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February 21, 2005

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BY HAND

Hon. Jaclyn A. Brilling
Acting Secretary
New York Public Service Commission
Three Empire State Plaza
Albany, New York 12223

Re: Cases 03-C-0971 and 00-C-1945

Dear Acting Secretary Brilling:

Enclosed for filing are two (2) copies of the Service Inquiry Reports pertaining to the month of January 2005. Verizon New York Inc. is filing these reports pursuant to the requirements of the "Order Initiating Verizon New York Service Quality Proceeding," issued on July 11, 2003 in the above-captioned proceedings.

Respectfully submitted,

Robert P. Slevin

cc: Keith Gordon, Esq. (By U.S. Mail)
Mr. Kenneth Peres (By U.S. Mail)

Verizon New York
Service Inquiry Report

Service Month of SIR: _____January 2005_____
[A service inquiry report is required when an entity fails to meet the NY Service Standard in the current month and any 2 of the 4 previous months, except the Final Trunk Blockage metric, which is 3 consecutive months]

Date of Report: _____February 21, 2005_____

Entity: _____Waterfront_____

Service Standard Metric: ____OS24>hrs obj<=20.04_____

Results History:

OOS>24 Hours	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
Waterfront	26.92	16.34	15.91	20.98	21.79

Cause of Service Inquiry Report Failure

(Include specific pertinent details. Example may include daily load volumes; % increase over normal levels, number of customers affected, force reductions due to illness, job actions or loans to other "emergency" areas, weather specifics and associated damage, declarations of emergency by local, state or federal authorities, etc.)

Prior to September 2004, the Waterfront IMC averaged 17.33% Out of Service over Hours for the first six months of Plan Year 3 of the Verizon Incentive Plan. Our ability to maintain this level of service in September 2004, December 2004 and January 2005 was hindered by load spikes resulting from abnormal weather events.

Rainfall totals for September 2004 were above normal levels even though measurable rainfall was recorded on only 4 days of the month! The abnormal precipitation levels were the result of abnormal events, the most significant of which occurred when the area was impacted by the remnants of Hurricane Frances on September 8 and September 9. During this period rainfall totals across Western New York ranged from 3 to 5 inches causing widespread urban and small stream flooding. As a result of the abnormal conditions Waterfront registered a 1.21 code 4 rate in September 2004, the second highest monthly total recorded in the past 92 months. Code 4 reports typically take longer to clear and adversely impact performance in the labor intensive Out of Service over 24 Hours and Affecting Service over 48 Hours metrics.

Waterfront returned to better than objective level in October and November 2004. In December, Waterfront's maintenance load was impacted in Alleghany and Cattaraugus Counties due to significant snowfall between the 12th and the 15th of the month. The Ski areas to our South received 1 to 2 feet of snow with the heaviest concentrations over the high elevations of Chautauqua and Cattaraugus counties. Monthly precipitation totaled

4.99 inches which was 31% above normal. The mild temperatures at the end of the month produced extensive snow melt. This combined with over a half inch of rain led to significant rises of area creeks and an ice jam in Cazenovia Creek that resulted in flooding.

January 2005 was comprised of two very distinct weather regimes. The first two weeks were among the warmest ever for the month, but the last two weeks rivaled the coldest ever. This abrupt change was unprecedented in Western New York. The absolute range of 74 degrees (from 68 to -6) was the greatest ever recorded in January. Snowfall totaled 37 inches which was about a foot more than usual in January and total precipitation was 13% above normal. As a result the Waterfront IMC registered its highest January code 4 rate in six years.

Corrective action plans:

(Include specific details, work group(s) responsible, capital plant improvement, and expected incremental improvement and volume reductions where applicable)

The leadership in Western Area continues to drive towards higher productivity and quality from its workforce. This action, combined with initiatives to improve plant conditions in Western by means of targeted PCM and VIP jobs due for completion in 2005 will enable us to reduce volumes and meet service standards performance levels. Waterfront has 16 PCM jobs approved for 2005.

Additional force

(Include detail of additional force (and or work hours) assigned to corrective action plan, productivity improvements and force balancing where applicable).

The movement of technicians from Elmwood IMC locations to key Waterfront locations was implemented on February 1st. The additional technicians will help reduce volumes through proactive work and enable Waterfront to better address volume spikes resulting from weather related events.

Return to Service Standard Performance levels

(Include specific targets of service levels with associated dates. If corrective action plans dictate incremental improvement, provide expected milestone dates.)

Waterfront is expected to return to service standard performance level in February 2005.

Prepared by: Christopher Pumm, Manager Western DRC

Approved: (Director Level) Jim Podyma, Director Western I/M

Date: _____

Verizon New York
Service Inquiry Report

Service Month of SIR: _____January 2005_____
[A service inquiry report is required when an entity fails to meet the NY Service Standard in the current month and any 2 of the 4 previous months, except the Final Trunk Blockage metric, which is 3 consecutive months]

Date of Report: _____February 21, 2005_____

Entity: _____North Nassau_____

Service Standard Metric :____OS24>hrs obj<=20.04_____

Results History:

OOS>24 Hours	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
North Nassau	39.35	30.44	15.14	23.39	24.61

Cause of Service Inquiry Report Failure

(Include specific pertinent details. Example may include daily load volumes, % increase over normal levels, number of customers affected, force reductions due to illness, job actions or loans to other "emergency" areas, weather specifics and associated damage, declarations of emergency by local, state or federal authorities, etc.)

- 1276 customers affected
- 5183 total OOS base
- 213 OOS trouble reports were carried over into January, of which 129 were already OOS>24 hours. (60.5%)
- Code 4's totaled 72.5% of OOS>24 Misses, of which 62.5% were double dispatched to Cable Maintenance.
- A blizzard late in January dumped between 18 and 24 inches of snow on Nassau County and hampered normal Field operations for at least 5 to 7 days.
- Average Daily Repair Load
  Mar 04 – 337, Apr 04 – 557, May 04 – 587, June 04 – 607, July 04 – 653, Aug 04 – 676
  Mar 03 – 843, Apr 03 – 460, May 03 – 306, June 03 – 999, July 03 – 630, Aug 03 – 584

  Sept 04 – 693, Oct 04 – 455, Nov 04 – 352, Dec 04 – 525, Jan 05 – 467
  Sept 03 – 872, Oct 03 – 604, Nov 03 – 811, Dec 03 – 890, Jan 04 – 331, Feb 04 – 350

Corrective action plans:

(Include specific details, work group(s) responsible, capital plant improvement, expected incremental improvement and volume reductions where applicable)

- Use of Cable Maintenance workforce to perform rehab in high code 4 Tracking Units, reducing average daily repair load. A 900 pair cable section replacement R/O 850 Old Country Rd is ongoing in the Hicksville wire center with a projected repair volume saved of 178 reports for 2005.
- Daily review of 'Out of Service missed by minutes' reports to monitor and reduce Administrative Misses in the DRC and the field.
- Aggressive OOS clock strategies currently in place: Business + 4 hr rolling clock; Residence – same day (when incoming load permits).

- Daily utilization of performance reports for review of trouble ticket closeout procedures and adherence to guidelines.
- Utilization of overtime and workforce adjustments to meet business objectives and daily demand trouble load.
- Proactive utilization of Dispatch Resource Center, Field Response Management and Location Managers for review and monitoring of Return for Cable turnbacks and No Accesses to improve productive dispatches.
- Repeater Reduction program to reduce incoming repair volumes.

Additional force

(Include detail of additional force (and or work hours) assigned to corrective action plan, productivity improvements and force balancing where applicable).

- Borrowed 10 technicians from Suffolk to backfill losses in North Nassau.
- 15 new temporary technicians in training classes during February 05 for field deployment in March 05.

Return to Service Standard Performance levels

(Include specific targets of service levels with associated dates. If corrective action plans dictate incremental improvement, provide expected milestone dates.)

The target for January 2005 was to be under 22.5% and was missed with a result of 24.92%. It is expected that North Nassau will return to Service Standard Performance levels in February 2005.

Prepared by: Richard Vernier_____

Approved: (Director level) John Fanning_____

Date: _____

Verizon New York
Service Inquiry Report

Service Month of SIR: _____January 2005_____
[A service inquiry report is required when an entity fails to meet the NY Service Standard in the current month and any 2 of the 4 previous months, except the Final Trunk Blockage metric, which is 3 consecutive months]

Date of Report: _____February 21, 2005_____

Entity: _____North Queens_____

Service Standard Metric : ____OS24>hrs obj<=20.04_____

Results History:

OOS>24 Hours	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
North Queens	61.01	57.57	18.57	18.68	26.38

Cause of Service Inquiry Report Failure

(Include specific pertinent details. Example may include daily load volumes, % increase over normal levels, number of customers affected, force reductions due to illness, job actions or loans to other "emergency" areas, weather specifics and associated damage, declarations of emergency by local, state or federal authorities, etc.)

2450 of 9164 "OOS' troubles were closed out beyond the 24 hr. time frame. The average daily load for January 2005 was 469 J/day. The root cause of this oos >24 miss was due to a 730 pair major failure that occurred when a contractor cut a cable. Prior to the cut North Queens oos>24 was 18.73. Upon closure of the cable failure the North oos>24 was 26.16.

Average Daily Load:

Oct-04	674
Nov-04	431
Dec-04	407
Jan-05	469

Corrective action plans:

(Include specific details, work group(s) responsible, capital plant improvement, expected incremental improvement and volume reductions where applicable)

- ***We continue to maximize the local managers presence in the field.***
- ***We continue to perform preventive maintenance and volume reduction work***
- ***We have strategically moved DRC personnel to maximize efficiency in customer callouts and help reduce dispatch rates.***
- ***Current clock strategies have proven successful in better balancing the load with the available work force.***

Additional force

(Include detail of additional force (and or work hours) assigned to corrective action plan, productivity improvements and force balancing where applicable).

- ***When appropriate we borrow CXM and Cable Maintenance into repair in order to assist in maximizing force to load ratio.***

- ***We employ daily and weekend overtime strategies to maximize field coverage.***

Return to Service Standard Performance levels

(Include specific targets of service levels with associated dates. If corrective action plans dictate incremental improvement, provide expected milestone dates.)

The expected return to service standards is the February 2005. Currently (14-Feb) the North oos>24 is 18.37.

Prepared by: ___Emile Hill___

Approved: (Director level) _____Robert F. Connolly____

Date: ____February 15, 2005___

Verizon New York
Service Inquiry Report

Service Month of SIR: _____January 2005_____
[A service inquiry report is required when an entity fails to meet the NY Service Standard in the current month and any 2 of the 4 previous months, except the Final Trunk Blockage metric, which is 3 consecutive months]

Date of Report: _____February 21, 2005_____

Entity: _____South Nassau_____

Service Standard Metric : ____OS24>hrs obj<=20.04_____

Results History:

OOS>24 Hours	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
South Nassau	42.85	30.05	13.67	36.77	55.80

Cause of Service Inquiry Report Failure

(Include specific pertinent details. Example may include daily load volumes, % increase over normal levels, number of customers affected, force reductions due to illness, job actions or loans to other "emergency" areas, weather specifics and associated damage, declarations of emergency by local, state or federal authorities, etc.)

- 3824 customers affected
- 6854 total OOS base
- 478 OOS trouble reports were carried over into Jaunary, of which 374 were already OOS>24 hours. (78.2%)
- Code 4's totaled 60.7% of OOS>24 Misses, of which 30.0% were double dispatched to Cable Maintenance.
- A blizzard late in January dumped between 18 and 24 inches of snow on Nassau County and hampered normal Field operations for at least 5 to 7 days.
  Average Daily Repair Load
  Mar 04 – 497, Apr 04 – 858, May 04 – 809, June 04 – 914, July 04 – 903, Aug 04 – 979
  Mar 03 – 1349, Apr 03 – 1546, May 03 – 726, June 03 – 2744, July 03 – 3228, Aug 03 – 2479

  Sept 04 – 908, Oct 04 – 644, Nov 04 – 457, Dec 04 – 889, Jan 05 – 928
  Sept 03 – 1696, Oct 03 – 981, Nov 03 – 1265, Dec 03 – 1324, Jan 04 – 460, Feb 04 – 503

Corrective action plans:

(Include specific details, work group(s) responsible, capital plant improvement, expected incremental improvement and volume reductions where applicable)

- Use of PPM workforce to perform rehab in high code 4 Tracking Units, reducing average daily repair load. Job # 9AD80A started on 1/24/05 for the Floral Park wire center with a projected repair volume saved of 164 reports for 2005. Job #9AD5A4 will start in February for the Floral Park wire center with a projected repair volume saved of 349 reports for 2005. Job # 9ADH86 was completed in late January for the Wantagh wire center with a projected repair volume saved of 22 reports for 2005.
  Job # 9ADEUG was completed in late January for the Lynbrook wire center with a projected repair volume saved of 10 reports for 2005.

- Daily review of 'Out of Service missed by minutes' reports to monitor and reduce Administrative Misses in the DRC and the field.
- Aggressive OOS clock strategies currently in place: Business + 4 hr rolling clock; Residence – same day (when incoming load permits).
- Daily utilization of performance reports for review of trouble ticket closeout procedures and adherence to guidelines.
- Utilization of overtime and workforce adjustments to meet business objectives and daily demand trouble load.
- Proactive utilization of Dispatch Resource Center, Field Response Management and Location Managers for review and monitoring of Return for Cable turnbacks and No Accesses to improve productive dispatches.
- Repeater Reduction program to reduce incoming repair volumes.

Additional force

(Include detail of additional force (and or work hours) assigned to corrective action plan, productivity improvements and force balancing where applicable).

- 15 new temporary technicians in training classes during February 05 for field deployment in March 05.

Return to Service Standard Performance levels

(Include specific targets of service levels with associated dates. If corrective action plans dictate incremental improvement, provide expected milestone dates.)

The target for January 2005 was to be under 30.0% and was missed with a result of 55.8%. The target for February 2005 is to be under 30.0%. It is expected that South Nassau will return to Service Standard Performance levels in March 2005.

Prepared by: Richard Vernier _____

Approved: (Director level) John Fanning_____

Date: February 16, 2005

Verizon New York
Service Inquiry Report

Service Month of SIR: _____January 2005_____
[A service inquiry report is required when an entity fails to meet the NY Service Standard in the current month and any 2 of the 4 previous months, except the Final Trunk Blockage metric, which is 3 consecutive months]

Date of Report: _____February 21, 2005_____

Entity: _____South Queens_____

Service Standard Metric :____OS24>hrs obj<=20.04_____

Results History:

OOS>24 Hours	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
South Queens	18.54	26.55	44.69	42.02	31.97

Cause of Service Inquiry Report Failure

(Include specific pertinent details. Example may include daily load volumes, % increase over normal levels, number of customers affected, force reductions due to illness, job actions or loans to other "emergency" areas, weather specifics and associated damage, declarations of emergency by local, state or federal authorities, etc.)

2035 of 6389 oos troubles were closed out beyond the 24-hour time frame. There were 103 pairs in 2 major cable failures. The average daily load for January was 547. The daily workload outpaced the effort of available work force.

Average Daily Load:

04-Oct	496
04-Nov	736
04-Dec	1026
05-Jan	547

Corrective action plans:

(Include specific details, work group(s) responsible, capital plant improvement, expected incremental improvement and volume reductions where applicable)

- **Our managers continue to be very visible in the field in order to maximize productivity.**
- **We continue to perform preventive maintenance and volume reduction work**
- **We have strategically moved DRC personnel to maximize efficiency in customer callouts and help reduce dispatch rates.**
- **Re-adjust our clock strategies to better balance the work load with the available work force.**

Additional force

(Include detail of additional force (and or work hours) assigned to corrective action plan, productivity improvements and force balancing where applicable).

- ***When appropriate we borrow CXM and Cable Maintenance into repair in order to assist in maximizing force to load ratio.***
- ***We employ daily and weekend overtime strategies (when necessary) to maximize field coverage.***

Return to Service Standard Performance levels

(Include specific targets of service levels with associated dates. If corrective action plans dictate incremental improvement, provide expected milestone dates.)

We are currently at Service Standard Performance levels (February 16, 2005).
OOS>24 = 18.81.

Prepared by: Emile Hill

Approved: (Director level) Robert F. Connolly

Date: 2-16-05

Verizon New York
Service Inquiry Report

Service Month of SIR: _____January 2005_____
[A service inquiry report is required when an entity fails to meet the NY Service Standard in the current month and any 2 of the 4 previous months, except the Final Trunk Blockage metric, which is 3 consecutive months]

Date of Report: _____February 21, 2005_____

Entity: _____East Hudson_____

Service Standard Metric : ____OS24>hrs obj<=20.04_____

Results History:

OOS>24 Hours	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
East Hudson	34.51	28.10	11.19	17.46	28.80

Cause of Service Inquiry Report Failure

(Include specific pertinent details. Example may include daily load volumes, % increase over normal levels, number of customers affected, force reductions due to illness, job actions or loans to other "emergency" areas, weather specifics and associated damage, declarations of emergency by local, state or federal authorities, etc.)

The East Hudson IMC attained the Verizon Incentive Plan Out of Service Greater than 24 hours objective for 7 consecutive months prior to July 2004. During this period East Hudson averaged a 13.54% Out of Service Over 24 hours rate. Our ability to maintain this level of performance in September, October 2004 and January 2005 was hindered by abnormal weather events that produced out of service trouble report volume spikes.

Specifically, performance in September 2004 was impacted by the remnants of 3 major hurricanes. On Wednesday September 8th the Mid-Hudson area was hit with tropical downpours associated with the remnants of Hurricane Frances. On September 17th, the remnants of Hurricane Ivan also affected the East Hudson region with more tropical downpours. Rainfall totals of up to 5 inches produced flash flooding in some parts of the Mid-Hudson Valley and the lower Catskills. The National Weather Service reported several flash floods prompting evacuations and road closures in several towns served by the East Hudson IMC.

Finally, on September 28th the remnants of Hurricane Jeanne affected the East Hudson area dumping over 2.5 inches of rain in Ulster and Sullivan Counties. These events resulted in load spikes that impacted September's OOS>24 index. The storm-influenced code 4 rate in September was 60% higher than the average code 4 rate for prior 7-month period when East Hudson was at objective level. Code 4 reports typically take longer to

clear and adversely impact performance in the labor intensive Out of Service over 24 Hours metric.

After concluding the wettest July through September period since 1895, the East Hudson IMC began October with a run rate of 41.81% Out of Service over 24 hours for the first 10 days of the month. During the period October 11th through October 31st, the East Hudson IMC attained a 17.91% Out of Service greater than 24 hours rate. This improvement resulted in the entity registering its best monthly performance since June 2004 however, it was not significant enough to offset the weather influenced high run rate for the first 10 days of the month.

In November and December 2004 the East Hudson IMC attained an average run rate of 14.32% Out of Service Greater than 24 Hours, 28% better than the VIP Objective. Our ability to maintain this level of performance in January 2005 was hindered by storm activity that resulted in precipitation levels that were 58% above normal according to the National Weather Service in Albany. Five significant storms affected the region, two of which were considered major.

The most significant storm occurred on January 22 and January 23. The impact of the storm was such that the National Weather Service issued a Blizzard warning, the first such warning issued in the region since March 1993.

The weather related events contributed to a Code 4 rate of 1.49 in the East Hudson IMC in January 2005. This was higher than any January code 4 rate registered in the previous eight years.

Corrective action plans:

(Include specific details, work group(s) responsible, capital plant improvement, expected incremental improvement and volume reductions where applicable)

The Northeast District has launched an aggressive Proactive Cable Maintenance program in the East Hudson area to focus on cables and Central Office entities that have experienced high outside plant trouble report rates. The Northeast Pro-active Preventative Maintenance Center actively tests and builds packages on these identified cables. Completion of these packages will reduce our susceptibility to weather related trouble report volume spikes. Since November 2004, the area has completed 27 Pro-Active maintenance work packages.

Additional force

(Include detail of additional force (and or work hours) assigned to corrective action plan, productivity improvements and force balancing where applicable).

During the peak load periods the East Hudson area supplemented its workforce with technicians from the construction workforce as well as technicians moved from other entities in the Northeast District.

Return to Service Standard Performance levels

(Include specific targets of service levels with associated dates. If corrective action plans dictate incremental improvement, provide expected milestone dates.)

The East Hudson IMC is expected to return to objective level performance in February 2005.

Prepared by: Cindy Bapp, Manager Northeast DRC

Approved: (Director level) Thomas Wright, Director Northeast I/M

Date: _____

Verizon New York
Service Inquiry Report

Service Month of SIR: _____January 2005_____
[A service inquiry report is required when an entity fails to meet the NY Service Standard in the current month and any 2 of the 4 previous months, except the Final Trunk Blockage metric, which is 3 consecutive months]

Date of Report: _____February 21, 2005_____

Entity: _____Waterfront_____

Service Standard Metric: ____SA>48hrs obi<=20.04_____

Results History:

SA>48 Hours	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
Waterfront	26.97	14.55	14.38	20.22	20.98

Cause of Service Inquiry Report Failure

(Include specific pertinent details. Example may include daily load volumes; % increase over normal levels, number of customers affected, force reductions due to illness, job actions or loans to other "emergency" areas, weather specifics and associated damage, declarations of emergency by local, state or federal authorities, etc.)

Prior to September 2004, the Waterfront IMC averaged 17.33% Out of Service over Hours for the first six months of Plan Year 3 of the Verizon Incentive Plan. Our ability to maintain this level of service in September 2004, December 2004 and January 2005 was hindered by load spikes resulting from abnormal weather events.

Rainfall totals for September 2004 were above normal levels even though measurable rainfall was recorded on only 4 days of the month! The abnormal precipitation levels were the result of abnormal events, the most significant of which occurred when the area was impacted by the remnants of Hurricane Frances on September 8 and September 9. During this period rainfall totals across Western New York ranged from 3 to 5 inches causing widespread urban and small stream flooding. As a result of the abnormal conditions Waterfront registered a 1.21 code 4 rate in September 2004, the second highest monthly total recorded in the past 92 months. Code 4 reports typically take longer to clear and adversely impact performance in the labor intensive Out of Service over 24 Hours and Affecting Service over 48 Hours metrics.

Waterfront returned to better than objective level in October and November 2004. In December, Waterfront's maintenance load was impacted in Alleghany and Cattaraugus Counties due to significant snowfall between the 12th and the 15th of the month. The Ski areas to our South received 1 to 2 feet of snow with the heaviest concentrations over the high elevations of Chautauqua and Cattaraugus counties. Monthly precipitation totaled

4.99 inches which was 31% above normal. The mild temperatures at the end of the month produced extensive snow melt. This combined with over a half inch of rain led to significant rises of area creeks and an ice jam in Cazenovia Creek that resulted in flooding.

January 2005 was comprised of two very distinct weather regimes. The first two weeks were among the warmest ever for the month, but the last two weeks rivaled the coldest ever. This abrupt change was unprecedented in Western New York. The absolute range of 74 degrees (from 68 to -6) was the greatest ever recorded in January. Snowfall totaled 37 inches which was about a foot more than usual in January and total precipitation was 13% above normal. As a result the Waterfront IMC registered its highest January code 4 rate in six years.

Corrective action plans:

(Include specific details, work group(s) responsible, capital plant improvement, and expected incremental improvement and volume reductions where applicable)

The leadership in Western Area continues to drive towards higher productivity and quality from its workforce. This action, combined with initiatives to improve plant conditions in Western by means of targeted PCM and VIP jobs due for completion in 2005 will enable us to reduce volumes and meet service standards performance levels. Waterfront has 16 PCM jobs approved for 2005.

Additional force

(Include detail of additional force (and or work hours) assigned to corrective action plan, productivity improvements and force balancing where applicable).

The movement of technicians from Elmwood IMC locations to key Waterfront locations was implemented on February 1st. The additional technicians will help reduce volumes through proactive work and enable Waterfront to better address volume spikes resulting from weather related events.

Return to Service Standard Performance levels

(Include specific targets of service levels with associated dates. If corrective action plans dictate incremental improvement, provide expected milestone dates.)

Waterfront is expected to return to service standard performance level in February

Prepared by: Christopher Pumm, Manager Western DRC

Approved: (Director Level) Jim Podyma, Director Western I/M

Date: _____