

**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 I, Set #1
Transactional and Financial Issues

DATED: April 6, 2007

ITEM: OCA GI 1-120 Refer to Smith testimony, p. 29, lines 2-3. Who will decide whether the Verizon service desk is needed? Upon what criteria will such a decision be made?

REPLY: Verizon will decide whether a service desk is needed, based on the type and complexity of issues, if any, that arise at the time of Cutover.

VZ 251