24 hrs-Bus												
Installation Support Hours												
% Apts Missed for Co. Reasons	1.7	1.7	1.3	1.3	1.5	1.0	1.0	1.0	1.0	1.2	1.2	1.4
Total Customers	1.6	1.5	1.2	1.2	1.3	0.9	0.8	0.9	0.9	1.0	1.0	1.2
Residence Customers	0.32	0.32	0.27	0.27	0.30	0.13	0.19	0.23	0.26	0.23	0.24	0.29
Company Facilities (CF)	4.5	4.4	3.5	3.6	4.5	2.5	2.6	2.6	2.7	3.2	4.0	4.2
% Installation Trouble Reports												
Service Response Hours												
DA Avg. Speed of Answer	3.3	3.3	3.5	3.4	3.5	3.4	3.3	3.1	3.4	3.4	3.5	3.4
Toll & Assist Speed of Answer	2.8	3.4	2.8	1.1	2.0	1.6	2.3	3.2	2.5	2.3	1.9	2.0
CSB Avg. Speed of Answer	17	19	12	13	18	15	11	12	17	14	19	34
Residence Service Level	71	61	56	70	66	60	79	81	83	80	72	69
Business Service Level	77	85	82	81	72	71	75	64	81	81	76	70

	Thresholds	T	S
Maintenance Support Hours	1.90		2.25
Network Trouble Report Rate	70		60
% Trbls Cld w/ 24 hrs-Res	85		75
% Trbls Cld w/ 24 hrs-Bus			
Installation Support Hours			
% Apts Missed for Co. Reasons	1.5		2.5
Total Customers	1.5		2.5
Residence Customers	1.15		1.25
Company Facilities (CF)	5.5		6.0
% Installation Trouble Reports			
Service Response Hours			
DA Avg. Speed of Answer	3.6		4.0
Toll & Assist Speed of Answer	3.6		4.0
CSB Avg. Speed of Answer	15		20
Residence Service Level	75		60
Business Service Level	75		60

**Service Quality Index
2008/2009 Statewide Results
(Monthly Actuals)**

2009

2008		Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
= Target Level													
; = Standard Level													
Installation Services Reports													
Network Trouble Report Rate													
[RPHL] T = 1.90; S = 2.25		1.43	1.34	1.55	1.04	1.38	1.09	0.88	0.91	1.21	1.14	1.45	1.90
%Trbls Cld w/ 24 hrs - Res.													
T = 70%; S = 60%		38	32	43	41	48	45	48	56	44	46	47	44
%Trbls Cld w/ 24 hrs - Bus.													
T = 85%; S = 75%		83	85	81	75	80	75	80	84	82	83	84	81
Installation Services Reports													
% Apts. Missed-Total													
Company Reasons													
T = 1.5%; S = 2.5%		1.8	1.7	1.3	1.6	1.6	1.2	1.1	1.1	0.9	1.1	1.0	1.2
% Apts. Missed-Res.													
Company Reasons													
T = 1.5%; S = 2.5%													
% Appointments Missed -													
Company Facilities (CF)													
T = 1.15%; S = 1.25%		0.30	0.27	0.21	0.22	0.30	0.15	0.22	0.22	0.21	0.23	0.24	0.28
% Installation Trouble Reports													
T = 5.5%; S = 6.0%		4.8	4.3	3.6	3.9	4.1	2.1	2.7	2.8	3.4	4.2	5.2	5.3

NO/NE

Service Quality Index
2008/2009 Statewide Results
(Monthly Actuals)

2009

T = Target Level

S = Standard Level

2008

	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Network Trouble Report Rate (RPHL) T = 1.90; S = 2.25	1.41	1.72	1.40	1.08	1.67	1.13	1.00	1.09	1.17	1.14	1.47	1.49
%Tbils Cld w/ 24 hrs - Res. T = 70%; S = 60%	42	54	58	53	58	48	60	63	57	66	57	57
%Tbils Cld w/ 24 hrs - Bus. T = 85%; S = 75%	79	80	84	78	79	71	79	82	83	82	80	79
%Tbils Cld w/ 24 hrs - Res. T = 85%; S = 75%	1.7	1.5	1.3	1.0	1.2	0.8	0.9	0.9	1.2	1.5	1.6	1.8
%Tbils Cld w/ 24 hrs - Bus. T = 85%; S = 75%	1.4	1.3	1.1	0.8	0.9	0.9	0.7	0.7	1.0	1.2	1.3	1.5
%Tbils Cld w/ 24 hrs - Res. T = 85%; S = 75%	0.34	0.30	0.28	0.22	0.26	0.13	0.14	0.21	0.32	0.18	0.21	0.20
%Tbils Cld w/ 24 hrs - Bus. T = 85%; S = 75%	4.1	4.3	3.3	3.1	3.6	2.3	2.5	2.4	2.2	2.2	3.2	3.2

Network Trouble Report Rate
(RPHL) T = 1.90; S = 2.25

%Tbils Cld w/ 24 hrs - Res.
T = 70%; S = 60%

%Tbils Cld w/ 24 hrs - Bus.
T = 85%; S = 75%

%Tbils Cld w/ 24 hrs - Res.
T = 85%; S = 75%

%Tbils Cld w/ 24 hrs - Bus.
T = 85%; S = 75%

%Tbils Cld w/ 24 hrs - Res.
T = 85%; S = 75%

%Tbils Cld w/ 24 hrs - Bus.
T = 85%; S = 75%

Bay Path

**Service Quality Index
2008/2009 Statewide Results
(Monthly Actuals)**

T = Target Level
S = Standard Level

Maintenance Service Items:
Network Trouble Report Rate
[RPHL] T = 1.90; S = 2.25

%Tbals Cird w/ 24 hrs - Res.
 $T = 70\%$; $S = 60\%$

%Tribals Cird w/ 24 hrs - Bus.
T = 85% : S = 75%

Installation Service Items
% Appts. Missed-Total
Company Reasons
 $T = 1.5\% ; S = 2.5\%$

**% Appts. Missed-Res.
Company Reasons
 $T = 1.5\%$; $S = 2.5\%$**

**% Appointments Missed -
Company Facilities (CF)
 $T = 1.15\% : S = 1.25\%$**

% Installation Trouble Reports
T = 5.5% ; S = 6.0%

	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
1	1.73	1.54	1.55	1.21	3.57	1.31	0.98	1.10	1.27	1.22	1.45	1.94
2												
3	38	39	47	37	43	40	57	65	49	54	52	47
4												
5	82	85	84	84	75	84	90	91	86	89	87	84
6												
7	1.7	1.7	1.3	1.3	1.6	1.0	0.9	1.0	0.9	0.8	1.0	1.1
8												
9		1.6	1.3	1.2	1.5	0.9	0.8	0.9	0.8	0.6	0.7	1.0
10												
11	0.33	0.40	0.32	0.35	0.34	0.14	0.21	0.25	0.27	0.27	0.27	0.38
12												
13	4.7	4.5	3.6	3.6	5.6	2.4	2.6	2.4	2.7	2.8	3.3	3.9

**Service Quality Index
2008/2009 Statewide Results
12 Month Rolling Average**

2009

[illegible]

3 or More "Standard" Misses	
Monthly Service Penalty	0.00 %
Total Service Penalty	

Mass Bay

Service Quality Index
2008/2009 Statewide Results
12 Month Rolling Average

T = Target Level
S = Standard Level

2009

2008

	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
	Pt	Pt	Pt	Pt	Pt	Pt	Pt	Pt	Pt	Pt	Pt	Pt
	1.22	1.34	1.25	1.25	1.28	1.28	1.25	1.24	1.25	1.26	1.27	1.28
	2	2	2	2	2	2	2	2	2	2	2	2
	47	45	44	44	44	43	44	44	44	43	44	44
	0	0	0	0	0	0	0	0	0	0	0	0
	82	82	82	82	82	81	81	81	81	81	81	81
	1	1	1	1	1	1	1	1	1	1	1	1
	1.9	1.9	1.9	1.9	1.8	1.7	1.6	1.5	1.4	1.4	1.4	1.3
	1	1	1	1	1	1	1	1	1	1	1	1
	1.8	1.8	1.7	1.7	1.7	1.6	1.5	1.4	1.3	1.3	1.3	1.2
	1	1	1	1	1	1	1	1	1	1	1	1
	0.40	0.38	0.36	0.38	0.33	0.32	0.30	0.27	0.26	0.25	0.25	0.24
	2	2	2	2	2	2	2	2	2	2	2	2
	4.7	4.7	4.8	4.7	4.7	4.6	4.5	4.3	4.2	4.1	4.0	3.9
	2	2	2	2	2	2	2	2	2	2	2	2
	9	9	9	9	9	9	9	10	11	11	11	11

Installation Service Reports
Network Trouble Report Rate
T = 1.90; S = 2.25

%Trbls Cld w/ 24 hrs - Res
T = 70%; S = 60%

%Trbls Cld w/ 24 hrs - Bus
T = 85%; S = 75%

% Appnts. Missed-Total
Company Reasons
T = 1.5%; S = 2.5%

% Appnts. Missed-Res.
Company Reasons
T = 1.5%; S = 2.5%

% Appointments Missed -
Company Facilities (CF)
T = 1.15%; S = 1.25%

% Installation Trouble Reports
T = 5.5%; S = 6.0%

SQI Points for Mass Bay

8/25/2009

NO/NE SBU

Service Quality Index
2008/2009 Statewide Results
12 Month Rolling Average

T = Target Level
S = Standard Level

2009

2008

	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Installation Service Index												
Network Trouble Report Rate	1.34	1.36	1.38	1.37	1.39	1.38	1.35	1.33	1.33	1.33	1.35	1.32
(RPHL) T = 1.90; S = 2.25												
%TbIs Cld w/ 24 hrs - Res	51	52	52	53	53	54	55	56	55	55	55	56
T = 70%; S = 60%												
%TbIs Cld w/ 24 hrs - Bus	81	81	81	81	81	80	80	80	80	80	80	80
T = 85%; S = 75%												
Installation Service Index												
% Appts. Missed-Total	2.2	2.1	2.0	2.0	1.9	1.7	1.6	1.5	1.4	1.3	1.3	1.3
Company Reasons												
T = 1.5%; S = 2.5%												
% Appts. Missed-Res.	1.9	1.9	1.8	1.7	1.6	1.5	1.4	1.3	1.2	1.1	1.1	1.1
Company Reasons												
T = 1.5%; S = 2.5%												
% Appointments Missed -	0.41	0.39	0.37	0.35	0.33	0.30	0.27	0.26	0.26	0.24	0.23	0.23
Company Facilities (CF)												
T = 1.15%; S = 1.25%												
% Installation Trouble Reports	4.1	4.1	4.0	4.0	3.9	3.8	3.6	3.5	3.3	3.2	3.1	3.0
T = 5.5%; S = 6.0%												
SQI Points for North/N.E.	9	9	9	9	9	9	9	10	10	11	11	11

Bay Path SBU

Service Quality Index
2008/2009 Statewide Results
12 Month Rolling Average

T = Target Level
S = Standard Level

2009

2008

	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Pt
Installation Service Index													
Network Trouble Report Rate	1.41	1.43	1.44	1.45	1.66	1.65	1.60	1.59	1.60	1.61	1.59	1.57	2
IRPHL T = 1.90; S = 2.25													
% Trbls Cld w/ 24 hrs - Res	51	50	50	50	49	48	48	50	48	47	47	47	0
T = 70%; S = 60%													
% Trbls Cld w/ 24 hrs - Bus	86	86	86	85	85	84	85	85	84	85	85	85	1
T = 85%; S = 75%													
Installation Service Index													
% Appts. Missed-Total	1.8	1.8	1.8	1.7	1.7	1.6	1.5	1.4	1.3	1.2	1.2	1.2	2
Company Reasons													
T = 1.5%; S = 2.5%													
% Appts. Missed-Res.	1.8	1.7	1.7	1.7	1.6	1.5	1.4	1.3	1.2	1.1	1.1	1.1	2
Company Reasons													
T = 1.5%; S = 2.5%													
% Appointments Missed -	0.38	0.37	0.36	0.36	0.36	0.34	0.33	0.31	0.30	0.30	0.29	0.29	2
Company Facilities (CF)													
T = 1.15%; S = 1.25%													
% Installation Trouble Reports	4.2	4.2	4.2	4.2	4.3	4.2	4.1	3.9	3.8	3.7	3.6	3.5	2
T = 5.5%; S = 6.0%													
SQI Points for Bay Path	10	10	10	10	10	9	10	11	11	11	11	12	11

8/25/2009

Threshold - 4.0 RPHL

Massachusetts Wire Center Report - 2009

AREA: METRO NORTH		JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC											
NPANWR	WIRE CENTER	OFFICE TYPE	LOCAL LINES										
				JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT
781060	ARLINGTON	DSE	13266	1.36	0.98	1.14	1.18	0.92	1.10	1.43			
781061	BEDFORD	DSE	6286	1.95	0.82	1.01	1.40	0.69	1.72	1.31			
617063	BELMONT	DSE	9441	1.19	0.96	0.83	1.24	1.30	1.25	1.95			
617035	BRIGHTON	DSE	11935	0.83	0.73	0.68	0.72	0.71	0.94	0.84			
617034	BROOKLINE	DMS100	28933	0.95	0.82	1.95	0.90	0.90	1.04	1.30			
781066	BURLINGTON	DSE	11806	0.76	0.67	0.88	0.68	0.65	0.77	0.82			
617054	CAMBRIDGE WARE	DSE	56344	0.80	0.56	0.66	0.12	0.07	0.21	0.38			
617055	CAMBRIDGE/BENT	DSE	6637	0.19	0.09	0.10	1.70	1.37	1.83	2.10			
781062	LEXINGTON/LINCOLN	DSE	20680	1.38	0.92	1.12	1.29	1.15	1.06	1.18			
781045	NEEDHAM	DMS100	13255	1.17	0.91	1.17	1.24	1.27	1.34	1.47			
617039	NEWTON	DMS100	28017	1.50	1.10	1.77	1.36	1.66	2.11	1.95			
617056	SOMERVILLE	DSE	13593	4.05	1.73	1.07	1.29	1.26	1.37	1.25			
781049	WALTHAM/SPRING	DMS100	18139	1.13	0.84	0.32	0.19	0.13	0.31	0.44			
781050	WALTHAM/WESTON	DMS100	4580	0.46	0.27	0.82	0.99	0.57	1.15	1.28			
617040	WATERTOWN	DMS100	9575	0.93	0.86	1.55	1.54	1.15	1.21	1.35			
781044	WELLESLEY	DMS100	11671	1.96	1.55	1.07	1.37	1.60	1.72				
781065	WINCHESTER	DSE	22257	1.26	1.06	1.07	1.37	1.60	1.72				

Threshold - 4.0 RPHL

Massachusetts Wire Center Report - 2009

AREA:	NORTHEAST	OFFICE TYPE	LOCAL LINES	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
NPANWR	WIRE CENTER														
978258	AMESBURY	DSE	5456	0.98	1.02	0.93	0.99	0.95	1.45	1.96					
978202	ANDOVER	DMS100	10058	0.97	0.83	1.08	1.42	1.66	1.34	1.17					
978249	BEVERLY	DSE	11843	0.78	0.91	0.88	0.94	0.82	1.29	1.16					
978220	BILLERICA	DMS100	10202	1.62	0.86	0.84	1.17	0.92	6.51	1.61					
978222	CHELSENFORD	DMS100	6976	2.60	1.33	1.20	1.60	1.03	5.17	2.06					
617272	CHELSEA	DSE	10005	0.46	0.46	0.58	0.66	0.50	0.53	0.85					
978250	DANVERS	DSE	15156	0.82	0.66	0.85	0.94	0.96	1.00	1.18					
978211	DRACUT	DSE	3670	1.49	0.99	1.25	1.56	1.07	1.35	4.47					
617273	EAST BOSTON	DSE	12554	1.78	0.91	1.00	1.65	2.52	2.34	1.59					
978240	ESSEX	DSE	1628	1.77	0.54	2.59	2.16	1.48	2.64	3.26					
978216	GEORGETOWN	DSE	3487	1.01	0.99	1.17	1.79	0.77	1.37	1.29					
978243	GLOUCESTER	DSE	11642	1.27	0.92	1.19	1.38	1.88	2.04	2.39					
978248	HAMILTON	DSE	3623	1.38	0.65	0.82	1.28	1.30	1.02	1.71					
978215	HAVERHILL	DSE	18068	1.23	1.13	0.85	0.92	1.12	1.35	1.46					
978257	IPSWICH	DSE	4857	0.87	0.72	2.76	0.97	1.18	1.56	1.50					
978203	LAWRENCE	DSE	40608	1.13	1.92	0.88	1.33	2.24	1.48	1.44					
978210	LOWELL	DMS100	28253	2.18	1.39	0.88	1.12	1.15	1.39	1.59					
781227	LYNN/NAHANT	DMS100	29681	0.90	0.72	1.07	1.08	0.96	1.27	1.31					
781228	LYNNFIELD	DSE	3193	0.60	0.45	0.58	0.98	0.77	1.11	0.94					
978242	MANCHESTER-MAGN	RSM	3282	1.62	2.10	1.77	1.58	1.50	2.27	1.98					
781235	MARBLEHEAD	DMS100	6499	0.79	0.63	1.12	1.17	1.20	1.60	1.57					
617269	MALDEN/MELROSE	DMS100	46966	0.89	1.18	0.85	1.04	0.86	1.29	1.48					
978214	MERRIMAC	DSE	1991	0.89	1.03	1.70	1.35	0.73	1.44	2.01					
978256	NEWBURYPORT	DSE	11352	0.76	1.00	3.57	0.87	0.96	1.52	2.20					
978207	NORTH CHELMSFORD	DMS100	2717	0.96	1.17	1.16	1.39	1.09	6.53	2.28					

Threshold - 4.0 RPHL

Massachusetts Wire Center Report - 2009

AREA:	NORTHEAST	OFFICE TYPE	LOCAL LINES	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
NPAAWR	WIRE CENTER														
978201	NORTH READING	DSE	5239	0.96	0.72	1.15	1.06	0.77	1.53	1.49					
978234	PEABODY	DMS100	11199	0.85	0.74	0.87	1.25	0.75	0.98	0.95					
781264	READING	DMS100	7456	0.82	0.69	0.68	1.26	0.57	1.08	1.27					
781275	REVERE	DMS100	12501	1.22	1.44	1.21	1.42	1.33	1.15	1.60					
978241	ROCKPORT	DSE	3399	0.87	0.85	1.18	2.15	1.75	2.64	4.06					
978254	ROWLEY	DSE	1946	0.90	0.71	1.47	0.51	0.76	0.77	1.59					
978233	SALEM	DMS100	13458	1.02	1.01	0.86	1.16	0.91	1.14	1.26					
781229	SAUGUS	DMS100	7857	1.05	1.22	0.81	1.87	0.92	1.55	2.25					
978221	TENKSBURY	DMS100	8075	0.76	0.84	0.71	0.80	0.69	0.83	0.85					
978247	TORSFIELD	DSE	4147	1.17	0.77	1.13	1.86	1.00	1.94	1.95					
978208	TYNGSBORO	DMS10	4315	1.64	1.31	0.93	1.30	1.16	1.85	1.76					
781262	STONEHAM/MAKESFIELD	DMS100	15725	0.74	0.57	0.64	0.67	0.55	0.71	0.83					
978209	WESTFORD	DMS100	6848	1.50	1.10	1.49	1.76	1.44	1.37	1.96					
978255	WEST NEWBURY	RSM	1053	0.96	1.05	0.95	0.76	0.86	0.86	1.04					
978236	WEST PEABODY	DSE	6575	0.75	0.69	0.83	1.24	0.96	1.39	1.48					
978223	WILMINGTON	DMS100	9767	0.79	0.81	1.10	1.02	0.62	1.44	1.19					
617214	WINTHROP	DMS100	5152	0.85	0.52	0.64	1.08	1.51	1.10	1.32					

Massachusetts Wire Center Report - 2009

Threshold - 4.0 RPHL

AREA:	BOSTON	OFFICE	LOCAL	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
NPANWR	WIRE CENTER	TYPE	LINES												
617001	HARRISON AVE.	DSE	27050	0.42	0.28	0.38	0.54	0.38	0.49	0.57					
617003	FRANKLIN ST.	DSE	27464	0.09	0.05	0.06	0.08	0.13	0.09	0.06					
617030	BACK BAY	DSE	49134	0.46	0.40	0.40	0.51	0.46	0.47	0.47					
617007	BOWDOIN/CHARLESTO	DSE	40508	0.37	0.35	0.38	0.40	0.38	0.53	0.56					
781162	BRAINTREE	DMS100	18072	0.68	0.60	0.74	0.81	0.68	1.12	1.31					
781026	CANTON	DSE	9254	0.70	0.66	0.67	0.95	0.88	1.00	1.11					
781025	DEDHAM	DMS100	14232	0.65	0.52	0.82	0.94	0.92	1.22	1.14					
617020	DORCHESTER	DSE	27038	1.33	1.86	1.10	1.25	1.26	1.31	1.96					
781155	COHASSET/HINGHAM	DSE	14731	2.20	1.51	1.22	1.05	0.98	1.66	2.78					
617016	HYDE PARK	DSE	8055	1.86	1.18	1.54	1.52	1.32	1.54	2.21					
617021	MILTON	DMS100	12301	1.10	0.96	1.06	1.16	1.14	1.42	2.33					
781027	NORWOOD	DMS100	13358	0.96	0.80	1.07	0.87	0.96	1.11	0.94					
617158	QUINCY	DMS100	30253	0.70	0.62	0.83	0.71	0.77	0.87	1.03					
781160	HOLBROOK/RANDOLPH	DSE	11116	1.23	1.02	0.94	1.04	1.14	1.76	2.18					
617011	ROXBURY/JAMAICA	SESS	24761	1.18	1.18	0.97	1.65	1.13	1.30	1.61					
781154	SCITUATE	RSM	5252	1.72	0.91	1.52	3.66	1.55	3.18	3.00					
617002	SOUTH BOSTON	DSE	9277	1.29	1.17	0.83	0.99	1.03	1.11	1.13					
781152	WEYMOUTH	DSE	15387	2.00	2.21	0.97	2.02	0.96	1.28	1.37					
617015	WEST ROXBURY	DSE	15398	0.93	1.43	0.92	0.89	0.80	1.08	1.42					

Section 2

Wire Center Report

Massachusetts Wire Center Report - 2009

Threshold - 4.0 RPHL

AREA:	SOUTHEAST	OFFICE TYPE	LOCAL LINES	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
NPWFR	WIRE CENTER														
508134	ACUSHNET	DMS100	8708	1.41	0.91	1.28	1.98	1.30	1.68	2.24					
508102	ASSONET	DMS10	1089	1.29	1.57	1.42	2.43	0.82	3.48	2.66					
508107	BARNSTABLE	DSE	5275	1.62	0.99	1.18	1.82	2.34	2.59	2.65					
508110	BASS RIVER	DSE	12645	1.04	0.87	0.94	1.48	2.00	2.29	3.06					
508112	BREWSTER	RSIM	4595	1.04	0.62	1.11	1.54	1.68	2.85	3.48					
508086	BRIDGEWATER	DSE	5389	1.29	0.87	1.42	1.61	0.97	1.94	2.47					
508090	BROCKTON	DSE	29733	1.37	0.99	1.06	1.51	1.53	1.92	1.99					
781081	BRYANTVILLE	DSE	6442	1.79	0.91	0.91	1.65	1.40	2.90	2.30					
508138	BUZZARDS BAY	DSE	5526	1.12	1.11	1.07	1.31	1.18	1.50	2.17					
508073	CARVER	DSE	3372	1.11	1.62	0.80	3.39	1.19	1.94	5.69					
508139	CATAUMET	DSE	5353	1.60	0.76	0.85	1.22	1.82	2.65	2.86					
508120	CHATHAM	DSE	4865	1.14	1.12	0.93	2.14	2.38	3.03	3.19					
508146	CHILMARK	DSE	2192	0.61	0.22	0.57	1.73	2.92	3.20	6.75					
508094	DIGHTON	DSE	1050	0.90	0.27	0.46	2.33	1.31	2.55	2.57					
781074	DUXBURY	DMS10	3619	1.87	0.94	1.09	1.50	1.60	2.19	1.88					
508087	EASTON	DSE	5822	1.40	0.72	0.98	1.45	1.14	1.65	1.80					
508085	E. BRIDGEWATER	DSE	2755	0.91	0.92	0.87	0.60	1.10	1.22	1.16					
508147	EDGARTOWN	DSE	5063	0.85	0.32	0.85	1.18	1.75	2.00	3.24					
508103	FALL RIVER	DMS100	38895	1.06	0.92	1.15	1.58	1.54	1.57	2.85					
508144	FALMOUTH	DSE	15528	0.88	0.75	0.81	1.27	1.56	2.63	2.66					

Threshold - 4.0 RPHL

Massachusetts Wire Center Report - 2009

AREA:	SOUTHEAST	OFFICE TYPE	LOCAL LINES	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
NPWIFR	WIRE CENTER														
781083	HANOVER	DMS100	6663	1.20	0.87	0.97	1.59	1.22	1.57	1.73					
508119	HARWICH	DSE	8372	1.27	1.28	0.98	1.45	1.70	2.85	4.42					
508114	HYANNIS	DSE	17009	3.10	0.87	1.03	1.46	1.45	1.80	2.43					
781075	KINGSTON	DSE	6409	2.01	0.86	1.47	1.26	1.38	1.83	2.01					
508076	MANOMET	DSE	5289	1.49	1.68	1.30	1.68	1.58	2.03	2.89					
508141	MARION	DSE	2337	1.32	1.16	0.71	1.08	1.17	1.55	2.44					
781077	MARSHFIELD	DMS100	11508	1.34	0.86	0.86	0.81	1.22	1.50	1.82					
508115	MASHPEE	DSE	8163	0.85	0.74	1.18	0.93	1.58	2.00	2.33					
508130	MATTAPOISETT	DSE	2706	0.94	0.79	0.87	1.46	2.35	1.98	2.70					
508098	MIDDLEBORO	DSE	10785	1.54	0.55	0.98	0.98	1.04	1.48	1.59					
508116	NANTUCKET	DSE	9773	0.60	0.96	0.72	1.29	2.20	3.91	3.58					
508133	PLYMPTONIN BED	DMS100	31449	1.93	1.36	1.76	2.40	2.03	1.86	2.36					
508095	NORTON	DSE	3474	0.89	0.51	1.02	1.23	1.05	1.66	1.78					
781082	NORWELL	DSE	2468	1.32	0.91	0.83	1.03	1.52	1.50	2.27					
508118	ORLEANS	DSE	9710	0.57	0.85	0.97	1.61	1.95	2.28	3.55					
508109	OSTERVILLE	DSE	8336	1.42	1.35	2.04	1.87	1.44	2.38	3.45					
508072	PLYMOUTH	DSE	12318	0.92	1.24	1.22	1.60	0.98	1.49	3.20					
508117	PROVINCETOWN	DSE	4881	0.79	0.57	0.70	1.05	1.58	1.57	2.72					
508096	REHOBOTH	DMS10	1970	1.72	1.52	2.92	3.10	1.42	2.74	3.35					
508132	ROCHESTER	DMS10	2671	6.26	5.72	1.64	2.26	1.65	2.52	4.04					
781089	ROCKLAND	DSE	15487	0.70	0.63	0.82	1.03	1.12	1.10	1.25					
508108	SCARGO	DSE	4574	1.04	0.93	1.08	1.67	2.28	3.17	3.87					
508142	SAGAMORE	DSE	8085	1.56	0.85	1.07	1.43	1.47	2.05	2.65					
508111	SIASCONSET	DSE	1325	0.43	0.50	0.50	0.58	2.02	2.86	4.68					

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Threshold - 4.0 RPHL

AREA:	SOUTHEAST	OFFICE TYPE	LOCAL LINES	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
NPWFRR	WIRE CENTER														
781088	STOUGHTON	DSE	9495	0.95	0.94	0.99	1.51	1.32	1.56	1.79					
508097	TAUNTON	DMS100	23145	0.93	0.77	1.02	1.22	1.05	1.35	1.38					
508148	VINEYARD HAVEN	DSE	9800	0.77	0.69	0.77	1.33	1.39	2.25	3.35					
508143	WAREHAM	DSE	7946	1.08	1.19	1.13	1.63	1.49	2.02	2.71					
508113	WELLFLEET	DSE	4009	0.50	0.88	1.15	1.77	2.24	3.65	6.16					
508131	WESTPORT	DMS10	5065	1.60	1.70	1.92	2.36	2.32	2.55	6.79					
781084	WHITMAN	DSE	4009	1.18	0.64	0.89	1.76	1.59	1.30	4.84					

Threshold - 4.0 RPHL

Massachusetts Wire Center Report - 2009

AREA:	SPRINGFIELD	OFFICE TYPE	LOCAL LINES	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
NPWWFR	WIRE CENTER														
413341	ADAMS	DMS 100	4336	0.97	0.73	1.05	1.44	1.31	1.88	2.17					
413358	AGAWAM	DMS 100	8432	0.89	0.72	0.90	1.30	1.08	1.12	1.51					
413285	AMHERST	DSE	3371	1.61	1.49	1.70	2.08	2.10	1.85	3.50					
413287	AMHERST	DSE	5435	1.93	1.16	2.51	1.55	2.33	1.61	2.45					
413314	ASHFIELD	RSC	827	1.45	1.21	2.88	3.12	3.75	4.59	5.08					
413330	BECKET	RSC	1795	3.79	3.32	1.94	3.43	4.17	4.41	5.91					
413346	BELCHERTOWN	DMS 10	3198	1.37	1.27	1.23	1.09	0.61	0.75	1.59					
413309	BERNARDSTON	RSC	746	1.27	1.30	0.39	1.06	0.80	0.93	1.88					
413296	BLANFORD	RSLE	561	6.09	1.04	1.91	3.35	3.71	4.09	12.30					
413372	BRIMFIELD	DMS 10	2274	1.24	0.80	1.45	1.16	2.64	1.26	1.93					
413310	CHARLEMONT	RSC	1567	2.60	1.91	2.30	3.59	3.69	2.68	4.08					
413281	CHESTER	RSC	401	1.53	2.63	5.50	2.44	1.21	0.99	7.23					
413291	CHESTERFIELD	RSC	591	2.52	0.84	1.01	2.18	1.34	1.23	1.59					
413364	CHICOPEE - 2	DMS 100	8235	0.91	1.12	1.16	0.54	0.92	1.01	1.47					
413370	CHICOPEE - 3	DMS 100	2657	0.67	0.81	0.88	1.88	2.11	4.04	4.37					
413312	COLRAIN	RSC	893	2.54	3.09	0.37	0.37	1.48	2.24	4.56					
413313	CONWAY	RSC	526	1.08	0.36	1.74	1.74	2.22	3.62	5.99					
413331	CUMMINGTON	RSC	851	3.70	3.01	0.88	0.88	1.19	1.91	2.80					
413327	DALTON	RSC	2639	1.19	0.58	1.18	1.05	1.24	1.20	1.79					
413286	EASTHAMPTON	DMS 100	6469	1.39	1.18	1.05	1.05	1.24	1.20	1.34					

Threshold - 4.0 RPHL

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Threshold - 4.0 RPHL

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AREA:	MARLBORO	OFFICE	LOCAL	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
NPWFR	WIRE CENTER	TYPE	LINES												
978412	ACTON	DMS100	9937	1.74	0.59	0.78	0.94	0.75	0.80	1.17					
978439	ASHBURNHAM	RSC	2679	2.11	1.02	1.32	1.81	1.74	1.75	4.29					
978430	ASHBY	DMS10	976	14.09	1.38	1.40	2.62	1.62	2.53	3.99					
508164	ASHLAND	DSE	4915	0.43	1.23	1.17	0.97	0.99	0.81	1.14					
978440	ATHOL	DMS10	6023	1.50	1.37	0.83	1.52	1.28	1.45	1.88					
508172	ATTLEBORO	DSE	8502	1.01	0.63	1.40	1.05	0.94	1.40	1.34					
508390	AUBURN	DSE	5084	0.93	1.24	0.77	1.56	1.30	1.52	1.91					
978411	AYER	DSE	4841	0.95	0.56	0.91	1.29	0.63	1.13	1.38					
978403	BARRE	DSE	1792	2.11	1.48	1.58	1.69	0.99	0.72	2.79					
978422	BERLIN	DSE	893	0.76	0.87	1.31	1.44	1.00	1.68	3.47					
978421	BOLTON	DSE	1279	1.33	3.46	1.42	1.60	1.84	3.03	4.69					
508404	BOYLSTON	DSE	1592	0.98	0.43	1.11	1.36	0.87	1.75	2.14					
508385	CHARLTON	DSE	3218	3.39	0.67	1.52	1.35	1.25	1.66	1.83					
978434	CLINTON/LANCASTER	DSE	5379	1.62	0.89	0.81	1.69	1.32	1.47	2.34					
978450	CONCORD/CARLISLE	DSE	9651	0.76	0.81	0.97	1.39	0.87	1.78	2.03					
508394	DOUGLAS	DSE	2295	0.91	0.69	1.55	1.16	1.01	1.53	2.92					
978431	FITCHBURG	DMS100	13454	3.15	1.46	1.37	1.87	1.30	1.32	1.49					
508186	FOXBORO	DSE	5738	0.82	0.67	0.65	0.77	0.68	1.42	1.50					
508165	FRAMINGHAM	DSE	18999	0.87	0.73	0.73	0.76	0.65	0.77	1.21					

Threshold - 4.0 RPHL

Massachusetts Wire Center Report - 2009

AREA:	WIRE CENTER	OFFICE TYPE	LOCAL LINES	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
NPAWFR															
508178	FRANKLIN/NORFOLK	D5E	12009	0.73	0.58	0.67	0.94	0.78	0.85	1.03					
978437	GARDNER	DMS100	7125	1.72	0.84	1.45	1.17	1.22	1.40	1.78					
508392	GRAFTON	D5E	5766	1.49	0.81	1.40	1.09	1.12	1.18	1.51					
508374	GREENDALE	D5E	11972	2.11	1.64	1.59	2.54	1.76	1.67	1.85					
978415	GROTON	DMS10	3569	1.29	0.90	1.43	1.36	1.06	1.41	1.85					
978418	HARVARD	DMS10	1624	2.65	1.25	1.14	1.75	1.15	3.55	4.37					
508400	HOLDEN	RSM	4629	3.29	1.44	1.67	2.30	1.95	1.93	2.03					
508166	HOLLISTON	D5E	5128	0.96	0.54	0.83	0.79	0.66	0.99	1.85					
508169	HOPKINTON	D5E	5888	0.80	0.78	1.24	0.90	0.82	0.89	1.53					
978441	HUBBARDSTON	RSC	1155	3.69	1.83	1.09	1.69	1.37	2.25	2.77					
978452	HUDSON	D5E	7447	0.86	0.57	1.06	1.00	0.53	1.25	1.89					
508393	LEICESTER	D5E	2998	3.09	1.24	2.24	2.04	1.96	2.25	2.84					
978436	LEOMINSTER	DMS100	13642	1.51	0.76	1.23	1.43	1.27	2.01	2.39					
978414	LITTLETON	D5E	3801	0.70	0.49	0.36	1.09	1.10	1.37	1.21					
978432	LUNENBURG	DMS10	2388	4.70	1.45	1.75	4.07	1.98	3.04	3.48					
508173	MANSFIELD	D5E	7176	0.64	0.57	0.57	0.57	0.88	0.91	0.96					
508449	MARLBORO/SOUTHBOR	D5E	23973	0.94	0.59	0.56	0.56	0.65	0.68	1.29					
978451	STOW/SOUTHBOR/MA	D5E	6116	1.35	0.93	0.69	1.23	0.89	1.32	1.14					
508193	MEDFIELD	DMS100	4113	0.89	0.78	1.00	0.86	0.87	0.87	1.41					
508181	MEDWAY	D5E	4604	0.78	0.51	0.68	0.60	0.86	0.80	1.11					
508179	MILFORD/MENDON/BE	D5E	14170	1.05	0.87	1.10	1.08	1.08	0.93	1.45					
508389	MILLBURY	D5E	6340	0.86	0.66	1.06	0.97	1.33	1.27	2.71					

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Threshold - 4.0 RPHL

AREA:	MARLBORO	OFFICE	LOCAL	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
NPWF/R	WIRE CENTER	TYPE	LINES												
508194	MILLIS	DSE	2496	0.96	0.88	1.08	1.53	1.39	1.40	1.48					
508197	NATICK/SHERBORN	DSE	13781	0.83	0.87	1.00	0.81	0.85	1.20	1.35					
508381	BROOKFIELDS	DSE	4313	1.63	0.90	1.15	2.51	1.77	1.45	1.72					
508167	NOBSCOT	DSE	5478	0.90	0.70	0.87	0.98	1.13	1.27	2.04					
508174	NORTH ATTLEBORO	DSE	8849	0.83	2.32	0.86	1.16	1.47	1.41	1.59					
508401	NORTHBORO	DSE	6131	0.94	0.84	1.02	1.25	1.62	0.98	2.04					
508407	OAKHAM	DSE	660	2.79	1.78	2.24	1.35	2.10	3.02	2.42					
978442	ORANGE	DMS10	4096	1.64	0.73	1.09	1.12	1.10	1.57	2.71					
508383	OXFORD	DSE	3820	1.23	0.94	1.35	2.77	1.11	1.75	2.28					
978416	PEPPERELL	DSE	3012	2.09	0.90	1.00	1.52	1.40	2.12	2.66					
978443	PETERSHAM	DMS100	636	3.70	2.33	0.83	0.94	2.05	1.25	3.14					
978406	PRINCETON	DSE	1614	6.68	2.10	2.53	3.03	4.16	3.79	6.20					
508405	RUTLAND	DSE	2104	3.57	1.33	1.70	2.28	2.11	2.66	3.14					
781187	SHARON	DSE	4887	0.80	0.87	1.95	0.68	1.01	1.24	1.72					
978417	SHIRLEY	DMS10	1617	1.08	0.54	0.91	1.40	0.61	0.98	1.05					
508399	SHREWSBURY	DMS100	7202	1.22	0.57	0.83	1.01	1.27	1.37	1.58					
508380	SOUTHBRIDGE	DSE	5027	0.72	0.58	0.87	1.09	0.81	1.17	1.25					
508382	SPENCER	DSE	3748	2.18	1.26	1.51	1.57	1.99	1.72	1.92					
978435	STERLING	DSE	2452	3.29	1.34	0.92	2.85	1.67	2.28	2.88					
508384	STURBRIDGE	DSE	3682	0.70	0.36	1.17	1.12	1.32	1.16	1.33					
978195	SUDBURY	DMS100	6557	1.32	0.91	0.98	1.69	0.90	1.33	1.75					

Section 3

Major Service Outages

**Abnormal Event - LOCAL
LOOP/SUB CABLE**

Status:	Severity:	Impact/Cause:	Lock Document:	Event ID:	
RESOLUTION	MAJOR	CAUSE	NO	MALP042457	
Location:		Failure:	Restoration:		
State :	MA	Event Date :	7/1/2009	Date : 7/1/2009	
CO Name :	FALMOUTH MA	Event Time :	13:10:00	Time : 20:33:22	
CLLI :	FLMOMAMGECT	Category :	LOCAL LOOP/SUB CABLE	Event Duration : 07:23:22	
NPA :	XX	Sub-Category :	COPPER SPAN	Failure Duration : 07:23:22	
NXX :	XX	Cause :	COMMERCIAL POWER OUTAGE	Resolution:	
LATA :	IP-N	Failure Cause :	EXTERNAL POWER FAILURE 12	TECHNICIAN SUPPLIED PWR THROUGH GENERATORS AND REPLACED FUSES AND BLOWN UNTIL POWER CAME BACK UP @ P 29-282 PALMER AVE IN FALMOUTH	
Reported By :	MICHAEL C	Disposition Code :	OUTSIDE PLANT		
Center :	CENTRAL WEST MA DRC	Service Affecting :	YES		
Phone :	800425xxxx	Planned :			
NOC Watch :	NO	SafeTime Work :		Is 911 Affected :	NO
Upgrade Type :		Customer Outage Minutes		E911 Contacted :	NO
External System Ticket#	149857.93		E911 Affect :		
CORE / MAAU01Y1RN,CORE / MAAU01Y1SH,CORE / MAAU01Y1WY,CORE / MAAU01Y1XW,CORE / MAAU01Y2C1		Short Description: MAJOR CABLE FAILURE- FALMOUTH MA-PG20 PR4201-42096 SAI 1128 NRP29-282 PALMER,PG20 PR3401-3496 SAI P29-282 PALMER - ALL LINES OOS- POSSIBLE POWER OUTAGE		Outage Info Bridge#	
TSS					
TSS Expert :	TSS Code :	TSS Reviewed :	NO		

TSS MGT :	Hardware Info :	Vendor Reportable :	NO
Accountable :	RCA Info :	ARMIS Reportable :	NO
Effect :		ORB Action Item :	NO
Cause :		Vendor Analysis Provided :	NO
Action :			
Plan :			
TSS Remarks :		Was Switch Isolated :	NO
SS7 Remarks :			
NSMC			
Reviewed By :	RINALDO RA	Broadcast :	NO
ORB Reportable :	NO	# of Broadcast Msgs :	0
Reviewed :	YES	Network Failure :	NO
Trouble/Effect :	LOCAL LOOP - COPPER SPAN DOWN IMPACTING 53 CUSTOMERS AND 240 WORKING LINES. UNDER INVESTIGATION.		
Charged :		Carrier Type :	
POE :		Other Carrier Ticket :	
POE Remarks :			
PSC Remarks :			
FCC Reportable			
Assigned Lines :	0	FCC Reportable :	NO
Total Complex Assigned Lines :	0	FCC Reportable Type :	
		FCC Report# :	
		FCC Qualifier :	
		DS3 Minutes :	
FCC Notify Date :		User Minutes :	149734
3-Day Initial Due :		Line Ratio :	
30-Day-Final Due :			

verizon Abnormal Event - LOCAL
LOOP/SUB CABLE

Status		Severity	Impact/Cause	Lock Document	Event ID	
RESOLUTION		MAJOR	CAUSE	NO	MALP042492	
Location		Failure			Restoration	
State :	MA	Event Date :	7/1/2009	Date :	7/3/2009	
CO Name :	TAUNTON	Event Time :	15:48:00	Time :	23:40:06	
CLLI :	TNTNMAPLDS1	Category :	LOCAL LOOP/SUB CABLE	Event Duration :	55:52:06	
NPA :	508,774	Sub-Category :	COPPER SPAN	Failure Duration :	43:51:00	
NXX :	508301,508307,508821, 508822,508823,508824, 508828,508880,508884, 508977,774299	Cause :	COPPER CABLE CUT/DAMAGED	Resolution		
LATA :	128	Failure Cause :	OTHER/UNKNOWN 15	SERVICE RESTORED BY TECHNICIAN TN3. REPAIRED DEFECTIVE CONDUCTORS IN THE UNDERGROUND AT MH 80B SOMERSET AVENUE TAUNTON MA. DRIED OUT WET CABLE IN THE UG AND REPAIRED DEFECTIVE CONDUCTORS.		
Reported By :	KAREN R	Disposition Code :	OUTSIDE PLANT			
Center :	RHODE ISLAND SOUTHEAST MA DRC	Service Affecting :	YES			
Phone :	800425xxxx	Planned :				
NOC Watch :	NO	Safe Time Work :		Is 911 Affected :	NO	
Upgrade Type :		Customer Outage Minutes		E911 Contacted :	NO	
External System/Ticket#		494628.00		E911 Affect :		
CORE / MAAU01Y2DH,CORE / MAAU01Y30E			Short Description		Outage Info Bridge	

CABLE FAILURE-CABLE WET
DUE TO INCLIMATE
WEATHER(RAIN)-SAI 4129 AT
P2 BAKER RD BERKLEY MA-
POTENTIAL 188 CUSTOMERS
TELEPHONE SERVICE
AFFECTED

TSS			
TSS Expert :	TSS Code :	TSS Reviewed :	NO
TSS MGT :	Hardware Info :	Vendor Reportable :	NO
Accountable :	RCA Info :	ARMIS Reportable :	NO
Effect :	ORB Action Item : NO		
Cause :	Vendor Analysis Provided : NO		
Action :			
Plan :			
TSS Remarks :	Was Switch Isolated : NO		
SS7 Remarks :			
NSMC			
Reviewed By :	MONICA F	Broadcast :	NO
ORB Reportable :	NO	# of Broadcast Msgs :	0
Reviewed :	YES	Network Failure :	NO
Trouble/Effect :	LOCAL LOOP FAILURE AFFECTING 188 ACCESS LINES, UNDER INVESTIGATION.		
Charged :		Carrier Type :	
POE :		Other Carrier Ticket :	
POE Remarks :			
PSC Remarks :			
FCC Reportable			
Assigned Lines :	56460	FCC Reportable :	NO
Total Complex Assigned Lines :	56460	FCC Reportable Type :	
		FCC Qualifier :	
		RCA Category :	
		FCC Report# :	
		DS3 Minutes :	
FCC Notify Date :		User Minutes :	630176
3-Day Initial Due :		Line Ratio :	1.86
30-Day-Final Due :			

verizon Abnormal Event - LOCAL
LOOP/SUB CABLE

Status		Severity	Impact/Cause	Lock Document	Event ID
RESOLUTION		MAJOR	CAUSE	NO	MALP042522
Location		Failure		Restoration	
State :	MA	Event Date :	7/7/2009	Date :	7/8/2009
CO Name :	LEOMINSTER	Event Time :	07:25:00	Time :	11:00:00
CLLI :	LMNSMASCDS1	Category :	LOCAL LOOP/SUB CABLE	Event Duration :	27:35:00
NPA :	978	Sub-Category :	COPPER SPAN	Failure Duration :	27:05:00
NXX :	978466,978514,978534,978537,978840	Cause :	COPPER CABLE/WATER DAMAGE	SERVICE RESTORED. TECHNICIAN DRIED OUT AND REPAIRED WET CONDUCTORS IN MANHOLE 210 MERRIAM AVE.	
LATA :	128	Failure Cause :	WEATHER RELATED 21		
Reported By :	MICHAEL L	Disposition Code :	OUTSIDE PLANT		
Center :	CENTRAL WEST MA DRC	Service Affecting :	YES		
Phone :	800425xxxx	Planned :	NO	Is 911 Affected :	NO
NOC Watch :	NO	SafeTime Work :	YES	E911 Contacted :	NO
Upgrade Type :		Customer Outage Minutes		E911 Affect :	NONE
External System/Ticket#		385125.00		Outage Info/Bridge#	
CORE / MAAV01V0NG		CABLE FAILURE-CABLE WET DUE TO INCLEMENT WEATHER;MANHOLE 210 MERRIAM. POTENTIAL 237 CUSTOMER'S TELE			
TSS					
TSS Expert :	TSS Code :	TSS Reviewed :		NO	
TSS MGT :	Hardware Info :	Vendor Reportable :		NO	
Accountable :	RCA Info :	ARMIS Reportable :		NO	

Effect :		ORB Action Item : NO	
Cause :		Vendor Analysis Provided : NO	
Action :			
Plan :			
TSS Remarks :		Was Switch Isolated : NO	
SS7 Remarks :			
NSMC			
Reviewed By :	MEKESHA J	Broadcast: NO	Blocked Calls : 0
ORB Reportable :	NO	# of Broadcast Msgs : 0	Blocked Call Type :
Reviewed :	YES	Network Failure : NO	
Trouble/Effect :	LOCAL LOOP. A CABLE FAILURE IS AFFECTING 237 WORKING LINES.		
Charged :			Carrier Type :
POE :			Other Carrier Ticket :
POE Remarks :			
PSC Remarks :			
FCC Reportable			
Assigned Lines :	30897	FCC Reportable : NO	RCA Category :
Total Complex Assigned Lines :	30897	FCC Reportable Type :	FCC Report# :
		FCC Qualifier :	
		DS3 Minutes :	
FCC Notify Date :		User Minutes :	392235
3-Day Initial Due :		Line Ratio :	1.64
30-Day-Final Due :			

verizon Abnormal Event - LOCAL
LOOP/SUB CABLE

Status		Severity	Impact/Cause	Lock/Document	Event ID	
RESOLUTION		MAJOR	CAUSE	NO	MALP042549	
Location		Failure		Restoration		
State :	MA	Event Date :	7/8/2009	Date :	7/8/2009	
CO	NORTHFIELD	Event Time :	06:06:00	Time :	17:30:00	
Name :						
CLLI :	NRFDMAMARS1	Category :	LOCAL LOOP/SUB CABLE	Event Duration :	11:24:00	
NPA :	413	Sub-Category :	COPPER SPAN	Failure Duration :	11:09:00	
NXX :	413498	Cause :	COPPER CABLE CUT/DAMAGED	Resolution		
LATA :	126	Failure Cause :	WEATHER RELATED 21	SERVICE RESTORED. TECHNICIANS PLACED SECTION OF CABLE AND RESPLICED AT POLE 112 MAIN ST.		
Reported By :	MICHAEL L	Disposition Code :	OUTSIDE PLANT			
Center :	CENTRAL WEST MA DRC	Service Affecting :	YES			
Phone :	800425XXXX	Planned :				
NOC Watch :	NO	SafeTime Work :		Is 911 Affected :	NO	
Upgrade Type :		Customer Outage Minutes		E911 Contacted :	NO	
External System/Ticket#			685056.00	E911 Affect :	NONE	
CORE / MAAV01V1X5,CORE / MAAV01V1YM		Short Description		Outage Info/Bridge		
		CABLE FAILURE-CABLE DAMAGED BY ELECTRICAL WIRE COMING DOWN BY FALLEN TREE;POLE112 MAIN RD. POTENTIAL 1024 CUSTOMER'S TELEPHONE SERVICE AFFECTED.				
TSS						
TSS Expert :	TSS Code :	TSS Reviewed :	NO			
TSS MGT :	Hardware Info :	Vendor Reportable :	NO			
Accountable :	RCA Info :	ARMIS Reportable :	NO			
Effect :			ORB Action Item : NO			

Cause :			Vendor Analysis Provided : NO
Action :			
Plan :			
TSS Remarks :			Was Switch Isolated : NO
SS7 Remarks :			
NSMC			
Reviewed By :	MEKESHA J	Broadcast: NO	Blocked Calls : 0
ORB Reportable :	NO	# of Broadcast Msgs : 0	Blocked Call Type :
Reviewed :	YES	Network Failure : NO	
Trouble/Effect :	LOCAL LOOP FAILURE AFFECTING 1024 ACCESS LINES, RELATED MASW036361.		
Charged :			Carrier Type :
POE :			Other Carrier Ticket :
POE Remarks :			
PSC Remarks :			
FCC Reportable			
Assigned Lines :	6509	FCC Reportable : NO	RCA Category :
Total Complex Assigned Lines :	6509	FCC Reportable Type :	FCC Report# :
		FCC Qualifier :	
		DS3 Minutes :	
FCC Notify Date :		User Minutes :	700416
3-Day Initial Due :		Line Ratio :	4.67
30-Day-Final Due :			



Abnormal Event - LOCAL LOOP/SUB CABLE

Status	Severity	Impact/Cause	Lock Document	Event ID	
RESOLUTION	MAJOR	CAUSE	NO	MALP042639	
Location		Failure	Restoration		
State :	MA	Event Date :	7/15/2009	Date :	
CO Name :	FALL RIVER	Event Time :	19:19:00	Time :	
CLLI :	FLRVMANMDS1	Category :	LOCAL LOOP/SUB CABLE	Event Duration :	
NPA :	508	Sub-Category :	COPPER SPAN	Failure Duration :	
NXX :	508235,508324,508491, 508646,508672,508673, 508674,508675,508676, 508677,508678,508679, 508730	Cause :	CONTRACTOR HUMAN	Resolution	
LATA :	128	Failure Cause :	NON-VERIZON - XX	REPAIRED DAMAGED CABLE IN THE UG DAMAGED BY NON VERIZON CONTRACTOR- REPAIRED DAMAGED PAIRS AND PLACED SPlice CLOSURE	
Reported By :	KAREN R	Disposition Code :	OUTSIDE PLANT		
Center :	RHODE ISLAND SOUTHEAST MA DRC	Service Affecting :	YES		
Phone :	800425xxxx	Planned :			
NOC Watch :	NO	SafeTime Work :		Is 911 Affected :	NO
Upgrade Type :		Customer Outage Minutes		E911 Contacted :	NO
External System/Ticket#		3777635.00		E911 Affect :	
CORE / MAAU01YJFB,CORE / MAAU01YK5U,CORE / MAAU01YK8Y,CORE / MAAU01YKBW		Short Description		Outage Info Bridge	
		CABLE FAILURE-FALL RIVER MA-POSSIBLE CONTRACTOR DAMAGE IN THE UNDERGROUND CA 18 1-1200 MANHOLE INTERSECTION OF JUNE AND CHERRY STREETS - 535 POTENTIAL			

CUSTOMERS TELEPHONE SERVICE AFFECTED			
TSS			
TSS Expert :	TSS Code :	TSS Reviewed :	NO
TSS MGT :	Hardware Info :	Vendor Reportable :	NO
Accountable :	RCA Info :	ARMIS Reportable :	NO
Effect :	ORB Action Item : NO		
Cause :	Vendor Analysis Provided : NO		
Action :			
Plan :			
TSS Remarks :	Was Switch Isolated : NO		
SS7 Remarks :			
NSMC			
Reviewed By :	MEKESHA J	Broadcast :	NO
ORB Reportable :	NO	# of Broadcast Msgs :	0
Reviewed :	YES	Network Failure :	NO
Trouble/Effect :	LOCAL LOOP CABLE FAILURE AFFECTING 1200 PAIRS AND 535 ACCESS LINES. CAUSE IS UNDER INVESTIGATION.		
Charged :		Carrier Type :	
POE :		Other Carrier Ticket :	
POE Remarks :			
PSC Remarks :			
FCC Reportable			
Assigned Lines :	0	FCC Reportable :	YES
Total Complex Assigned Lines :	0	FCC Reportable P-Type :	INITIAL
		FCC Qualifier :	LOCAL LOOP-USER-MINUTES
FCC Notify Date :	07/17/2009 11:01:00	DS3 Minutes :	
3-Day Initial Due :	07/20/2009 11:01:00	User Minutes :	3777635
30-Day-Final Due :	08/16/2009 11:01:00	Line Ratio :	1.67

Abnormal Event - LOCAL LOOP/SUB CABLE

Status		Severity	Impact/Cause	Lock Document	Event ID	
RESOLUTION		MAJOR	CAUSE	NO	MALP042666	
Location			Failure	Restoration		
State :	MA	Event Date	7/16/2009	Date :	7/20/2009	
CO Name :	ORLEANS	Event Time	18:02:00	Time :	15:30:00	
CLLI :	ORLNMAYADS0	Category :	LOCAL LOOP/SUB CABLE	Event Duration :	93:28:00	
NPA :	508	Sub-Category :	PAIR GAIN EQUIPMENT	Failure Duration :	93:28:00	
NXX :	508240,508247,508255,508288	Cause :	RECTIFIER FAILED	Resolution		
LATA :	128	Failure Cause :	PLANT DETERIORATION 20	REPLACED BLOWN RECTIFIER		
Reported By :	KAREN R	Disposition Code :	OUTSIDE PLANT			
Center :	RHODE ISLAND SOUTHEAST MA DRC	Service Affecting :	YES			
Phone :	800425xxxx	Planned :		Is 911 Affected :	NO	
NOC Watch :	NO	SafeTime Work :		E911 Contacted :	NO	
Upgrade Type :		Customer Outage Minutes		E911 Affect :		
External System/Ticket#			3297504.00	Outage Info Bridge#		
CORE / MAAU01YM85,CORE / MAAU01YM8C,CORE / MAAU01YM98,CORE / MAAU01YMAM,CORE / MAAU01YMCT,CORE / MAAU01YMND,CORE / MAAU01YMQJ,CORE / MAAU01YMQS			Short Description			
			CABLE FAILURE-EASTHAM MA-PG18 CEV NEAR P35/1075 RT 6 BRACKET RD EASTHAM MA - POSSIBLE AC POWER / RECTIFIER FAIL-POTENTIAL 476 CUSTOMERS TELEPHONE SERVICE AFFECTED			
TSS						
TSS Expert :	TSS Code :	TSS Reviewed :	NO			

TSS MGT :	Hardware Info :	Vendor Reportable :	NO
Accountable :	RCA Info :	ARMIS Reportable :	NO
Effect :		ORB Action Item :	NO
Cause :		Vendor Analysis Provided :	NO
Action :			
Plan :			
TSS Remarks :		Was Switch Isolated :	NO
SS7 Remarks :			
NSMC			
Reviewed By :	MERRITT M	Broadcast :	NO
ORB Reportable :	NO	# of Broadcast Msgs :	0
Reviewed :	YES	Network Failure :	NO
Trouble/Effect :	LOCAL LOOP PAIR GAIN FAILURE AFFECTING 799 PAIRS AND 476 ACCESS LINES. CAUSE IS UNDER INVESTIGATION.		
Charged :		Carrier Type :	
POE :		Other Carrier Ticket :	
POE Remarks :			
PSC Remarks :			
FCC Reportable			
Assigned Lines :	0	FCC Reportable :	YES
Total Complex Assigned Lines :	0	FCC Reportable Type :	Notify
		RCA POTENTIAL Category :	LATE
		FCC Report# :	09-20136011
		FCC Qualifier :	900,000 USER-MINUTES
FCC Notify Date :	07/20/2009 10:00:00	DS3 Minutes :	
3-Day Initial Due :	07/23/2009 10:00:00	User Minutes :	3297504
30-Day-Final Due :	08/19/2009 10:00:00	Line Ratio :	1.24

**Abnormal Event - LOCAL
LOOP/SUB CABLE**

Status	Severity	Impact/Cause	Lock/Document	Event ID	
RESOLUTION	MAJOR	CAUSE	NO	MALP042653	
Location		Failure	Restoration		
State :	MA	Event Date :	7/17/2009	Date :	
CO Name :	FALL RIVER	Event Time :	22:35:00	Time :	
CLLI :	FLRVMANMDS1	Category :	LOCAL LOOP/SUB CABLE	Event Duration :	
NPA :	508	Sub-Category :	PAIR GAIN EQUIPMENT	Failure Duration :	
NXX :	508235,508324,508491,508646,508672,508673,508674,508675,508676,508677,508678,508679,508730	Cause :	STORM DAMAGE; SEVERE WEATHER	Resolution	
LATA :	128	Failure Cause :	WEATHER RELATED 21	RESET CEV - OUTAGE CAUSED BY LIGHTNING STRIKE	
Reported By :	KAREN R	Disposition Code :	OUTSIDE PLANT		
Center :	RHODE ISLAND SOUTHEAST MA DRC	Service Affecting :	YES		
Phone :	800425xxxx	Planned :		Is 911 Affected :	NO
NOC Watch :	NO	SafeTime Work :		E911 Contacted :	NO
Upgrade Type :		Customer Outage Minutes		E911 Affect :	
External System Ticket		386803.27	Outage Info Bridge		
CORE / MAAU01YL9F,CORE / MAAU01YLDE,CORE / MAAU01YLFM		CABLE FAILURE-SOMERSET, MA-CEV IN ALARM-SEVERAL PAIR GAIN SYSTEMS AFFECTED - LOCATION SAI 7223 OFF MANHOLE 544 COUNTY ST SOMERSET, MA-POTENTIAL 418 CUSTOMERS TELEPHONE SERVICE AFFECTED			

TSS			
TSS Expert :	TSS Code :	TSS Reviewed :	NO
TSS MGT :	Hardware Info :	Vendor Reportable :	NO
Accountable :	RCA Info :	ARMIS Reportable :	NO
Effect :		ORB Action Item :	NO
Cause :		Vendor Analysis Provided :	NO
Action :			
Plan :			
TSS Remarks :		Was Switch Isolated :	NO
SS7 Remarks :			
NSMC			
Reviewed By :	J W	Broadcast :	NO
ORB Reportable :	NO	# of Broadcast Msgs :	0
Reviewed :	YES	Network Failure :	NO
Trouble/Effect :	LOCAL LOOP PAIR GAIN FAILURE AFFECTING 1486 PAIRS AND 418 ACCESS LINES. CAUSE IS UNDER INVESTIGATION.		
Charged :		Carrier Type :	
POE :		Other Carrier Ticket :	
POE Remarks :			
PSC Remarks :			
FCC Reportable			
Assigned Lines :	81696	FCC Reportable :	NO
Total Complex Assigned Lines :	81696	FCC Reportable Type :	
		FCC Qualifier :	
FCC Notify Date :		DS3 Minutes :	
3-Day Initial Due :		User Minutes :	374110
30-Day-Final Due :		Line Ratio :	1.67

verizon Abnormal Event - LOCAL
LOOP/SUB CABLE

Status		Severity	Impact/Cause	Lock Document	Event ID	
RESOLUTION		MAJOR	CAUSE	NO	MALP042687	
Location			Failure	Restoration		
State :	MA	Event Date	7/20/2009	Date :	7/22/2009	
CO Name :	FALL RIVER	Event Time :	13:46:00	Time :	13:05:00	
CLLI :	FLRVMANMDS1	Category :	LOCAL LOOP/SUB CABLE	Event Duration :	47:19:00	
NPA :	508	Sub-Category :	PAIR GAIN EQUIPMENT	Failure Duration :	49:51:42	
NXX :	508235,508324,508491,508646,508672,508673,508674,508675,508676,508677,508678,508679,508730	Cause :	OTHER	Resolution		
LATA :	128	Failure Cause :	OTHER/UNKNOWN 15	COMMON CKT PACK - RESET AT CEV 7229 NEAR P2-122 COUNTY SOMERSET		
Reported By :	KAREN R	Disposition Code :	OUTSIDE PLANT			
Center :	RHODE ISLAND SOUTHEAST MA DRC	Service Affecting :	YES			
Phone :	800425xxxx	Planned :		Is 911 Affected :	NO	
NOC Watch :	NO	SafeTime Work :		E911 Contacted :	NO	
Upgrade Type :		Customer Outage Minutes		E911 Affect :		
External System Ticket#			1337289.90	Outage Info Bridge#		
CORE / MAAU01YNDD,CORE / MAAU01YNH4,CORE / MAAU01YNJ6,CORE / MAAU01YNJZ,CORE / MAAU01YNKD,CORE / MAAU01YNKU			Short Description		CABLE FAILURE-SOMERSET MA-POSSIBLE POWER/RECTIFIER FAIL-SAI 7229NEAR P2-122 COUNTY ST	
TSS						
TSS Expert :	TSS Code :	TSS Reviewed :	NO			

TSS MGT :	Hardware Info :	Vendor Reportable :	NO
Accountable :	RCA Info :	ARMIS Reportable :	NO
Effect :		ORB Action Item :	NO
Cause :		Vendor Analysis Provided :	NO
Action :			
Plan :			
TSS Remarks :		Was Switch Isolated :	NO
SS7 Remarks :			
NSMC			
Reviewed By :	MEKESHA J	Broadcast :	NO
ORB Reportable :	NO	# of Broadcast Msgs :	0
Reviewed :	YES	Blocked Calls :	0
Trouble/Effect :	LOCAL LOOP. A CABLE FAILURE IS AFFECTING 447 WORKING LINES.		
Charged :		Blocked Call Type :	
POE :		Network Failure :	NO
POE Remarks :		Carrier Type :	
PSC Remarks :		Other Carrier Ticket :	
FCC Reportable			
Assigned Lines :	0	FCC Reportable :	YES
Total Complex Assigned Lines :	0	Category :	MANUAL UPLOAD
		FCC Reportable P-Type :	INITIAL
		FCC Report# :	09-20301663
		FCC Qualifier :	LOCAL LOOP-USER-MINUTES
FCC Notify Date :	07/22/2009 00:27:00	DS3 Minutes :	
3-Day Initial Due :	07/25/2009 00:27:00	User Minutes :	1269033
30-Day-Final Due :	08/21/2009 00:27:00	Line Ratio :	1.67

Abnormal Event - LOCAL LOOP/SUB CABLE

Status	Severity	Impact/Cause	Lock Document	Event ID	
RESOLUTION	MAJOR	CAUSE	NO	MALP042776	
Location		Failure	Restoration		
State :	MA	Event Date	7/27/2009	Date :	
CO Name :	DRACUT	Event Time	11:05:00	Time :	
CLLI :	DRCTMAMMDS0	Category :	LOCAL LOOP/SUB CABLE	Event Duration :	
NPA :	978	Sub-Category :	COPPER SPAN	Failure Duration :	
NXX :	978674,978957	Cause :	COPPER CABLE CUT/DAMAGED	Resolution	
LATA :	128	Failure Cause :	OTHER/UNKNOWN 15	SERVICE RESTORED TECHNICIAN RESPLICED CABLE AT TYNGSBORO RD DRACUT	
Reported By :	MARISA C	Disposition Code :	OUTSIDE PLANT		
Center :	METRO NORTHEAST MASS DRC	Service Affecting :	YES		
Phone :	800425xxxx	Planned :			
NOC Watch :	NO	SafeTime Work :		Is 911 Affected :	NO
Upgrade Type :		Customer Outage Minutes		E911 Contacted :	NO
External System/Ticket#		326869.68		E911 Affect :	
CORE / MAAT027UV7,CORE / MAAT027UYG,CORE / MAAT027UYP		Short Description		Outage Info/Endger	
		TRUCK PULLED DOWN CABLE TYNGSBORO RD DRACUT			
TSS					
TSS Expert :	TSS Code :	TSS Reviewed :	NO		
TSS MGT :	Hardware Info :	Vendor Reportable :	NO		
Accountable :	RCA Info :	ARMIS Reportable :	NO		
Effect :			ORB Action Item : NO		
Cause :			Vendor Analysis Provided : NO		
Action :					

Plan :			
TSS Remarks :	Was Switch Isolated : NO		
SS7 Remarks :			
NSMC			
Reviewed By :	MEKESHA J	Broadcast:	NO
ORB Reportable :	NO	# of Broadcast Msgs :	0
Reviewed :	YES	Network Failure :	NO
Trouble/Effect :	LOCAL LOOP. A CABLE FAILURE IS AFFECTING 223 WORKING LINES.		
Charged :		Carrier Type :	
POE :		Other Carrier Ticket :	
POE Remarks :			
PSC Remarks :			
FCC Reportable			
Assigned Lines :	7088	FCC Reportable :	NORCA Category :
Total Complex Assigned Lines :	7088	FCC Reportable Type :	FCC Report# :
		FCC Qualifier :	
FCC Notify Date :		DS3 Minutes :	
3-Day Initial Due :		User Minutes :	326695
30-Day-Final Due :		Line Ratio :	1.33



Abnormal Event - LOCAL LOOP/SUB CABLE

Status		Severity	Impact/Cause	Lock Document	Event ID
RESOLUTION		MAJOR	CAUSE	NO	MALP042799
Location		Failure		Restoration	
State :	MA	Event Date :	7/28/2009	Date :	7/29/2009
CO Name :	SPRINGFIELD	Event Time :	19:23:00	Time :	23:31:00
CLLI :	SPFDMAWOK87	Category :	LOCAL LOOP/SUB CABLE	Event Duration :	28:08:00
NPA :		Sub-Category :	PAIR GAIN EQUIPMENT	Failure Duration :	28:07:00
NXX :		Cause :	COMMERCIAL POWER OUTAGE	Resolution	
LATA :		Failure Cause :	EXTERNAL POWER FAILURE 12	SERVICE RESTORED. TECHNICIAN REPAIRED MULTIPLEXER AND RESTORED POWER TO PAIR GAIN SYSTEM AT SAI 751 PAGE BLVD.	
Reported By :	SUSAN G	Disposition Code :	OUTSIDE PLANT		
Center :	CENTRAL WEST MA DRC	Service Affecting :	YES		
Phone :	800425XXXX	Planned :		Is 911 Affected :	NO
NOC Watch :	NO	Safe Time Work :		E911 Contacted :	NO
Upgrade Type :		Customer Outage Minutes		E911 Affect :	NONE
External System/Ticket#		713601.00		Outage Info Bridge#	
CORE / MAAV01VL9E		Short Description			
		PAIR GAIN FAILURE-LITESPAN DOWN CAUSED BY POWER OUTAGE;SAI 751 PAGE BLVD. POTENTIAL 423 CUSTOMER'S TELEPHONE SERVICE AFFECTED.			
TSS					
TSS Expert :	TSS Code :	TSS Reviewed :	NO		
TSS MGT :	Hardware Info :	Vendor Reportable :	NO		
Accountable :	RCA Info :	ARMIS Reportable :	NO		
Effect :			ORB Action Item : NO		
Cause :					

Action :				Vendor Analysis Provided : NO
Plan :				
TSS Remarks :				Was Switch Isolated : NO
SS7 Remarks :				
NSMC				
Reviewed By :	MARY KAY P	Broadcast:	NO	Blocked Calls : 0
ORB Reportable :	NO	# of Broadcast Msgs :	0	Blocked Call Type :
Reviewed :	YES	Network Failure :	NO	
Trouble/Effect :	LOCAL LOOP-CABLE FAILURE IMPACTING 236 WORKING LINES. CAUSE UNDER INVESTIGATION.			
Charged :				Carrier Type :
POE :				Other Carrier Ticket :
POE Remarks :				
PSC Remarks :				
FCC Reportable				
Assigned Lines :	0	FCC Reportable :	YES	RCA MANUAL Category : UPLOAD
Total Complex Assigned Lines :	0	FCC Reportable Type :	Withdrawn	FCC Report# : 09-21070590
		FCC Qualifier :	LOCAL LOOP-USER-MINUTES	
FCC Notify Date :	07/29/2009 19:36:00	DS3 Minutes :		
3-Day Initial Due :	08/01/2009 19:36:00	User Minutes :		
30-Day-Final Due :	08/28/2009 19:36:00	Line Ratio :		

Abnormal Event - LOCAL LOOP/SUB CABLE

Status	Severity	Impact/Cause	Lock Document	Event ID	
RESOLUTION	MAJOR	CAUSE	NO	MALP042840	
Location		Event Date	Date	Restoration	
State :	MA	7/29/2009	8/5/2009		
CO Name :	WESTPORT	Event Time	Time :	15:30:00	
CLLI :	WSPTMADRDS0	Category :	LOCAL LOOP/SUB CABLE	Event Duration :	
NPA :	508	Sub-Category :	COPPER SPAN	Failure Duration :	
NXX :	508636	Cause :	WEATHER	Resolution	
LATA :	128	Failure Cause :	WEATHER RELATED 21	REPLACED ALARM CONTROL UNIT AT CEV LOCATION - SAI 1401 @ P41A-2 OLD COUNTY WESTPORT MA - TECH RM3	
Reported By :	KAREN R	Disposition Code :	OUTSIDE PLANT		
Center :	RHODE ISLAND SOUTHEAST MA DRC	Service Affecting :	YES		
Phone :	800425xxxx	Planned :		Is 911 Affected :	NO
NOC Watch :	NO	SafeTime Work :		E911 Contacted :	NO
Upgrade Type :		Customer Outage Minutes		E911 Affect	
External System/Ticket#		8028516.00		Outage Info/Budget	
CORE / MAAU01Z0V4,CORE / MAAU01Z0YD,CORE / MAAU01Z11E,CORE / MAAU01Z122,CORE / MAAU01Z12D,CORE / MAAU01Z132,CORE / MAAU01Z138,CORE / MAAU01Z176,CORE / MAAU01Z18E,CORE / MAAU01Z18M,CORE / MAAU01Z19R,CORE / MAAU01Z1A6,CORE / MAAU01Z1BF,CORE / MAAU01Z1C5,CORE / MAAU01Z1CG,CORE /		CABLE FAILURE WESTPORT, MA- POSSIBLE LIGHTING STRIKE-WESTPORT CENTRAL OFFICE AFFECTED			

MAAU01Z5EN

TSS			
TSS Expert :	TSS Code :	TSS Reviewed :	NO
TSS MGT :	Hardware Info :	Vendor Reportable :	NO
Accountable :	RCA Info :	ARMIS Reportable :	NO
Effect :	ORB Action Item : NO		
Cause :	Vendor Analysis Provided : NO		
Action :			
Plan :			
TSS Remarks :	Was Switch Isolated : NO		
SS7 Remarks :			
NSM/C			
Reviewed By :	ANITA P	Broadcast:	NO
ORB Reportable :	NO	# of Broadcast Msgs :	0
Reviewed :	YES	Blocked Calls :	0
Trouble/Effect :	Blocked Call Type :		
Charged :	Network Failure : NO		
POE :	Carrier Type :		
POE Remarks :	Other Carrier Ticket :		
PSC Remarks :			
FCC Reportable			
Assigned Lines :	0	FCC Reportable :	YES
Total Complex Assigned Lines :	0	FCC Reportable P-Type :	INITIAL
		FCC Report# :	09-21268106
		FCC Qualifier :	LOCAL LOOP-USER-MINUTES
FCC Notify Date :	07/31/2009 18:55:00	DS3 Minutes :	
3-Day Initial Due :	08/03/2009 18:55:00	User Minutes :	8028516
30-Day-Final Due :	08/30/2009 18:55:00	Line Ratio :	1.18

Section 4

Public Access Line (PAL) Data

	SECTION V											
	MONTHLY REPORT											
	PUBLIC ACCESS LINES											
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2009												
INSTALLATION												
% COMPANY MISSED	45.35	0.00	0.50	0.17	0.00	0.00	0.00					
AVERAGE DELAY DAYS	4.88	0.00	4.00	3.00	0.00	0.00	0.00					
MAINTENANCE												
TOTAL TROUBLES	61	57	37	44	43	55	56	0	0	0	0	0
OUT OF SERVICE	58	50	32	44	33	44	49	0	0	0	0	0
STATION WIRE	16	14	5	9	7	8	5					
OUTSIDE PLANT	37	29	19	28	23	29	41					
CENTRAL OFFICE	2	1	2	1	1	1	1					
CALL SCREENING	1	0	0	1	0	4	2					
NOT FOUND	2	6	6	5	2	0	0					
REF OUT	0	0	0	0	0	0	0					
NOT OUT OF SERVICE	3	7	5	0	10	11	7					
STATION WIRE	0	1	0	0	0	1	4					
OUTSIDE PLANT	3	5	2	2	6	4	4					
CENTRAL OFFICE	0	0	2	0	0	0	0					
CALL SCREENING	0	1	1	1	0	1	1					
NOT FOUND	0	0	0	0	0	3	1					
REF OUT	0	0	0	0	0	0	0					

Section 5

Middlefield Reports per 100 Lines

In its Order in D.T.C./D.T.E. 06-6, the Department directed Verizon to file this report monthly for the period May 1, 2008 through October 31, 2009.

July 2009	
Middlefield Reports per 100 Lines*	2.70

Report Detail	Date Closed	Disposition Code**
Terminal Address		
P 9 Berkshire Inn Rd	7/28/09	07
P 9 Berkshire Inn Rd.	7/29/09	07
P 80 Town Hill Rd	7/21/09	03
P 5 Main Rd	7/27/09	09
P 7 Main Rd	7/30/09	09
P 14 Arthur Pease	7/19/09	09
P 1 Chester Rd	7/27/09	04
P 22 Chester Rd	7/28/09	04

* The report rate is based on 300 lines in the Town of Middlefield

**Verizon uses disposition codes to track the nature and cause of service affecting customer trouble reports. These codes are defined in Attachment C of Verizon's Retail Service Quality Plan filed in D.T.E. 01-31. The codes are as follows: 03 (Drop wire), 04 (Outside Plant Loop), 05 (Central Office), 07 (Trouble tested OK), 08 (Trouble dispatched and found OK in Central Office), and 09 (Trouble dispatched and found OK in Outside Plant).

WIRE CENTER
ADAMS
ADAMS
CHESHIRE
SAVOY
PLAINFIELD
HAWLEY
WINDSOR
AGAWAM
AGAWAM
AMHERST SP
AMHERST
BELCHERTOWN
LEVERETT
SHUTESBURY
PELHAM
HADLEY
NEW SALEM
AMHERST FE
AMHERST
LEVERETT
SHUTESBURY
HADLEY
SUNDERLAND
ASHFIELD
ASHFIELD
CONWAY
PLAINFIELD
BECKET
BECKET
WASHINGTON
MIDDLEFIELD
CHESTER
BELCHERTOWN
BELCHERTOWN
PELHAM
GRANBY
BERNARDSTON
BERNARDSTON
GILL
BLANDFORD
BLANDFORD
RUSSELL

WIRE CENTER
BRECKWOOD
SPRINGFIELD
WILBRAHAM
EAST LONGMEADOW
BRIMFIELD
BRIMFIELD
WALES
HOLLAND
CHARLEMONT
CHARLEMONT
HAWLEY
ROWE
HEATH
CHESTER
CHESTER
BECKET
HUNTINGTON
BLANDFORD
CHESTERFIELD
CHESTERFIELD
WESTHAMPTON
CHICOPEE 2
CHICOPEE
CHICOPEE 3
CHICOPEE
COLRAIN
COLRAIN
COLRAIN FD
LEYDEN
SHELBURNE
CONWAY
CONWAY
CUMMINGTON
CUMMINGTON
PLAINFIELD
HAWLEY
WORTHINGTON
CHESTERFIELD
GOSHEN
WINDSOR

WIRE CENTER
DALTON
DALTON
HINSDALE
PITTSFIELD
WINDSOR
CUMMINGTON
EASTHAMPTON
EASTHAMPTON
SOUTHAMPTON
WESTHAMPTON
NORTHAMPTON
EAST LONGMEADOW
EAST LONGMEADOW
HAMPDEN
SPRINGFIELD
GILBERTVILLE
HARDWICK
WARE
NEW BRAINTREE
WEST BROOKFIELD
GRANVILLE
GRANVILLE
TOLLAND
GREAT BARRINGTON
GREAT BARRINGTON
GREAT BARRINGTON FD
SHEFFIELD
ALFORD
MONTEREY
EGREMONT
NEW MARLBORO
WEST STOCKBRIDGE
MT WASHINGTON
GREENFIELD
GREENFIELD
DEERFIELD
MONTAGUE
LEYDEN
GILL
SHELBURNE
HAMPDEN
HAMPDEN
WILBRAHAM

WIRE CENTER
HATFIELD
HATFIELD
WHATELY
HINSDALE
HINSDALE
PERU
WASHINGTON
HOLYOKE
HOLYOKE
CHICOPEE
SOUTH HADLEY
SOUTH HADLEY FD 1
SOUTH HADLEY FD 2
GRANBY
SOUTHAMPTON
WESTFIELD
HOUSATONIC
GREAT BARRINGTON
WEST STOCKBRIDGE
STOCKBRIDGE
HUNTINGTON
HUNTINGTON
CHESTER
RUSSELL
INDIAN ORCHARD
SPRINGFIELD
WILBRAHAM
LULOW
LEE
LEE
TYRINGHAM
BECKET
LENOX
OTIS
LENOX
LENOX
STOCKBRIDGE
LEE
RICHMOND
LONGMEADOW
LONGMEADOW
SPRINGFIELD

WIRE CENTER
LUDLOW
LUDLOW
MILLERS FALLS
MONTAGUE
MILLERS FALLS FD
ERVING
WENDELL
NORTHFIELD
MONSON
MONSON
WALES
MONTAGUE
MONTAGUE
LAKE PLEASANT FD
MONTAGUE FD
MONTAGUE LD
LEVERETT
SHUTESBURY
NORTH ADAMS
NORTH ADAMS
FLORIDA
ROWE
CLARKSBURG
CHARLEMONT
STAMFORD, VT
NORTHAMPTON
NORTHAMPTON
HADLEY
EASTHAMPTON
AMHERST
WILLIAMSBURG
WESTHAMPTON
NORTHFIELD
NORTHFIELD
GILL
OTIS
OTIS
BECKET
SANDSFIELD
TOLLAND
BLANDFORD

WIRE CENTER
PALMER
PALMER
MONSON
BELCHERTOWN
BRIMFIELD
WARE
PITTSFIELD
PITTSFIELD
LANESBORO
LANESBORO FD
LENOX
DALTON
HANCOCK
NEW ASHFORD
HINSDALE
CHESHIRE
WASHINGTON
RUSSELL
RUSSELL
MONTGOMERY
SANDISFIELD
SANDISFIELD
TOLLAND
OTIS
SHEFFIELD
SHEFFIELD
NEW MARLBORO
EGREMONT
SHELBURNE FALLS
SHELBURNE
SHELBURNE FALLS FD
BUCKLAND
BUCKLAND FD
HAWLEY
CHARLEMONT
COLRAIN
COLRAIN FD
CONWAY
ASHFIELD
DEERFIELD
GREENFIELD

WIRE CENTER
SOUTH DEERFIELD
DEERFIELD
SOUTH DEERFIELD FD
SUNDERLAND
WHATELY
MONTAGUE
HATFIELD
SOUTHWICK
SOUTHWICK
AGAWAM
SPRINGFIELD
SPRINGFIELD
AGAWAM
WEST SPRINGFIELD
CHICOPEE
EAST LONGMEADOW
LONGMEADOW
WILBRAHAM
STOCKBRIDGE
STOCKBRIDGE
LEE
GREAT BARRINGTON
WEST STOCKBRIDGE
TURNERS FALLS
MONTAGUE
TURNERS FALLS FD
GILL
GILL FD
GREENFIELD
WARE
WARE
HARDWICK
PALMER
WEST BROOKFIELD
WARREN
WARREN
WEST BROOKFIELD
BRIMFIELD
WEST STOCKBRIDGE
WEST STOCKBRIDGE
RICHMOND
STOCKBRIDGE

WIRE CENTER
WESTFIELD
WESTFIELD
RUSSELL
SOUTHAMPTON
SOUTHWICK
WEST SPRINGFIELD
GRANVILLE
WILBRAHAM
WILBRAHAM
MONSON
PALMER
WILLIAMSBURG
WILLIAMSBURG
GOSHEN
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WILLIAMSTOWN
WILLIAMSTOWN
NEW ASHFORD
HANCOCK
WORTHINGTON
WORTHINGTON
CUMMINGTON
MIDDLEFIELD
CHESTERFIELD
CHESTER