

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

**Commonwealth of Massachusetts**

**Docket No. D.T.C. 09-1**

**Respondent:** John Conroy  
**Title:** Vice President-Regulatory

**REQUEST:** IBEW to Verizon, Set #7

**DATED:** October 8, 2009

**ITEM:** IBEW-VZ 7-5

Regarding the Company's response to AG 2-4(a), please refer to the Attachment AG-VZ-2-4-(a), Section 3 of the Quality of Service Report, pages titled "Abnormal Event-LOCAL LOOP/SUB CABLE."

- a. Please explain how Customer Outage Minutes is calculated.
- b. Please explain how Verizon defines the category of "Major service outage" under which these abnormal events fall.
- c. For the abnormal event in Taunton on 7/1/2009 to 7/3/2009, please explain what is meant by "LATA: 128".
- d. For the abnormal event in Northfield on 7/8/2009, please explain what is meant by "LATA: 126".

**REPLY:**

- a. Outage minutes are calculated by multiplying the number of minutes in the outage by the number of working lines in the affected cable count.
- b. In its Monthly Service Quality Report to the Department, Verizon MA provides information concerning any outage affecting more than 200 lines but lasting less than 48 hours, any outage lasting more than 48 hours but affecting fewer than 200 lines and any other outage that, based on criteria including number of lines affected, duration and location, Verizon MA believes would be of interest to the Department.
- c. LATA 128 is the area for Eastern MA.
- d. LATA 126 is the area for Western MA.

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

**Commonwealth of Massachusetts**

**Docket No. D.T.C. 09-1**

**Respondent:** William Wilson  
**Title:** Area Manager

**REQUEST:** IBEW to Verizon, Set #7

**DATED:** October 8, 2009

**ITEM:** IBEW-VZ 7-9 Regarding the Company's response to AG 3-51, please provide the average length of time that Verizon MA leaves a temporary wrap on its cables in Western MA each calendar year of 2006, 2007, 2008, and 2009 to date.

- a. Please provide any and all M&Ps, guidance documents, and policies regarding temporary wraps.
- b. Has the Company left temporary wraps on cables, without replacement, for over one year?
- c. Has the Company left temporary wraps on cables, without replacement, for over six months?
- d. Has the Company left temporary wraps on cables, without replacement for over one month?
- e. During what type of "work in progress" is temporary wrap used?
- f. During what type of "work in progress" is temporary wrap left on cable, without replacement, for over one month?

**REPLY:**

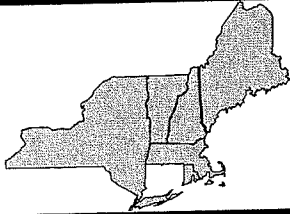
Verizon MA does not track the average length of time that it leaves a temporary wrap on its cables.

- a. Please see Attachment IBEW-VZ 7-9. Also, please see Proprietary Attachment to AG-VZ 3-7.
- b. – d. Verizon MA does not track this data, however, it is possible that temporary wraps on cables have been left on for all three time frames.
- e. A "temporary wrap" is considered Deferred Work which is a listing of Non-Service Affecting (NSA) tasks that have been identified as partially completed assignments, such as temporary closures, or other items such as: terminal replacements, drop wire problems or potential plant problems that have been noticed by the craftsperson. This is not to include conditions

solely on "aesthetics."

f. A temporary wrap may be left for more than one month during a work in progress when Cable Maintenance technicians are remaking a splice that may take a period of time. The technicians would place a temporary boot to protect the splice from the elements until all the wire work is complete and a permanent closure is installed. Another example may occur when working on a large cable (2400 pair or larger) that needs extensive wire work. Once wire work is complete then Verizon will install a permanent closure. Finally, this work should be non-customer affecting.

# ***METHOD & PROCEDURE RELEASE***



**PRE AND ASSURANCE**

**DOC. No.: 97A-048**

**CUSTOMER  
OPERATIONS**

**ISSUE DATE: 3/17/97**

## **CRAS Deferred Work Procedure**

<b>Purpose</b>	This method provides procedures for Processing Programmable Work.
<b>Distribution</b>	This document is distributed to the following codes: S-51, S-52, S-53, S-55, S-61, S-62, S-63, S-64, S-65, S-140, S-141, S-142, S-143, S-150.
<b>Personnel Affected</b>	Market Area Centers, Work Force Management Centers, Staff, Proactive Maintenance Centers and Proactive Maintenance Field Forces.
<b>Training</b>	CRAS Training
<b>References</b>	CRAS - PRTDOC ( <i>On-line Reference</i> )
<b>Contact</b>	Refer any questions concerning this document to: Pat Brancaccio, PLM Process & Assurance (212) 395-4605

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**Overview**

The Cable Repair Administration System (CRAS) is currently deployed in NYNEX. "Deferred Work" is a module in CRAS, that allows for the recording and serialization of programmable work. In addition, the user can prioritize, track and maintain a history on completed work (12 months)

The "Deferred Work" process replaced the OPR-2291 form, and the associated Mechanized System utilized in some areas of NYNEX.

The following Methods and Procedures will provide information on how this process can be performed.

*Note:* This procedure does not eliminate the current requirements for reporting hazardous outside plant conditions

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**Introduction**

Deferred Work is a listing of Non-Service Affecting (NSA) tasks that have been identified as partially completed assignments, such as temporary closures, or other items such as: terminal replacements, drop wire problems or potential plant problems that have been noticed by the craftperson. *This is not to include conditions solely on "aesthetics."*

These tasks are programmed in LMOS/WFA, when the daily workload permits dispatching of Non-Service Affecting reports. This does not apply to Temporary Closures - these work items are conditions that can affect customer service and should be given high priority dispatch.

CRAS provides a computerized filing system for storing and maintaining deferred work items. The CRAS deferred work system, together with LMOS/WFA, can be used to keep track of programmable work, both pending and completed.

The deferred work system also generates a number of reports that will assist the Proactive/Preventive Maintenance Center or centralized location in filing, tracking and analyzing work items.

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**Programmable Work**

For the purpose of this procedure, programmable work is to be considered as follows:

- Work detected as a result of T-Zone inspection (BSP Sect. 620-020-980 Issue B, March 1977)
  - Temporary Closure Conditions
  - Missing or broken terminals/related hardware
  - Non-aesthetic drop wire conditions needing repair/replacement
  - Buried cable, which needs replacement, as weather conditions permit.
- 

**Procedures for Technicians**

A craftperson will prepare a Deferred Work Form to the PM Manager, who will forward it to the local field supervisor.

---

**Field Manager**

The local field supervisor will process the DW form using the following guidelines:

- Investigate condition.
  - Visit location when necessary.
  - List the responsible department on the form, (engineering, construction, contractor - or service/cable technician).
  - Estimate hours required to complete work.
  - Forward forms to Maintenance Centers or centralized location (local decision will determine responsible person). [*Refer to Doc. #97F015*].
  - Retain (1) one copy of the DW form (**do not use this copy to dispatch the technician**).
  - Proactive/Preventive Center should have full control of all dispatches. [*Refer to Doc. #97F015*].
  - Field supervisor's copy should be used to ensure duplications are not received within their own group.
- 

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ISS B. SECT. 620-020-980

**"T" ZONE INSPECTION REPORT**

ENCIRCLE THE ITEM REQUIRING  
ATTENTION OR INDICATE THE DEFECT  
AND SHOW WITH AN ARROW THE  
APPROXIMATE LOCATION.

AERIAL



POLE NO. \_\_\_\_\_

REPORTED BY \_\_\_\_\_

DATE \_\_\_\_\_

CORRECTED BY \_\_\_\_\_

DATE \_\_\_\_\_

- BROKEN —DEF VENT
- MISSING —DEF SQUIRREL GUARD
- BOWING
- BUILDING OPERATIONS
- CRACKED JOINT
- CRACKED SHEATH
- CRACKED TERMINAL STUB
- CRYSTALLIZATION
- GRADE CLAMPS
- KINKS OR DENTS
- LATERAL DAMAGED
- MISSILE HITS
- RING OR LASHING CHAFES
- SPUR HOLES



- SQUIRREL BITE
- SUPPORTS
- TERMINAL DEFECTIVE
- TREE CLEARANCE
- LOW DROP
- STEPPING
- U GUARD
- SUSPENSION CLAMP
- THRU BOLT
- LASHING WIRE
- BONDS
- E.L. CLEARANCE

FWS'B - F-4

**MANHOLE QUALITYCHECKLIST**

	YES	NO*
1. ARE ALL CABLES, SLEEVES AND CASES PROPERLY SUPPORTED	θ	θ
2. PRESSURE TEST ANY PLANT MOVED OR RERACKED.	θ	θ
3. MADE FINAL REPAIRS ON ANY SHEATH BREAKS, LEAKING COLLARS, JOINTS, SEAMS OR AIR PIPE FITTINGS.	θ	θ
4. REMOVE ANY SCHRADER (AIR) VALVES AND REPLACE WITH BRASS PLUGS	θ	θ
5. DOES MANHOLE REQUIRE CLEANING?	θ	θ

\*EXPLANATION: \_\_\_\_\_

Exhibit B

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**Proactive/  
Preventive Center  
Responsibilities**

Upon receipt of the DW forms, the Proactive/Preventive Center will refer those work items that require a dispatch by another department to the specific departments with a follow-up to ensure these work items are completed within a reasonable time frame.

Recommendation: A specific number assigned in the priority section of the DW system will flag those work items that have been referred to other departments.

The Proactive/Preventive Center will input the information from the DW form into CRAS using the Deferred Work system or via the Loop Expert System. *(LES Release 3.0.8 or higher)*

---

**Entry into the  
DW File**

Upon receipt of the Deferred Work form, center personnel will have to input the information into the CRAS system. Access to CRAS is through the Predictor option of the Access ToolBar button in LES (Deferred Work entry on LES 3.0.8, or later versions, is through the U\_SPAD/Deferred Work option of the More ToolBar button). The user will have to "log-on" to Predictor, then input the command: "CRAS" (without the quotes) at the Predictor prompt. If authorized to access CRAS, the system will *automatically* switch to the CRAS system. Once the prompt is returned, input the following command: "dwadd" (without the quotes, in lower case). The CRAS "prompting" feature will prompt you for the required entries. See the example shown below:

```
CRAS 11>dwadd
DEFERRED WORK # = m7595
WIRECENTER = 718055
REPORT SOURCE = cop
CIRCUIT IDENTIFIER = 2123955805
ADDRESS = 1095 Ave of Americas
EMPLOYEE CODE = 905
REMARKS = "Example of the CRAS "DWADD" transaction"
ESTIMATED HOURS = 4
GEOGRAPHIC AREA = 382
SUPERVISOR CODE = 908
DAA =
PRIORITY = 6
FN CABLE = 3555
FN PAIR = 901
STATUS = owf
add transaction successfully completed
```

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**DW Entries  
(cont'd)**

The fields above show the "Prompting" feature of the CRAS Deferred Work input transaction. Those items shown in "**Bold**" print are examples of what the user is required to input. When all inputs have been received by the system the final statement: "add transaction successfully completed" will be returned. Please note the CRAS Deferred Work #, which is returned *automatically*. It is the Cable Trouble Ticket Number (CTTN) that will be used for dispatch, completion, and time-sheet (Time Card Administration) entries.

**Description of  
DW Entries**

The following list is a description of the various fields "prompted" by CRAS for the DWADD transaction:

<b>Field</b>	<b>Description</b>
Wire Center	<b>Required Entry</b> - the six digit wire center code.
Report Source	<b>Required Entry</b> - The CRAS report source code taken from the SOE CRAS code handbook
Circuit Identifier	<b>Required Entry</b> - The NPA, NNX and number
Address	<b>Required Entry</b> - The address of where the work needs to be performed.
Employee Code	<b>Required Entry</b> - The employee code of the technician submitting the DW form.
Remarks	<b>Required Entry</b> - Describes the work needed to be performed and the equipment required.
Estimated Hours	<b>Required Entry</b> - The estimated time required to complete the DW item.
Geographic Area	<b>Required Entry</b> - Identifies the geographic area in which the DW is located, 1-6 digit number. (Use Allocation Area or Tracking Unit number)
Supervisor Code	<b>Required Entry</b> - Identifies the Supervisor of the technician submitting the DW form.
DAA	<b>Optional Entry</b> - Identifies the Dispatch Allocation Area (used by LMOS) associated with the DW item.
Priority	<b>Required Entry</b> - Specifies the priority assigned to the DW item. A single digit from 1 to 9 with 9 being the highest priority. The guidelines below provide a consideration when entering a DW item.

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Priority Method	1 = Referred to Engineering 2= Referred to Construction 3= Referred to Contractor 4= Low priority dispatch to Service Technician 5= Low priority dispatch to Cable Repair Technician 6= High priority dispatch to Service Technician 7= High priority dispatch to Cable Repair Technician 8= Emergency dispatch to Service Technician 9= Emergency dispatch to Cable Repair Technician
-----------------	--

Step	Action
FN Cable	<b>Required Entry</b> - Indicates the "Found" cable associated with the DW item
FN Pair	<b>Required Entry</b> - Indicates the "Found" pair associated with the DW item.
Status	<p><b>Required Entry</b> - Valid entries are:</p> <ul style="list-style-type: none"> <li>- owf = (open work, facility)</li> <li>- ows = (open work , service)</li> <li>- pwf = (programmable work, facilities)</li> <li>- pws = (programmable work, service)</li> </ul> <p>The "<b>owf</b> and <b>ows</b>" are used to status DW items entered into the CRAS DW file, and not yet entered into LMOS.</p> <p>The "<b>pwf</b> and <b>pws</b>" are used to status DW items once the item has been entered into LMOS for dispatch</p> <p>"Service" indicates the work should be performed by a Service Technician, while, "Facility" indicates the work should be performed by a Cable Repair Technician.</p>

*Continued on next page*

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**Entry Into  
DW File via  
LES**

The procedures for entering Deferred Work items into CRAS, using the Loop Expert System (LES), are slightly modified from the direct entry method shown above. Information from the DW Form(s) is input to the User\_SPAD/Deferred Work window in LES. This window can be accessed through the MORE ToolBar button. *(This is available in LES Release 3.0.8)* Proper data entry into the following fields will provide for a successful CRAS DW input:

<b>Field</b>	<b>Input</b>
Wirecenter	The six digit wire center designation; i.e., 508123
Facility	The facility type; i.e., F1, F2, F3, etc.
Cable	The cable designation of where work is/was (to be) performed.
Lo Pair	The lowest pair number within the count.
Hi Pair	The highest pair number within the count.
System	Select <b>DW</b> for Deferred Work entry.
Type	The CRAS Report Source (rptsrc) code.
Sdate	The entry or start date.
Fdate	The estimated or completion date.
Circuit Number	Circuit or Telephone number.
Location	Location of where work is/was (to be) performed.
Priority	1 thru 9, with 9 as the highest priority (see priority method).
Status	Input one of the following codes: <b>owf</b> = open work facility, or, <b>ows</b> = open work station (includes wire work).
Emp Code	Input your employee code.
Condition/ Description	A complete description of the work to be performed or trouble condition.

*Continued on next page*

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<b>Description of DW Entries</b>	<b><u>Wirecenter</u></b> - Required entry (Area Code and Wirecenter number)
	<b><u>Report Source</u></b> - Required entry  Identifies the type of condition reported, e.g.: General cable work, pole work, drop wire.
	<b><u>Circuit Identifier</u></b> - Required entry An NPA followed by the exchange and 0000 or 9999
	<b><u>Address</u></b> Required entry Location of condition, e.g.: Street name, pole number - Hudson St 28
	<b><u>Employee Code</u></b> - Required entry Code of the employee who identified the deferred work item.
	<b><u>Remarks</u></b> - Required entry Describes the work needed to be done, the equipment and materials required. Although optional, entry should always be made with detailed information of work to be done.
	<b><u>Estimated Hours</u></b> - Required entry Estimated time to complete the DW item.
	<b><u>Geographic Area</u></b> - Required entry Identifies the geographic area in which the DW is located, 1-6 digit number. (Use Allocation Area or Tracking Unit.)
	<b><u>Supervisor Code</u></b> - Required entry Identifies the supervisor responsible for the completion of the DW item, three digit code.
	<b><u>DAA</u></b> - <i>Optional entry</i> DAA is geographic identifier used by MMA. Identifies the Dispatch Administration Area associated with the DW item, three digit number.
	<b><u>Priority</u></b> - Required entry Specifies the priority that is assigned to the DW item. Single digit numbers from 1 to 9. The number one (1) is considered to be the lowest priority and the number nine (9) the highest. The above method is a guideline to consider when entering a priority. Each Proactive Preventive Center should establish a method that will provide the best results for their area.

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**Priority  
Method  
(Example)**

1. Referred to Engineering
  2. Referred to Construction
  3. Referred to Contractor
  4. Low priority Dispatch to Service Technician
  5. Low priority Dispatch to Cable Repair Technician
  6. High priority Dispatch to Service Technician
  7. High priority Dispatch to Cable Repair Technician
  8. Needs Emergency Dispatch to Service Technician
  9. Needs Emergency Dispatch to Cable Repair Technician
- 

**Description of  
DW entries  
(cont'd)**

**FN Cable** - Required entry  
Indicates the FN cable associated with the DW item, 1-10  
digit number.

**FN Pair** - Required entry  
Indicates the FN pair associated with the DW item, 1-5  
digit number.

**Status** - Required entry  
The only valid entries are:  
- OWF (Open Work, Facility)  
- OWS (Open Work, Service)  
- PWF (Programmable Work, Facility)  
- PWS (Programmable Work, Service)

The "OWF" and "OWS" statuses are used when DW items are entered into CRAS and have not yet been entered in LMOS/WFA.

The "PWF" and "PWS" statuses are used when DW items are entered in LMOS/WFA. Once the DW item is entered in the Dispatch System, the DW item should be re-statused in CRAS to "PWF" or "PWS". [Refer to Doc. #97F016].

"*Service*" indicates the work should be performed by a service technician, while "*facility*" means that the work should be performed by a cable repair technician.

Once the DW items have been entered into the file, they may be changed, completed or deleted, using the transactions on the following pages.

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**dwchg**

**Deferred Work Change**

This transaction allows the user to change information in one or more fields.

To enter changes in the Deferred Work file:

Deferred Work change - **dwchg**

Step	Action
1	Type in the command: <b><u>dwchg</u></b> [Return] Computer prompt: Deferred work # =
2	Enter Deferred Work # to be changed [Return] Next prompt: Wirecenter =
3	Enter area code and wirecenter [Return] Next prompt: Fields to be changed =
4	Enter each abbreviation of fields to be changed, use a space after each abbreviation. [Return] Next prompt will be the first abbreviation entered.
5	Change that field [Return] The computer will respond with each field you have entered for a change. When all fields have been changed the computer response will indicate: <i>Transaction successfully completed</i>

NOTE: The prompt DWCHG command can be used to prompt user through this procedure.

**Field Abbreviations are listed below:**

- |            |                              |
|------------|------------------------------|
| 1. RPTSRC  | Report Source                |
| 2. CKT     | Circuit Identifier           |
| 3. ADDR    | Address                      |
| 4. EMP     | Employee Code                |
| 5. RMK     | Remarks                      |
| 6. ESTHRS  | Estimated Hours              |
| 7. GEOID   | Geographic Area              |
| 8. SUPV    | Supervisor Code              |
| 9. DAA     | Dispatch Administration Area |
| 10. PRIOR  | Priority                     |
| 11. FNCA   | FN Cable                     |
| 12. FNPAIR | FN Pair                      |
| 13. STATUS | Status                       |

**NOTE**

The wirecenter cannot be changed with the "**dwchg**" transaction. The only way to correct an incorrect wirecenter is to do a "**dwdel**" on the existing entry followed by a "**dwadd**" to add the correct information.

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**dwcomp**

**Deferred Work Complete**

This transaction completes the item and automatically transfers it from the active file to the complete file. However, no cable trouble ticket information will be maintained in the CRAS database when using this transaction. *dwcomp* should be used to complete drop wire or other non-OSP related conditions.

Steps required to complete an item in Deferred Work file are shown below:

Step	Action
1	Type in the command: <b>dwcomp</b> [Return] Computer prompt: Deferred work # =
2	Enter number to be completed [Return] Next prompt: Wirecenter =
3	Enter area code and wirecenter [Return] Next prompt: Hours worked =
4	Enter actual hours to complete work [Return] The computer will respond with: <i>Transaction successfully completed</i>  <i>NOTE: When a deferred work item is closed out in LMOS/WFA, it is automatically completed in CRAS, therefore, this transaction is not required if the LMOS/WFA report has been correctly completed/closed.</i>

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**dwdel**

**Deferred Work Delete**

This transaction deletes an uncompleted item.

---

**To delete an item in the Deferred Work file:**

Step	Action
1	Type in the command: <b>dwdel</b> [Return] Computer prompt: Deferred work # =
2	Enter DW number to be deleted [Return] Next prompt: Wirecenter =
3	Enter area code and wirecenter [Return] The computer will respond with: <i>delete transaction successfully completed</i>

---

*Continued on next page*

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**DEFINITION** To effectively control and maintain the programmable work items at a manageable level, the Proact Manager should review, on a regular basis, the open work items in Rpt. 23. This process, combined with a review of the DAA areas that have available technicians to complete the work items, should be carefully considered. Entering large numbers of work items in LMOS/WFA could lead to work items being left in LMOS/WFA for extended periods of time.

---

The RTE transaction with the PWE option allows you to create a programmable work item in LMOS. These work items are Employee Originated, (EO), MR type trouble reports. When they are created, they are automatically given a commitment date about 7 months into the future.

These items are automatically put into the pending dispatch queues for either service technicians or cable repair technicians. The status for dispatch to a service technician will be "PWS" and the status for a dispatch to a cable repair technician will be "PWF".

---

The PWE option allows you to create two types of programmable work items, one is an (EO) Employee Originated report on a work item with no related telephone number. The second option would be an (EO) Employee Originated report on a work item with a related telephone number.

---

**Procedures** Procedures in using RTE, with the PWE option:

1. Obtain basic RTE mask  
/FOR RTE [Transmit]

**Example** RTE TTN OPTION UNIT

To enter a programmable work item not related to specific circuit:

TTN - Leave Blank  
OPTION - Enter - PWE  
UNIT - Enter eight digit unit number associated with  
the MC

[Transmit]

---

*Continued on next page*

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**Example** RTE UNIT 16200000  
LN -----  
SA -----  
LOC -----  
  
STATUS \_\_\_ RTE \_\_\_ EST HRS \_\_\_ PRI \_\_\_ CTTN \_\_\_ ACC RMK \_\_\_  
WORK DESC \_\_\_\_\_  
\_\_\_\_\_  
  
NPA \_\_\_ WC \_\_\_ AA \_\_\_  
CABLE  
  
F1 \_\_\_\_\_  
F2 \_\_\_\_\_  
FZ \_\_\_\_\_  
\_\_\_\_\_

### Description of Input Areas

- LN** Any entry made in this area will appear in the same section.  
Recommendation: For tracking purposes during the dispatch process, the CTTN associated with the work item could be entered in this section. This will be a flag when reviewing job information
- SA** Any entry made in this area will appear in the address section.  
Recommendation: Enter the street name and pole or pedestal number where the condition is located.
- LOC** Any entry made in this area will appear in the location section.  
Recommendation: Enter the name of the city or town.
- STATUS** Valid entries are "PWF" or "PWS". If this area is left blank, the work item will be statused "PWS"

---

*Continued on next page*

## Description of Input Areas *(cont'd)*

**RTE** This area lets you specify the route-to code to be associated with the item.  
Example: A route-to code of 800 would be dispatched to a cable repair technician. A route-to code of 300 would be dispatched to a service technician.

**EST HRS** Enter amount of time required to complete the work item.

**PRI** Enter any number from 0-255 with 255 indicating the highest priority.

**CAUTION:** This priority number is completely different than the priority number set in CRAS for programmable work items. Any number entered in this section will escalate the dispatch of this report to the next available technician. Due to the fact that these reports are non-service affecting items, this section should not be populated.

**CTTN** Enter deferred work CTTN identifier already assigned by CRAS. (This is essential.)

**ACC RMK** Any entry made in this area will appear in the ACCESS section.

**WORK** Any entry made in this area will appear in the trouble description section. Use  
**DESC** this area to describe the work that has to be performed

**NPA WC** Enter the area code, wirecenter, and the Allocation Area. This information will  
**AA** map work item to the appropriate DAA.

**CABLE** There are five input areas per line: **cable, pair, BP, color** and **terminal address**.

Once the mask is completed and transmitted, the assigned TTN is presented on the bottom of the screen: TTN CREATED XXXXXXXX

**Note:** When no specific telephone number is designated, after close out this report will not generate a trouble history; for example no DATH in LMOS.

---

*Continued on next page*

### Notice

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**Dispatching  
Deferred  
Work Items**

Obtain a Report 23 for the entire Center or a Report 23 by individual Wire Center from CRAS. This report will indicate which work items are pending, if status was properly entered. Use the following table to input the work item(s) into the WFA dispatch "pool".

**DOMCWR**

After the RTE transaction has successfully been entered in LMOS, the user will have to update fields on the **DOMCWR** mask, in WFA, to allow for mapping and dispatch capability. The following steps must be performed:

Step	Action														
1	Access WFA/DO and request the /FOR DOMCWR transaction.														
	<table border="1"> <thead> <tr> <th>Field....</th> <th>Input.....</th> </tr> </thead> <tbody> <tr> <td>Center</td> <td>The Center designation</td> </tr> <tr> <td>Job ID</td> <td> <ul style="list-style-type: none"> <li>The LMOS TTN (from the RTE transaction).</li> <li>&lt;PF1 &gt;Key. The DW Item will appear on screen.</li> </ul> </td> </tr> <tr> <td>JobStat</td> <td>Change to <b>PLD</b></td> </tr> <tr> <td>Hdlg</td> <td><b>LES</b> (For LoopExpert System)</td> </tr> <tr> <td>JT</td> <td><b>RPWF</b></td> </tr> <tr> <td>Price</td> <td> <ul style="list-style-type: none"> <li>Est Clearing Hrs. from the RTE or CRAS Report 23</li> <li>&lt;PF5 &gt; Key.</li> </ul> </td> </tr> </tbody> </table>	Field....	Input.....	Center	The Center designation	Job ID	<ul style="list-style-type: none"> <li>The LMOS TTN (from the RTE transaction).</li> <li>&lt;PF1 &gt;Key. The DW Item will appear on screen.</li> </ul>	JobStat	Change to <b>PLD</b>	Hdlg	<b>LES</b> (For LoopExpert System)	JT	<b>RPWF</b>	Price	<ul style="list-style-type: none"> <li>Est Clearing Hrs. from the RTE or CRAS Report 23</li> <li>&lt;PF5 &gt; Key.</li> </ul>
Field....	Input.....														
Center	The Center designation														
Job ID	<ul style="list-style-type: none"> <li>The LMOS TTN (from the RTE transaction).</li> <li>&lt;PF1 &gt;Key. The DW Item will appear on screen.</li> </ul>														
JobStat	Change to <b>PLD</b>														
Hdlg	<b>LES</b> (For LoopExpert System)														
JT	<b>RPWF</b>														
Price	<ul style="list-style-type: none"> <li>Est Clearing Hrs. from the RTE or CRAS Report 23</li> <li>&lt;PF5 &gt; Key.</li> </ul>														
3	The Deferred Work Item will be mapped and ready for dispatch.														
4	Normal dispatch procedures should then be followed.														

**Dispatching Programmable Work**

**DEFINITION** Obtain a Rpt 23 for the entire Maintenance Center or a Rpt 23 by Wirecenter from CRAS. This report will indicate which work items are pending, if the status was properly entered.

*Continued on next page*

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**Closeout of DW  
Items in  
WFA/DO**

When closing a Deferred Work item in WFA/DO, the user will input completion information onto the **DOCOMP** or **DOMCCP** mask. If the disposition code is an Outside Plant (OSP) code, the cable closeout (**DOCTC**) mask will be returned *automatically*. Required information for the various fields can/should be provided by the field technician. Prior to entering this information into the system, the user must insure that the **RMKS** section has, as its first entry; **/wc=xxxxxx** (where xxxxxx represents the wire center designation). This requirement can also be input as the first entry in the FST narrative field on the **DOCOMP** (**DOMCCP**) mask.

The **/wc=xxxxxx** entry is the mechanism which will provide for the automatic completion of the Deferred Work item in the Deferred Work file of CRAS. CRAS reports 23 and 13 will be updated automatically, and, the cable trouble ticket history to be resident in the CRAS database.

Cable Trouble Closeout Mask										
COMMAND            WFA/DO: CABLE TROUBLE CLOSEOUT(DOCTC)    /FOR										
CENTER NY2GM1108DO TECH										
JOBID	CKL	OF	TTN	NON CUSTOMER REPORTED SINGLE						LMOS
JSTAT	END									
WC 718055 CTTN M1122 DASH TICKET?										
DISPATCHED					COMPLETED					
DATE    TIME					DATE    TIME					
# TEMP CLOSURES	# TASKS	# DEF PAIRS CLRD								
DISPOSITION			REPAIR CATEGORY				RPT SRC			
F1 CABLE	F1 PAIR	FOUND CABLE			FOUND PAIR					
TRBL ADDR				GEO ID	SPEC STUDY					
RMKS    /wc=718055 Make perm, temp. closure										
DOS0501 SINGLE SUCCESSFUL										
B MY JOB								LU #72		

*Continued on next page*

## Procedures for Contractors

The Proact Manager should assign work items to contractors, with a follow-up by the field supervisor to ensure the work has been completed and performed to our specifications.

The Field Supervisor will then provide the Proactive/Preventive Center with the information required to complete the work items in CRAS.

For close out, the COT/AA will request the /FOR DOCTC mask from WFA and enter each CTTN that has been completed with the information provided. (See /FOR DOCTC mask on page 17.).

---

## Procedures for COT/AA

### Close Out by the COT/AA

The field technician must inform the COT/AA that he is closing out a deferred work item and provide the COT/AA with the CTTN associated with that work item.

It is imperative that the field technician provide the COT/AA with the associated CTTN for each work item prior to the COT/AA closing out the item from the WFA Completion (DOCOMP) mask.

The technician will give the COT/AA the time cleared, disposition codes, cause codes and the narrative explaining the work performed.

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*Continued on next page*

## Reports

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The CRAS deferred work reports and procedures to retrieve these reports are listed below.

---

**RPT 12**

**TEMPORARY CLOSURE SUMMARY**

This report totals the number of Temporary Closures for a specified period. Increasing trends in the number of temporary closures will indicate that a detail of each item should be reviewed.

---

**EXAMPLE**

COMMAND:  
rpt 12            dist    421            2/28/96-3/31/96  
Report:

CRAS REPORT 12  
Temporary Closure Report

Page 1  
2/28/96-3/31/96

COMMAND LINE:

rpt 12 dist 421 2/28-96-3/31/96

Number At Start of Period	10
Number Added This Period	5
Number Closed This Period	6
Number Closed This Period (with hours)	3
Number Closed This Period (w/o hours)	3
Number At End of Period	6

For more details on this report, use **prtdoc rpt.rpt12**

---

**RPT25**

This report gives a breakdown of temporary closure activity during a specified period and lists in detail the remaining temporary closures. It also identifies craftpersons who are making temporary closures and their supervisors. This permits managers to analyze the effectiveness of craftpersons in completing their repair jobs.

---

*Continued on next page*

**Example**

COMMAND  
rpt25            dist    421            2/28/96-3/31/96  
Report

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**CRAS  
Temporary Closure Log**

dist: 955 CRAS REPORT 25  
dist: 955 TEMPORARY CLOSURE LOG

Page 1  
1/21/95  
9/1/95 to 9/30/95

command line:

rpt25 dist 955 9/01/95 - 9/30/95

	-----Days in File-----			Total
	Over 60 Days	31 to 60 Days	0 to 30 Days	
Number at Start of Period	0	0	22	22
Number Closed With Hours During Period	0	0	-15	-15
Number Closed Without Hours During Period	0	0	-11	-11
Number Added During Period			18	18
Aged Into Next Category		0	-5	-5
Aged From Previous Category	0	5		5
Number at End of Period	0	5	9	14

Summary of Temporary Closures Remaining

Wire Center	Geog Area	DWN	Address	Orig Emp	Supv	Date Entered
999550	2056	d0079	r105 munroe st	200	827	09/24/96
999550	2062	d0076	r94 crawford st	200	827	09/24/96
999551	0000	d0037	p74/16 lagrange st	825	826	08/22/96
999551	0000	d0038	p74/55 lagrange	825	826	08/22/96
999551	2048	d0085	p/33 baker st	801	826	09/11/96
999551	4131	d0084	pr 957 canterbury st	801	826	09/11/96
999552	4016	d0054	p/24 wood ave	802	826	09/11/96
999553	0000	d0049	sw65 e cottage	100	828	08/23/96
999554	0000	d0052	p/2 gladeside st	100	828	08/23/96
999554	1012	d0092	pleasant st	893	828	09/27/96
999554	1079	d0083	p/15 church st	812	828	09/25/96
999555	2216	d1414	880 prov hwy dd	880	829	09/24/96

For more details on this report, use prtdoc rpt.rpt25

RPT 13

**DEFERRED WORK SUMMARY**

This report totals the number of deferred work items for a specific period and provides estimated and actual hours of work completed

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on work items.

**EXAMPLE:**

**COMMAND**

rpt 13

dist 421

2/28/96-3/31/96

Report:

command line:

rpt13 dist 421 1/01/96-2/28/96

Rptsrc Code	-----Pending in File-----				Est Hrs	Num w/o Hrs	-----Completed this Period-----				
	0-30	31-60	61-90	91+			-----With Time Reported-----				
						Num	Act	Avs	Est	Pct	Devn
						Num	Hrs	Hrs	Hrs	Act-	Est
epd	0	0	0	1	3.0	0	0	0.0	0.0	0.0	0.0
csx	0	0	0	5	0.0	0	0	0.0	0.0	0.0	0.0
crc	0	3	0	1	0.0	1	0	0.0	0.0	0.0	0.0
crp	2	6	0	16	0.0	0	0	0.0	0.0	0.0	0.0
ctc	0	0	0	8	11.0	0	0	0.0	0.0	0.0	0.0
dst	0	1	0	3	8.0	0	0	0.0	0.0	0.0	0.0
dwx	0	0	0	3	8.0	0	0	0.0	0.0	0.0	0.0
eox	0	0	0	1	67.0	0	0	0.0	0.0	0.0	0.0
msx	0	6	0	33	42.0	0	0	0.0	0.0	0.0	0.0
trh	0	2	0	33	42.0	0	0	0.0	0.0	0.0	0.0
trp	3	0	0	33	42.0	0	0	0.0	0.0	0.0	0.0
ttr	0	0	0	33	42.0	0	0	0.0	0.0	0.0	0.0
<b>Total</b>	<b>5</b>	<b>18</b>	<b>0</b>	<b>93</b>	<b>134.0</b>	<b>1</b>	<b>0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>

For more details on this report use: **prtdoc rpt.rpt 13**

*Continued on next page*

**RPT 23**

**DEFERRED WORK DETAIL**

This report provides a detailed list of all open work items, entered in CRAS. The geographic area, wirecenter, work required and other pertinent information are listed.

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**PURPOSE**

This report should be requested for the selection of work items to be entered into LMOS/WFA.

To request a Rpt 23 for the entire M.C., enter:

rpt 23 dist 421  
(an example of this report is shown below.)

**EXAMPLE:**

**COMMAND:**

rpt 23 dist 421  
Report:

**CRAS REPORT 23  
DEFERRED WORK DETAIL**

Page 1  
4/4/96

dist: cape  
dist: 421

<u>DWN</u>	<u>Status</u>	<u>WC</u>	<u>Est</u> <u>Hrs</u>	<u>Orig</u> <u>Emp</u>	<u>DAA</u>	<u>Area</u>	<u>Geog</u> <u>Src</u>	<u>Rpt</u> <u>Cable Pair</u>	<u>Date</u>	<u>Supv</u>	<u>Prior</u>
37522	ows	508116	0	466	000	0000	trp		07/10/96	800	3
Circuit ID: 5082280000			Address: millers way								
Remarks: ped 2 needs replacing - run by car											
e7525	ows	508116	0	780	000	0000	csx		07/11/96	800	3
Circuit ID: 5082280000			Address: macy's lane								
Remarks: riser cbl pulling out of spl case needs u-guard as well. pole 60/7											

totals for wc 508116  
total entries in file: 2  
total estimated hours: 0.0

**Definition**

Administrative documents can be requested from CRAS to serve as reference material.

**COMMAND:**

1. prt doc adm.defwork
2. prt doc dentry.defwork

*Continued on next page*

**To Retrieve a Rpt 30**

EXAMPLE:  
Rpt 30 wc cam 1/2/80 20034

**CRAS REPORT 30  
CABLE TROUBLE TICKET DETAIL**

dist: cam-nud

Page 1

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---

1/24/96  
1/2/96 to 1/2/97

dist: cam  
wc: 999550  
cttn: 20034  
datentry: 800102  
recvd: 01011854  
cmfnot: 01020900  
cmfdis: 01020900  
cmfcomp: 01021200  
servrest: 01021110  
nocadis: 1  
code4: 1  
cmplmts: 1  
rt: 00006  
tbladdr: int 65 dana  
idout: 816  
intrpt: 1  
ckt: 6176615765  
cktype: ex  
condr: c  
corecd: p  
disp: 0410  
insul: pp  
repcat: 1000  
sheath: 1  
ca: 79  
cacmplmt: 1401  
nofst: 1  
rptsrc: sax  
socsecno: 025422011  
datemtr: 800102  
subacct: 2  
origresp: and144430  
sotype: 1  
jfuncode: 4230  
hrsmtr: 3.25  
geoid: 5015

---

*Continued on next page*

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## CRAFT ACCESS CLOSEOUTS

---

**Action**

The craftperson cannot closeout a deferred work item with the craft access terminal.

The craftperson will need to call the Proactive/Preventive Center to closeout any work item.

---

**Definition**

CRAS automatically assigns CTTNs to DW items. These CTTNs will not download into LMOS/WFA-DO, pre-populating the CTTN section of the CAS terminal. Therefore, they must be closed out with a COT/AA to ensure the correct CTTN is attached to each work item.

---

## RESPONSIBILITIES

---

**COT/AA**

Prepare deferred work form and hand it in to immediate supervisor (field)

Provide all pertinent information relevant to the condition being reported, on the deferred work form, i.e., Location where work is to be done, cable, pair, terminal location, when applicable.

Geographical Identifier (GEOID) where available. Material and time required to complete task.

Input all information in CRAS from the Deferred Work forms.

Enter Programmable Work items in LMOS/WFA-DO.

Update the status of work items entered in LMOS/WFA-DO

Complete Deferred Work items not complete (through error) in CRAS.

Review any work items that are over 60 days old.

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*Continued on next page*

**RESPONSIBILITIES:** *(cont'd)*

---

**Field Manager**      Review deferred work form to determine:

Has condition already been reported by other craftpersons reporting to you?

Is field visit required to verify time and material necessary to complete repair?

Is all of the required information provided by craftperson on the deferred work form?

Based on NYNEX guidelines, provide "Priority" code, i.e. 1-9.

Forward form to designated central location/analyzer (NYNEX Guidelines) and retain a copy locally.

Communicate with central location/analyzer for DW number and status of the condition.

---

**Proactive  
Maintenance  
Analyzer**

Review deferred work forms for duplication of conditions that may have been reported by other organizations, i.e., construction, installation, etc. to insure accuracy and provide input into CRAS.

Associate deferred work with TRIM analysis and/or ACE analysis to verify if condition can be cared for by a pending job.

Update priority of condition if it is not the same as originally reported, e.g.: Location of the condition may be a high Code 4 generator and may require quicker response.

Provide information to the cable maintenance control foreman.

---

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*Continued on next page*

**RESPONSIBILITIES:** *(cont'd)*

---

**Proactive/  
Preventive Manager**

Coordinate closed deferred work items with Proactive/Preventive analyzer to insure an accurate accounting of completed work is made. This may require generating a Rpt30 one or two days after close out in WFA to insure required information is documented.

This position is responsible for updating Scratch Pad (SPAD) entries in Predictor to alert Proactive Technicians if extensive work is in progress as a result of a deferred work dispatch.

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

**Commonwealth of Massachusetts**

**Docket No. D.T.C. 09-1**

**Respondent:** William Wilson  
**Title:** Area Manager

**REQUEST:** IBEW to Verizon, Set #7

**DATED:** October 8, 2009

**ITEM:** IBEW-VZ 7-13

Regarding the Company's response to AG 3-54(a), explain the mechanized line testing system that is used. In the response, please include:

- a. Who is responsible for the system;
- b. Who is the custodian of the testing results;
- c. Provide the daily testing results and any compilation or report of daily testing results for the last twelve month period available;
- d. Provide any summary, compilation or report of the daily testing results that exist for 2006, 2007, 2008.

**REPLY:**

- a. Please see the response to IBEW-VZ 3-20 on the Mechanized Loop Test System.
- b. Manager-Network Operations  
Verizon Services Operations Staff
- c. See Attachment IBEW-VZ 7-13 for Western MA data.  
Verizon MA does not archive testing results on a daily basis beyond 30 days.
- d. See Attachment IBEW-VZ 7-13 for Western MA data.  
Monthly data is only available for the previous 12 months.

c. Daily data.

	Trouble Reports	Testable Troubles	% Testable
1-Oct	172	153	88.95
2-Oct	234	226	96.58
3-Oct	77	69	89.61
4-Oct	25	21	84.00
5-Oct	215	195	90.70
6-Oct	231	216	93.51
7-Oct	217	197	90.78
8-Oct	216	196	90.74
9-Oct	246	220	89.43
10-Oct	99	91	91.92
11-Oct	29	29	100.00
12-Oct	212	198	93.40
13-Oct	222	210	94.59
14-Oct	190	173	91.05
15-Oct	186	179	96.24
16-Oct	192	178	92.71
17-Oct	60	57	95.00
18-Oct	21	21	100.00
19-Oct	187	175	93.58
20-Oct	185	172	92.97
21-Oct	155	144	92.90
22-Oct	150	141	94.00
23-Oct	148	139	93.92
24-Oct	67	61	91.04
25-Oct	30	27	90.00
26-Oct	230	203	88.26
<b>MTD</b>	<b>3,996</b>	<b>3,691</b>	<b>92.37</b>

d. Yearly data.

	<b>Trouble Reports</b>	<b>Testable Troubles</b>	<b>% Testable</b>
<b>2006</b>	102,297	94,198	92.08
<b>2007</b>	82,219	75,428	91.74
<b>2008</b>	83,709	75,940	90.72

d. Monthly data.

<b>Oct-08</b>	6,560	5,983	91.20
<b>Nov-08</b>	5,161	4,693	90.93
<b>Dec-08</b>	8,457	7,123	84.23
<b>Jan-09</b>	4,781	4,358	91.15
<b>Feb-09</b>	4,043	3,744	92.60
<b>Mar-09</b>	4,623	4,165	90.09
<b>Apr-09</b>	4,687	4,254	90.76
<b>May-09</b>	4,945	4,286	86.67
<b>Jun-09</b>	6,074	5,541	91.22
<b>Jul-09</b>	7,374	6,500	88.15
<b>Aug-09</b>	7,469	6,538	87.54
<b>Sep-09</b>	5,193	4,697	90.45

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

**Commonwealth of Massachusetts**

**Docket No. D.T.C. 09-1**

**Respondent:** Edward Gee  
**Title:** Director Engineering

**REQUEST:** IBEW to Verizon, Set #7

**DATED:** October 8, 2009

**ITEM:** IBEW-VZ 7-19

Regarding the Company's response to AG 3-56, please provide copies of the 38 engineering work orders that are referenced in the Company's answer.

**REPLY:**

Objection: The request is unduly burdensome and seeks information that is not reasonably calculated to lead to the discovery of admissible evidence. To obtain each work order, Verizon MA would need a manual effort to pull numerous screen shots from several databases.

Subject to the objection, Verizon MA states the following:

Attachment IBEW-VZ 7-19 is a spreadsheet showing details for each of the 38 jobs referenced.

State (abbr)	WC	Address / Street	PPMT Work Pkg ID	EWO #	Eng'g Director (F. Last Name)	Ops Director (F. Last Name)	Engineer Last Name (F.)	Start Date	End Date	Brief Reason for Job
MA	AGAWAM	P1-P15 Reed	4137860007876	6AAMX2 (JOB CMP 7/1/09)	H. Gamsby	F. Crosby	LIBERTY, LAURA	Jan-09	Jun-09	2008 Carryover. Wet deteriorated cable causing customer complaints and elevated code 4 rate. Job has substantial savings associated with dispatches. Rate of return >1 year.
MA	AGAWAM	CEV P60 N. Westfield Rd and Agawam CO.	MLT TESTABILITY (YISD)	9ADEY6 (CSTS) 10/22/09: 2 WKOPS open (LINE=1, SPL=1)	H. Gamsby	F. Crosby	D. Nyman	Jul-09	Sep-09	2009 Capital IIP approved on 7/27/2009 by NCM. VP customer apology letters. Chronic repeats. DLC report rate of 19.61%. DLC site not MLT testable.
MA	EAST LONGMEADOW	P3 Edmund to P2 First St	CABLE REHAB	6AAVCM (SPL CMP: 1/22/09) 10/26/09: 7 LINE WKOPS open	H. Gamsby	F. Crosby	NYMAN, DEB	Jan-09	Jun-09	Replace 2 sections of BKMS-50. 4A closures have severe corrosion. Section bypassed with X-Wire.
MA	EAST LONGMEADOW	Mapleshade, Day and Shawmut St	4135250002588	6AAVCS (JOB CMP: 10/9/09)	H. Gamsby	F. Crosby	NYMAN, DEB	Jan-09	Jun-09	3-13-09 Approved by Capital Management. Wet sections. Cable bypassed with IW. RA terminals have severe corrosion.
MA	EASTHAMPTON	PARSONS	4135270007749	6AA1SN (JOB CMP: 3/17/09)	H. Gamsby	F. Crosby	NYMAN, DEB	Jan-09	Jun-09	3-13-09 Approved by Capital Management. 26-28 Lead cable gets wet when it rains. Chronic customer reports. Executive appeal to VP.
MA	HOUSATONIC	CENTRAL OFFICE	Service Reliability	6AAVJR (JOB CMP: 4/14/09)	H. Gamsby	F. Crosby	ULM, DAVID	Jan-09	Jun-09	3-13-09 Approved by Capital Management. 2008 Carryover. Air Dryer 33 years old. Frequent failures place infrastructure at risk for failure. Can not maintain adequate air pressure.
MA	AMHERST 5	Leverett Road (P.9, P.11)	4135420006719	6AA89H (PCST) 10/22/09: 18 WKOPS open	E. Gee	F. Crosby	D. Nyman	Oct-09	Dec-09	2009 Capital IIP approved (Oct 2009). WET SECTIONS SEVERE CORROSION DRAPES
MA	AMHERST 5	MARKET HILL RD TO CUSHMAN RD	4135420006722	6AA89Z (PCST) 10/27/09:	E. Gee	F. Crosby	D. Nyman	Oct-09	Dec-09	2009 Capital IIP approved (Oct 2009) WET SECTIONS NUMEROUS COPPER SWAPS APOLOGY CUSTOMER
MA	ASHFIELD	MAIN ST	4136280001175	6AA897 (PCST) 10/22/09: 21 WKOPS open	E. Gee	F. Crosby	D. Nyman	Oct-09	Dec-09	2009 Capital IIP approved (Oct 2009) LEAD CABLE GETS WET WHEN IT RAINS
MA	CHARLEMONT	ZOAR RD	4133370003064	6AA88X (PCST) 10/22/09: 14 WKOPS open	E. Gee	F. Crosby	D. Nyman	Oct-09	Dec-09	2009 Capital IIP approved (Oct 2009) WET AERIAL SECTIONS WITH WORKING T'S DROPS JUMPING SECTIONS WITH T'S
MA	CHICOPEE	MURPHY LANE & TRELIA ST	4135920012340	6AA8G4 (PCST) 10/26/09:	E. Gee	F. Crosby	D. Nyman	Oct-09	Dec-09	2009 CAPITAL IIP APPROVED 10/16/09 DIRECT BURIED CABLE BEYOND REPAIR PEDS DRAPED & SECTION TRBLS
MA	CHICOPEE	HENDRICK ST	4135920012686	6AAAZX (PCST) 10/22/09: 35 WKOPS open	E. Gee	F. Crosby	D. Nyman	Oct-09	Dec-09	2009 CAPITAL IIP APPROVED on 10/16/09 CABLE IS DAMAGED BY SQUIRRELS NUMEROUS CLOSURES IN PLACE
MA	EASTHAMPTON	LOUDVILLE RD	4135270007750	6AA1SR (PCST) 10/23/09:	E. Gee	F. Crosby	D. Nyman	Oct-09	Dec-09	2009 CAPITAL IIP APPROVED on 10/16/09 PIG CABLE WORN BEYOND REPAIR BAD SECTIONS BYPASSED WITH DRY CABLE
MA	EAST LONGMEADOW	BAYNE TO CEDARHILL RD TO BAYMORE	4135250002586	6AAVCP (PCST) 10/22/09: 76 WKOPS open	E. Gee	F. Crosby	D. Nyman	Oct-09	Dec-09	2009 CAPITAL IIP APPROVED on 10/16/09 WET SECTION FROM MP6 BAYNE TO P2 BAYMORE BYPASSED WITH IW. RA TERMINALS HAVE SEVERE DETERIORATION
MA	HOLYOKE	MADISON AVE	4135320018584	6AA89V (PCST) 10/22/09: 28 WKOPS open	E. Gee	F. Crosby	D. Nyman	Oct-09	Dec-09	2009 CAPITAL IIP APPROVED on 10/16/09 Bad section openings
MA	HOLYOKE	PARKER TO NORTHAMPTON	4135320018267	6AAUSC (PCST) 10/22/09: 54 WKOPS open	E. Gee	F. Crosby	D. Nyman	Oct-09	Dec-09	2009 CAPITAL IIP APPROVED 10/16/09 RISER DAMAGED BEYOND REPAIR
MA	HOLYOKE	JOHN ST & SKEELE	CABLE REHAB	6AA1H6 (PCST) 10/22/09: 38 WKOPS open	E. Gee	F. Crosby	D. Nyman	Oct-09	Dec-09	2008 CAPITAL IIP APPROVED 10/16/09 Drapes, bypassed with dropwire, bad and worn out closures
MA	HOUSATONIC	PARK STREET	4132740002737	6AA9CH (PCST) 10/22/09: 36 WKOPS open	H. Gamsby	F. Crosby	D. Nyman	Oct-09	Dec-09	2009 Capital IIP approved (Oct 2009). High code 4 area, wet sections jumped with drops, Hi-Cap lines working in cable. Lead cable place in 1954 and BKTA-100 placed in 1961 are lashed together.
MA	HUNTINGTON	WORTHINGTON RD	4136670001849	6AA89U (PCST) 10/22/09: 14 WKOPS open	E. Gee	F. Crosby	D. Nyman	Oct-09	Dec-09	2009 Capital IIP approved (Oct 2009). Cable section damaged by house fire several years ago. Drops bypassing section. Sheath cracking, lashing wire burnt into sheath.
MA	HUNTINGTON	OLD STATE RD	4136670001847	6AA89R (PCST) 10/22/09: 21 WKOPS open	E. Gee	F. Crosby	D. Nyman	Oct-09	Dec-09	2009 Capital IIP approved (Oct 2009). LEAD CABLE GETS WET WHEN IT RAINS. SPLICE AT 129 SEVERELY DETERIORATED. DRAPE ON CABLE. DROPS/BRIDLE WIRE BYPASSING.

State (abbr)	WC	Address / Street	PPMT Work Pkg ID	EWO #	Engr (F. Last Name)	Ops Director (F. Last Name)	Engineer (F. Last Name)	Start Date	End Date	Brief Reason for Job
MA	LENOX	WALKER STREET	4136370000837	6AA9AS (PCST) 10/22/09:12 WKOPS open	E. Gee	F. Crosby	D. Nyman	Oct-09	Dec-09	2009 Capital IIP approved (Oct 2009). DROPS AND IW BYPASSING SECTIONS
MA	LENOX	ST ANNIS AVE	4136370000831	6AA898 (PCST) 10/22/09:41 WKOPS open	E. Gee	F. Crosby	D. Nyman	Oct-09	Dec-09	2009 Capital IIP approved (Oct 2009). RA TERM WITH BEES AND HAS BEEN PULLED APART. DROPS BYPASSING SECTIONS
MA	LENOX	HILLSIDE DRIVE (rear TUCKER)	4136370000838	6AA9BG (PCST) 10/22/09:16 WKOPS open	E. Gee	F. Crosby	D. Nyman	Oct-09	Dec-09	2009 Capital IIP approved (Oct 2009). DROPS BYPASSING SECTIONS - RA TERMS PULLED APART
MA	LENOX	CHURCH ST	4136370000893	6AA895 (PCST) 10/22/09:23 WKOPS open	E. Gee	F. Crosby	D. Nyman	Oct-09	Dec-09	2009 Capital IIP approved (Oct 2009). SECTION BYPASSED WITH DROPS; DRAINED
MA	SPRINGFIELD	OAKLAND STREET	4137320026471	6AA87E (PCST) 10/22/09:38 WKOPS open	E. Gee	F. Crosby	D. Nyman	Oct-09	Dec-09	2009 CAPITAL IIP APPROVED on 10/16/09. Existing cable beyond repair
MA	WEST STOCKBRIDGE	Iron Ore Road	4132320002244	6AA6X5 (SPL CMP: 9/18/09) 10/22/09: 1 LINE WKOPS open	H. Gamsby	F. Crosby	D. Nyman	Jul-09	Sep-09	2009 CAPITAL IIP APPROVED AS AN ESCALATION ON 7/8/09. MANY APOLOGY CUSTOMERS. Drops running between Ped 4 and Ped 5. Old Air core, 26 gauge cable. The only way to get customers in service is to continue to bypass with drops.
MA	GREENFIELD	P41 to P43 River Rd.	4137720007277	6AAVKR (JOB CMP 6/24/09)	H. Gamsby	F. Crosby	D. Nyman	Jan-09	Jun-09	2009 Capital IIP Approved by CM. Wet section. Numerous cooper swaps. IW bypassing sections.
MA	GREENFIELD	Prospect to Grinnell	4137720007921	6AA088 (JOB CMP 8/3/09)	H. Gamsby	F. Crosby	D. Nyman	Apr-09	Sep-09	2009 Capital IIP Approved by CM. Wet section. Severe sheath pull outs at several poles. Drapes. Copper swaps.
MA	LONGMEADOW	Oxford (rear), Longmeadow	4135670002628	6AA4KZ (JOB CMP: 7/2/09)	H. Gamsby	F. Crosby	D. Nyman	Apr-09	Sep-09	Section bypassed with multiple dropwires and dry cable. Customer out of service, live trouble, no dial tone=413 5677825. Chronic repeat customers. Apology letters.
MA	LUDLOW	HOLYOKE ST	4135830006438	6AAVLR (JOB CMP 6/15/09)	H. Gamsby	F. Crosby	D. Nyman	Jan-09	Jun-09	2009 Capital IIP Approved by CM. WET SECTION, CA BYPASSED WITH IW & DROPS
MA	SHEFFIELD	Route 8 West St.	4132290007132	6AA3WE (SPL CMP: 6/30/09) 10/22/09: 3 LINE WKOPS open	H. Gamsby	F. Crosby	D. Nyman	Apr-09	Sep-09	2009 Capital IIP Approved by CM. Five apology letter issued to customers in count. Wet buried cable. Replace three sections.
MA	SHELBURNE	Mohawk Trail P167- P155	4136250003304	6AAU4H (JOB CMP: 6/23/09)	H. Gamsby	F. Crosby	D. Nyman	Jan-09	Jun-09	2009 Capital IIP Approved by CM. Wet sections. Cable bypassed with drop wire.
MA	SPRINGFIELD	Leyfred Terr. MH5150B to PRR170	4137320021242	6AAVKT (SPL CMP: 7/2/09) 10/22/09: 2 LINE WKOPS open	H. Gamsby	F. Crosby	D. Nyman	Apr-09	Dec-09	2009 Capital IIP Approved by CM. Wet connection MH to rear of #170 Leyfred Terr. Copper swaps.
MA	SPRINGFIELD	Atwater Terr. P3 to P9	4137320019769	6AA3SU (JOB CMP: 7/6/09)	H. Gamsby	F. Crosby	D. Nyman	Apr-09	Dec-09	2009 Capital IIP Approved by CM. Wet section. Cable bypassed with drop wire.
MA	WESTFIELD	P36 to P39 Little River Rd.	4135620010382	6AA1LE (JOB CMP 6/22/09)	H. Gamsby	F. Crosby	D. Nyman	Jan-09	Jun-09	2009 Capital IIP Approved by CM. Wet section. Drops bypassing cable. Chronic repeats.
MA	WEST SPRINGFIELD	MH 5814 Elm St. to P1 Kings Hwy.	4137320021378	1AABFU (SPL CMP: 7/2/09) 10/22/09: 9 LINE WKOPS open (originally 6AA1LH but it turned into an estimate:ENG to cancel 6AA1LH)	H. Gamsby	F. Crosby	D. Nyman	Apr-09	Dec-09	2009 Capital IIP Approved by CM. PULP CABLE DETERIORATED. Wet connection. Numerous copper swaps.
MA	WILLIAMSTOWN	West Main Street	4134580002112	6AA6S3 (SPL CMP: 9/18/09) 10/22/09: 1 LINE WKOP open	H. Gamsby	F. Crosby	D. Nyman	Jul-09	Sep-09	2009 CAPITAL IIP APPROVED AS AN ESCALATION ON 7/8/09. WESTERN MA DTE COMPLAINT. Wet sections. Drop wire bypassing sections. Customer involved in DTE complaint works through this section.
MA	GILBERTVILLE	242 Old Petersham Rd.; Hardwick	CABLE REHAB	6AA687 (CSTS) 10/22/09: 2 SPL WKOPS open	H. Gamsby	F. Crosby	D. Nyman	Jul-09	Sep-09	2009 Capital IIP approved on 7/27/2009 by NCM VP executive appeal. Chronic T1's for 5+ years. High lightning area

shment  
-VZ 7-19

0	PCST (Pending Construction)
3	CSTS (Construction start)
5	SPL CMP (Splicing Complete)
11	JOB CMP (Overall Job Complete)

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

**Commonwealth of Massachusetts**

**Docket No. D.T.C. 09-1**

**Respondent:** Edward Gee  
**Title:** Director Engineering

**REQUEST:** IBEW to Verizon, Set #7

**DATED:** October 8, 2009

**ITEM:** IBEW-VZ 7-20

Regarding the Company's response to AG 3-56, provide the number of engineering work orders to replace defective cable for 2008 and 2007, separately.
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**REPLY:**

There were 64 engineering work orders to replace underperforming cable completed in 2008 and 43 in 2007.
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**Verizon New England Inc.  
d/b/a Verizon Massachusetts**

**Commonwealth of Massachusetts**

**Docket No. D.T.C. 09-1**

**Respondent:** William Wilson  
**Title:** Area Manager

**REQUEST:** IBEW to Verizon, Set #7

**DATED:** October 8, 2009

**ITEM:** IBEW-VZ 7-22

Regarding the Company's response to AG 3-58:

- a. Identify the type of battery used and manufacturer
- b. State how often and to what extent the batteries are tested
- c. Separately provide the average lifespan of the batteries used at Verizon MA's remote terminals for 2006, 2007, and 2008
- d. Provide the manufacturer's testing schedule
- e. Provide the manufacturer's replacement schedule
- f. Is there a Company replacement schedule for the batteries? If yes, please provide the schedule and date of first implementation of the schedule.
- g. Is there a Company testing schedule for the batteries? If yes, please provide the schedule and date of first implementation of the schedule.
- h. Describe how the batteries are tested and whether they are tested remotely.

**REPLY:**

Objection: Subparts a., d. and e. of the request are unduly burdensome and seek information that is not reasonably calculated to lead to the discovery of admissible evidence. It would require a site visit to each of the 408 remote terminals to determine the type of battery currently in use.

Subject to this objection, Verizon MA states the following:

- b. See response to part g.
- c. Verizon MA does not track this information.
- f. There is no formal battery replacement schedule, however, batteries are replaced if they are unable to sustain an 8 hour outage.
- g. There is no formal battery testing schedule, however, based

on visual inspections performed by technicians during regular repairs and installations, technicians refer requests for battery testing to their local managers.

h. There is no remote testing for remote terminal batteries. Please see Attachment IBEW-VZ 7-22 for testing methods.

## **Chapter 7 - Testing TSS Power**

### **Strap Continuity**

Strap continuity may be measured by one of the following methods using the test equipment described:

- Alber Cellcorder (resistance)
- Midtronics Celltron Plus (conductance)
- Biddle DRLO (micro ohm resistance)
- DMM (voltage drop)

### **Alber Cellcorder - Resistance Measurement**

The cellcorder measures the float voltage per cell, as well as the internal resistance. A portion of the test is the measurement of the inter-cell strap resistance. The internal cell resistance is measured by subjecting the cell under test to a brief, fixed load, and then measuring the voltage recovery after the load is removed. Using ohms law on this data, a resistance measurement is obtained.

### **Midtronics - Conductance Measurement**

Conductance is the ability to conduct current. Conductance is directly related, and nearly linear with timed-discharged capacity. A measurement of conductance is a quantitative measurement recorded in Seimens, and related to a percent of capacity. We use the value of 80 percent capacity to qualify the readiness of a battery. 80 percent and higher is good and less indicates need for further investigation.

The Midtronics conductance tester should not be viewed as a "bottom line" and definitive test operation. It can be used as a strong indicator of battery "state-of-health".

### **Biddle DRLO**

Micro-ohm meter (DLRO) digital low resistance ohm meter. The electrical integrity of connections can be established by measuring the resistance of each connection with a DLRO. These devices measure resistance in the micro-ohm range. This is accomplished by using a four point, Kelvin-type measuring probe and recording both forward and reverse measurements and then computing the average. This reading in micro-ohms, varies with cell type, quantity of connectors, etc.

It is important to note that a benchmark be used for the connection tested. When measuring the connections, no one measurement should be greater than 10 percent or 5 microhms above the average.

## Digital Voltmeter

### DMM Voltage Drop

When test equipment is not available, measure the voltage drop for each strap while in the discharge mode. The best time to take this type of reading is while performing the annual battery rundown test routine.

- a. With the digital voltmeter, place the probes on the center of the battery post at each end of the strap that you wish to measure while discharging the battery. This will allow you to read the voltage drop of the strap and connections. The best time to do this test is during the "rundown test"
- b. Read the meter in millivolts. The drop must not exceed 20 millivolts for straps and 80 millivolts for inter-tier cables during full load conditions. This is an ultimate maximum and generally reads much lower. What is critical is that the straps do not vary more than 20 percent from the average. The lower the reading in millivolts, the better.

If a connection exceeds the average by the amount listed above:

- a. If the connection is clean. Re-torque the connection and test again.
- b. If corrosion is present. Clean and re-torque connection and test again

### Summary

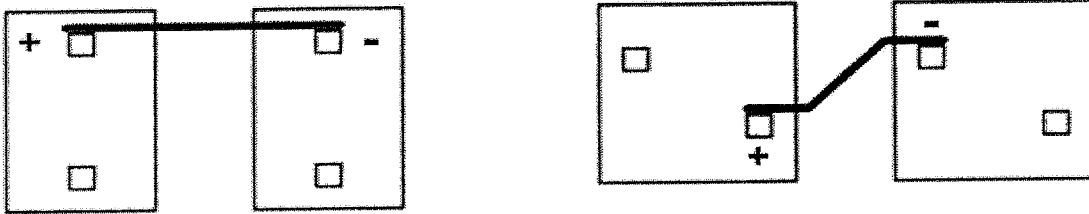
Maintaining electrical integrity of connections is important as poor connections will result in reduced battery output and in extreme cases may cause melted posts, circuit interruptions or battery fires.

Tips for making measurements: (see drawing)

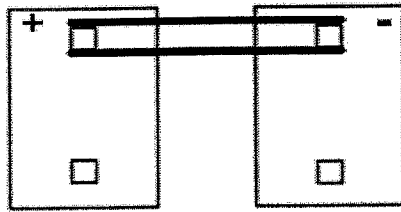
As with all measurements, be consistent to where you place the measuring probes.

- a. Single connector strap - placement of test probes is critical
- b. Parallel connector strap - because of parallel measurement, placement of test probes is not as critical.
- c. Four post/in line connector strap - requires two measurements, A to C and B to D.
- d. Four-post/staggered connector strap - requires two measurements, placement is critical.
- e. Four-post/parallel connector strap - internal buss is included in measurements.
- f. Measure across A and D (equal current paths are provided). Then the differences across A and B and C and D will reflect connector interface problems in the external inter-cell connections.

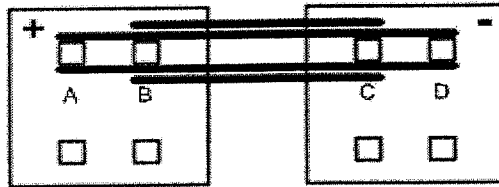
# Connection Resistance Measurements



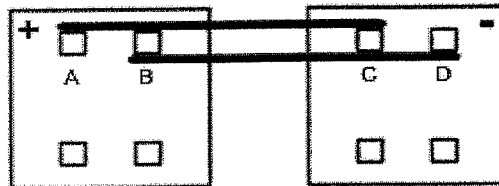
Single Connector Straps



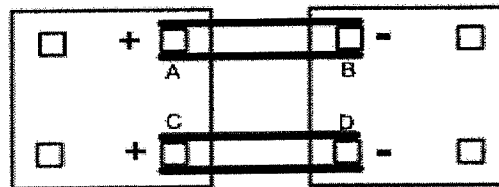
Parallel Connector Straps



Four Post, Four Connector In-Line Straps



Four Post, Two Connector Staggered Post Straps



Four Post, Four Connector Parallel Straps

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

**Commonwealth of Massachusetts**

**Docket No. D.T.C. 09-1**

**Respondent:** William Wilson

**Title:** Area Manager

**REQUEST:** IBEW to Verizon, Set #7

**DATED:** October 8, 2009

**ITEM:** IBEW-VZ 7-24

Regarding the Company's response to AG 3-63, if a customer calls to report cable on the ground:

- a. What code does the Company use to classify the complaint?
- b. Whose responsibility is it for reattaching the cable
- c. Who assigns the work of the cable repair, replacement or reattachment?
- d. Who replaces the cable?
- e. What type of work order is created to address a report of cable on the ground?
- f. Please provide all work orders created to address a report of cable on the ground in Western MA for January 2007 to present.
- g. Does Verizon MA have a specific requirement for how high cable must be off the ground? If yes, please provide the standard and supporting documentation for that standard.
- h. Provide all work orders for problems of cable in Western MA that did/do not meet the Company's standard (as described in response to subsection (g) of this interrogatory) from January 2007 to present.

**REPLY:**

- a. There are numerous codes that could be used depending on whether the cable is Verizon MA's or a vendor's (if not Verizon, code 09 would be used), whether the reported cable were a drop wire (an 03 code would be used), and whether the cable were a Verizon plant cable (an 04 code would be used). There are many sub codes depending on the size, type and actual condition that caused the problem.
- b. A drop wire would normally be reattached by an installation and maintenance technician. Cable facilities are repaired by construction technicians.

- c. A drop wire would be assigned via the Dispatch Resource Center (“DRC”) to an Installation and Maintenance (“I&M”) technician. A cable facility issue would be handed off by the DRC to the local construction manager for inspection and dispatch.
- d. Depending on whether it is a drop wire or a cable it would be either an I&M technician or a construction technician.
- e. Customer reports of wires down generate a VRepair maintenance ticket. The exception to this would be an emergency situation (i.e. car accident at night knocks a pole down).
- f. Verizon MA does not track this data.
- g. Please see attachment.
- h. Verizon MA does not track this data.

**Table 3-4 Vertical Clearances for Communication Cable and Messenger**

Nature of Surface or Structure Below Insulated Communication Cable	Typical Clearances		Remarks NESC 2007 Clearances Column 2 of Tables 232-1 and 234-1
	2007 Code [Note 1]	1987 Code [Notes 2]	
	All Loading Areas	Not Generally Applicable	
<b>Crossing above</b>			
• Railroad Tracks	23.5 feet [Note 3]	<i>25 feet</i>	For special railways using cars less than 22 feet high, see Table 232-1 of the NESC
• Public Roads	15.5 feet	<i>18 feet</i>	Subject to truck (> 8 ft. high) traffic
• Public Alleys	15.0 feet		Not subject to truck traffic
• Nonresidential Driveways and Parking Lots	15.5 feet	<i>18 feet</i>	15.0 ft. if not subject to truck traffic
• Residential Driveways	15.0 feet	<i>10 feet</i>	If building height is low the height of the drop can be reduced to 11.5 ft.
• Walks and Lanes	9.5 feet	<i>8 feet</i>	Not subject to any traffic > 8 ft. high
• Flat Roof Buildings	10.5 feet		Areas readily accessible to pedestrians
• Peak Roof Buildings	3.0 feet	<i>3 feet</i>	Not readily accessible to pedestrians
• Billboards, Signs	3.0 feet		Horizontal and Vertical
• Waterways-1	14.0 feet		Not suitable for sailboating
• Waterways-2	17.5 feet to 42.5 feet		Function of water area size and location of boat ramp/trigging areas. See Table 232-1 of the NESC or the proper administrative authority
<b>Paralleling</b>			
• Urban Roads [Note 4]	15.5 feet	<i>17 feet</i>	15 ft. if in back of vehicular deterrents such as curbs
• Rural districts and areas where farms are likely and light traffic is usual [Note 4]			
— behind obstacle	9.5 feet	<i>14 feet</i>	Unlikely to have vehicles passing under the line. Obstacles include ditches, fences, embankments (Notes 10,12 to Table 232-1)
— exposed (not behind obstacle)	13.0 feet	<i>14 feet</i>	
• Public Alleys	15.5 feet	<i>17 feet</i>	15 ft. if in back of vehicular deterrents such as curbs, or not subject to truck traffic

**NOTE:** [1] Represents clearances that are usually applicable, but are often modified by specific conditions covered by Tables 232-1 or 234-1 of the NESC.

[2] NESC 1987 basic clearances under nominal 60°F (15°C) conditions, no wind, to be adjusted (increased) for relatively long spans. These values are shown italicized to emphasize they are not directly applicable to new installations or modifications of installations originally based on more recent editions (1990 and later).

[3] The minimum size messenger strand required for crossing is 6M strand.

[4] NESC no longer denotes these regular and light traffic areas as "urban" and "rural" zones.

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

**Commonwealth of Massachusetts**

**Docket No. D.T.C. 09-1**

**Respondent:** William Wilson

**Title:** Area Manager

**REQUEST:** IBEW to Verizon, Set #7

**DATED:** October 8, 2009

**ITEM:** IBEW-VZ 7-25

Regarding the Company' response to AG Set 3-64, what areas have been identified as susceptible to increases in customer complaints during inclement weather?

**REPLY:**

The following wire centers have been identified through the Proactive Cable Maintenance process as having areas that are particularly susceptible to increases to customer complaints during inclement weather:

Great Barrington  
Lenox  
Ashfield  
Becket  
Blanford  
Charlemont  
Chester  
Chesterfield  
Colrain  
Conway  
Huntington  
Southampton  
Lee  
Northfield  
Russell  
Sandisfield  
Shelburne Falls  
Stockbridge  
West Stockbridge  
Worthington