

**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: Public Utilities Commission Staff, Group II Set #2

DATED: April 13, 2007

ITEM: Staff
GII 2-15
Is Verizon aware of any service quality problems experienced by Hawaiian Telephone subsequent to the termination of Verizon's support of Hawaiian Telephone's operations? If so, please specify the nature of these problems experienced by Hawaiian Telephone and its customers. Please supply this information also for any other similar transactions that Verizon has engaged in during the past five years.

**SUPPLEMENTAL
REPLY:** Objection. The term "similar transactions" is vague and ambiguous, the request is overbroad to the extent that there is no time limit associated with it, and to the extent it requests information regarding service quality problems experienced by Hawaiian Telephone subsequent to the termination of Verizon's support of its operations, it seeks information not reasonably calculated to lead to the discovery of admissible evidence regarding whether the transaction with FairPoint in New Hampshire that is currently before the Public Utilities Commission meets the no net harm standard and will be for the public good. Subject to and without waiving the objection, Verizon states as follows:

Verizon has not been approached by Hawaiian Telcom with respect to problems that may have been experienced by Hawaiian Telcom after the termination of the transition services. Though aware of press reports of alleged problems, Verizon has no specific or personal knowledge of such issues.

Aside from the sale of Verizon Hawaii, Verizon has not executed contracts for the sale of access lines within the last 5 years.

**Verizon New England Inc.
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State of New Hampshire

Docket No. DT 07-011

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

REQUEST: Public Utilities Commission Staff, Group II Set #2

DATED: April 13, 2007

ITEM: Staff
GII 2-16
How does the size of this transaction with FairPoint in northern New England compare to the size of the transaction with Hawaiian Telephone? Specifically, please provide a comparison of the quantity of lines, switches and facility routes associated with each of these two transactions. Please also compare the size of the transaction with any other similar transactions Verizon has engaged in during the last five years.

REPLY: As of May 2004, Verizon Hawaii served 707 thousand switched lines, from 116 switches, over approximately 13 thousand route miles of cable.

As of December 2006, Verizon Northern New England served 1.5 million switched access lines, from 348 switches, over approximately 84 thousand route miles of cable.

Aside from the sale of Verizon Hawaii, Verizon has not executed contracts for the sale of access lines within the last 5 years.

VZ 477

**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: Public Utilities Commission Staff, Group II Set #2

DATED: April 13, 2007

ITEM: Staff
GII 2-17
What other Transition Services Agreements (TSAs) has Verizon entered into for similar transactions? For example, was there a similar TSA associated with the Hawaiian Telephone transition? Please provide the details of the companies these TSAs were with, the geography involved, the number of access lines associated with the transaction and the length the agreement remained in place until it was terminated.

**SUPPLEMENTAL
REPLY:** Objection. The request for other Transition Services Agreements seeks information not reasonably calculated to lead to the discovery of admissible evidence regarding whether the transaction with FairPoint in New Hampshire that is currently before the Public Utilities Commission meets the no net harm standard and will be for the public good. Subject to and without waiving the objection, Verizon states as follows:

The transition services provided in Hawaii were substantially similar to the transition services that will be provided to FairPoint and were generally provided from the same service companies that will provide transition services to FairPoint. The Hawaii TSA lasted eleven months.

VZ 478

**Verizon New England Inc.
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State of New Hampshire

Docket No. DT 07-011

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

REQUEST: Public Utilities Commission Staff, Group II Set #2

DATED: April 13, 2007

ITEM: Staff
GII 2-19

Is the TSA structured to be an “all-or-nothing” agreement? For example, there are 81 services provided by Verizon under the category of "Schedule A Services." Assume after the 15-month period FairPoint is capable of supporting 79 of these 81 services. Under this scenario can FairPoint terminate the agreement for these 79 services and only pay for the remaining two services or must the entire agreement remain in place with FairPoint paying for all 81 services?

REPLY: All Schedule A services are offered as one package, and the duration is the same for all services under that schedule. The Transition Services Agreement does not provide for certain Schedule A services to be continued after the termination of other Schedule A services.

VZ 480

**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: Public Utilities Commission Staff, Group II Set #2

DATED: April 13, 2007

ITEM: Staff
GII 2-20 Please confirm whether the terms of the TSA prevent FairPoint from terminating the Schedule D services before terminating the Schedule A services.

REPLY: Schedule D services must be terminated at the same time as Schedule A services.

VZ 481

**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: Public Utilities Commission Staff, Group II Set #2

DATED: April 13, 2007

ITEM: Staff
GII 2-23 Please provide the rationale or justification for the increase in the TSA Schedule A fees that FairPoint must pay starting with month 13 and increasing by \$500,000 per month subsequent to month 13 until such time as the agreement is terminated.

REPLY: The terms and fees of the Transition Services Agreement were determined as a result of negotiations between the parties. See also Verizon's reply to Staff GII 2-24.

VZ 484

**Verizon New England Inc.
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State of New Hampshire

Docket No. DT 07-011

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

REQUEST: Public Utilities Commission Staff, Group II Set #2

DATED: April 13, 2007

ITEM: Staff
GII 2-24

On page 29, lines 12-14 of his testimony with respect to the TSA Schedule A service fees that FairPoint must pay Verizon, Stephen Smith states that "FRP negotiated for the decreases in months 9 through 12 to provide financial incentives for Verizon to help FRP complete the cutover at the earliest possible time." Please explain how the increase in the fees Verizon will bill FairPoint starting with month 13 and increasing by \$500,000 per month for every month FairPoint must extend the agreement does not provide an incentive for Verizon to extend the agreement for as long as it can.

REPLY: Verizon is not in the business of selling Transition Services and has offered such services solely in the interest of successfully transitioning the business to FairPoint. In return for the decreasing rates in months 9 through 12, Verizon negotiated increasing rates after month 12 to provide a financial incentive for FairPoint to complete its cutover. Verizon and FairPoint agree that neither party benefits from prolonged continued transition service delivery.

**Verizon New England Inc.
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State of New Hampshire

Docket No. DT 07-011

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

REQUEST: Public Utilities Commission Staff, Group II Set #2

DATED: April 13, 2007

ITEM: Staff
GII 2-28

On page 12, lines 6-8 of Stephen Smith's testimony, he states, "employees who retire prior to the close of the transaction will remain a Verizon company responsibility with respect to pension and health and welfare obligations." For all employees who are responsible for the maintenance and operation of the network in New Hampshire please provide, by employee level, the number of employees who are retirement eligible and what percent of the total employees at each level this number represents. Please provide this data for both the management and the non-management employees in New Hampshire.

REPLY: Verizon NH considers information responsive to this request to be proprietary and competitively sensitive. It will be provided subject to confidential treatment in accordance with RSA 378:43 and a duly executed protective agreement.

The information requested, specific to employees engaged in maintenance and operations of the network, is not maintained in the ordinary course of business and thus is not available. In an effort to be responsive to the request, please see Proprietary Attachment Staff G II 2-28 for a summary of retirement eligibility related to all employees in Maine, New Hampshire and Vermont who are projected to be impacted by the proposed transaction. For purposes of understanding the attachment, "reduced" means eligible for retirement but at a reduced rate due to employee's current age.

VZ 489

**Verizon New England Inc.
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State of New Hampshire

Docket No. DT 07-011

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

REQUEST: Public Utilities Commission Staff, Group II Set #2

DATED: April 13, 2007

ITEM: Staff Does Verizon have an obligation or commitment to support FairPoint
GII 2-35 and the customers of New Hampshire should FairPoint experience
extreme customer impacting problems after termination of the TSA?

REPLY: To the extent that the question means a legal “obligation or
commitment,” I am informed that neither Verizon NH nor FairPoint
would have any such legal obligation or commitment after termination
of the TSA.

VZ 496

**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: Public Utilities Commission Staff, Group III Set #3

DATED: April 20, 2007

ITEM: Staff
G III 3-2

Please provide a list of all of the Operation Support Systems (OSS) and the functionality of each of these systems currently used by Verizon in the conduct of its business in New Hampshire. This list should include, but is not limited to, all systems used for the following functions:

- a) Pre-ordering
- b) Ordering
- c) Provisioning
- d) Maintenance and repair (M&R)
- e) Network Management
- f) Switch and signaling network maintenance
- g) Billing (retail and wholesale)
- h) Wholesale gateways for pre-ordering, ordering and M&R
- i) Equipment inventory
- j) Force management
- k) Engineering and construction
- l) Inventory of customer service records
- m) Regulatory and service quality reporting
- n) Service center support
- o) Accounting and finance
- p) Marketing and sales
- q) Human resources

REPLY:

The following provides a list of systems identified as part of planning activities with FairPoint. As Verizon continues its planning activities, the company may identify more systems.

a) Pre-Ordering

- The Common Object Request Broker Architecture (**CORBA**) is an interface system for wholesale preordering inquiries.
- Electronic Data Interchange (**EDI**) is an interface system for wholesale pre-ordering inquiries.
- The **Enview** system is used as an alarm to test wholesale pre-order interface availability.
- **Wisdom Pre-Order** provides information to the pre-order interface for xDSL loop qualification.
- Wholesale Provisioning Tracking System (**WPTS**) provides data for CLEC initiated hot cut activity.
- Local Service Interface (**LSI**) is a web based interface system for wholesale pre-ordering inquiries.

b) Ordering

- **Netstatus** provides event information from the EDI front-end and EDI/Netlink perspective.
- Request Manager (**RM**) is a middleware system that functions as a gateway, containing all the features of an order and all the event information such as notifiers.

c) Provisioning

- The National Service Order Processing System (**NSOP**), Service Order Processor (**SOP**) and the Service Order Interface (**SOI**) are the service order writing and provisioning systems used in New Hampshire.
- Work Force Administration/Dispatch Out (**WFA/DO**) manages the dispatch of installation and repair of work requests. It allows the dispatch resource center to receive and dispatch work requests to technicians, track work requests from the time they are received to the time they are completed, complete and clear work requests, and provide timely reports on pending and completed work requests.
- Local Service Management System (**LSMS**) provides number

portability information.

- Outbound Access Service Request (**OASR**) provides detailed ASR service order information.
- Memory Administration for Recent Change History (**MARCH**) formats the switch translations and sends a message to turn on dial tone or to add, delete or change features on a telephone line.
- The Trunk Integrated Record Keeping System (**TIRKS**) supports the total Network Provisioning process. TIRKS provides circuit order control, equipment order control, circuit design, inventory record maintenance, selection and assignment of components from inventory, network maintenance support, and the preparation and distribution of work orders. It contains all trunk group status data, such as, number of circuits, header information, etc.
- Work Force Administration/Control (**WFA/C**) provides inputs related to orders related to circuit activities.
- Wholesale Provisioning Tracking System (**WPTS**) provides information on all Hot Cut orders that have been scheduled, completed, rescheduled (customer not ready - CNR) and canceled.

d) Maintenance and repair (M&R)

- Work Force Administration/Dispatch Out (**WFA/DO**) system manages the dispatch, installation, and repair of work requests. It allows the dispatch resource center to receive and dispatch work requests to technicians, track work requests from the time they are received to the time they are completed, complete and clear work requests, and provide timely reports on pending and completed work requests.
- Work Force Administration/Control (**WFA/C**) provides inputs related to circuit activities.
- Common Agent Desktop (**CAD**) is a trouble reporting system for retail customer troubles. CAD captures the transaction response time data.
- Electronic Bonding (**EB**) is an application-to-application interface for maintenance and repair based on the American National Standards Institute (ANSI) standard. Electric Bonding

Trouble Administration (**EBTA**) captures the trouble transactions response time data.

- Trouble Administration XML Interface (**TAXI**) is an application-to-application interface that allows real time electronic commerce for trouble administration transactions between Verizon and its customers. The system provides trouble response time data for wholesale customers.
- Repair and Trouble Administration System (**RETAS**) provides trouble response time data for wholesale customers other than MCI, Sprint and SBC. This system provides Resellers and CLECs gateway access to Verizon's trouble administration system. Its source system has a WEB GUI (a separate application under the wholesale IT organization) that allows CLECs to create, status, modify or close trouble tickets in the LMOS and/or WFA/C systems.
- Local Service Interface-Trouble Administration (**LSI-TA**) is an application for CLECs/Resellers to send and receive Trouble administration transactions.
- **vREPAIR** provides a comprehensive service assurance work management system across the Verizon footprint.
- Network Services Database (**NSDB**) provides trouble history and line count data for New Hampshire.

e) Network Management

- Custom Business Services/Customer Network Engineer (**CBS/CNE**) is a web-based workflow request application implemented to improve the day-to-day business communications between Network and the Retail and Wholesale LOBs in providing customers/CLECs with requested products and services.
- Proactive Preventive Maintenance Tool (**PPMT**) provides access plant surveillance for the purpose of identifying defective Outside Plant (OSP) or facilities.

f) Switch and signaling network maintenance

- **SWITCH** provides inventory and flow-through assignment to support line and trunk side central office provisioning of digital, analog and packet switching facilities.
- **FOMS/FUSA** provides functional support for the Frame

Forces. FOMS receives service order and work order information from SWITCH. FOMS allows the frame to package and print frame orders, and manages statuses, completions and jeopardies.

g) Billing (retail and wholesale)

- CRIS generates bills for Retail/Resale, while the CABS system generates bills for UNE, Access, Collocation and ISP services.

h) Wholesale gateways for pre-ordering, ordering and M&R

Ordering/Pre-ordering Gateways:

- CORBA - Please refer to section (a) for functionality.
- EDI - Please refer to section (a) for functionality.
- LSI - Please refer to section (a) for functionality.

M&R Gateways:

- EB - Please refer to section (d) for functionality.
- TAXI - Please refer to section (d) for functionality.
- LSI-TA - Please refer to section (d) for functionality.

i) Equipment inventory

- Central Office Engineering Property (COEP) is a repository for central office switching and transmission of physical inventory.
- Loop Facilities Assignment and Control System (LFACS) addresses line side facility and equipment assignments.

j) Force management

- Please refer to entries for “WFA” under sections (c) and (d) for functionality

k) Engineering and construction

- Capacity Creation Process (CCP) supports engineers, planners, operations and equipment installation employees in New Hampshire.

l) Inventory of customer service records

- National Telephone and Address System (NTAS) is a client-server application that acts as the corporate repository for service addresses and telephone numbers for New Hampshire
- Assignment, Activation and Inventory System-Line records (AAIS/iView) provides a repository of the line record information for all POTS and special line records
- Broadband Assignment Activation Inventory System –

National (**BAAIS National**) manages Verizon's internet protocol virtual private network. BAAIS also manages TLS (Transparent LAN service) for both local and long distance customers.

m) Regulatory and service quality reporting

- Network Metrics Platform (NMP) is the reporting system for service quality results. NMP creates performance measures in areas such as ordering, provisioning, maintenance and repair, and billing to satisfy state and federal mandated retail and wholesale reporting requirements.

n) Service center support

- Access Ordering System (**AccOrd**) is an order management system used by Verizon employees to track access orders.
- Please refer to entries for "WFA" under sections (c) and (d) for functionality. Also refer to section (c) for NSOP/SOP/SOI and WPTS.

o) Accounting and finance

- PeopleSoft account and finance modules provide account/finance support for Verizon (i.e., Accounts Receivable).

p) Marketing and sales

None identified at this time.

q) Human resources

- PeopleSoft human resources modules provide human resources support for Verizon.
- Absence Management Tracking System (**AMTS**) tracks absences for Verizon.
- Associate Vacancy Request (**AVR**) tracks job openings for Verizon associate employees.
- Common Time and Labor Reporting (**CTLR/RDM**) manages time reporting for Verizon employees.
- **Incident Reporting System (IRS)** is used to track work related injuries, including motor vehicle accidents.

Verizon New England Inc.
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State of New Hampshire

Docket No. DT 07-011

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

REQUEST: Public Utilities Commission Staff, Group V, Set 1

DATED: May 4, 2007

ITEM: Staff GV, 1-22
What is Verizon's plan to prevent another flood-related outage of its switch in the Raymond central office? Please provide details on the steps Verizon plans to take to prevent a reoccurrence of flooding in this central office, the timeline for the actions to be taken and whether it is Verizon's intention to complete this work prior to transferring its facilities in this central office to FairPoint.

SUPPLEMENTAL REPLY: Objection. The request for information regarding Verizon's plans for prevention of flood-related outages of its switch in Raymond seeks information not reasonably calculated to lead to the discovery of admissible evidence regarding whether the transaction with FairPoint in New Hampshire that is currently before the Public Utilities Commission meets the no net harm standard and will be for the public good. Subject to and without waiving the objection, Verizon responds as follows:

From an equipment and functional perspective, Verizon NH has restored the office to the same condition that it was in when the agreement with FairPoint was reached. Please see Verizon NH's reply to Staff GV 1-21 and 1-23.

In addition, Verizon has taken a number of short term steps to secure the building against flood-related outages. These steps include:

wrapping the building with a water-proof plastic wrap up to four feet high,
surrounding the building with two tiers of sand bags,

- adding four 100 gallon per minute electric pumps, and
- monitoring weather reports and patterns affecting the river.

Verizon NH has also engaged an architectural firm to develop longer term solutions. Although alternatives are being developed, no conclusions have been reached yet.

VZ # 663

**Verizon New England Inc.
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State of New Hampshire

Docket No. DT 07-011

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

REQUEST: Public Utilities Commission Staff, Group I Follow-Up

DATED: June 11, 2007

ITEM: Staff G I
FDR 1-4 For the employee lists referenced in the preceding three requests (using the same fixed number identifier) please provide for each employee on the lists not only the years of service with Verizon but also the number of years of experience the employee has in his/her current assignment.

**SUPPLEMENTAL
REPLY:** Objection. The request is overbroad and calls for information that would be unduly burdensome to produce. Subject to and without waiving the objection, Verizon responds as follows:

Please refer to Proprietary Attachment Staff FDR GI: 1-1b which includes each employee's net credited service date, under the column entitled "DATE_SERVICE." From this field, each employee's current years of service with Verizon can be determined.

The number of years of experience each employee has in his/her current assignment is information which is not maintained in the ordinary course of business, and thus is not available.

VZ #720 S

**Verizon New England Inc.
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State of New Hampshire

Docket No. DT 07-011

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

REQUEST: Public Utilities Commission Staff, Group I Follow-Up

DATED: June 11, 2007

ITEM: Staff G I
FDR 1-5

During the Technical Conference on June 6, Verizon indicated that 50 employees that were slated to transition to FairPoint have left their positions from January 15 through the end of May, 2007. Verizon indicated that it has not performed any studies to determine how this compares to its historic attrition rates. Please indicate how many employees assigned to the same positions supporting the northern New England operations left their positions from January through May in 2004, 2005, and 2006.

**SUPPLEMENTAL
REPLY:**

Objection. The request is overbroad and calls for information that would be unduly burdensome to produce and seeks information not reasonably calculated to lead to the discovery of admissible evidence regarding whether the transaction with FairPoint in New Hampshire that is currently before the Public Utilities Commission meets the no net harm standard and will be for the public good. Subject to and without waiving the objection, Verizon responds as follows:

Verizon NH considers information responsive to this request to be proprietary and competitively sensitive. It will be provided subject to confidential treatment in accordance with RSA 378:43 and a duly executed protective agreement.

From January 1, 2007 through May 31, 2007, 121 employees have separated from or moved to a Verizon job outside of northern New England. Verizon is not able to identify the causes of this “outward movement” without performing a special study.

The “outward movement” during the same months from 2004 through 2006 is identified below:

2005 – 58
2006 – 50

Please see Proprietary Attachment Staff FDR GI: 1-5 for employee outward movement from January 1st through May 31st of 2004 through 2007.

VZ #721 S

**Verizon New England Inc.
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State of New Hampshire

Docket No. DT 07-011

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

REQUEST: Public Utilities Commission Staff, Group II Follow-Up

DATED: June 11, 2007

ITEM: Staff G II
FDR 2-2

In its response to Staff 2-24, in which Staff inquired about how the monthly \$500,000 increase in TSA fees after month 12 does not provide an incentive for Verizon to extend the agreement for as long as it can, Verizon responded that it is not in the business of selling Transition Services and in return for a decrease in price from months 9 to 12, Verizon negotiated a \$500,000 per month increase in price after month 12 in order to provide a financial incentive to FairPoint to complete its cutover. Verizon closed its response by stating, "Verizon and FairPoint agree that neither party benefits from prolonged transition service delivery." Please explain what Verizon means by this statement given that a monthly increase of \$500,000 per month for every month that FairPoint must extend the agreement would provide a substantial financial benefit to Verizon.

REPLY: Verizon believes that the total fees paid over the term of the agreement will compensate it for its service. Verizon has no control over when FairPoint will request cutover and, in any event, is not seeking a delay to earn a small monthly increase in fees.

VZ #725

**Verizon New England Inc.
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State of New Hampshire

Docket No. DT 07-011

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

REQUEST: Public Utilities Commission Staff, Group II Follow-Up

DATED: June 11, 2007

ITEM: Staff G II
FDR 2-4

During the Technical Conference on June 5, FairPoint indicated that it has not yet received the detailed data it needs from Verizon that will allow FairPoint to determine the root cause of the service quality issues Verizon is experiencing in New Hampshire. Please explain why this data has not been made available to FairPoint and indicate when Verizon will make the data available.

REPLY: Verizon believes that it has provided all of the data which FairPoint has requested and has the right to review under the Merger Agreement.

VZ #727

**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: Public Utilities Commission Staff, Group II Follow-Up

DATED: June 11, 2007

ITEM: Staff G II
FDR 2-5

During the Technical Conference on June 5, FairPoint indicated that it has been working with Verizon to obtain network information from Verizon in order to complete Fair Point's broadband rollout plans in New Hampshire. Please explain why this information has not been made available to FairPoint and indicate when Verizon will make the information available.

REPLY: Verizon believes that it has provided all of the data which FairPoint has requested and has the right to review under the Merger Agreement.

Verizon notes that FairPoint has since filed the network plans, referenced during the Technical Conference.

VZ #728

**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: Public Utilities Commission Staff, Group II Follow-Up

DATED: June 11, 2007

ITEM: Staff G II
FDR 2-7 In reference to Staff 2-44, please provide for the years 2003, 2004,
2005, and 2006,

- (a) the total number of outside repair dispatches in New Hampshire
- (b) the average clearing time for outside repair dispatches in New Hampshire
- (c) the total number of code 4 dispatches in New Hampshire
- (d) the average clearing time for code 4 dispatches in New Hampshire.

REPLY:

	2004	2005	2006	2007(thru May)
a. Total outside repair dispatches	88,444	98,825	94,756	32,502
b. Average clrd time for outside repair dispatches (Hrs)	27.82	30.08	38.27	32.28
c. Total Code 4 dispatches	49,167	58,269	57,605	18,326
d. Average clrd time for Code 4 dispatches (Hrs)	27.72	30.17	38.73	31.30

VZ #730

**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: Public Utilities Commission Staff, Group II Follow-Up

DATED: June 11, 2007

ITEM: Staff G II
FDR 2-16 Please detail any self-service technology used by Verizon to respond to customer inquiries or requests for service, sales, repair, or troubleshooting assistance or to process customer-service related transactions.

REPLY: Verizon NH utilizes automated voice response technology to allow customers to perform a number of account management services such as obtaining account information, getting instructions on Verizon products and services, reporting a repair problem, and obtaining directory listings. Many of these same types of "self service" options are also available through Verizon's website.

Verizon NH uses self-service technology in providing DSL service. First, Verizon NH sends an installation CD directly to its customers. The CD covers a three-step process for installing DSL. Should the customer need assistance with the installation, he or she can call Verizon NH's technical support. Secondly, the customer can choose to use a voice-response system to arrange for DSL installation dates.

VZ #739