



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

**State of New Hampshire**

**Docket No. DT 07-011**

**Respondent:** Stephen E. Smith  
**Title:** Vice President – Business  
Development

**REQUEST:** BayRing, segTEL, Otel, Group I Set #1  
Transactional and Financial Issues

**DATED:** April 6, 2007

**ITEM:** BayRing GI 1-11 Please identify the business unit or units at Verizon who are responsible each of the wholesale functions below, the Verizon Vice President who oversees such unit, the number of employees in the business unit, where the business unit is currently located, and whether the business unit will be transferred to FairPoint:

- a) requests for interconnection;
- b) requests for poles, conduit and rights of way;
- c) requests for collocation;
- d) requests for e911;
- e) ordering and preordering of ONEs and wholesale services;
- f) provisioning for local services;
- g) maintenance and repair;
- h) wholesale bills .
- i) dark fiber availability

**REPLY:** a) requests for interconnection

The Verizon Partner Solutions web site provides comprehensive information, processes and applications for carriers to establish business relationships with Verizon (including interconnection). Carriers can find comprehensive information, as well as on-line forms and tools that cover both local or access services, at the following URL:

<http://www22.verizon.com/wholesale/business/1,,biz,00.html>

In order to interconnect with Verizon, CLECs must establish an interconnection agreement with Verizon (or purchase under a wholesale tariff where applicable) in each state that it wishes to

operate, create and maintain a Local Services Profile via the Customer Profile Self-Service Tool (CPSST), and establish billing arrangements before being able to submit transactions to Verizon.

CLECs may obtain interconnection, Unbundled Network Elements and certain other services from Verizon pursuant to an interconnection agreement (or under a wholesale tariff where applicable). Requests for interconnection agreements for all Verizon states are managed by the Interconnection Services team which currently has a total staff of 26 employees who report to Jeffrey A. Masoner, Vice President of Interconnection Services, Policy and Planning (ISP&P). ISP&P is a national organization, with work centers located in VA, NY and TX.

b) requests for poles, conduit and rights of way

All requests for attaching to poles, occupying conduit and Right-of-way (ROW) are managed under Bill Judge, Vice President of Network Engineering and Planning.

The License Administration Group (LAG) handles requests for attaching to poles and occupying conduit. The LAG is located at 185 Franklin Street, Boston, Massachusetts and has 13 employees assigned to work on the Third-Party aerial attachment and conduit occupancy license process for the five state Verizon New England area (MA, ME, NH, RI, VT). The LAG has been identified as being part of the transitional services.

In addition to the LAG, there is 1 Reimbursable Engineer and 2 engineers contracted from an outside vendor, performing Third-Party aerial attachment and conduit occupancy field survey and engineering work. The Reimbursable Engineer is located in South Burlington Vermont. The Third-Party licensing process is only one of many functions performed by the Reimbursable Engineers. The Reimbursable Engineer will be transferred to FairPoint at transaction close.

If a request for a ROW is required, Verizon's Reimbursable Engineer contacts the local Right of Way (ROW) Specialist. There is one ROW Specialist located in South Burlington Vermont. ROW requests are site and facility specific.

c) requests for collocation

The Collocation Care Center (CCC) is responsible for all collocation requests in New Hampshire. Diane McCarthy, Vice President-Customer Service, is responsible for the Collocation

Care Center. The center is located at 185 Franklin Street, Boston, Massachusetts. There are 9 employees located in the center.

d) requests for e911

Carriers that have end users with access to the Public Switched Telephone Network (PSTN) must provide e911 for their end users with such access. Prior to a carrier ordering dedicated facilities for E911 services, CLECs must establish an interconnection agreement with a 911 Attachment with Verizon in each state that it wishes to operate. Please see response to (a) for information on the business unit responsible for the interconnection agreements. Once an interconnection agreement is executed, carriers can submit orders to the CATC for facilities/trunks to serve their local end users' 911 needs or to augment existing facilities utilized for 911 services. Please see response to (e) for information on the business units that process the facility orders.

e) ordering and preordering of UNEs and wholesale services

The National Market Center (NMC) and the Verizon Partner Solutions Center (VPSC) are responsible for handling all ordering and preordering of UNEs and wholesale services across the Verizon footprint. James Macdonald, Executive Director Customer Service, is responsible for the NMC. The NMC has four locations: Boston Massachusetts, New York City New York, Chesapeake Maryland, and Coeur D'Alene Idaho. Only the New York and Massachusetts locations handle ordering and preordering for New Hampshire. There are 288 employees in the New York and Boston NMCs. Diane McCarthy, Vice President-Customer Services, is responsible for the VPSC which is located in Boston, Massachusetts and has 80 employees.

f) provisioning for local services

The Verizon Partner Solutions Regional CLEC Coordination Center (RCCC) is responsible for provisioning of local services. William F. Bragg, Executive Director Customer Service, is responsible for the RCCC. The RCCC is located at 185 Franklin Street, Boston Massachusetts and is responsible for all provisioning in six Northeast states: Maine, Vermont, New Hampshire, Massachusetts, Rhode Island, and New York and the areas of Byram and Greenwich in Connecticut. There are 82 employees in the Regional CLEC Coordination Center.

g) maintenance and repair

The Regional CLEC Maintenance Center (RCMC) is responsible for handling all Wholesale maintenance issues across the entire Verizon footprint. William F. Bragg, Executive Director Customer Service, is responsible for the RCMC. The RCMC has three locations, Richmond, Virginia, East Brunswick, New Jersey and Garland, Texas. All three locations handle tickets for New Hampshire. There are 247 employees in the Regional CLEC Maintenance Center.

h) wholesale bills

The New England Customer Records and Information System (NE CRIS) team supports the entire CRIS application for all New England states, including Massachusetts, Rhode Island, Vermont, Maine, and New Hampshire, as well as New York and Connecticut. Additional teams supporting New England specific back-end applications, as well as other Verizon National Applications outside New England, are located in Boston, Massachusetts, Hyderabad, India, Philadelphia, Pennsylvania, and New York, New York. This team is responsible for collecting and formatting Resale and UNE billing data for Paper, Paper Image CDs and Bill Manager for wholesale customers. NE CRIS forwards the billing data to the Bill Print & Distribution Center for the printing and mailing of the bills. Paul Isbell, Executive Director – Systems Analysis is responsible for the NE CRIS team.

The Bill Print & Distribution Center (BP&D), located at 120 Hicksville Road in Massapequa, NY is part of Verizon Services Operations (VSO). This center is responsible for the printing and mailing of bills, letters, and CD's for residential, retail and wholesale business customers for the six Northeast states: Maine, Vermont, New Hampshire, Massachusetts, Rhode Island, and New York and the areas of Byram and Greenwich in Connecticut. Michael Coyne, Director - Finance Operations, is responsible for the operation of this BP&D center and its 120 employees.

The Carrier Access Billing System East (CABS East) group is responsible for formatting and distributing all bill media to Verizon customers of Wholesale Advantage, Facilities, Collocation, and IOF services for the Verizon East footprint (former Bell Atlantic states). CABS East is located in Spring Valley, New York, Silver Spring, Maryland, Providence, Rhode Island, New York, New York and Manila, Philippines. J. Craig Harvey, Executive Director-Systems Analysis, is responsible for the CABS East group and its 53 employees who support the entire East footprint..

Verizon Services Operations - Wholesale Claims & Collections is responsible for handling wholesale billing disputes and collections functions throughout the Verizon footprint. Ron T. Zimmermann, Executive Director Credit/Collections, is responsible for the business unit. This department has offices in Boston, Massachusetts, New York, New York, Durham, North Carolina, Pittsburgh, Pennsylvania, San Angelo, Texas, and Denver, Colorado. All six offices handle billing for New Hampshire. There are 355 employees in the business unit.

i) dark fiber availability

The Collocation Care Center (CCC) is responsible for all dark fiber requests in New Hampshire. Diane McCarthy, Vice President-Customer Service, is responsible for the Collocation Care Center. The center is located at 185 Franklin Street, Boston, Massachusetts. There is 1 employee located in the center, handling dark fiber requests.

Unless specifically noted, the organizations noted above will not be transferred to FairPoint at the close of the transaction.