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**Keefe B. Clemons**  
General Counsel – Northeast Region



October 31, 2013

Honorable Kathleen H. Burgess  
Secretary  
New York Public Service Commission  
Three Empire State Plaza  
Albany, New York 12223

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

Dear Secretary Burgess:

Enclosed for filing are the Service Inquiry Reports pertaining to the month of September 2013. Verizon New York Inc. files 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,

A handwritten signature in black ink that reads "Keefe B. Clemons".

Keefe B. Clemons

Attachments

cc: Keith Gordon, Esq. (By E-Mail)  
Kenneth Peres (By E-Mail)

# Verizon New York Service Inquiry Report

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**Service Month of SIR:** \_\_\_\_\_September 2013\_\_\_\_\_

[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:** \_\_\_\_\_October 21, 2013\_\_\_\_\_

**Entity:** \_\_\_\_\_315344 Heuvelton \_\_\_\_\_

**Service Standard Metric:** \_\_\_\_\_COE  $\leq$  5.54\_\_\_\_\_

## Results History:

NPA COE	Wire Center Name	IMC	IMC_Name	May-13	Jun-13	Jul-13	Aug-13	Sep-13
315344	Heuvelton	777	Watertown	3.01	6.27	6.90	4.02	5.71

## 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.)*

Results in June were impacted by heavy rain, high winds and thunderstorms resulting in downed poles and power outages. This wire center was in jeopardy the entire month. The month of June ended at 6.27%.

Trouble reports carried over from June and a severe storm on July 19<sup>th</sup> caused the wire center to miss the metric. The storm brought heavy rain, flash flooding, high winds and power outages. The trouble load for the Watertown area reached record highs during the 3<sup>rd</sup> weekend of July due to the rain and wind across the footprint. The month of July ended at 6.9%.

Due to its small size, Heuvelton is subject to a high degree of volatility in the customer trouble report rate (CTRR), and this was the case for September. The wire center missed the metric by just one trouble report for the month, ending with a CTRR of 5.71%.

## Corrective action plans:

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

The Capital Proactive Cable Maintenance program in the Watertown area focuses on cables and Central Office Entities (COE) that have experienced high outside plant trouble

report rates. The Capital Pro-active Preventative Maintenance Center tests lines and when faults are identified, builds tickets on the lines or cables. These tickets are then dispatched and technicians correct abnormal conditions before they result in customer trouble reports.

**Additional force**

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

Additional force will be borrowed from other departments to address abnormal spikes in load if necessary.

**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.)*

Heuvelton is expected to return to Service Standard Performance Levels in October 2013.

**Prepared by: Anne Harrienger**

**Approved (Director level): James Podyma**

**Date: October 9, 2013**

# Verizon New York Service Inquiry Report

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**Service Month of SIR:** \_\_\_\_\_September 2013\_\_\_\_\_

[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:** \_\_\_\_\_October 21, 2013\_\_\_\_\_

**Entity:** \_\_\_\_\_315636 Amber 422 \_\_\_\_\_

**Service Standard Metric:** \_\_\_\_\_COE  $\leq$  5.54\_\_\_\_\_

## Results History:

NPA COE	Wire Center Name	IMC	IMC Name	May-13	Jun-13	Jul-13	Aug-13	Sep-13
315636	Amber 422	773	Syracuse	5.31	6.44	10.68	2.82	6.00

## 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.)*

Amber is a small central office of 274 access lines served by the Syracuse IMC. Due to its small size, the office is subject to a high degree of volatility in the Customer Trouble Report Rate (CTRR) metric. This is illustrated by performance in 2012 when the CTRR ranged from a low of 2.26 for the month of April to a high of 10.54 in May. There were a total of 17 reports for the month of September.

A 100 pr cable feeding around the lake has been failing. Customers are being transferred to a different cable as quickly as possible. Weather also played a role during the month of September as the month began with a storm over a two-day period that resulted in 1.14 inches of rain in the area.

## Corrective action plans:

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

The Capital Proactive Cable Maintenance program in the Syracuse IMC area focuses on cables and Central Office Entities (COE) that have experienced high outside plant trouble

report rates. The Capital Pro-active Preventative Maintenance Center tests lines and when faults are identified, builds tickets on the lines or cables. These tickets are then dispatched and technicians correct abnormal conditions before they result in customer trouble reports.

**Additional force**

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

No additional force required.

**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.)*

Amber is expected to return to Service Standard Performance Levels in October 2013.

**Prepared by: Butch LeRoy**

**Approved (Director level): Tim Breen**

**Date: October 10, 2013**

# Verizon New York Service Inquiry Report

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**Service Month of SIR:** \_\_\_\_\_September 2013\_\_\_\_\_

[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:** \_\_\_\_\_October 21, 2013\_\_\_\_\_

**Entity:** \_\_\_\_\_315687 Chittenango \_\_\_\_\_

**Service Standard Metric:** \_\_\_\_\_COE  $\leq$  5.54\_\_\_\_\_

## Results History:

NPA COE	Wire Center Name	IMC	IMC_Name	May-13	Jun-13	Jul-13	Aug-13	Sep-13
315687	Chittenango	773	Syracuse	4.12	7.10	8.69	4.68	7.83

## 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.)*

Chittenango is a small suburban community with 1,059 lines in service. Due to its small size, the office is subject to a high degree of volatility in the Customer Trouble Report Rate (CTRR) metric. During the month of September a DMS urban experienced multiple failures. Engineering became involved and a job to replace the defective parts commenced. Additionally, the area was impacted by seasonal rains during the month. A rainstorm occurred over a two-day period at the beginning of the month resulting in 1.14 inches of rain. The entity experienced a total of 83 reports for the month and was unable to meet the 5.54 objective for the CTRR.

## Corrective action plans:

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

The Capital Proactive Cable Maintenance program in the Syracuse IMC area focuses on cables and Central Office Entities (COE) that have experienced high outside plant trouble report rates. The Capital Pro-active Preventative Maintenance Center tests lines and when faults are identified, builds tickets on the lines or cables. These tickets are then dispatched and technicians correct abnormal conditions before they result in customer trouble reports.

Additional fiber deployment is planned throughout the area.

**Additional force**

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

No additional force required.

**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.)*

Chittenango is expected to return to Service Standard Performance Levels in October 2013.

**Prepared by: Butch LeRoy**

**Approved (Director level): Tim Breen**

**Date: October 10, 2013**

# Verizon New York Service Inquiry Report

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**Service Month of SIR:** \_\_\_\_\_September 2013\_\_\_\_\_

[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:** \_\_\_\_\_October 21, 2013\_\_\_\_\_

**Entity:** \_\_\_\_\_518264 Sharon Springs \_\_\_\_\_

**Service Standard Metric:** \_\_\_\_\_COE  $\leq$  5.54\_\_\_\_\_

## Results History:

NPA COE	Wire Center Name	IMC	IMC Name	May-13	Jun-13	Jul-13	Aug-13	Sep-13
518284	Sharon Springs	769	Cap North	1.80	5.03	10.51	7.61	5.75

## 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.)*

Sharon Springs is a very small rural office of 417 access lines served by the Cap North IMC. Due to its small size, the office is subject to a high degree of volatility in the Customer Trouble Report Rate (CTRR) metric. During the month of September, several severe thunderstorms moved through the area causing an increase in the report rate. During a three-day period from September 11 to 13, a thunderstorm with heavy rain accumulation of 2.83 inches caused a spike in trouble reports from which the entity was not able to recover. The 5.54 CTRR objective was missed by one report for the month.

## Corrective action plans:

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

The Capital Proactive Cable Maintenance program in the Cap North IMC area focuses on cables and Central Office Entities (COE) that have experienced high outside plant trouble report rates. The Capital Pro-active Preventative Maintenance Center tests lines and when faults are identified, builds tickets on the lines or cables. These tickets are then dispatched and technicians correct abnormal conditions before they result in customer trouble reports.



**Additional force**

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

No additional force required.

**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.)*

Sharon Springs is expected to return to Service Standard Performance Levels in October 2013.

**Prepared by: Butch LeRoy**

**Approved (Director level): Tim Breen**

**Date: October 10, 2013**

# Verizon New York Service Inquiry Report

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**Service Month of SIR:** \_\_\_\_\_September 2013\_\_\_\_\_

[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:** \_\_\_\_\_October 21, 2013\_\_\_\_\_

**Entity:** \_\_\_\_\_518564 Elenburg Dept \_\_\_\_\_

**Service Standard Metric:** \_\_\_\_\_COE  $\leq$  5.54\_\_\_\_\_

## Results History:

NPA COE	Wire Center Name	IMC	IMC_Name	May-13	Jun-13	Jul-13	Aug-13	Sep-13
518564	Elenburg Dept.	771	Adirondack	2.94	5.86	8.28	3.64	8.33

## 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.)*

Ellenburg Depot is a small rural office of 324 access lines served by the Adirondack IMC. Due to its small size, the office is subject to a high degree of volatility in the Customer Trouble Report Rate (CTRR) metric. The summer months traditionally bring thunderstorms to the area. Over a three-day period from September 10<sup>th</sup> to the 12<sup>th</sup>, a rain storm deposited 1.86 inches of rain, causing a spike in the CTRR. Additionally, a pair gain failure caused two outages during the month. A total of 27 reports were generated in the month, causing the small office to miss the 5.54 CTRR objective.

## Corrective action plans:

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

The Capital Proactive Cable Maintenance program in the Adirondack IMC area focuses on cables and Central Office Entities (COE) that have experienced high outside plant trouble report rates. The Capital Pro-active Preventative Maintenance Center tests lines and when faults are identified, builds tickets on the lines or cables. These tickets are then dispatched and technicians correct abnormal conditions before they result in customer trouble reports

**Additional force**

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

No additional force required.

**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.)*

Ellensburg Depot is expected to return to Service Standard Performance Levels in October 2013.

**Prepared by: Butch LeRoy**

**Approved (Director level): Tim Breen**

**Date: October 11, 2013**

# Verizon New York Service Inquiry Report

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**Service Month of SIR:** \_\_\_\_\_September 2013\_\_\_\_\_

[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:** \_\_\_\_\_October 21, 2013\_\_\_\_\_

**Entity:** \_\_\_\_\_518632 Hartford 793 \_\_\_\_\_

**Service Standard Metric:** \_\_\_\_\_COE  $\leq$  5.54\_\_\_\_\_

## Results History:

NPA COE	Wire Center Name	IMC	IMC_Name	May-13	Jun-13	Jul-13	Aug-13	Sep-13
518632	Hartford 793	771	Adirondack	3.22	8.02	10.40	5.38	12.40

## 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.)*

Hartford is a small rural office of 390 access lines service by the Adirondack installation and maintenance center. Due to its small size, the office is subject to a high degree of volatility in the customer trouble report rate (CTRR) metric. Additionally, Hartford is located in the Adirondack Park which receives a high level of seasonal visitors and line usage, historically trouble reports peak during the summer as a result. During the month of September, there were at total of 11 days in which the area experienced rainfall, resulting in a total 2.43 inches. 48 reports were generated in the month of September, the majority of which were due to adverse weather conditions.

## Corrective action plans:

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

The Capital Proactive Cable Maintenance program in the Adirondack IMC area focuses on cables and Central Office Entities (COE) that have experienced high outside plant trouble report rates. The Capital Pro-active Preventative Maintenance Center tests lines and when faults are identified, builds tickets on the lines or cables. These tickets are then dispatched and technicians correct abnormal conditions before they result in customer trouble reports.

**Additional force**

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

No additional force required.

**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.)*

Hartford is expected to return to Service Standard Performance Levels in October 2013.

**Prepared by: Butch LeRoy**

**Approved (Director level): Tim Breen**

**Date: October 11, 2013**

# Verizon New York Service Inquiry Report

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**Service Month of SIR:** \_\_\_\_\_September 2013\_\_\_\_\_

[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:** \_\_\_\_\_October 21, 2013\_\_\_\_\_

**Entity:** \_\_\_\_\_518642 Granville \_\_\_\_\_

**Service Standard Metric:** \_\_\_\_\_COE  $\leq$  5.54\_\_\_\_\_

## Results History:

NPA COE	Wire Center Name	IMC	IMC_Name	May-13	Jun-13	Jul-13	Aug-13	Sep-13
518642	Granville	771	Adirondack	4.25	8.37	6.15	4.91	7.67

## 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.)*

Granville is a small rural office of 1607 access lines service by the Adirondack installation and maintenance center. Due to its small size, the office is subject to a high degree of volatility in the customer trouble report rate (CTRR) metric. During the month of September, there were a total of 11 days in which the area experienced rainfall, resulting in a total 2.43 inches. 122 reports were generated in the month of September, the majority of which were due to adverse weather conditions.

## Corrective action plans:

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

The Capital Proactive Cable Maintenance program in the Adirondack IMC area focuses on cables and Central Office Entities (COE) that have experienced high outside plant trouble report rates. The Capital Pro-active Preventative Maintenance Center tests lines and when faults are identified, builds tickets on the lines or cables. These tickets are then dispatched and technicians correct abnormal conditions before they result in customer trouble reports.

**Additional force**

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

No additional force required.

**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.)*

Granville is expected to return to Service Standard Performance Levels in October 2013.

Prepared by: **Butch LeRoy**

Approved (Director level): **Tim Breen**

Date: **October 17, 2013**

# Verizon New York Service Inquiry Report

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**Service Month of SIR:** \_\_\_\_\_September 2013\_\_\_\_\_

[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:** \_\_\_\_\_October 21, 2013\_\_\_\_\_

**Entity:** \_\_\_\_\_518677 Cambridge \_\_\_\_\_

**Service Standard Metric:** \_\_\_\_\_COE  $\leq$  5.54\_\_\_\_\_

## Results History:

NPA COE	Wire Center Name	IMC	IMC_Name	May-13	Jun-13	Jul-13	Aug-13	Sep-13
518677	Cambridge	771	Adirondack	3.39	5.73	5.95	2.83	6.04

## 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.)*

Cambridge is a small rural office of 1,518 access lines service by the Adirondack installation and maintenance center. Due to its small size, the office is subject to a high degree of volatility in the customer trouble report rate (CTRR) metric. During the month of September, there were at total of 15 days in which the area experienced rainfall, resulting in a total 4.03 inches. During the two-day period of September 12<sup>th</sup> and 13<sup>th</sup>, a storm passed through resulting in 2.02 inches of rain which caused a spike in the CTRR. 91 reports were generated in the month of September, the majority of which were due to the adverse weather conditions.

## Corrective action plans:

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

The Capital Proactive Cable Maintenance program in the Adirondack IMC area focuses on cables and Central Office Entities (COE) that have experienced high outside plant trouble report rates. The Capital Pro-active Preventative Maintenance Center tests lines and when faults are identified, builds tickets on the lines or cables. These tickets are then dispatched and technicians correct abnormal conditions before they result in customer trouble reports.



**Additional force**

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

No additional force required.

**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.)*

Cambridge is expected to return to Service Standard Performance Levels in October 2013.

**Prepared by: Butch LeRoy**

**Approved (Director level): Tim Breen**

**Date: October 17, 2013**

# Verizon New York Service Inquiry Report

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**Service Month of SIR:** \_\_\_\_\_September 2013\_\_\_\_\_

[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:** \_\_\_\_\_October 21, 2013\_\_\_\_\_

**Entity:** \_\_\_\_\_518692 Greenwich \_\_\_\_\_

**Service Standard Metric:** \_\_\_\_\_COE  $\leq$  5.54\_\_\_\_\_

## Results History:

NPA COE	Wire Center Name	IMC	IMC_Name	May-13	Jun-13	Jul-13	Aug-13	Sep-13
518692	Greenwich	771	Adirondack	3.36	7.51	10.07	5.75	6.58

## 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.)*

Greenwich is a small rural office of 1,632 access lines service by the Adirondack installation and maintenance center. Due to its small size, the office is subject to a high degree of volatility in the customer trouble report rate (CTRR) metric. During the month of September, there were a total of 11 days in which the area experienced rainfall, resulting in a total 2.43 inches. 107 reports were generated in the month of September, the majority of which were due to adverse weather conditions causing this small office to miss the objective.

## Corrective action plans:

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

The Capital Proactive Cable Maintenance program in the Adirondack IMC area focuses on cables and Central Office Entities (COE) that have experienced high outside plant trouble report rates. The Capital Pro-active Preventative Maintenance Center tests lines and when faults are identified, builds tickets on the lines or cables. These tickets are then dispatched and technicians correct abnormal conditions before they result in customer trouble reports.

**Additional force**

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

No additional force required.

**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.)*

Greenwich is expected to return to Service Standard Performance Levels in October 2013.

**Prepared by: Butch LeRoy**

**Approved (Director level): Tim Breen**

**Date: October 11, 2013**

# Verizon New York Service Inquiry Report

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**Service Month of SIR:** \_\_\_\_\_September 2013\_\_\_\_\_

[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:** \_\_\_\_\_October 21, 2013\_\_\_\_\_

**Entity:** \_\_\_\_\_518732 Castleton \_\_\_\_\_

**Service Standard Metric:** \_\_\_\_\_COE  $\leq$  5.54\_\_\_\_\_

## Results History:

NPA COE	Wire Center Name	IMC	IMC_Name	May-13	Jun-13	Jul-13	Aug-13	Sep-13
518732	Castleton	767	Cap South	11.89	4.63	6.96	3.75	6.51

## 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.)*

Castleton is a small rural office of 825 access lines served by the Cap South IMC. Due to its size, the office is subject to a high degree of volatility in the Customer Trouble Report Rate (CTRR) metric. In September there were 13 days of precipitation in the Castleton area and a total of 4.81 inches of rain for the month. Most reports were due to adverse weather conditions in the area. There was a total of 53 reports for September, causing the small office to miss the metric by only two reports for the month.

## Corrective action plans:

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

The Capital Proactive Cable Maintenance program in the Cap South IMC area focuses on cables and Central Office Entities (COE) that have experienced high outside plant trouble report rates. The Capital Pro-active Preventative Maintenance Center tests lines and when faults are identified, builds tickets on the lines or cables. These tickets are then dispatched and technicians correct abnormal conditions before they result in customer trouble reports.

## Additional force

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

No additional force required

**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.)*

Castleton is expected to return to normal report rates in October 2013

**Prepared by: Butch LeRoy**

**Approved (Director level): Tim Breen**

**Date: October 11, 2013**

# Verizon New York Service Inquiry Report

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**Service Month of SIR:** \_\_\_\_\_September 2013\_\_\_\_\_

[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:** \_\_\_\_\_October 21, 2013\_\_\_\_\_

**Entity:** \_\_\_\_\_518753 Valley Falls \_\_\_\_\_

**Service Standard Metric:** \_\_\_\_\_COE ≤ 5.54\_\_\_\_\_

## Results History:

NPA COE	Wire Center Name	IMC	IMC_Name	May-13	Jun-13	Jul-13	Aug-13	Sep-13
518753	Valley Falls	769	Cap North	5.01	7.20	6.36	5.54	32.95

## 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.)*

Valley Falls is a small rural office of 722 access lines service by the Capital North installation and maintenance center. Due to its small size, the office is subject to a high degree of volatility in the customer trouble report rate (CTRR) metric. During the month of September there were a total of 15 days in which the area experienced rainfall, resulting in a total 4.03 inches. On September 13<sup>th</sup> a lightning storm passed through the area, striking cable in multiple locations. 57 reports were taken the next day and the entity never recovered for the month. 234 reports were generated in the month of September, the majority of which were due to the adverse weather conditions.

## Corrective action plans:

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

The Capital Proactive Cable Maintenance program in the Capital North IMC area focuses on cables and Central Office Entities (COE) that have experienced high outside plant trouble report rates. The Capital Pro-active Preventative Maintenance Center tests lines and when faults are identified, builds tickets on the lines or cables. These tickets are then dispatched and technicians correct abnormal conditions before they result in customer trouble reports.

**Additional force**

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

No additional force required.

**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.)*

Valley Falls is expected to return to Service Standard Performance Levels in October 2013.

**Prepared by: Butch LeRoy**

**Approved (Director level): Tim Breen**

**Date: October 11, 2013**

# Verizon New York Service Inquiry Report

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**Service Month of SIR:** \_\_\_\_\_September 2013\_\_\_\_\_

[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:** \_\_\_\_\_October 21, 2013\_\_\_\_\_

**Entity:** \_\_\_\_\_518856 St Regis Falls \_\_\_\_\_

**Service Standard Metric:** \_\_\_\_\_COE  $\leq$  5.54\_\_\_\_\_

## Results History:

NPA COE	Wire Center Name	IMC	IMC_Name	May-13	Jun-13	Jul-13	Aug-13	Sep-13
518856	St Regis Falls	771	Adirondack	3.58	8.68	17.46	7.57	6.79

## 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.)*

St. Regis Falls is a small rural office of 330 access lines service by the Adirondack installation and maintenance center. Due to its small size, the office is subject to a high degree of volatility in the customer trouble report rate (CTRR) metric. Additionally, St. Regis Falls is located in the Adirondack Park which receives a high level of seasonal visitors and line usage. As a result, trouble reports historically peak during the summer. During the month of September, there were a total of 13 days in which the area experienced rainfall, resulting in a total 5.44 inches against a normal total of 3.65 inches for the month. 22 reports were generated in the month of September, the majority of which were due to adverse weather conditions.

## Corrective action plans:

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

The Capital Proactive Cable Maintenance program in the Adirondack IMC area focuses on cables and Central Office Entities (COE) that have experienced high outside plant trouble report rates. The Capital Pro-active Preventative Maintenance Center tests lines and when faults are identified, builds tickets on the lines or cables. These tickets are then dispatched and technicians correct abnormal conditions before they result in customer trouble reports.



**Additional force**

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

No additional force required.

**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.)*

St Regis Falls is expected to return to Service Standard Performance Levels in October 2013.

Prepared by: **Butch LeRoy**

Approved (Director level): **Tim Breen**

Date: **October 11, 2013**

# Verizon New York Service Inquiry Report

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**Service Month of SIR:** \_\_\_\_\_September 2013\_\_\_\_\_

[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:** \_\_\_\_\_October 21, 2013\_\_\_\_\_

**Entity:** \_\_\_\_\_518875 Esperance \_\_\_\_\_

**Service Standard Metric:** \_\_\_\_\_COE  $\leq$  5.54\_\_\_\_\_

## Results History:

NPA COE	Wire Center Name	IMC	IMC_Name	May-13	Jun-13	Jul-13	Aug-13	Sep-13
518875	Esperance	769	Cap North	5.03	7.48	8.08	7.19	5.56

## 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.)*

Esperance is a very small rural office of 403 access lines served by the Cap North IMC. Due to its small size, the office is subject to a high degree of volatility in the Customer Trouble Report Rate (CTRR) metric. During the month of September, there were a total of 13 days in which there was precipitation, resulting in a total of 4.81 inches of rain. The majority of reports were related to adverse weather conditions. There was a total of 22 reports during the period, missing the metric by 1 report.

## Corrective action plans:

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

The Capital Proactive Cable Maintenance program in the Cap North IMC area focuses on cables and Central Office Entities (COE) that have experienced high outside plant trouble report rates. The Capital Pro-active Preventative Maintenance Center tests lines and when faults are identified, builds tickets on the lines or cables. These tickets are then dispatched and technicians correct abnormal conditions before they result in customer trouble reports.

## Additional force

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

No additional force required.

**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.)*

Esperance is expected to return to Service Standard Performance Levels in October 2013.

**Prepared by: Butch LeRoy**

**Approved (Director level): Tim Breen**

**Date: October 11, 2013**

# Verizon New York Service Inquiry Report

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**Service Month of SIR:** \_\_\_\_\_September 2013\_\_\_\_\_

[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:** \_\_\_\_\_October 21, 2013\_\_\_\_\_

**Entity:** \_\_\_\_\_585659 Kendall \_\_\_\_\_

**Service Standard Metric:** \_\_\_\_\_COE  $\leq$  5.54\_\_\_\_\_

## Results History:

NPA COE	Wire Center Name	IMC	IMC_Name	May-13	Jun-13	Jul-13	Aug-13	Sep-13
585659	Kendall	793	Elmwood	2.46	5.41	7.27	6.98	8.95

## 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.)*

On July 19<sup>th</sup> the area experienced heavy rain, flash flooding, high winds and power outages. The load for Elmwood reached record highs during the 3<sup>rd</sup> weekend of July due to the rain and wind across the footprint. The wire center ended the month at 7.27%.

The severe weather in July caused many trouble reports to be carried into the month of August. The additional troubles led to the entity missing the objective, ending the month at 6.98%.

September was trending toward meeting the CTRR 5.54 objective until September 21<sup>st</sup>, when a cold front brought very heavy rains, resulting in a spike in the trouble load and causing the objective to be missed.

## Corrective action plans:

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

The Capital Proactive Cable Maintenance program in the Elmwood area focuses on cables and Central Office Entities (COE) that have experienced high outside plant trouble report rates. The Capital Pro-active Preventative Maintenance Center tests lines and when faults are identified, builds tickets on the lines or cables. These tickets are then

dispatched and technicians correct abnormal conditions before they result in customer trouble reports.

**Additional force**

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

Additional force from other departments will be borrowed if necessary to address abnormal spikes in the load for Kendall.

**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.)*

Kendall is expected to return to Service Standard Performance Levels in October 2013.

Prepared by: **Anne Harrienger**

Approved (Director level): **James Podyma**

Date: **October 9, 2013**

# Verizon New York Service Inquiry Report

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**Service Month of SIR:** \_\_\_\_\_September 2013\_\_\_\_\_

[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:** \_\_\_\_\_October 21, 2013\_\_\_\_\_

**Entity:** \_\_\_\_\_585928 Bolivar \_\_\_\_\_

**Service Standard Metric:** \_\_\_\_\_COE  $\leq$  5.54\_\_\_\_\_

## Results History:

NPA COE	Wire Center Name	IMC	IMC_Name	May-13	Jun-13	Jul-13	Aug-13	Sep-13
585928	Bolivar	786	Waterfront	4.06	9.61	20.64	11.42	8.39

## 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.)*

July 19<sup>th</sup> brought heavy rain, flash flooding, high winds and power outages. The load for Bolivar and all of Upstate West reached record highs during the 3<sup>rd</sup> weekend of July due to the rain and wind across the footprint. Bolivar also had an auto frame issue that added to the trouble load volume.

The trouble load in August was elevated due to the residual carry over from the heavy rains the region experienced at the end of July. Although Bolivar did not make the objective for August, we were able to make a 45% improvement over the July CTRR.

Bolivar was on pace to meet the CTRR objective of 5.54 for the month of September until September 21<sup>st</sup>, when a cold front brought very heavy rains, resulting in a spike in the trouble load and causing the objective to be missed.

## Corrective action plans:

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

The Capital Proactive Cable Maintenance program in the Waterfront area focuses on cables and Central Office Entities (COE) that have experienced high outside plant trouble report rates. The Capital Pro-active Preventative Maintenance Center tests lines and

when faults are identified, builds tickets on the lines or cables. These tickets are then dispatched and technicians correct abnormal conditions before they result in customer trouble reports.

**Additional force**

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

Additional force will be borrowed from other departments to address abnormal spikes in the load if necessary.

**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.)*

Bolivar is expected to return to Service Standard Performance Levels in October 2013.

**Prepared by: Anne Harrienger**

**Approved (Director level): James Podyma**

**Date: October 9, 2013**

# Verizon New York Service Inquiry Report

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**Service Month of SIR:** \_\_\_\_\_September 2013\_\_\_\_\_

[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:** \_\_\_\_\_October 21, 2013\_\_\_\_\_

**Entity:** \_\_\_\_\_607264 Cherry Valley \_\_\_\_\_

**Service Standard Metric:** \_\_\_\_\_COE  $\leq$  5.54\_\_\_\_\_

## Results History:

NPA COE	Wire Center Name	IMC	IMC_Name	May-13	Jun-13	Jul-13	Aug-13	Sep-13
607264	Cherry Valley	766	Utica	4.06	5.82	7.43	3.39	5.56

## 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.)*

Cherry Valley CO is small wire center of 854 lines located in one of the remote locations of the Utica IMC. The plant in the area is vulnerable to weather-related troubles. In addition, the rural nature of the area facilitates cable damage during the farming seasons from farming equipment contacting and damaging buried facilities. During the month of September, there were several cable cuts in the area of Cherry Valley, causing reports to be above the normal range that we would experience during the non-farming season. The CTRR was only missed by one repair report.

## Corrective action plans:

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

The Capital Proactive Cable Maintenance program in the Utica IMC area focuses on cables and Central Office Entities (COE) that have experienced high outside plant trouble report rates. The Capital Pro-active Preventative Maintenance Center tests lines and when faults are identified, builds tickets on the lines or cables. These tickets are then dispatched and technicians correct abnormal conditions before they result in customer trouble reports.



**Additional force**

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

No additional force required.

**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 entity is expected to return to Service Standard Performance Levels in October 2013.

Prepared by: **Butch LeRoy**

Approved (Director level): **Tim Breen**

Date: **October 11, 2013**

# Verizon New York Service Inquiry Report

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**Service Month of SIR:** \_\_\_\_\_September 2013\_\_\_\_\_

[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:** \_\_\_\_\_October 21, 2013\_\_\_\_\_

**Entity:** \_\_\_\_\_607838 Mclean \_\_\_\_\_

**Service Standard Metric:** \_\_\_\_\_COE  $\leq$  5.54\_\_\_\_\_

## Results History:

NPA COE	Wire Center Name	IMC	IMC_Name	May-13	Jun-13	Jul-13	Aug-13	Sep-13
607838	Mclean	781	Johnson City	2.08	1.68	6.80	9.05	7.86

## 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.)*

On July 19th the area experienced heavy rain, flash flooding, high winds and power outages. The load for Johnson City reached record highs during the 3rd weekend of July due to the rain and wind across the footprint. The wire center ended the month at 6.80%.

The region was once again impacted by severe weather in August with flooding in Cortland on August 8<sup>th</sup>. Three to five inches of rain fell in just a 12-hour period between Ithaca and Cortland. This devastated Mclean and resulted in the wire center missing the metric.

Most of September was spent clearing the backlog of additional troubles and repairing the damage that was done by the August flooding. While the entity did miss the CTRR objective for September, we were able to make an almost 15% improvement over August’s results.

## Corrective action plans:

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

The Capital Proactive Cable Maintenance program in the Johnson City area focuses on cables and Central Office Entities (COE) that have experienced high outside plant trouble report rates. The Capital Pro-active Preventative Maintenance Center tests lines and

when faults are identified, builds tickets on the lines or cables. These tickets are then dispatched and technicians correct abnormal conditions before they result in customer trouble reports.

**Additional force**

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

Additional force will be borrowed from other departments to address abnormal spikes in the load if necessary, to avoid future backlogs.

**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.)*

McLean is expected to return to Service Standard Performance Levels in October 2013.

**Prepared by: Anne Harrienger**

**Approved (Director level): James Podyma**

**Date: October 9, 2013**

# Verizon New York Service Inquiry Report

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**Service Month of SIR:** \_\_\_\_\_September 2013\_\_\_\_\_

[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:** \_\_\_\_\_October 21, 2013\_\_\_\_\_

**Entity:** \_\_\_\_\_607965 Edmeston\_\_\_\_\_

**Service Standard Metric:** \_\_\_\_\_COE  $\leq$  5.54\_\_\_\_\_

## Results History:

NPA COE	Wire Center Name	IMC	IMC_Name	May-13	Jun-13	Jul-13	Aug-13	Sep-13
607965	Edmeston	767	Cap South	8.02	8.29	13.54	6.74	6.74

## 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.)*

Edmeston is a small rural office of 801 access lines served by the Cap South IMC. Due to its small size, the office is subject to a high degree of volatility in the Customer Trouble Report Rate (CTRR) metric. During the month of September, there was a total of 13 days in which the area experienced rainfall, resulting in a total 2.91 inches. 82 reports were generated in the month of September, the majority of which were due to adverse weather conditions, causing Edmeston to miss the objective.

## Corrective action plans:

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

The Capital Proactive Cable Maintenance program in the Cap South IMC area focuses on cables and Central Office Entities (COE) that have experienced high outside plant trouble report rates. The Capital Pro-active Preventative Maintenance Center tests lines and when faults are identified, builds tickets on the lines or cables. These tickets are then dispatched and technicians correct abnormal conditions before they result in customer trouble reports.

## Additional force

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

No additional force required.

**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 entity is expected to return to Service Standard Performance Levels in October 2013.

**Prepared by: Butch LeRoy**

**Approved (Director level): Tim Breen**

**Date: October 11, 2013**

# Verizon New York Service Inquiry Report

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**Service Month of SIR:** \_\_\_\_\_September 2013\_\_\_\_\_

[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:** \_\_\_\_\_October 21, 2013\_\_\_\_\_

**Entity:** \_\_\_\_\_716296 Cherry Creek \_\_\_\_\_

**Service Standard Metric:** \_\_\_\_\_COE  $\leq$  5.54\_\_\_\_\_

## Results History:

NPA COE	Wire Center Name	IMC	IMC_Name	May-13	Jun-13	Jul-13	Aug-13	Sep-13
716296	Cherry Creek	786	Waterfront	5.44	6.92	8.96	7.01	8.33

## 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.)*

July 19th brought heavy rain, flash flooding, high winds and power outages. The load for Cherry Creek and all of Upstate West reached record highs during the 3<sup>rd</sup> weekend of July due to the rain and wind across the footprint. Cherry Creek ended the month with a CTRR of 8.96%

In August, the Cherry Creek trouble load was impacted by a trunking issue that began in July and was followed by 2 cable cuts. These events caused the entity to miss the objective.

September was trending toward meeting the CTRR 5.54 objective until t September 21<sup>st</sup>, when a cold front brought very heavy rains, resulting in a spike in the trouble load and causing the objective to be missed.

## Corrective action plans:

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

The Capital Proactive Cable Maintenance program in the Waterfront area focuses on cables and Central Office Entities (COE) that have experienced high outside plant trouble report rates. The Capital Pro-active Preventative Maintenance Center tests lines and when faults are identified, builds tickets on the lines or cables. These tickets are then

dispatched and technicians correct abnormal conditions before they result in customer trouble reports.

**Additional force**

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

Additional force will be borrowed from other departments to address abnormal spikes in the load if necessary.

**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.)*

Cherry Creek is expected to return to Service Standard Performance Levels in October 2013.

**Prepared by: Anne Harrienger**

**Approved (Director level): James Podyma**

**Date: October 9, 2013**

# Verizon New York Service Inquiry Report

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**Service Month of SIR:** \_\_\_\_\_September 2013\_\_\_\_\_

[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:** \_\_\_\_\_October 21, 2013\_\_\_\_\_

**Entity:** \_\_\_\_\_716925 Limestone 373 \_\_\_\_\_

**Service Standard Metric:** \_\_\_\_\_COE > 5.54\_\_\_\_\_

## Results History:

NPA COE	Wire Center Name	IMC	IMC_Name	May-13	Jun-13	Jul-13	Aug-13	Sep-13
716925	Limestone 373	786	Waterfront	8.52	4.52	4.12	6.60	7.28

## 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.)*

September was trending toward meeting the CTRR 5.54 objective until September 21<sup>st</sup>, when a cold front brought very heavy rains, resulting in a spike in the trouble load and causing the objective to be missed.

## Corrective action plans:

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

The Capital Proactive Cable Maintenance program in the Waterfront area focuses on cables and Central Office Entities (COE) that have experienced high outside plant trouble report rates. The Capital Pro-active Preventative Maintenance Center tests lines and when faults are identified, builds tickets on the lines or cables. These tickets are then dispatched and technicians correct abnormal conditions before they result in customer trouble reports.

## Additional force

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

Additional force will be borrowed from other departments to address abnormal spikes in the load if necessary.



**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.)*

Limestone is expected to return to Service Standard Performance Levels in October 2013.

**Prepared by: Anne Harrienger**

**Approved (Director level): James Podyma**

**Date: October 9, 2013**

# Verizon New York Service Inquiry Report

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**Service Month of SIR:** \_\_\_\_\_September 2013\_\_\_\_\_

[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:** \_\_\_\_\_October 21, 2013\_\_\_\_\_

**Entity:** \_\_\_\_\_845266 Clinton Corners \_\_\_\_\_

**Service Standard Metric:** \_\_\_\_\_COE > 5.54\_\_\_\_\_

## Results History:

NPA COE	Wire Center Name	IMC	IMC_Name	May-13	Jun-13	Jul-13	Aug-13	Sep-13
845266	Clinton Corners	753	North Westchester	4.69	9.25	13.20	8.22	12.48

## 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.)*

In July our CTRR performance was impacted by severe weather conditions from the previous month that elevated our cable load, as well as the overall dispatchable load. Clinton Corners recorded 3.14 inches of rain during the month (adding to the 3.24 inches of rain that fell in the last week of June) and led to the increased trouble report volumes. The wet weather conditions drove our repair load to higher than normal levels, resulting in multiple pair cable failures. The elevated cable load also reflected 78.9% of the total dispatchable load. Although we missed the CTRR objective, we prioritized the cable load to minimize any OOS>24 and made several force adjustments, including borrowing resources from other organizations.

In August our CTRR performance was impacted by severe weather conditions that elevated our cable load, as well as the overall dispatchable load. Clinton Corners recorded 6.06 inches of rain during the month, which is approximately 145% higher than normal and led to the increased trouble report volumes. The wet weather conditions drove our repair load to higher than normal levels, resulting in multiple pair cable failures. The elevated cable load reflected 70.1% of the total customer trouble reports. Although we missed the CTRR objective, we prioritized the cable load to minimize any OOS>24 and made several force adjustments, including borrowing resources from other organizations.

In September our CTRR performance was impacted by severe weather conditions that elevated our cable load, as well as the overall dispatchable load. Clinton Corners recorded an additional 2.32 inches of rain during the month in an area already saturated from the previous month, which led to the increased trouble report volumes. The wet weather conditions drove our repair load to higher than normal levels, resulting in multiple pair cable failures. The elevated cable load reflected 67.2% of the total customer trouble reports. Although we missed the CTRR objective, we prioritized the cable load to minimize any OOS>24 and made several force adjustments, including borrowing resources from other organizations.

**Corrective action plans:**

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

A high level of oversight is provided on all cable failures, as well as cable related trouble reports by the cable maintenance Director, and the cable center manager daily. This includes multiple calls to discuss status and action plans.

Daily conference calls are conducted with cable maintenance, and repair operations managers to coordinate joint responses to problems as they arise throughout the day. Each cable failure is reviewed in order to prioritize the clearing of failures and an update is provided on all open tickets.

Repair clocks are closely managed and held open as long as possible each day in order to appoint as much repair work as possible on the day it is reported. In the event of an abnormal load, we will borrow technicians from other organizations to meet the load.

These action plans help to minimize disruption of service when severe weather conditions cause abnormal repair loads, as well as reduce the overall duration times.

**Additional force**

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

Additional force will be borrowed from other organizations to address abnormal loads as needed.

**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.)*

Our action plans have been implemented, and we expect our CTRR to improve in October 2013.

**Prepared by: Jonathan Williams DRC Staff Manager**

**Approved (Director level): Russell Chandler DRC Director**

**Date: October 4, 2013**

# Verizon New York Service Inquiry Report

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**Service Month of SIR:** \_\_\_\_\_September 2013\_\_\_\_\_

[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:** \_\_\_\_\_October 21, 2013\_\_\_\_\_

**Entity:** \_\_\_\_\_New York - Company \_\_\_\_\_

**Service Standard Metric:**\_\_\_\_\_ COE 85%  $\leq$  3.34\_\_\_\_\_

## Results History:

85% COE $\leq$ 3.34	May-13	Jun-13	Jul-13	Aug-13	Sep-13
NY-Company Level	77.7	61.8	55.5	78.1	74.6

## 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.)*

### September NYC

In September our CTRR performance was impacted by severe weather conditions that elevated our cable load, as well as our overall dispatchable load. NYC recorded between 2.95 and 3.29 inches of rain during the month, which led to the increased trouble report volumes. The wet weather conditions drove our repair load to higher than normal levels, resulting in multiple pair cable failures. The elevated cable load also reflected 26.2% to 36.7% of the total dispatchable load. Although we prioritized the cable load to minimize any OOS>24 and made several force adjustments, including borrowing resources from other organizations, we were unable to make our objective.

### Upstate East

For the Adirondack region, heavy rains on September 2<sup>nd</sup> dumped an inch of rain in the area, causing a spike in the number of trouble reports of multiple small central offices, making it impossible to recover from the event. In the Mohawk Valley region, heavy rains affected plant conditions negatively during the period. Storms on September 2<sup>nd</sup>, 10<sup>th</sup> and 11<sup>th</sup> resulted in more than 3.5 inches of rain for the Mohawk Valley region. Areas of Syracuse and Albany were affected by similar storms during the month, resulting in higher than normal repair rates.

## **Upstate West**

A heavy rain storm on September 21<sup>st</sup> affected the entire footprint with power outages, high winds and downed poles. This caused a number of COs to miss the objective, including Cherry Creek, Bolivar, Limestone, Kendal, Heuvelton and Mclean. There were no major failures, only minor failures throughout the month.

## **August NYC**

In August our OOS>24 performance was impacted by severe weather conditions that elevated our cable load, as well as our overall dispatchable load. NYC recorded between 2.73 and 4.57 inches of rain during the month, which led to the increased trouble report volumes. The wet weather conditions drove our repair load to higher than normal levels, resulting in multiple pair cable failures. The elevated cable load also reflected 42.1% of the total dispatchable load. We also had several multiple pair cable failures associated with the wet conditions. Although we prioritized the cable load to minimize any OOS>24 and made several force adjustments, including borrowing resources from other organizations, we were unable to make our objective.

## **Upstate East**

In August areas of Upstate East experienced several severe thunderstorms that affected load conditions. The Upstate East areas of Adirondack experienced a severe thunderstorm on August 8<sup>th</sup>-9<sup>th</sup> that affected multiple small COs in the area, resulting in multiple outages. A severe thunderstorm moved through the area on August 3<sup>rd</sup>, causing widespread power outages and multiple failures in the towns of Salem and Granville. Capital North, Capital South and Mohawk all experienced similar severe thunderstorms and heavy rainfall. In the towns of Bridgeport and Camillus, there were two cable failures due to moisture in the line. Edmeston, a small CO in the Mohawk region, experienced multiple reports due to a farmer accidentally cutting the company's facilities.

## **Upstate West**

There were 13 days of rain and thunderstorms in August. The heaviest rain and thunder arrived on August 8<sup>th</sup> and August 26<sup>th</sup>, dropping a half inch of rain on those two days. Waterfront and Elmwood experienced some flash flooding. The Watertown area, specifically the Potsdam region, experienced wind damage and downed poles as a result of the weather. Belfast in Waterfront had 2 cable cuts, Bolivar in Waterfront had an auto frame issue, and Cherry Creek also in Waterfront had 2 cable cuts and a trunking issue.

## **July NYC**

In July our performance was impacted by severe weather conditions that elevated our cable load, as well as our overall dispatchable load. NYC recorded between 2.26 and 4.02 inches of rain during the month, which led to the increased trouble report volumes. The wet weather conditions drove our repair load to higher than normal levels, resulting in multiple pair cable failures. The elevated cable load also reflected 35.3% of the total dispatchable load. We also had several multiple pair cable failures associated with wet

conditions (Wet sec M/H Tiebout & 184<sup>th</sup> St, Water in splice @ 141<sup>st</sup> St & Cypress, Cut cable Bsmt 438 Wilson, Contractor poured cement on cable Bergen/3<sup>rd</sup> Ave, Wet splice @ Lenox Rd & Flatbush, Wet splice M/H 4<sup>th</sup> St & 5<sup>th</sup> Ave, Contractor cut cable frame room basement 475 5<sup>th</sup> Ave, Wet splice NWC 33<sup>rd</sup> St & 12<sup>th</sup> Ave). Although we prioritized the cable load to minimize any OOS>24 and made several force adjustments, including borrowing resources from other organizations, we were unable to make our objective.

### **Upstate East**

In July areas of Upstate East experienced much higher levels of rainfall than normal that affected load conditions. Upstate East areas of Adirondack experienced 2.3 inches above normal rainfall, while Capital North, Capital South and Mohawk all experienced 1.27 inches above normal rainfall. Due to the heavy rainfall and flooding conditions, a state of emergency was declared from July 11<sup>th</sup> to 16<sup>th</sup> for the area. In the town of Esperance, a DMS urban failed as a result of power outages related to storm conditions on July 23<sup>rd</sup>. In the town of East Glenville, a power transformer was knocked down during high winds as a result of a rainstorm on July 23<sup>rd</sup>, causing downed cable and a major outage in the area. A confirmed tornado touched down in the town of Mariaville on July 23<sup>rd</sup>, causing downed poles and property damage.

### **Corrective action plans:**

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

The Proactive Cable Maintenance (PCM) program is focusing on cables and Central Office Entities that experience high outside plant volumes. The PPM Center tests faults and dispatches technicians to locate and fix the problems prior to customer reports. These efforts will continue and are designed to reduce our vulnerability to weather related trouble report volume spikes.

### **Additional force**

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

Additional force will be borrowed from other organizations to address abnormal loads as needed.

### **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.)*

Our action plans have been implemented, and we expect to improve our performance results during the 4th Quarter of 2013.

**Prepared by: Anne Harrienger**

**Approved (Director level): James Podyma**

**Date: October 10, 2013**