

**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: Office of the Consumer Advocate, Group II, Set 1
Technical Capabilities, Current Infrastructure & Quality of Service
DATED: April 13, 2007

ITEM: OCA Please identify by name and title the individuals responsible for
G II 1-21 monitoring the quality of basic local exchange service and those
responsible for remedying any service quality lapses.

SUPPLEMENTAL Objection. The request for the identity of the individuals by name and
REPLY: title at Verizon responsible for monitoring the quality of basic local
exchange service seeks information the disclosure of which would
result in an invasion of privacy of Verizon employees to the extent
names are sought. Subject to and without waiving the objection,
Verizon will respond as follows:

The major service organizations responsible for service delivery in
New Hampshire report to Ellen Corcoran who is the Senior Vice
President and General Manager for the Northeast Region of Verizon,
which includes the State of New Hampshire. Ms. Corcoran has overall
responsibility for service quality in the state.

VZ # 291