STATE OF NEW YORK DEPARTMENT OF PUBLIC SERVICE

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March 6, 2009

Mr. Richard Bozsik Director, Regulatory Affairs Verizon New York Inc. 158 State Street Albany, NY 12207

Re: Case 08-V-0835 - In the Matter of Verizon New York Inc.'s Network Review Plan.

Dear Mr. Bozsik:

Pursuant to the Commission's Order Concerning the Grounding of FiOS Installations, issued January 14, 2009 in the above mentioned proceeding:

Verizon New York Inc. shall report to and as specified by the Director of the Office of Telecommunications, any incidents of property damage resulting from an ONT, as well [as] returns to any manufacturer, each listed by manufacturer and model and any shock incidents reported by customers or Verizon employees.

It is my expectation that, through existing internal controls or by protocols that may need to be developed, Verizon will maintain practices to 1) ensure all ONTs and related devices (i.e., batteries/battery packs, power supply units, and grounding modules) removed from service pass through internal analysis and testing, 2) return removed devices to the manufacturer for additional analysis and testing, and 3) document thoroughly instances of property damage or shock related to FiOS installations. It is my expectation that the information collected as a result of those practices will then be used to complete the attached spreadsheet whenever an ONT or related device is removed from service at a FiOS installation, or returned to a manufacturer, or property damage or shocks related to a FiOS installation are reported. Verizon shall also maintain and make available all pertinent information and reports of any testing and device disposition for staff review. The attached table is the initial listing of the information we feel required to ensure compliance with the Commission's Order and we invite the company's view on the information requested. The reports containing this information should be updated monthly.

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Additionally, the Order requires the reporting of any shock incidents reported by customers or Verizon employees. It is my expectation that safe and responsible practices already obligate Verizon and its employees to report any shock incident of any nature to the applicable electric utility immediately. This is my continuing expectation and serves as the foundation expectation. Further, information on shocks specifically associated with FiOS installations must be maintained so as to include at a minimum the incident date, location, Verizon service action, and ONT or related device disposition, and such information should be reported by Verizon in its monthly updates.

Please respond with your acknowledgement of this letter by March 13, 2009 and indicate steps Verizon has or will take to instruct personnel to ensure that the information specified in this letter is captured and reported. Monthly information should be reported by the 10th business day of each following month. The first report, expected April 13, 2009, should include all pertinent information from June 2005 to date. Should you have questions regarding this request, please contact Michael Rowley at (212) 417-2175 or michael rowley@dps.state.ny.us. Thank you for your prompt attention to this matter.

Sincerely

Chad Hume

Director, Office of Telecommunications

Attachment

Attachment

| ONT a | - | Location | address | | | |
|---|-----|---|---|----|----|--|
| ONT and Related Device Information | 2 | Make | Device Make | | | |
| ed Devi | 444 | Model | Device Model and Model | | | |
| ce Infor | 4 | # Serial | Dovice Scriul | | | |
| mation | 5 | Date Installed | Date | | | |
| | 0. | Date Removed | Date | | | |
| Informati | 7 | Reason for Service Call | Describe reason for sorvice stid, service stid, service stid, service customer reported equipment damage, bazards reported, and the like. | | sa | |
| on Related t | 00 | Customer or Technician Shocked | Y/N - Identify reported shock incident at a premises installed or in the process of installed. | | | |
| Information Related to Service Calls or Installations | 9 | Repeat Service Call or Device Replacement at Location | Y/N, describe previous service visits, dates of service at location, whether devices or control either that been replaced previously at location | ÷ | S | |
| s or Installatio | 10 | Grounding Arrangement Observed | Describe grounding arrangement observed by technician prior to servicing ONT or related devices. | | | |
| ons | 11 | Visible Customer Equipment/Premise Damage | Y/N - Describe customer quipment/premise damage observed by technician. | 33 | | |
| | 12 | Visible Device (ONT/Battery Unit/PSU/module) and Coaxial Cable Damage | Y/N - Describe condition of devices and related coaxial cables and any damage observed by technician. | | | |
| | 13 | Electrical Problem Noticed | Y/N - Describe any electrical problems observed (blown fase, voltage on cable, outlet polarity, and the polarity, and the polarity, and the which ar electric with profifical by technician or what outsomer was advised to do by technician. | 1 | | |
| | 14 | Reason for Device (ONT/Battery Unit/PSU/module) Removal | Describe reason for device removal, disposition of devices, when where devices san for further testing. | | | |
| Testing | 15 | Result of Verizou Internal Analysis | Describe department within Version that handled device testing, result of internal versions and the responsibility (indicate if report, available), disposition of device (e.g., when where ONT sent for further of the remode to curvice, in contoried, and the like). | | | |
| | 94 | Date of Return to Manufacturer | Date of Rourn to Manufacturer | | | |
| | 17 | Result of Manufacturer Analysis | Describe entity that handled device testing in an of the manufacture) for results of resting fundamental in the manufacture), result of resting fundation if report available), and disposition of device | | | |

¹ Related devices include batteries/battery packs, power supply units, and grounding modules.