

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

Commonwealth of Massachusetts

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

Respondent: Counsel/John Conroy
Title: Vice President-Regulatory

REQUEST: IBEW Local 2324 to Verizon, Set #1

DATED:

ITEM: IBEW-VZ 1-1 Please explain Verizon MA's procedures and policies for handling customer complaints.

REPLY:

Objection: The request is vague, overly broad and seeks information that is not reasonably calculated to lead to the discovery of admissible evidence, in that it does not limit the subject matter of the complaints to matters at issue in this proceeding.

Subject to and without waiving this objection, however, Verizon MA states the following: Verizon MA is committed to put customers first by providing excellent service. Verizon MA handles customer complaints for telephone service in a professional, efficient manner that focuses on the customer. Calls from customers with telephone service quality issues are answered by the Verizon Repair Resolution Center (the "VRRC"). The VRRC is staffed by repair agents specifically trained to evaluate customer concerns regarding their telephone services. When a customer calls, the repair agent is responsible for assessing the customer's concern and ensuring that the customer's issue is dealt with appropriately. The repair agent utilizes a number of tools including an interactive database and repair specific systems to determine the appropriate course of action to complete any necessary repairs. Although each customer call is handled individually, a general overview of the process is as follows.

The Repair Agent interviews the customer to determine the issue then enters the report into a system called VRepair. VRepair performs a test and routes the trouble to the appropriate work group for resolution. A trouble identified as a Central Office issue is routed to a system called WFA-DI (Work Force Administration – Dispatch In) and dispatched to a Central Office Technician ("COT") for resolution. The COT repairs the fault and closes the trouble ticket to the appropriate disposition code. The

disposition code identifies the trouble and how it was repaired. A trouble identified as a field issue is routed from VRepair to WFA-DO (Work Force Administration – Dispatch Out) and dispatched to a Splice Service Technician (“SST”) for resolution. The SST repairs the fault and closes the trouble ticket to the appropriate disposition code. The disposition code identifies the trouble and how it was repaired.

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

Commonwealth of Massachusetts

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

Respondent: Counsel/John Conroy
Title: Vice President-Regulatory

REQUEST: IBEW Local 2324 to Verizon, Set #1

DATED:

ITEM: IBEW-VZ 1-2 Please explain Verizon MA's procedures and policies for handling requests for service.

REPLY:

Objection: The request is vague, overly broad and seeks information that is not reasonably calculated to lead to the discovery of admissible evidence, in that it does not limit the subject matter of the requests to matters at issue in this proceeding.

Subject to and without waiving this objection, however, Verizon MA states the following: Attachments IBEW-VZ 1-2(a) and IBEW-VZ 1-2(b) are copies of Verizon MA's procedures for handling requests for telephone service from residence and business customers, respectively.

Sales Agent Playbook

When a call comes in: **Stop** what you are doing and focus on the Customer. **Look** at your systems to better understand who you are speaking to and why the Customer is calling. **Listen** and respond appropriately. **Build rapport** through the entire contact.

1 Greeting & Verification

Check Systems:

- ✓ eZinfo/VZI TN Pop
- ✓ Reason for call
- ✓ DOCC consent
- ✓ Critical Caller pop

Existing Customer

TN Pop YES: "This is _____, are you calling about _____?"

TN Pop NO: "This is _____, may I have the number you are calling about?"

"Thank you, may I have your name?"

New Customer

"This is _____, may I have the number you are calling about?"

After customer advises they are calling for service:

"I'll be happy to help you establish new service."

"May I have your name & the address where you would like to have service?"

"Is your cell phone also with Verizon Wireless?" (If yes) "Great! What is that number? I can put everything on OneBill for you."

Use DOCC statement **ONLY** if necessary. If DOCC is required, state... "May I have permission to review your account?"
Check account for passwords. If password exists, verify before proceeding.

2 Reason for Call & Solution Delivery

Check Systems:

- ✓ Bundle qualifications
- ✓ Review Account
- ✓ Uncover Clues
- ✓ Safeguard: Do not disclose customer info prior to safeguarding

"How may I assist you today?" Demonstrate that you heard the customer's request by listening and responding appropriately. Use good judgment when responding. "I'll be more than happy to help you with that. I certainly understand your concern." (pause) "While I'm doing so I'll be asking some questions and reviewing your account to make sure you are taking advantage of all of our discounts and that you have the best value."

NOTE: If customer already has TV/Internet bundle, resolve issue, then move to customized offer.

Otherwise, state: "It's going to take me a minute to pull up your account, let me ask you a quick question..."

Q: "Who handles your television and/or Internet service?"

OR

Q: "How much are you paying for television and/or Internet service?"

Resolve the customer's concern. This is not the time to make offers. Attempt to transition the reason for call into sales recommendation.

3 Account Review & Sales Negotiation



Follow Area Guidelines for Official Pitch. Use eZinfo Transfer if appropriate.

Check Systems:

- ✓ Account Profile
- ✓ eZinfo/VZ Insight
- ✓ Eligible Promos
- ✓ Usage Details

Ask Open Ended Questions, Make a Customized Bundle Offer

Transition Statement: "As I mentioned earlier, I reviewed your account for the best value and I'm glad I did!"

Assumptive Offer*: "You called at a great time. Based on our conversation today, I'm going to provide you the best value with our new offer (PZ). With this offer you will receive _____ (products) and _____ (benefits) at a price of only \$_____ a month, saving you a total of \$_____ a month." (or, if competitor price is known) "for a difference of only \$_____ a month." * Copper PA: Ask for Sale

Manage Objections

If necessary, ask additional questions to help position products and services: "I understand your concern."

"How much are you currently paying?" "How many set top boxes do you have?" "How many HD TVs?"

Provide Fallback Offer

Manage objections and remove options as needed: "I understand your concern about the additional cost. By adjusting _____ (speed/channel/product/service) this will save you an additional \$_____ a month and still provide you with all the great benefits of the original offer for a price of only \$_____."

Utilize COSO (if applicable) "I understand your concern, what I am going to do for you is... (COSO)"

Offer Value Added Services

Offer VAS on every new sale or existing capable customer. 1) Obtain/verify e-mail address 2) Position benefits of VAS offer, which includes free trial. 3) Provide full disclosure on terms of service and pricing structure. Manage objections and provide fallback VAS offer if necessary.

Capture a valid email address!
Advise customer that if they are adding/changing their email we send them a notification



Customized Bundle



Expert Care/
Value Added Svcs



IWM/TPP



International
Calling Plans




Additional
Line

4 What's Next?

"Let me review what you can expect after this call. You may want to get a pen to write this down."

Check Systems:

✓ CoFEE Recap Screen

 Provide Key Contact Numbers for FSC, HVM Access Number, VZ Online, PSTN Activation Numbers, etc.

4.1 Recap & Online Support

✓ Recap Services, Products, Bundle & Equipment Changes Related to Order

✓ Provide What's Next Website when placing FiOS or HSI orders

"Please write down this website: www.verizon.com/whatsnext. It outlines everything we've discussed and can answer many questions you may have. It allows you to track the status of your order every step of the way and you can pre-register your user name, select your email and home page... it's a valuable resource for you! You can also reach us at ____-____-____"

✓ Advise Customer of DIRECTV Pre-Registration Rebate (if applicable): www.directv.com/rebate

Check Systems:

✓ Quick Bill Summary

✓ First Bill Estimator

(FiOS New Connects Only)

4.2 Bill Review

✓ Advise Customer of their Bill Cycle Date

✓ Set Clear Expectations, Explain Billing Proration

Advise the Customer: "Your first/next bill will be larger than usual because we are calculating the charges from the time your service begins, so you can expect to see a partial bill, plus your full monthly charges combined. This is because we bill one month in advance."

✓ Explain Average Monthly Charge

Advise the Customer: "Your Average Monthly Charges will only be \$____, plus taxes & surcharges of about \$____, for a total monthly charge of approximately \$____. You will also have one time charges of \$____ that can be broken into [] installments."

✓ New Customers: Provide a First Bill Estimate

Advise the Customer: "Because your first bill is prorated, it will be larger than usual. Your first bill is going to be approximately \$____, which includes one time charges of \$____ that can be broken into [] installments (if applicable), plus taxes and surcharges of approximately \$____."

4.3 Installation Process/Terms of Service

✓ Review Installation Process & CBR for Day of Install

"On the day of installation, what is an alternate number where we may reach you regarding your order?"

FiOS: "Our technicians will need to install an Optical Network Terminals onto the outside of your home. The ONT will replace the function of your current Network Interface Device and will operate using your home's electricity. As a safety feature in case of a power outage, each ONT is equipped with a battery backup unit that will allow you approximately 8 hours of voice service, including E-911. It will not provide power for Voice over IP services. You are responsible for periodically replacing the battery. This unit will be installed inside your garage or home. Please ensure there is an electrical outlet where the battery back up will be mounted. Our technician will install any CAT5/coaxial wiring needed."

Reminder! Auto Recap will care for the above statement.

✓ Review Terms of Service (if applicable)

✓ Review Early Termination Fees

FiOS / DTV: "In the event you discontinue service prior to the end of your term, there will be an early termination fee of \$____. There are additional charges associated with unreturned equipment. (i.e. routers, set top boxes) of \$____."

HSI: "In the event you discontinue service after the money-back guarantee period and/or prior to the end of your term, there will be an early termination fee of \$____. There are additional charges associated with unreturned equipment. (i.e. routers, set top boxes) of \$____."

4.4 Order Details & Fulfillment

✓ Provide Order Number & Due Dates

"Service is scheduled for (Date) between (Times), and your order number is ____."

✓ Explain Fulfillment Details for any special offers or equipment (if applicable)

5 Close the Call

✓ First Call Resolution "Have I resolved the reason for your call today?" "Is there anything else I can do for you?"

✓ Customer Loyalty "I know you'll be very happy with the choices you made today."

✓ Thank the Customer for choosing Verizon *Reminder!* Transfer to TPV & Auto Recap (if applicable)



Sales Agent Playbook

When a call comes in: **Stop** what you are doing and focus on the Customer. **Look** at your systems to better understand who you are speaking to and why the Customer is calling. **Listen** and respond appropriately. Build **rapport** through the entire

1 Greeting & Verification

Check Systems:

- ✓ eZInfo/TN Pop
- ✓ Reason for call
- ✓ DOCC consent

Existing Customer

TN Pop **YES**: "This is _____, are you calling about business number _____?"
TN Pop **NO**: "This is _____, may I have the business number you are calling about?"
"Thank you, may I have the business name, and whom am I speaking with?"

New Customer

"This is _____, may I have the business number you are calling about?"
After customer advises they are calling for service:
"I'll be happy to help you establish new service, and whom am I speaking with?"
"May I have your business name & the address where you would like to have service?"

"Is your cell phone also with Verizon Wireless?" (If yes) "Great! What is that number? I can put everything on OneBill for you."

Use DOCC statement ONLY if necessary. If DOCC is required, state... "May I have permission to review your account?"
Check account for passwords. If password exists, verify before proceeding.

2 Reason for Call & Solution Delivery

Check Systems:

- ✓ Bundle qualifications
- ✓ Review Account
- ✓ Uncover Clues
- ✓ Safeguard: Do not disclose customer info prior to safeguarding

"How may I assist you today?" **Demonstrate that you heard the customer's request by listening and responding appropriately. Use good judgment when responding.** "I'll be more than happy to help you with that. I certainly understand your concern." (pause) "While I'm doing so I'll be asking some questions and reviewing your account to make sure you are taking advantage of all of our discounts and that you have the best value."
NOTE: If customer already has TV/Internet bundle, resolve issue, then move to customized offer.
Otherwise, state: "It's going to take me a minute to pull up your account, let me ask you a quick question..."

Q: "Who handles your television and/or Internet service?" **OR** Q: "How much are you paying for television and/or Internet service?"

Q: "Do you need any phones for your business? Do you have a TV in your break room or waiting room? How big is your waiting room?"

Resolve the customer's concern and deliver solutions that meet your customer's needs. This is **not** the time to make offers.

3 Account Review & Sales Negotiation

Follow Area Guidelines for Official Pitch.

Check Systems:

- ✓ Account Profile
- ✓ Number of Lines
- ✓ eZInfo
- ✓ Eligible Promos
- ✓ Usage Details

Make a Customized Bundle Offer

Transition Statement: "As I mentioned earlier, I reviewed your account for the best value and I am glad I did!"
-Do not put the customer on hold to review account. Engage in conversation while searching for clues -

Assumptive Offer*: "Based on what we discussed, I recommend a Verizon Small Business Package which will take care of all your voice, broadband, and video needs which will help you grow your business. With this offer you will receive _____ (products) and _____ (benefits) at a price of only \$_____ a month. * Copper PA: Ask for Sale

Manage Objections

If necessary, ask additional questions to help position products and services: "I understand your concern."
"How much are you currently paying?" "How many set top boxes do you have?" "How many HD TVs?"

Provide Fallback Offer Manage objections and remove options as needed: "I understand your concern about the additional cost. By removing _____ (product/service) this will save you an additional \$_____ a month and still provide you with all the great benefits of the original offer for a price of only \$_____."

Utilize Closer Offer (if applicable) "I understand your concern, what I am going to do for you is..."

Offer Value Added Services

Offer VAS on every new sale or existing capable customer. 1) Obtain/verify e-mail address 2) Position benefits of VAS offer, which includes free trial. 3) Provide full disclosure on terms of service and pricing structure. Manage objections and provide fallback VAS offer if necessary.

Capture a valid email address!
Advise customer that if they are adding/changing their email we send them a notification


<input checked="" type="checkbox"/> Customized Bundle	<input checked="" type="checkbox"/> XPAK	<input checked="" type="checkbox"/> VISS/VOBS Data Protection	<input checked="" type="checkbox"/> Inside Wire Maintenance Plan	<input checked="" type="checkbox"/> International Calling Plan	<input checked="" type="checkbox"/> Additional Lines	<input checked="" type="checkbox"/> CPE
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4 What's Next?

"Let me review what you can expect after this call. You may want to get a pen to write this down."

Check Systems:

✓ vibe, SSP, CoFEE

 Provide Key Contact Numbers for FSC, VMS Access Number, VZ Online, PSTN Activation Numbers, etc.

4.1 Recap & Support

- ✓ Recap Services, Products, Bundle & Equipment Changes Related to Order
- ✓ Advise Customer of Current Rebate Details
- ✓ Provide Key Contact Numbers

Calculate First Bill Estimate:

- Multiply the Average Monthly Charges by 1.5 (month & ½)
- Add any one time charges (NRCs)
- Add estimated taxes or surcharges.
- Provide First Bill Estimate

4.2 Bill Review

- ✓ Advise Customer of their Bill Cycle Date

- ✓ Set Clear Expectations, Explain Billing Proration

Advise the Customer: "Your first/next bill will be larger than usual because we are calculating the charges from the time your service begins, so you can expect to see a partial bill, plus your full monthly charges combined. This is because we bill one month in advance."

- ✓ Explain Average Monthly Charge

Advise the Customer: "Your Average Monthly Charges will only be \$____, plus taxes & surcharges of about \$____, for a total monthly charge of approximately \$____. You will also have one time charges of \$____ that can be broken into [] installments."

- ✓ New Customers: Provide a First Bill Estimate

Advise the Customer: "Because your first bill is prorated, it will be larger than usual. Your first bill is going to be approximately \$____, which includes one time charges of \$____ that can be broken into [] installments (if applicable), plus taxes and surcharges of approximately \$____."

4.3 Installation Process/Terms of Service

- ✓ Review Installation Process & CBR for Day of Install

"On the day of installation, what is an alternate number where we may reach you regarding your order?"

FIOS: "Our technicians will need to install an Optical Network Terminal outside of your business location. The ONT will replace the function of your current Network Interface Device and will operate using your business's electricity. As a safety feature in case of a power outage, each ONT is equipped with a battery backup unit that will allow you approximately 8 hours of voice service, including E-911. It will not provide power for Voice over IP services. You are responsible for periodically replacing the battery. This unit will be installed inside your business. Please ensure there is an electrical outlet where the battery back up will be mounted. Our technician will install any CAT5/coaxial wiring needed."

- ✓ Review Terms of Service (if applicable)

- ✓ Review Early Termination Fees

FIOS / DTV: "In the event you discontinue service prior to the end of your term, there will be an early termination fee of \$____. There are additional charges associated with unreturned equipment. (i.e. routers, set top boxes) of \$____."

HSI: "In the event you discontinue service after the money-back guarantee period and/or prior to the end of your term, there will be an early termination fee of \$____. There are additional charges associated with unreturned equipment. (i.e. routers, set top boxes) of \$____."

4.4 Order Details & Fulfillment

- ✓ Provide Order Number & Due Dates

"Service is scheduled for (Date) between (Times), and your order number is ____."

- ✓ Explain Fulfillment Details for any special offers or equipment (if applicable)

Reminder! Always offer the first available due date.

5 Close the Call

- ✓ First Call Resolution "Have I resolved the reason for your call today?" "Is there anything else I can do for you?"

- ✓ Customer Loyalty "I know you'll be very happy with the business choices you made today."

- ✓ Thank the Customer for choosing Verizon (Transfer to TPV if applicable)



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

Commonwealth of Massachusetts

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

Respondent: Counsel/William Wilson

Title: Area Manager

REQUEST: IBEW Local 2324 to Verizon, Set #1

DATED:

ITEM: IBEW-VZ 1-3 Provide any and all documents concerning directions, guidance, recommendations, or information for Verizon MA employees for their handling of contact with Verizon MA customers. "Contact" should be construed broadly to include any and all forms of contact, including but not limited to telephone, in-person, written, email, documents, and any electronic media communications.

REPLY: Objection: The request is vague, overly broad and seeks information that is not reasonably calculated to lead to the discovery of admissible evidence. Verizon MA offers many services which are not at issue in this proceeding, and its employees have many contacts with customers on matters not at issue here.

Subject to and without waiving this objection, however, Verizon MA states the following: Verizon Service Representatives in Verizon's repair centers utilize an interactive system that guides the Representatives by utilizing a series of decision trees based on the prompts and information provided by the customer during the contact with the customer. Proprietary Attachment IBEW-VZ 1-3(a)(b) and (c) is a hardcopy of an Index to this system, designed to assist Repair Agents in using the system.

Outside Technicians are expected to follow the five points of customer contact when servicing a trouble report. The five points of customer contact are summarized below and are detailed in Attachment IBEW-VZ 1-3(d), an excerpt from the Technician Mini Handbook New England.

1. Call ahead to the customer
2. Visit the customer upon arrival
3. Keep the customer informed throughout the service call/visit

4. Explain actions taken at the completion of service request
5. Call back the customer to ensure satisfaction

Upon completion of work, Verizon technicians are required to leave a customer care card with the customer. The customer care card provides a toll free number for the customer to call should they have any concerns.

Finally, Proprietary Attachment 1-3(e) is a Method and Procedure entitled "I & M Customer Contact, Close-out and Call Back Procedure," used by field personnel.

Customer Contact

Five Points of Contact

Outstanding communication is a key component to providing excellent service. By utilizing the **five points of contact** we can significantly improve our CCI surveys. The CCI surveys capture our customer's perception of 4/5 touch points associated with work that requires a technician dispatch. An analysis of these touch points manifests a direct relationship between the number of interactions customers have with Verizon employees and the overall satisfaction rating they give.

Note:

In New England, contact points 2-4 are handled by the field technicians while points 1 & 5 are handled elsewhere.

1. **Call ahead to the customer.** This will ensure that the customer is kept informed, unnecessary dispatches are kept at a minimum. The field technician will identify a CBR # specified on the service order or maintenance ticket requiring contact upon dispatch.
2. **Visit the customer upon arrival.** Identify yourself as a Verizon Technician, inform the customer of your visit, review the service order or maintenance ticket and explain any charges that may occur during your visit.
3. **Keep the customer informed throughout the service call.** Advise the customer if you are required to leave the area for any reason. Give the customer a status of their request every 90 minutes where applicable.
4. **At the completion of service request,** explain to the customer the actions taken to complete the service request, charges when they apply and provide a Work Completion Authorization/Completion Acknowledgement form. All service requests require the Technician to provide a Work Completion Brochure also known as the Leave Behind Card to the customer. This brochure must be filled out completely by the Technician. Thank the customer and ask, "Is there anything else I could do for you".
5. **Technician Call Back** will provide a courtesy call to the customer to ensure the customer was satisfied with the service request. This call will be made within a 24-hour period of service completion.

Note: If the customer is not at the premise at the time of dispatch, contact the customer at the CBR#.

Code of Business Conduct

Employees are responsible for dealing with our customers, suppliers, competitors and all other business partners with **integrity** and proper **consideration** for their interests as a requirement of the Verizon Code of Business Conduct.

NOTICE: Not for use or disclosure outside Verizon or any of its subsidiaries except under written agreement.

**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 Local 2324 to Verizon, Set #1

DATED:

ITEM: IBEW-VZ 1-4

Does Verizon MA maintain records of customer contacts regarding complaints and service quality?

- A. Please explain how and in what form they are maintained;
- B. Please list names of all such documents and describe how each is compiled;
- C. Please provide all documents related to the record of customer contacts regarding complaints and service quality from Western MA for calendar year 2007 through the present;
- D. Please provide a copy of any and all Formal Complaint(s) and informal complaints that form a basis of the Department's current investigation.

REPLY:

Objection: Part C of this request is unduly burdensome in light of Verizon MA's responses to parts A and B, below. The "documents" by which Verizon records telephone service quality complaints is a database containing millions of entries. The data for the 413 area for the period 2007 to the present alone would consist of hundreds of thousands of entries. Verizon MA would have to devise special software to extract that data from the system, and given its volume, it would be of no use in this proceeding without the means to access and manipulate it.

- A. All customer repair service requests are processed through the vRepair up-front trouble reporting system. All incoming contacts both initial and subsequent are recorded and stored in the vRepair system. Outgoing calls to customers are not tracked. Upon completion of the service repair, the customer trouble report is stored in the vRepair system.

- B. The vRepair system is used to track all repair reports and record customer trouble reports. The data is stored within the system.
- C. See objection above
- D. Other than those complaints referenced by the Department in its Order to Open Investigation dated June 1, 2009, which are on file with the Department, Verizon MA does not know which complaints formed a basis for the Department's investigation in this proceeding.

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

Commonwealth of Massachusetts

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

Respondent: Counsel/William Wilson

Title: Area Manager

REQUEST: IBEW Local 2324 to Verizon, Set #1

DATED:

ITEM: IBEW-VZ 1-5 Please identify each office and location from which Verizon MA handles customer calls.

REPLY: Objection: The request is vague, overly broad and seeks information that is not reasonably calculated to lead to the discovery of admissible evidence.

Subject to and without waiving this objection, Verizon MA states the following: All residence and business repair requests and trouble reports are processed through the Verizon Repair Resolution Center located at 1 Corporate Drive in Andover, Massachusetts. The center is open 24 hours a day 365 days a year.

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

Commonwealth of Massachusetts

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

Respondent: Counsel/John Conroy
Title: Vice President-Regulatory

REQUEST: IBEW Local 2324 to Verizon, Set #1

DATED:

ITEM: IBEW-VZ 1-6

For each office and location from which Verizon MA handles customer calls, please indicate the following: A. Any and all telephone numbers that are available for customers to call to report service problems; B. Identify which of these telephone numbers are designated by Verizon MA for use by the Company's customers in its Western MA territory; C. For each telephone number, identify and explain in what circumstances the number should be used.
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REPLY:

<u>Objection:</u> The request is vague, overly broad and seeks information that is not reasonably calculated to lead to the discovery of admissible evidence, in that it fails to limit the subject matter of the calls to telephone service issues.
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Subject to and without waiving this objection, Verizon MA states the following: Customers are provided a toll-free, centralized number for reporting service problems in Massachusetts. The number to call is: 1-800-verizon (1-800-837-4966). Customers who have had a recent repair visit may also call 1-866-745-3741
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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 Local 2324 to Verizon, Set #1

DATED:

ITEM: IBEW-VZ 1-7

When Verizon MA receives a report of trouble from a customer in its western MA territory, please explain what steps Verizon MA typically takes to resolve the reported trouble.

REPLY:

- When Verizon MA receives a trouble report from a customer, the report is entered into a system called VRepair. VRepair performs a test and routes the trouble to the appropriate work group for resolution.
- A trouble identified as a Central Office issue is routed to a system called WFA-DI (Work Force Administration – Dispatch In) and dispatched to a Central Office Technician (“COT”) for resolution. The COT repairs the fault and closes the trouble ticket to the appropriate disposition code. The disposition code identifies the trouble and how it was repaired.
- A trouble identified as a field issue is routed from VRepair to WFA-DO (Work Force Administration – Dispatch Out) and dispatched to a Splice Service Technician (“SST”) for resolution. The SST repairs the fault and closes the trouble ticket to the appropriate disposition code. The disposition code identifies the trouble and how it was repaired.

**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 Local 2324 to Verizon, Set #1

DATED:

ITEM: IBEW-VZ 1-8

By what measure does Verizon determine whether a trouble report has been resolved, or cleared?

REPLY:

The employee assigned to evaluate and fix the trouble report is responsible for determining when the trouble report has been resolved and is required to follow the instructions provided in response to Attachment IBEW-VZ 1-3(d) and Proprietary Attachment IBEW-VZ 1-3(e) to notify the customer. All trouble reports are statused with a Final Disposition Code when the trouble is cleared. Please see Attachment IBEW-VZ 1-8 for a list of Final Disposition Codes used to status completed troubles.

Disposition Codes

Disposition coding

Disposition codes are used to reflect the type trouble found on the Network circuit. The codes must be selected accurately. Field Reporting Codes (FRC) is the result of a selected Disposition Code. The FRC codes have been attached to ensure proper time-card administration.

Disp. Code	Description	Billable T&M	FRC
	NID NTW NI		
0340	RINGER ISOLATOR	N	68R
0341	SEPARATE NI ONLY	N	68R
0342	NTWK TERM WIRE	N	68R
0344	SHIELDED	N	68R
0345	TEFLON	N	68R
0346	½ RINGER	N	68R
0347	MTU	N	68R
	PROTECTION		
0371	PROTECTOR	N	2R
0372	GROUND WIRE	N	2R
0373	RADIO SUPP AT PRO/COMBO UNIT	N	2R
0373	RADIO SUPP AT NI	N	68R
0376	NCTE DIGITAL	N	858R
0376	NCTE ANALOG	N	958R
	DROP SERVICE WIRE		
0381	AERIAL PAIRED	N	2R
0382	AERIAL MULTIPLE	N	2R
0383	BURIED PAIRED	N	45R
0384	BURIED MULTIPLE	N	45R
0385	BLOCK/BRIDLE	N	2R
	TRBL NOT REPAIRED		
0401	PR TRANS F1 AER	N	2R
0401	PR TRANS F1 BUR	N	45R
0401	PR TRANS F1 UG	N	5R
0402	BRG TAP REM AER	N	2R
0402	BRG TAP REM BUR	N	45R
0402	BRG TAP REM UG	N	5R
0403	PAIR TRANSPOSED AER	N	2R
0403	PAIR TRANSPOSED BUR	N	45R
0403	PAIR TRANSPOSED UG	N	5R
0404	INTRA/BLDG CABLE	N	62R
0406	PR TRANS F2 F3 FZ AER	N	2R
0406	PR TRANS F2 F3 FZ BUR	N	45R
0406	PR TRANS F2 F3 FZ UG	N	5R
0407	WIRE CABLE OPEN	N	2R
0408	RURAL WIRE	N	3R

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Technician Mini-Handbook New England
Doc. No. 2005-00206-MDP Issue B
Revised Date: 05/09/08

Disposition Codes, Continued

Disp. Code	Description	Billable T&M	FRC
	CABLE		
0409	URBAN WIRE	N	3R
0411	SHEATH AER	N	2R
0411	SHEATH BUR	N	45R
0411	SHEATH UG	N	5R
0412	COIL/CASE/STUB AER	N	2R
0412	COIL/CASE/STUB BUR	N	45R
0412	COIL/CASE/STUB/UG	N	5R
0413	END CAP AER	N	2R
0413	END CAP BUR	N	45R
0413	END CAP UG	N	5R
0414	STUB AER	N	2R
0414	STUB BUR	N	45R
0414	STUB UG	N	5R
0415	VENT AER	N	2R
0415	VENT BUR	N	45R
0415	VENT UG	N	5R
0416	CONDUCTOR AER	N	2R
0416	CONDUCTOR BUR	N	45R
0416	CONDUCTOR UG	N	5R
0417	CAPACITOR/CASE AER	N	2R
0417	CAPACITOR/CASE BUR	N	45R
0417	CAPACITOR/CASE UG	N	5R
0418	PRECONNECT CBL AER	N	2R
0418	PRECONNECT CBL BUR	N	45R
0418	PRECONNECT CBL UG	N	5R
0419	CONDUCTOR REV AER	N	2R
0419	CONDUCTOR REV BUR	N	45R
0419	CONDUCTOR REV UG	N	5R
	CLOSURE SPL CASE		
0420	CLSR NO CAP FIBR AER	N	82R
0420	CLSR NO CAP FIBR BUR	N	845R
0420	CLSR NO CAP FIBR UG	N	85R
0421	TEMP CLOSE AER	N	2R
0421	TEMP CLOSE BUR	N	45R
0421	TEMP CLOSE UG	N	5R
0422	LEAD SLEEVE AER	N	2R
0422	LEAD SLEEVE BUR	N	45R
0422	LEAD SLEEVE UG	N	5R

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Disposition Codes, Continued

Disp. Code	Description	Billable T&M	FRC
0423	ENCAPSULATED AER	N	2R
0423	ENCAPSULATED BUR	N	45R
0423	ENCAPSULATED UG	N	5R
0424	SAC/RAI/AER	N	2R
0424	SAC/RAI BUR	N	45R
0424	SAC/RAI UG	N	5R
0425	CABLE VAULT	N	5R
0426	NON-MET SPL CLO AER	N	2R
0426	NON-MET SPL CLO BUR	N	45R
0426	NON-MET SPL CLO UG	N	5R
0427	NON-MET SHEATH AER	N	2R
0427	NON-MET SHEATH BUR	N	45R
0427	NON-MET SHEATH UG	N	5R
0428	TEMP CLOSE FIBER AER	N	82R
0428	TEMP CLOSE FIBER BUR	N	845R
0428	TEMP CLOSE FIBER UG	N	85R
0429	CLO ENCAP FIBER AER	N	82R
0429	CLO ENCAP FIBER BUR	N	845R
0429	CLO ENCAP FIBER UG	N	85R
	TERMINAL		
0431	READY ACC AER	N	2R
0432	READY ACC BUR	N	45R
0433	SEALED DIST AER	N	2R
0434	WIRE TERMINAL	N	2R
0435	OUT OF SIGHT AER	N	2R
0435	OUT OF SIGHT BUR	N	45R
0435	OUT OF SIGHT UG	N	5R
0436	XBOX/SAC BOX	N	2R
0437	ACC CONT POINT AER	N	2R
0437	ACC CONT POINT BUR	N	45R
0437	ACC CONT POINT UG	N	5R
0438	INSUL DISPLACEM AER	N	2R
0438	INSUL DISPLACEM BUR	N	45R
0438	INSUL DISPLACEM UG	N	5R
0439	NON-STRIP XBOX AER	N	2R
0439	NON-STRIP XBOX BUR	N	45R
0439	NON-STRIP XBOX UG	N	5R
0439	NON-STRIP INTRA BLDG	N	62R

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Disposition Codes, Continued

Disp. Code	Description	Billable T&M	FRC
	FIBER OPTIC CABLE		
0441	SHEATH FIBER AER	N	82R
0441	SHEATH FIBER BUR	N	845R
0441	SHEATH FIBER UG	N	85R
0442	FIBER RIBBON AER	N	82R
0442	FIBER RIBBON BUR	N	845R
0442	FIBER RIBBON UG	N	85R
0443	STRANDED FIBER AER	N	82R
0443	STRANDED FIBER BUR	N	845R
0443	STRANDED FIBER UG	N	85R
0444	AER FIBER CURB	N	82R
0445	BUR FIBER CURB	N	845R
0446	LOOSE TUBE AER	N	82R
0446	LOOSE TUBE BUR	N	845R
0446	LOOSE TUBE UG	N	85R
0447	SHEATH METALLIC AER	N	82R
0447	SHEATH METALLIC BUR	N	845R
0447	SHEATH METALLIC UG	N	85R
	FIBER TERMINATION		
0451	PIGTAIL AER	N	82R
0451	PIGTAIL BUR	N	845R
0451	PIGTAIL UG	N	85R
0452	PATCH CORD AER	N	82R
0452	PATCH CORD BUR	N	845R
0452	PATCH CORD UG	N	85R
0453	CONNECTOR AER	N	82R
0453	CONNECTOR BUR	N	845R
0453	CONNECTOR UG	N	85R
0454	COUPLER AER	N	82R
0454	COUPLER BUR	N	845R
0454	COUPLER UG	N	85R
0455	ATTENUATOR AER	N	82R
0455	ATTENUATOR BUR	N	845R
0455	ATTENUATOR UG	N	85R
0456	CABINET AER	N	82R
0456	CABINET BUR	N	845R
0456	CABINET UG	N	85R
0457	POWER	N	758R
0458	MULTIPLEXER	N	758R
0459	REPEATER	N	758R

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Disposition Codes, Continued

Disp. Code	Description	Billable T&M	FRC
	FIBER SPLICE		
0461	CONNECTORIZED AER	N	82R
0461	CONNECTORIZED BUR	N	845R
0461	CONNECTORIZED UG	N	85R
0462	FUSION AER	N	82R
0462	FUSION BUR	N	845R
0462	FUSION UG	N	85R
0463	MECHANICAL AER	N	82R
0463	MECHANICLA BUR	N	845R
0463	MECHANICAL UG	N	85R
0464	SPLICE TRAY AER	N	82R
0464	SPLICE TRAY BUR	N	845R
0464	SPLICE TRAY UG	N	85R
	AML/CM8/		
0471	AML REPAIRED	N	457R
0472	AML REPLACED	N	457R
0473	AML CO EQUIP	N	457R
0474	CM8 CHANNEL CARD	N	457R
0475	CM8 POWER CARD	N	457R
0476	CM8 RINGER CARD	N	457R
0477	CM8 CO EQUIP	N	457R
	SLC/ELECTRONIC		
0480	DIGITAL AML FIELD	N	257R
0481	RPTER FAILURE	N	257R
0482	TUBE FAILURE	N	257R
0483	COMMON CKT PACK	N	257R
0484	CHANNEL UNIT EXCH	N	257R
0485	CHAN UNIT SPECIAL	N	257R
0486	ELECTRONIC	N	257R
0487	ALT POWER SOURCE	N	257R
0488	WIRING	N	257R
0489	DIGITAL AML CO	N	257R
	MISCELLANEOUS		
0491	POLE/ GUY/ ANCHOR	N	1R
0492	TRENCH	N	45R
0497	SQUIRREL GUARD	N	2R

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Disposition Codes, Continued

Disp. Code	Description	Billable T&M	FRC
	DISP OUT AND FOUND OK (CRAS)		
0911	OPEN OUT	N	548R
0912	GROUND	N	548R
0913	SHORT	N	548R
0914	FOREIGN VOLTAGE	N	548R
0915	MULTI TROUBLE	N	548R
0916	NOISY/UNBAL	N	548R
0917	TEST OK	N	548R
	DISP OUT AND FOUND OK (NON-CRAS)		
0931	OPEN OUT	N	548R
0932	GROUND	N	548R
0933	SHORT	N	548R
0934	FOREIGN VOLTAGE	N	548R
0935	MULTI TRBL IND	N	548R
0936	NOISY/UNBAL	N	548R
0937	TEST OK	N	548R
0941	FOUND OK NO ACCESS	N	548R
	DE-REGULATED PREM WIRE/CPE EQUIPMENT		
1201	NAS-OK TO NID- MTC- TRBL TO SUB	N	126R
1207	UNE CLEC ACC NEEDED-SRV TERM	Y	148H
1208	CLEC ACC NEEDED-SRV TERM	N	126R
1209	RESALE NO ACCESS TO NID	Y	126R
1212	DSLPS – ACCESS DEVICE	N	112R
1213	DSLPS – PC SOFTWARE	N	113R
1215	T&M TO CPE/NI YES	Y	148H
1216	DSLPS CONTRACT CPE REPAIRED	Y	111R
1217	DSLPS CONTRACT NO ACCESS	Y	111R
1218	DSLPS CONTRACT NO TRBLE FOUND	Y	111R
1225	NAS-OK TO NID-MTC-TRBL TO SUB	Y	126R
1226	WHOLESALE ADVANTAGE T&M I/W JACK REPAIR	Y	148H
1227	WHOLESALE ADVANTAGE NO CHARGE 30 DAY WARRANTY	N	148H
1230	EXPEDITE OK TO NID	Y	148H
1231	RESALE OK TO NID	Y	148H
1233	WHOLESALE NO ACCES TO NID	Y	148H
1236	WHOLESALE MISDIRECT TRBL IN CO EXCEPT UNE PLATFORM	Y	148H
1239	WHOLESALE OK TO NID	Y	148H
1260	EXPEDITE MISDIRECT –TRBL IN CO	Y	148H
1265	MTC/NO CHARGE	N	148H

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Disposition Codes, Continued

Disp. Code	Description	Billable T&M	FRC
	DE-REGULATED PREM WIRE/CPE EQUIPMENT (cont'd)		
1271	MO MTC/TIME CHARGED/ NO REPAIR	Y	148H
1272	NO MTC/T&M	Y	148H
1281	ECM/SET YES	N	148H
1282	ECM/SET NO	N	148H
1291	NO/NI MTC NO CHARGE	N	148H
1292	NO NI-NO MTC-NO CHARGE	N	148H
1298	NO ACCESSTO NID	N	126R

Special Service Disposition Codes

Special Service
disposition and
FRC codes

The following Disposition and FRC codes are associated with Special Service request. **Only 09, 12 and 13 codes differ from the previous tables.**

Disp. Code	Description	Billable T&M	FRC
	DISP OUT AND FOUND OK (CRAS)		
0911	OPEN OUT	N	548R
0912	GROUND	N	548R
0913	SHORT	N	548R
0914	FOREIGN VOLTAGE	N	548R
0915	MULTI TROUBLE	N	548R
0916	NOISY/UNBAL	N	548R
0917	TEST OK	N	548R
	DISP OUT AND FOUND OK (NON-CRAS)		
0931	OPEN OUT	N	548R
0932	GROUND	N	548R
0933	SHORT	N	548R
0934	FOREIGN VOLTAGE	N	548R
0935	MULTI TRBL IND	N	548R
0936	NOISY/UNBAL	N	548R
0937	TEST OK	N	548R
0941	FOUND OK NO ACCESS	N	548R

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Special Service Disposition Codes, Continued

Disp. Code	Description	Billable T&M	FRC
	DE-REGULATED PREM WIRE/CPE EQUIPMENT		
1201	NAS-OK TO NID- MTC- TRBL TO SUB	N	126R
1207	UNE CLEC ACC NEEDED-SRV TERM	Y	138H
1212	DSLPS – ACCESS DEVICE	N	112R
1213	DSLPS – PC SOFTWARE	N	113R
1215	T&M TO CPE/NI YES	Y	138H
1216	DSLPS CONTRACT CPE REPAIRED	N	111R
1217	DSLPS CONTRACT NO ACCESS	N	111R
1218	DSLPS CONTRACT NO TRBLE FOUND	N	111R
1220	CUSTOMER DEMANDS DISP NTF	Y	138H
1221	DISP FOR TEST ASSIST NO CHARGE	N	138H
1225	NAS-OK TO NID-MTC-TRBL TO SUB	Y	126R
1233	WHOLESALE NO ACCES TO NID	Y	128H
1236	WHOLESALE MISDIRECT TRBL IN CO EXCEPT UNE PLATFORMS	Y	138H
1239	WHOLESALE OK TO NID	Y	138H
1240	DEMAND DISPATCH ORVENDOR MEET	N	138H
1265	MTC/NO CHARGE	N	138H
1271	MO MTC/TIME CHARGED/ NO REPAIR	Y	138H
1272	NO MTC/T&M	Y	138H
1281	ECM/SET YES	N	138H
1282	ECM/SET NO	N	138H
1291	NO/NI MTC NO CHARGE	N	138H
1292	NO/NI/NO/MTC NO CHARGE	N	138H
1293	I/W JACK WARRANTY	N	138H
	PREMISE WIRE		
1335	MSC FCC-1 IEC	Y	138H
1336	DDS NCTE/CSU/DSU	Y	548R
1337	MUX/UDVMS	Y	548R
1338	TST/DIG/SVC/NO EQ	N	548M
1397	COLOC	N	138H

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AIR PRESSURE/PPM Disposition Codes

Disp. Code	Description	Billable T&M	FRC
	PPM/AIR		
2010	TRANSDUCER AER	N	2R
2010	TRANSDUCER BUR	N	45R
2010	TRANSDUCER UG	N	5R
2011	CONTRACTOR AER	N	2R
2011	CONTRACTOR BUR	N	45R
2011	CONTRACTOR UG	N	5R
2012	PRESSURE PLUG AER	N	2R
2012	PRESSURE PLUG BUR	N	45R
2112	PRESSURE PLUG UG	N	5R
2013	AIR FLOW SENSOR AER	N	2R
2013	AIR FLOW SENSOR BUR	N	45R
2013	AIR FLOW SENSOR UG	N	5R
2014	PIPE AER	N	2R
2014	PIPE BUR	N	45R
2014	PIPE UG	N	5R
2015	MANIFOLD/TUBING AER	N	2R
2015	MANIFOLD/TUBING BUR	N	45R
2015	MANIFOLD/TUBING UG	N	5R
2016	DRYERS AER	N	2R
2016	DRYERS BUR	N	45R
2016	DRYERS UG	N	5R
2017	AIR BOTTLES AER	N	2R
2017	AIR BOTTLES BUR	N	45R
2017	AIR BOTTLES UG	N	5R
2018	FITTINGS AER	N	2R
2018	FITTINGS BUR	N	45R
2018	FITTINGS UG	N	5R

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FiOS Disposition Codes

The following codes will be used when dispatched on a Fiber Optic Service Order or Maintenance Ticket. The FRC codes have been attached to ensure proper time-card administration.

Disp. Code	Description	Billable T&M	FRC
	BATTERY BACKUP UNIT/POWER SUPPLY		
0361	BBU/PS - BUR	N	5845R
0361	BBU/PS - AER - REPAIR	N	4257R
0361	BBU/PS - AER - REMOVE	N	4257X
0361	BBU/PS - AER - REPLACE	N	4257M
0361	BBU/PS - BLDG	N	5862R
	FIOS PROTECTION		
0372	FIBER GRND/BOND-BUR	N	5845R
0372	FIBER GRND/BOND-AER	N	182R
0372	FIBER GRND/BOND - BLDG	N	5865R
	FIOS FIBER DROP SERVICE WIRE		
0380	FIBER DROP - BUR	N	5845R
0388	FIBER DROP - AER	N	182R
0389	FIBER DROP - BLDG	N	5862R
	FIOS NETWORK INTERFACE		
0392	FIOS NETWORK TERM WIRE-MDU ONLY	N	5862R
0398	FIOS NID ONT - BUR	N	5845R
0398	FIOS NID ONT - AER	N	4257R
	FACILITY CHANGE- FIBER STRAND SWAP		
0401	FAC CHG- FIBER STRAND SWAP - AER	N	182R
0401	FAC CHG- FIBER STRAND SWAP -BUR	N	5845R
0401	FAC CHG- FIBER STRAND SWAP BLDG	N	5862R
0430	FDT - AER	N	182R
0430	FDT- BUR	N	5845R
0430	FDT - BLDG	N	5862R
	FIOS HUB		
0436	FIBER JUMPER NOT RUN-FDH-BUR	N	5845R
0436	FIBER JUMPER NOT RUN-FDH-AER	N	182R
0436	FIBER JUMPER NOT RUN-FDH-INTRA BDLG	N	5862R
	FIBER CABLE		
0444	FIBER CABLE - AER	N	182R
0445	FIBER CABLE - BUR	N	5845R
0448	FIBER CABLE - BLDG	N	5862R

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FiOS Disposition Codes, Continued

Disp. Code	Description	Billable T&M	FRC
	FiOS FIBER TERMINATION		
0452	FiOS PATCH CORD-AER	N	182R
0452	FiOS PATCH CORD-BUR	N	5845R
0452	FiOS PATCH CORD-UG	N	185R
0456	FiOS FIBER CAB-AER	N	182R
0456	FiOS FIBER CAB-BUR	N	5845R
0456	FiOS FIBER CAB-UG	N	185R
	FiOS MISCELLANEOUS		
0491	POLE/GUY/ANCHOR	N	2R
0492	TRENCH	N	45R
0497	SQUIRREL GUARD	N	2R
	FiOS LINE TRANSLATION		
0513	LINE EQUIPMENT	N	377R
0517	PON CARD	N	377R
0525	CO-TRANSLATION ERROR	N	377R
0526	CO-TRANSLATION DOC ERROR	N	377R
0533	FIBER JUMPER	N	377R
0559	SOFTSWITCH	N	377R
0569	WAVE DIVISION MULTIPLEXER (WDM/COMBINER CARD)	N	377R
	CUSTOMER ERROR OR MISUSE		
0666	NO ACCESS/UNABLE TO RENEGOTIAITE	N	126R
0715	CANCEL PER CUS REQUEST	N	548R
	FiOS FOUND OK		
0937	FiOS TEST OK	N	548R
	FiOS CPE/IW		
1201	NO ACCESS/OK TO ONT MAINTENANCE PLAN	N	126R
1203	FiOS CPE DATA SERVICES (ROUTER/NETWORKING DEVICE)	Y	211H
1204	FiOS CPE DATA SERVICES- REPAIR WARRANTY (ROUTER/NETWORKING DEVICE REPLACED WITHIN 12 MONTHS OF INSTALL)	N	211H
1205	CPE – ONT BATTERY REPLACEMENT- WARRANTY	N	4257M
1206	CPE – ONT BATTERY REPLACEMENT(AFTER WARRANTY)	Y	4257M
1208	CLEC ACCESS NEEDED TO SERV TERM	N	126R
1209	RESALE - NO ACCESS TO ONT	N	126R
1210	FiOS CPE SET TBL	Y	9H
1216	FiOS DSLPS CONTACT CPE REPAIRED	Y	9H
1217	FiOS DSLPS CONTRACT NO ACCESS	Y	148H

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FiOS Disposition Codes, Continued

Disp Code	Description	T&M Billable	FRC
FiOS CPE/IW (cont'd)			
1218	FiOS DSLPS CONTRACT NO TRBL FOUND	Y	9H
1225	FiOS NAS – OK ONT – NO MTC	Y	148H
1230	FiOS EXPEDITE OK TO ONT (WHOLESALE)	Y	148H
1230	FiOS EXPEDITE OK TO ONT (SVGAL)	Y	148H
1231	FiOS RESALE OK TO TO ONT (RESALE)	Y	148H
1233	FiOS NO ACCESS TO ONT (SVGAL)	Y	148H
1235	FiOS TIME CHARGE OCC DISP	Y	148H
1236	FiOS MISDIRECT TRBL IN CO (WHOLESALE)	Y	148H
1239	FiOS WHOLESALE OK TO ONT	Y	148H
1239	FiOS WHOLESALE OK TO ONT (SVGAL)	Y	148H
1260	FiOS EXPEDITE MISDIRECT TROUBLE IN CO (WHOLESALE)	Y	148H
1260	FiOS EXPEDITE MISDIRECT TROUBLE IN CO (SVGAL)	Y	148H
1294	FiOS TIME CHARGE VMS	Y	148H
1330	FiOS T&M for REPAIRS	Y	9H
1340	FiOS NO CHARGE HAS MTC	N	9H
COAX WIRING			
4210	COAX CONNECTOR	Y	221H
4211	COAX CONNECTOR – WARRANTY	N	221H
4230	COAX WIRING	Y	221H
4231	COAX WIRING – WARRANTY	N	221H
4260	COAX SPLITTER	Y	221H
4261	COAX SPLITTER- WARRANTY	N	221H
SET TOP BOX /REMOTES/CABLECARDS			
4250	REMOTES HANDHELD	Y	538H
4251	REMOTES HANDHELD- WARRANTY	N	538H
4270	STB (ALL MODELS AND FEATURES)	Y	538H
4271	STANDARD DEFINITION STB (IE 2500) WARRANTY	N	538H
4272	HIGH DEF STB W DIGITAL VIDEO RECORDER – (IE MODEL 6400)- WARRANTY	N	538H
4273	HIGH DEF STB (IE MODEL 6200)- WARRANTY	N	538H
4274	STANDARD DEF W DIGITAL VIDEO RECORDER (IE Model 2700) – WARRANTY	N	538H
4275	ST STANDARD DEF W DIGITAL VIDEO RECORDER (IE Model 2700) – WARRANTY	N	538H
4276	DCT 700 MINI	N	538H
4284	CABLE CARD- WARRANTY	N	538H
4285	CABLE CARD – BILLING	Y	538H

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FiOS Disposition Codes, Continued

Disp Code	Description	T&M Billable	FRC
	VIDEO EQUIP/ELECTRONICS		
4281	NETWORK INTERFACE MODULE (NIM)	N	221H
4283	CUSOMER ELECTRONICS (IE HIFI SYSTEM)	Y	221H
4291	ATTENUATOR	N	221H
4292	AMPLIFIER – BILLING	Y	221H
4293	AMPLIFIER – WARRANTY	N	221H
4294	ETHERNET SITCH – BILLING	Y	221H
4295	ETHERNET SWITCH – WARRANTY	N	221H

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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 Local 2324 to Verizon, Set #1

DATED:

ITEM: IBEW-VZ 1-9

How does Verizon MA assess and determine the volume and number of customer complaints for internal reporting purposes?
--

REPLY:

See Response to IBEW-VZ 1-4. All customer trouble reports received by Verizon MA are processed through the vRepair trouble reporting system. Verizon MA generates reports from that system showing the number of trouble reports.

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

Commonwealth of Massachusetts

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

Respondent: Counsel/William Wilson

Title: Area Manager

REQUEST: IBEW Local 2324 to Verizon, Set #1

DATED:

ITEM: IBEW-VZ
1-10

In resolving a customer complaint, does Verizon MA record the amount of time spent in resolving the complaint? Please provide an example of how Verizon MA records this time.

- A. Explain the point or circumstances in which this time begins to be counted to track response time;
- B. Describe all points or circumstances in which this time for tracking response time ceases to be counted (e.g., resolution of the complaint and any other applicable circumstances);
- C. Describe in what circumstances counting time for tracking response time may be interrupted, frozen, or reset. Please give examples, if any.
- D. Does the Company include hours during weekend or holiday periods in calculating its response time?
- E. Do occurrences of extreme weather affect the way in which Verizon MA records its time spend in resolving a complaint (e.g., does it suspend/interrupt the time counted for resolving the complaint)? Please explain.

REPLY:

Objection: The request is vague, overly broad and seeks information that is not reasonably calculated to lead to the discovery of admissible evidence, in that it does not limit the subject matter of the complaints to matters at issue in this proceeding, i.e. telephone service quality. Service quality complaints are handled very differently from billing complaints, for example.

Subject to and without waiving this objection, Verizon MA states the following:

- A) When a customer contacts Verizon MA via the repair call center, the web, or the voice portal with a trouble report, that report is entered into

Verizon's repair system and the service clock starts to run.

- B) The trouble report runs from the time it enters the system until the trouble is cleared and closed in the system.
- C) There are none.
- D) Yes.
- E) No.

Example of time recorded taken from the vRepair system and show the ticket number, received time, and the cleared/closed time.

TR#TRK	ACTH	ORD #	DD/RPTD DATE	CLICAMRES DATE	STAT	TYPE	RPT CAT	DISP/ TRBL	CAUSE / ANLYS	OS	EXC RES	# SUB
MAAV01V42D			07/09/2009 02:55 PM	07/10/2009 10:16 AM	CLD	NDT	CR	0416	317	Y	N	0

**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 Local 2324 to Verizon, Set #1

DATED:

ITEM: IBEW-VZ
1-11

Please identify, name and explain all categories of service quality issues used by Verizon MA and its employees to identify, name and define a service quality problem.

REPLY:

A Final Disposition Code is noted on all trouble reports when the trouble is cleared. Please see Attachment IBEW-VZ 1-8 for a list of Final Disposition Codes used for completed troubles.

**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 Local 2324 to Verizon, Set #1

DATED:

ITEM: IBEW-VZ
1-12

For each service quality issue identified in the above interrogatory, please indicate the rank of importance to Verizon MA in responding to the issue, relative to all other service quality issues. Please include any documents given to Verizon MA employees serving Western MA, setting forth priorities for responding.

REPLY:

In addition to the trouble causes and dispositions listed in the response to Information Request IBEW-VZ 1-11, Verizon MA categories trouble reports as out of service ("OOS"), service affecting ("SA") and informational tickets ("IN"). OOS customers are generally prioritized over other tickets, with SA tickets being next in priority. IN tickets have the lowest priority in the dispatch matrix.

Please refer to Proprietary Attachment IBEW-VZ 1-12 for the Verizon method and procedure 2001-0053-MPD titled Dispatch Priority Matrix.

**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 Local 2324 to Verizon, Set #1

DATED:

ITEM: IBEW-VZ
1-13

Please provide any and all ARMIS reports filed from 2007 to present.

REPLY:

Objection: This request is overly broad, unduly burdensome and seeks information that is not reasonably calculated to lead to the discovery of admissible evidence. Moreover, the IBEW may obtain these reports from the Federal Communications Commission's website at www.fcc.gov as easily as Verizon MA.

Subject to and without waiving this objection, Verizon MA provides as Attachments IBEW-VZ 1-13 the ARMIS Service Quality reports it has filed with the FCC from 2007 to the present.

**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 Local 2324 to Verizon, Set #1

DATED: September 9, 2009

ITEM: IBEW-VZ
1-14

Please provide an organizational chart showing Verizon MA and its holding company and/or parent company and any subsidiaries. Please show:

- A. All departments, units, and subdivisions of each entity. Indicate which departments, units, and subdivisions provide service to Western MA;
- B. Please identify the managerial positions at all levels and how many of these positions were filled by an active employee as of June 1, 2009.
- C. Please indicate and explain any changes, increases, and reductions to managerial positions since January 1, 2007 to present.

REPLY:

Objection: The request is overly broad, unduly burdensome and seeks information that is not reasonably calculated to lead to the discovery of admissible evidence. Verizon MA's ultimate parent company has many subsidiaries, none of which (other than Verizon MA itself) is the subject of the investigation in this proceeding. To identify all "departments, units and subdivisions" of each such company as requested in subpart (A) would be onerous, time consuming and serve no purpose. Subparts (B) and (C) are improper for the same reasons, and for the further reason that many managerial positions within Verizon MA have no responsibilities with respect to telephone service quality in Western Massachusetts.

Subject to and without waiving this objection, Verizon MA states the following: The Operations Department of Verizon MA includes employees who perform specific work functions to provide telephone service to customers. *See also* the response to Information Request IBEW-VZ 1-16. See response below for managerial data.

Begin Proprietary

End Proprietary

**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 Local 2324 to Verizon, Set #1

DATED: September 9, 2009

ITEM: IBEW-VZ
1-15

Please explain the job functions of a spliced service technician ("SST") and indicate the number of SSTs presently employed in Verizon MA's territory in Western MA:

- A. Indicate how many SSTs were employed by Verizon in its Western MA territory for each quarter of the following years: 2006, 2007, 2008, and 2009;
- B. Please indicate whether Verizon plans any workforce reductions of its SSTs serving Western MA, from 2009 level, in the remainder of 2009, 2010 and 2011.
- C. If Verizon plans any workforce reductions in answer to subsection (b) of this interrogatory, provide the basis and justification for that reduction.

REPLY:

Splice Service Technicians install, remove, adjust, clean and replace cable, coin facilities and outside equipment. They are dispatched to customer locations to resolve trouble reports concerning outside plant, and they interact with customers in order to meet the customer's communications needs. They must be knowledgeable in and abide by all National Electrical Safety Codes and Company Safety Practices.

Data is for December of each year 2006-2008 and is limited to Installation and Maintenance SSTs. 2009 data is as of September 14, 2009.

A. See response to IBEW-VZ 1-16

B. Although Verizon has declared a surplus across Massachusetts in 2009 for the SST title, the impact, if any, to Western Massachusetts is not

known yet because the process is ongoing. There are no current plans for reductions in SSTs in upcoming years.

C. See answer to B.

**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 Local 2324 to Verizon, Set #1

DATED: September 9, 2009

ITEM: IBEW-VZ
1-16

Please describe any reductions to workforce serving Verizon MA's western MA customers, by job category, for each calendar year: 2006, 2007, 2008. Please also include this information for 2009, to date.

REPLY:

Verizon MA interprets the phrase "workforce serving Verizon MA's western MA customers" to mean the Verizon MA's Operations workforce.

The proprietary chart below reflects changes in Operation's headcount for western MA over the period 2006-2009. Data for 2009 is as of August 31.

Begin Proprietary

End Proprietary

**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 Local 2324 to Verizon, Set #1

DATED:

ITEM: IBEW-VZ
1-17

Based upon monthly data, please provide the average elapsed time Verizon MA spends in resolving a single customer service quality complaint, from Verizon MA's first becoming aware of the complaint to the time the issue complained of is eliminated.

REPLY:

The monthly average mean time to repair for Massachusetts during the most recent twelve months for which data is available (September, 2008 through August, 2009) is 32.24 hours.

**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 Local 2324 to Verizon, Set #1

DATED: September 9, 2009

ITEM: IBEW-VZ
1-18

Please describe Verizon MA's procedure for handling a service quality complaint from a customer in its western MA territory when the problem occurs on a Saturday, Sunday, and/or holiday.

REPLY:

The Verizon Repair Resolution Center ("VRRC") takes calls on Saturdays, Sundays, and Holidays. Please see Verizon MA's response to IBEW-VZ 1-1 which describes the procedures. The same procedures are used on weekends and holidays. .

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

Commonwealth of Massachusetts

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

Respondent: Counsel/John Conroy
Title: Vice President-Regulatory

REQUEST: IBEW Local 2324 to Verizon, Set #1

DATED: September 9, 2009

ITEM: IBEW-VZ
1-19

Please provide amount of revenues and capital expenditures related to the Company's provision of service to its Massachusetts customers and identify what portion of the overall amount for each category of revenues/expense relates to serving Verizon New England's Western MA customers. Identify and explain each category of revenues and expenditures, including payroll, for each fiscal year of 2006, 2007, 2008 and 2009.

REPLY:

Objection: The request is vague, confusing, overly broad, and seeks information that is not reasonably calculated to lead to the discovery of admissible evidence. The request is not limited to revenues or capital expenditures relating to telephone service. The request implies that payroll is a category of revenues or capital expenditures, but it is neither.

Subject to and without waiving this objection, Verizon MA states the following.

See Attachment IBEW-VZ 1-19(a) through Attachment IBEW-VZ 1-19(c) for the revenues and expenses for total Massachusetts results. Information for 2009 and data specific to western Massachusetts is not available.

FCC REPORT 43-02
ARMIS USOA REPORT

COMPANY: VERIZON NEW ENGLAND, INC.

UNRESTRICTED VERSION

STUDY AREA: MASSACHUSETTS

SUBMISSION 01

PERIOD: JAN 2006 TO DEC 2006

TABLE 1-1

COSA: NEMA

PAGE 1 OF 3

TABLE 1-1 - INCOME STATEMENT ACCOUNTS
(Dollars in thousands)

Row/ Account Number	Account Title	Amount
	(a)	(b)
5001	Basic area revenue	739,231
5040	Local private line revenue	78,541
5060	Other basic area revenue	228,284
520	Local Network Services Revenues	1,044,056
5081	End User revenue	255,057
5082	Switched access revenue	168,162
5093	Special access revenue	473,779
522	Network Access Service Revenues	898,997
5100	Long distance message revenue	149,509
5230	Directory revenue	36,525
526	Miscellaneous revenue	206,202
527	Total Miscellaneous Revenues	241,727
5280	Nonregulated operating revenue	153,318
5300	Uncollectible revenue	46,785
530	Total Operating Revenues	2,418,823
615	Account 6112 - Motor vehicles expense	1,186
625	Account 6113 - Aircraft expense	809
635	Account 6114 - Tools and other work equipment expense	4,473
6110	Network Support Expenses	6,468
6121	Land & building expense	88,969
6122	Furniture and artwork expense	2,320
6123	Office equipment expense	3,755
6124	General purpose computers expense	43,433
6120	General Support Expenses	138,476
6211	Non-digital switching expense	524
6212.1	Circuit switching expense	66,318
6212.2	Packet switching expense	209
6212	Digital electronic switching expense	66,526
6210	Central Office Switching Expenses	87,050
6220	Operator system expense	46
6231	Radio systems expense	75
6232.1	Electronic circuit expense	49,346
6232.2	Optical circuit expense	0
6232	Circuit equipment expense	48,346
6230	Central Office Transmission Expenses	48,421
6311	Station apparatus expense	0
6341	Large private branch exchange expense	0
6351	Public telephone terminal equipment expense	3,962
6352	Other terminal equipment expense	71,925
6310	Information Origination/Termination Expenses	75,887

FCC REPORT 43-02
ARMIS UBOA REPORT

COMPANY: VERIZON NEW ENGLAND, INC.

UNRESTRICTED VERSION

STUDY AREA: MASSACHUSETTS
PERIOD: JAN 2006 TO DEC 2006
COSA: NEMA

SUBMISSION 01
TABLE 1-1
PAGE 2 OF 3

TABLE 1-1 - INCOME STATEMENT ACCOUNTS
(Dollars in thousands)

Row/ Account Number	Account Title	Amount
	(a)	(b)
6411	Poles expense	2,485
6421	Aerial cable expense	235,899
6422	Underground cable expense	38,760
6423	Buried cable expense	11,850
6424	Submarine and deep sea cable expense	-41
6426	Interbuilding network cable expense	2,234
6431	Aerial wire expense	0
6441	Conduit systems expense	10,104
6410	Cable and Wire Facilities Expenses	298,089
650	Total Plant Specific Operations Expenses	634,429
6511	PHFTU expense	0
655	Account 6512 - Provisioning expense	3,710
6510	Other Property, Plant and Equipment Expenses	3,710
6531	Power expense	45,896
6532	Network administration expenses	43,240
6533	Testing expense	49,353
675	Account 6534 - Plant operation administration expense	105,769
655	Account 6535 - Engineering expense	15,129
6530	Network Operations Expenses	259,389
6540	Access expense	42,732
6561	Depreciation-TPIS expense	766,468
6562	Depreciation-PHFTU expense	0
6563	Amortization-tangible expense	7,400
6564	Amortization-intangible expense	37,075
6565	Amortization-other expense	0
6560	Depreciation & Amortization Expenses	810,943
690	Total Plant Nonspecific Operations Expenses	1,199,774
6611	Product management and sales expense	75,438
6613	Product advertising expense	21,207
6619	Marketing Expenses	97,644
6621	Call completion expense	9,479
6622	Number services expense	40,821
6623	Customer services expense	211,628
6620	Service Expense	261,928
700	Total Customer Operations Expenses	359,573
6720	General & Administrative	413,038
6790	Provision for uncollectible notes receivable	0
710	Total Corporate Operations Expenses	413,038
720	Total Operating Expenses	2,543,814
730	Income Before Other Operating Items and Taxes	-124,991

FCC REPORT 43-02
ARMIS USOA REPORT

COMPANY: VERIZON NEW ENGLAND, INC.

UNRESTRICTED VERSION

STUDY AREA: MASSACHUSETTS
PERIOD: JAN 2006 TO DEC 2006

SUBMISSION 01
TABLE 1-1
PAGE 3 OF 3

COSA: NEMA
TABLE 1-1 - INCOME STATEMENT ACCOUNTS
(Dollars in thousands)

Row/ Account Number	Account Title	Amount
	(a)	(b)
7100	Other operating income and expenses	6,807
7210	Operating investment tax credits-net	1,272
7220	Operating federal income taxes	37,715
7230	Operating state and local income taxes	9,802
7240	Operating other taxes	36,434
7250	Provision for deferred operating income taxes-net	-139,305
7200	Operating Taxes	-56,627
7300	Nonoperating income and expense	33,034
7400	Nonoperating taxes	5,341
7500	Interest and related items	126,879
7600	Extraordinary items	0
7910	Income effects of jurisdictional ratemaking differences-net	14,775
7990	Nonregulated net income	0
790	Net Income	-144,869

FCC REPORT 43-02
ARMIS USOA REPORT

COMPANY: VERIZON NEW ENGLAND, INC.

STUDY AREA: MASSACHUSETTS
PERIOD: JAN 2007 TO DEC 2007
COSA: NEMA
TABLE I-1 - INCOME STATEMENT ACCOUNTS
(Dollars in thousands)

UNRESTRICTED VERSION

SUBMISSION 01
TABLE I-1
PAGE 1 OF 3

Row/ Account Number	Account Title	Amount
	(a)	(b)
5001	Basic area revenue	690,120
5040	Local private line revenue	81,330
5060	Other basic area revenue	223,753
520	Local Network Services Revenues	995,202
5081	End User revenue	226,881
5082	Switched access revenue	107,776
5083	Special access revenue	516,244
522	Network Access Service Revenues	850,900
5100	Long distance message revenue	132,942
5230	Directory revenue	30,491
526	Miscellaneous revenue	213,920
527	Total Miscellaneous Revenues	244,411
5280	Nonregulated operating revenue	185,435
5300	Uncollectible revenue	18,194
530	Total Operating Revenues	2,390,696
615	Account 6112 - Motor vehicles expense	1,044
625	Account 6113 - Aircraft expense	416
635	Account 6114 - Tools and other work equipment expense	4,015
6110	Network Support Expenses	5,475
6121	Land & building expense	92,521
6122	Furniture and artworks expense	3,611
6123	Office equipment expense	3,219
6124	General purpose computers expense	37,756
6120	General Support Expenses	137,107
6211	Non-digital switching expense	911
6212.1	Circuit switching expense	69,175
6212.2	Packet switching expense	98
6212	Digital electronic switching expense	69,272
6210	Central Office Switching Expenses	70,183
6220	Operator system expense	39
6231	Radio systems expense	43
6232.1	Electronic circuit expense	44,844
6232.2	Optical circuit expense	0
6232	Circuit equipment expense	44,844
6230	Central Office Transmission Expenses	44,887
6311	Station apparatus expense	0
6341	Large private branch exchange expense	0
6351	Public telephone terminal equipment expense	3,409
6362	Other terminal equipment expense	114,276
6310	Information Origination/Termination Expenses	117,685

FCC REPORT 43-02
ARMIS USOA REPORT

COMPANY: VERIZON NEW ENGLAND, INC.

STUDY AREA: MASSACHUSETTS

PERIOD: JAN 2007 TO DEC 2007

COSA: NEMA

TABLE I-1 - INCOME STATEMENT ACCOUNTS
(Dollars in thousands)

UNRESTRICTED VERSION

SUBMISSION 01
TABLE I-1
PAGE 2 OF 3

Row/ Account Number	Account Title	Amount
	(a)	(b)
6411	Poles expense	2,991
6421	Aerial cable expense	236,765
6422	Underground cable expense	34,395
6423	Buried cable expense	9,586
6424	Submarine and deep sea cable expense	5
6426	Intrabuilding network cable expense	2,140
6431	Aerial wire expense	0
6441	Conduit systems expense	9,600
6410	Cable and Wire Facilities Expenses	295,482
650	Total Plant Specific Operations Expenses	670,859
6511	PHFTU expense	0
665	Account 6512 - Provisioning expense	4,546
6510	Other Property, Plant and Equipment Expenses	4,546
6531	Power expense	42,640
6532	Network administration expense	32,707
6533	Testing expense	51,644
675	Account 6534 - Plant operation administration expense	107,419
685	Account 6535 - Engineering expense	15,409
6530	Network Operations Expenses	249,820
6540	Access expense	55,480
6561	Depreciation-TPIS expense	799,591
6562	Depreciation-PHFTU expense	0
6563	Amortization-tangible expense	6,100
6564	Amortization-intangible expense	27,348
6565	Amortization-other expense	0
6560	Depreciation & Amortization Expenses	833,040
690	Total Plant Nonspecific Operations Expenses	1,142,886
6611	Product management and sales expense	74,001
6613	Product advertising expense	42,547
6610	Marketing Expenses	116,549
6621	Call completion expense	9,790
6622	Number services expense	38,034
6623	Customer services expense	183,974
6620	Service Expense	231,798
700	Total Customer Operations Expenses	348,346
6720	General & Administrative	369,844
6790	Provision for uncollectible notes receivable	0
710	Total Corporate Operations Expenses	369,844
720	Total Operating Expenses	2,531,935
730	Income Before Other Operating Items and Taxes	-141,239

FCC REPORT 43-02
ARMIS USOA REPORT

COMPANY: VERIZON NEW ENGLAND, INC.

STUDY AREA: MASSACHUSETTS

PERIOD: JAN 2007 TO DEC 2007

COSA: NEMA

TABLE I-1 - INCOME STATEMENT ACCOUNTS
(Dollars in thousands)

UNRESTRICTED VERSION

SUBMISSION 01
TABLE I-1
PAGE 3 OF 3

Row/ Account Number	Account Title	Amount
	(a)	(b)
7100	Other operating income and expenses	4,572
7210	Operating investment tax credits-net	1,130
7220	Operating federal income taxes	100,659
7230	Operating state and local income taxes	21,631
7240	Operating other taxes	37,258
7250	Provision for deferred operating income taxes-net	-237,222
7200	Operating Taxes	-78,804
7300	Nonoperating income and expense	2,720
7400	Nonoperating taxes	-384
7500	Interest and related items	119,687
7600	Extraordinary items	0
7910	Income effects of jurisdictional ratemaking differences-net	36,908
7990	Nonregulated net income	0
790	Net Income	-137,536

COMPANY: VERIZON NEW ENGLAND, INC.

PAGE 1 OF 3

STUDY AREA: MASSACHUSETTS
PERIOD: JAN 2008 TO DEC 2008
COSA: NEMA

USOA Report
INCOME STATEMENT ACCOUNTS
(Dollars in thousands)

Row/ Account Number	Account Title	Amount
	(a)	(b)
5001	Basic area revenue	636,722
5040	Local private line revenue	72,689
5060	Other basic area revenue	190,082
520	Local Network Services Revenues	899,493
5081	End User revenue	209,688
5082	Switched access revenue	91,113
5083	Special access revenue	552,328
522	Network Access Service Revenues	853,129
5100	Long distance message revenue	115,256
5230	Directory revenue	26,408
526	Miscellaneous revenue	181,078
527	Total Miscellaneous Revenues	207,485
5280	Nonregulated operating revenue	231,021
5300	Uncollectible revenue	22,069
530	Total Operating Revenues	2,284,316
615	Account 6112 - Motor vehicles expense	1,242
625	Account 6113 - Aircraft expense	472
635	Account 6114 - Tools and other work equipment expense	5,041
6110	Network Support Expenses	6,754
6121	Land & building expense	99,592
6122	Furniture and artworks expense	912
6123	Office equipment expense	2,612
6124	General purpose computers expense	53,924
6120	General Support Expenses	157,039
6211	Non-digital switching expense	1,817
6212.1	Circuit switching expense	73,009
6212.2	Packet switching expense	0
6212	Digital electronic switching expense	73,009
6210	Central Office Switching Expenses	74,826
6220	Operator system expense	34
6231	Radio systems expense	115
6232.1	Electronic circuit expense	1,069
6232.2	Optical circuit expense	39,345
6232	Circuit equipment expense	40,414
6230	Central Office Transmission Expenses	40,529
6311	Station apparatus expense	0
6341	Large private branch exchange expense	0
6351	Public telephone terminal equipment expense	3,210
6362	Other terminal equipment expense	170,926
	Information Origination/Termination Expenses	174,136

COMPANY: VERIZON NEW ENGLAND, INC.

PAGE 2 OF 3

STUDY AREA: MASSACHUSETTS
PERIOD: JAN 2008 TO DEC 2008
COSA: NEMA

USOA Report
INCOME STATEMENT ACCOUNTS
(Dollars in thousands)

Row/ Account Number	Account Title	Amount
	(a)	(b)
6411	Poles expense	3,649
6421	Aerial cable expense	188,699
6422	Underground cable expense	33,365
6423	Buried cable expense	10,976
6424	Submarine and deep sea cable expense	0
6426	Intrabuilding network cable expense	2,294
6431	Aerial wire expense	0
6441	Conduit systems expense	10,916
6410	Cable and Wire Facilities Expenses	249,899
650	Total Plant Specific Operations Expenses	703,218
6511	PHFTU expense	0
665	Account 6512 - Provisioning expense	4,703
6510	Other Property, Plant and Equipment Expenses	4,703
6531	Power expense	44,473
6532	Network administration expense	39,817
6533	Testing expense	61,377
675	Account 6534 - Plant operation administration expense	103,970
685	Account 6535 - Engineering expense	21,521
6530	Network Operations Expenses	271,159
6540	Access expense	50,097
6561	Depreciation-TPIS expense	812,541
6562	Depreciation-PHFTU expense	0
6563	Amortization-tangible expense	5,732
6564	Amortization-intangible expense	20,275
6565	Amortization-other expense	0
6560	Depreciation & Amortization Expenses	838,547
690	Total Plant Nonspecific Operations Expenses	1,164,506
6611	Product management and sales expense	74,456
6613	Product advertising expense	59,884
6610	Marketing Expenses	134,340
6621	Call completion expense	5,363
6622	Number services expense	34,186
6623	Customer services expense	161,818
6620	Service Expense	201,368
700	Total Customer Operations Expenses	335,707
6720	General & Administrative	310,810
6790	Provision for uncollectible notes receivable	0
710	Total Corporate Operations Expenses	310,810
720	Total Operating Expenses	2,514,242
730	Income Before Other Operating Items and Taxes	-229,926

COMPANY: VERIZON NEW ENGLAND, INC.

STUDY AREA: MASSACHUSETTS
PERIOD: JAN 2008 TO DEC 2008
COSA: NEMA

PAGE 3 OF 3

USOA Report
INCOME STATEMENT ACCOUNTS
(Dollars in thousands)

Row/ Account Number	Account Title	Amount
	(a)	(b)
7100	Other operating income and expenses	62,541
7210	Operating investment tax credits-net	956
7220	Operating federal income taxes	17,187
7230	Operating state and local income taxes	12,951
7240	Operating other taxes	59,604
7250	Provision for deferred operating income taxes-net	-167,278
7200	Operating Taxes	-78,493
7300	Nonoperating income and expense	11,833
7400	Nonoperating taxes	-1,896
7500	Interest and related items	103,734
7600	Extraordinary items	0
7910	Income effects of jurisdictional ratemaking differences-net	104,129
7990	Nonregulated net income	0
790	Net Income	-74,768

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

Commonwealth of Massachusetts

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

Respondent: Counsel/William Wilson

Title: Area Manager

REQUEST: IBEW Local 2324 to Verizon, Set #1

DATED: September 9, 2009

ITEM: IBEW-VZ
1-20

Please provide a list of all positions (i.e., official job titles) presently filled by Verizon MA employees in Western MA.

REPLY:

Objection: The request is overly broad, unduly burdensome and seeks information that is not reasonably calculated to lead to the discovery of admissible evidence. Verizon MA has many employees in Western Massachusetts who have no direct responsibilities for telephone service quality in Western Massachusetts. Subject to and without waiving this objection, the Operation's positions with service quality functions in Western Massachusetts are as follows.

1. Administrative Assistant
2. Splice Service Technician
3. Outside Plant Technician
4. Local Manager
5. Area Manager
6. Director of Operations

See also the responses to Information Request IBEW-VZ 1-14 and Information Request IBEW-VZ 1-16.

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

Commonwealth of Massachusetts

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

Respondent: Counsel/William Wilson

Title: Area Manager

REQUEST: IBEW Local 2324 to Verizon, Set #1

DATED: September 9, 2009

ITEM: IBEW-VZ
1-21

Regarding Verizon' MAs staffing levels in Western Massachusetts, please provide the number of workers currently employed by all job categories, including:

- A. Front-line workers for installation and maintenance ("I&M");
- B. Front-line managers for I&M;
- C. Front-line workers for construction/maintenance/excavation;
- D. Front-line managers for construction/maintenance/excavation separately.

REPLY:

Objection: The request is overly broad, unduly burdensome and seeks information that is not reasonably calculated to lead to the discovery of admissible evidence. Verizon MA has many employees in Western Massachusetts who have no responsibilities with respect to telephone service quality in Western Massachusetts

Subject to and without waiving this objection, Verizon MA states the following.

Based on data as of September 14, 2009, Verizon MA had the following staffing levels in Western Massachusetts:

Begin Proprietary

End Proprietary

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

Commonwealth of Massachusetts

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

Respondent: Edward Gee

Title: Director

REQUEST: IBEW Local 2324 to Verizon, Set #1

DATED: September 9, 2009

ITEM: IBEW-VZ
1-22

Does Verizon MA keep track of the age of its cable? If no, please explain why this information is not tracked. If yes, please provide:

- A. An explanation of how those records are kept;
- B. An explanation of what information is recorded;
- C. Identify who maintains these records;
- D. Indicate whether a summary of these records existed in the normal course of business prior to June 1, 2009. If yes, please provide any and all such summaries created and additions to these record entries from calendar year 2006 to the present.

REPLY:

Verizon MA maintains a record of each cable, its location, year placed, cable footage, type of cable and other information in a cable schematic layout format called a cable plat. Electronic images of these plats are kept in a database called the PMT system. The PMT system is not capable of extracting specific data points, including cable age, from these images. The PMT database is maintained by the local engineering team in the local engineering offices throughout the state. There is no summary of these records prior or subsequent to June 1, 2009.