

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

**State of New Hampshire**

**Docket No. DT 07-011**

**Respondent:** John F. Nestor, III  
**Title:** Vice President - State  
Government Relations N.H.

**REQUEST:** Office of Consumer Advocate, Rebuttal Data Request

**DATED:** September 17, 2007

**ITEM:** OCA R-6 Re page 10, lines 19 through 21. Mr. Nestor states that "Absent further analysis, simply missing this benchmark standard for a particular exchange does not support a finding of declining service quality across the network statewide." Did Verizon NH provide FairPoint with any analyses that Verizon NH has conducted of these exchange (those with customer trouble report rates greater than 2.5 per 100 lines)? If so, please provide these analyses, and to the extent that they have been previously provided in response to another data request, please identify that response.

**REPLY:** Verizon NH has not provided FairPoint with any written or documented analysis of the specific exchanges where customer trouble reports were greater than 2.5 per 100 lines on the service quality report, although Verizon NH and FairPoint personnel have discussed service quality issues in these exchanges.

VZ# 920