

**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 #2

DATED: September 15, 2009

ITEM: IBEW-VZ
2-22

Describe and explain all circumstances in which a trouble ticket results in the dispatch of a service technician.

REPLY:

All trouble reports (trouble tickets) are electronically tested to determine the nature and location of the reported issue. Please see the response to Information Request IBEW-VZ 3-20 for a description of MLT testing. Should results from the MLT testing determine that the trouble is beyond the central office, the trouble is routed to a Dispatch Resource Center ("DRC"). Customers may also request that a service technician is dispatched, even where the MLT test does not show a trouble with the outside plant.

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Describe and explain all the ways in which a trouble ticket may be counted as resolved and/or closed. Include whether the trouble ticket could be resolved or closed without an employee speaking to the customer.

REPLY:

Customers may request to cancel or close the ticket. Service technicians in the field or in central offices may close the ticket. The automated system or up front call center representative may close a ticket. All customers are notified when a reported trouble is closed.