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General Counsel – NY & CT



March 22, 2010

BY HAND

Honorable Jaclyn A. Brillig
Secretary
New York State Department of Public Service
Three Empire State Plaza
Albany, New York 12223

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

Dear Secretary Brillig:

Enclosed for filing are the Service Inquiry Reports pertaining to the month of February 2010. 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 cursive script 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

Service Month of SIR: _____February 2010_____

[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: _____March 21, 2010_____

Entity: _____BSBC (Combined)_____

Service Standard Metric : __80% answered < 30 sec_____

Results History:

80% < 30 sec	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10
BSBC(combined)	47.9	64.6	74.0	56.1	51.8

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 service level for February was impacted by force staffing below commitment view due to a 5% increase in total days off compared to commitment view due to the recycling of contractual short notice days, as well as an additional 5% increase in absence. A key driver that impacted the number of short notice days taken in February were the two major snow storms that we experienced. Occupancy was 4% above commitment view which attributed to the 7% increase in total handle time. Total on-line consultants were down an average of 86 representatives (absence/days off) compared to the staffing commitment view requirements.

Corrective action plans:

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

Force contingency plans remain in effect during the month. An all hands-on deck approach is utilized whereby all off-line associates are scheduled open for inbound calls every Monday. All meetings/training is suspended during work hours.

Mandatory overtime is scheduled throughout the week. Networking of calls is in place to overflow calls between work groups (universal calls into the fiber queue).

Plans were implemented to collapse the HSI/LEC retention queue. In addition, the unbundled winback queue will be collapsed in March. The intent of collapsing these smaller work queues is to gain efficiencies in call handling by a larger staffing team. We expect to see a gain of 6.3 FTEs as a result of collapsing these 2 work queues.

NY marketing campaign calls is being evaluated to move out of the region. The tentative date is 3/11 to move calls to the Mega Center for handling. Door-to-Door (D2D) work is also being evaluated to be moved out of the call centers which will provide staffing relief.

Managers remain focused on reducing hold and wrap time which will reduce total handle time and provide additional relief in achieving percent calls handled. The percent calls handled metric was below CV for February at 87% against an objective of 93%.

Additional force

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

The collapse of the HSI/LEC retention and winback queues will yield 6.3 FTEs . In addition, off-line work has been transitioned to the BSRC effective 3/1 which will yield an additional 2.0 FTEs during the month.

All off-line resources are scheduled open to handle inbound calls every Monday and Tuesday through Friday during hours of mandatory overtime.

Networking of calls between the fiber and universal queues is utilized throughout the day when possible.

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 BSBC is expected to improve its service level results as it moves forward in 2010.

Prepared by: _____ **Vera Morea**_____

Approved: (Director level) ___ **Maureen A. Hull**_____

Date: ___ **3/12/10**_____

Verizon New York Service Inquiry Report

Service Month of SIR: _____February 2010_____

[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: _____March 21, 2010_____

Entity: _____CSSC_____

Service Standard Metric : _____80% answered < 30 sec_____

Results History:

80% < 30 sec	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10
CSSC	71.6	72.1	76.6	77.4	70.8

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.)

Service level was missed in February as a result of the continuation of the training of all the Core reps to handle FIOS calls in an effort to create one large queue.

Although call volumes were down when compared to January, there were increased callouts as a result of two significant snow storms

Corrective action plans:

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

Action plans are in place to improve AHT, hold time, adherence to schedule and utilization. Core to FIOS Training has been reduced from 7 hours to 5 hours to allow more reps on-line during peak call times. HSI Billing training has been canceled and 5% of the calls have been brought back from the vendor. Mondays continue to be “all hands on deck” including no acting or special assignments.

Additional force

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

There are limited Acting Managers and coaches putting as many reps as possible on-line to answer calls. Overtime on known busy hours and Saturdays has been added to help balance the load. Mondays continue to be "all hands on deck". Closed time and training classes are canceled 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.)

The CCSC is expected to improve its Service Level performance results in the 2nd quarter of 2010 as the Core to FIOS training completes

Prepared by: _____ **Heid Boland** _____

Approved: (Director Level) _____ **Paul Donovan** _____

Date: _____ **3/16/10** _____

Verizon New York Service Inquiry Report

Service Month of SIR: _____February 2010_____

[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: _____March 21, 2010_____

Entity: _____Multi Spanish_____

Service Standard Metric : _____80% answered < 30 sec_____

Results History:

80% < 30 sec	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10
Multi-Spanish	84.3	69.7	72.3	53.2	54.7

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.)

Continued higher than forecasted absence, coupled with an increase in representatives calling in for short notice excused work days out as a result of two major snow storms were the main drivers behind the NY Spanish team not meeting service level in February. Average handle time increased 5% to 545 seconds.

Corrective action plans:

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

Mandatory overtime will be scheduled as necessary. Improvement plans are in place to improve AHT, hold time and utilization. Training will only be delivered during morning hours where all tours are in and service level permits. Increased focus on reducing absence and enforcing unreliability plans in an effort to have more representatives at work and on-line taking calls.

Additional force

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

Reps were borrowed from other call groups when service permitted to help with call volumes.
Cross training continues to gain efficiencies in NY/NE ques.

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 Multi team is expected to improve its Service Level performance results during the 2nd quarter of 2010

Prepared by: _____ **Heidi Boland** _____

Approved: (Director level) _____ **Paul Donovan** _____

Date: _____ **3/16/10** _____

Verizon New York Service Inquiry Report

Service Month of SIR: _____February 2010_____

[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: March 21, 2010

Entity: Spanish CFS

Service Standard Metric : _80% answered < 30 sec

Results History:

80% < 30 sec	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10
Spanish CFS	73.7	78.0	80.1	72.5	73.9

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.)

Contributing Factors:

Higher than forecasted absence rate of 17%

Replenishment of vacation time as well as contractually negotiated short notice days off for 2010 increased our number of employees on vacation

Increase in representatives calling in for short notice (emergency) excused work days as a result of two major snow storms.

Corrective action plans:

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

Limited office meetings, huddles and training

Increased observations and coaching to aid in AHT reductions

Additional force

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

Pull Spanish speaking reps from inbound line when available.

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 Spanish CFS is expected to meet the Service Level objective in March.

Prepared by: _Robin Raynor

Approved: (Director level) R.F. Sullivan

Date: 03/12/2010

Verizon New York Service Inquiry Report

Service Month of SIR: _____February 2010_____

[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: _____March 21, 2010_____

Entity: _____East Brooklyn_____

Service Standard Metric : _____OOS>24hrs obj<=20.04_____

Results History:

OOS>24 Hours	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10
East Brooklyn	37.55	27.02	41.98	47.02	43.24

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 December our OOS>24 performance was impacted by severe weather conditions that resulted in an increase in our OOS cable load, as well as the dispatchable load. The overall OOS load was elevated approximately 140% of normal, and 43% of the total OOS>24 troubles were cable related. New York City recorded 7.27 inches of rain and 12.4 inches of snow in Central Park during the month, and as a result our overall dispatchable load increased to 135% above normal. There were multiple pair failures associated with the weather conditions (Wet splice R/O 1226 E 12th Street, Wet splice M/H Kings Hwy & Schenectady, Water in splice R/O 762 St. Marks, Cracked cable M/H Pennsylvania & Cozine Ave, Wet splice @ RP 737 E. 21st Street, Wet splice R/O 483 Onderdonk, and a Wet section R/O 7938 77th Road). We prioritized the cable load to reduce the OOS>24 troubles, and made several force adjustments that included borrowing resources from outside organizations, but were still unable to make our objective.

In January our OOS>24hr performance was impacted by heavy rain storms towards the end of the month that elevated our cable loads, as well as our overall dispatchable load. The dispatchable load was up approximately 130% of normal, and the cable load reflected 45% of the total OOS>24 troubles. New York City recorded nearly 1.50 inches of rain in Central Park on January 5, 2010, which drove our OOS performance in the wrong direction. We had several weather related events that resulted in additional OOS>24 troubles (Wet splice case 610 Lincoln Place, Wet splice R/O 1582 E 26th Street, Cut cable BLK entrance @ 100 Ralph Ave, Water in Cracked Case M/H Sackman & Belmont, Section Throw Glenwood & Ocean Ave, Wet splice @ Atlantic & Milford). 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 deliver objective level results.

In February our OOS>24 performance was impacted by several severe snow storms that resulted in an increase in our OOS trouble reports. The icy and snow covered streets, created hazardous driving

conditions and limited our ability to safely dispatch our force, forcing us to make adjustments in our OOS clocks extending them beyond the 24hr period. New York City recorded 36.9 inches of snow, and nearly 2.0 inches of rain in Central Park during the month, and as a result our overall dispatchable load had daily increases of greater than 200% above normal in some areas. The OOS>24 performance was also impacted by several multiple pair failures (Wet splice BSMT 769 St. Marks Ave, Wet splice on Mother Gaston & Dumont, Wet splice M/H #15 on E. 84th St. Flatlands Ave, Wet splice R/O 1306 E. 35th St., Wet splice R/O 1629 70th Ave, Cut to clear splice M/H at E. 93rd & Lenox Rd., Cracked CAM M/H 53 Ocean & Church). We prioritized the cable load to reduce the OOS>24 troubles, and made several force adjustments that included borrowing resources from outside organizations, but were still unable to make our objective.

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.

DRC managers are conducting high time calls with the field operations local managers to address technicians dispatched on jobs over two hours. This allows us to address roadblocks and to alert field operations of OOS troubles in jeopardy of missing the OOS>24hr objective

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 organization 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 results during the 2nd Quarter of 2010.

Prepared by: __Jonathan Williams DRC Staff Manager_____

Approved: (Director level) __Robert Connolly DRC Director_____

Date: __March 16, 2010_____

Verizon New York Service Inquiry Report

Service Month of SIR: _____February 2010_____

[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: _____March 21, 2010_____

Entity: _____East Hudson_____

Service Standard Metric : _____OOS>24hrs obj<=20.04_____

Results History:

OOS>24 Hours	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10
East Hudson	41.38	29.44	29.95	32.48	26.17

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.)

January’s OOS>24 results were impacted by flooding and heavy rainfall at the end of the month . January 25th heavy rainfall and sporadic flooding occurred throughout the area, as most towns got an inch or more of rain. Hudson and Catskill received 1.08”, Newburgh 1.42” and 2.88” in West Shokan. Local towns declared states of emergency as flooding occurred. The combination of rain and wind triggered scattered power outages throughout the area. January 28th and 29th brought below freezing temperatures along with wind advisories with gusts recorded at 41 mph on both days. The last five days of January accounted for 34% of the OOS report.

February’s OOS>24 results were immediately impacted by January’s end of month weather. The entity opened the month at 34.02% OOS>24 hours. For the first six days of February, the OOS>24 averaged 37%. However, the entity began to recover and averaged 11.88% OOS>24 between February 7th and February 24th; driving the month to date results down to 22.24% OOS>24

Once again weather became a factor at the end of the month when major snow storms impacted the area. Over 20” of snow fell on the February 24th and February 26th brought more snow - 24 inches plus in some areas along with high winds. 50 inches of snow was reported in rural areas and local municipalities declared states of emergencies. High winds and heavy snow brought down trees across the area and power outages were widespread.

The first 23 days of the month averaged 73 reports per day. February 24 – February 28th averaged 260 reports a day, an increase of 360%. The load peaked at 421 reports on February 25th; with 348 OOS. The last five days of February accounted for 45% of the OOS reports for the month.

These factors prohibited the East Hudson IMC from meeting its OOS>24 performance objective for the month of February, finishing at 26.17%.

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

Several jobs targeting cables with elevated trouble report rates have been identified in the Newburgh, Kerhonkson, and Clintondale wire centers.

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 will supplement its workforce with technicians from the construction workforce

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 Service Standard Performance Levels in the Out of Service Greater than 24 Hours measurement in April 2010.

Prepared by: Barbara Matrese

Approved: (Director Level) Michael Johnson

Date: March 11, 2010

Verizon New York Service Inquiry Report

Service Month of SIR: _____February 2010_____

[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: _____March 21, 2010_____

Entity: _____Midtown North_____

Service Standard Metric : _____OOS>24hrs obj<=20.04_____

Results History:

OOS>24 Hours	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10
Midtown North	24.22	24.83	22.39	18.54	25.09

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 November our OOS>24 performance was impacted by heavy rain storms during the middle of the month that elevated our cable loads. The cable load reflected 51% of the total OOS>24hr trouble reports. We had several weather related cable failures (Wet 4-way boot at R/O 309 E. 52nd street, Wet 3-way Siemens Case N/W 59th & Madison Ave). We also had a fire job that resulted in approximately 30 OOS>24hr troubles out of this relatively small central office (Fire in Wall 1st floor 645 5th Ave – Fiber & Copper affected), as well as a failure associated with a (Contractor poured concrete affecting 3-way case at S/E 52nd Street, and a trouble in a (M/H at N/W 48th & 10th Ave – Cut to Clear). 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.

In December our OOS>24 performance was impacted by severe weather conditions that resulted in an increase in our OOS cable load, as well as the dispatchable load. The overall OOS load was elevated approximately (120%) of normal, and 44% of the total OOS>24 troubles were cable related. New York City recorded 7.27 inches of rain and 12.4 inches of snow in Central Park during the month, and as a result our overall dispatchable load was inflated. There were multiple pair failures associated with the weather conditions (Wet splice case E/SE 55th St. & 6th Ave, Wet straight splice NW 35th St. & Lexington Ave, Wet splice R/O 46 E. 57th St., and Wet splice R/O 428 E. 58th St.). We prioritized the cable load to reduce the OOS>24 troubles, and made several force adjustments that included borrowing resources from outside organizations, but were unable to make our objective.

In February our OOS>24 performance was impacted by several severe snow storms that resulted in an increase in our OOS trouble reports. The icy and snow covered streets, created hazardous driving conditions and limited our ability to safely dispatch our force, forcing us to make adjustments in our OOS clocks extending them beyond the 24hr period. New York City recorded 36.9 inches of snow, and nearly

2.0 inches of rain in Central Park during the month, and as a result our overall dispatchable load had daily increases of greater than 200% above normal in some areas. The OOS>24 performance was also impacted by several multiple pair failures (Cut cable 60th & Columbus, Cut cable NW 479, Cut cable in BSMT 117 E 60th, Wet splice W/S/W 51st & Lexington, Wet 4-way splice SE 51st St & 3rd Ave). We prioritized the cable load to reduce the OOS>24 troubles, and made several force adjustments that included borrowing resources from outside organizations, but were still unable to make our objective.

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.

DRC managers are conducting high time calls with the field operations local managers to address technicians dispatched on jobs over two hours. This allows us to address roadblocks and to alert field operations of OOS troubles in jeopardy of missing the OOS>24hr objective.

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 organization 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 performance in the 2nd quarter in 2010.

Prepared by: _____Jonathan Williams DRC Staff Support_____

Approved: (Director Level) _____Robert Connolly_____

Date: _____March 16, 2010_____

Verizon New York Service Inquiry Report

Service Month of SIR: _____February 2010_____

[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: _____March 21, 2010_____

Entity: _____North Manhattan_____

Service Standard Metric : _____OOS>24hrs obj<=20.04_____

Results History:

OOS>24 Hours	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10
North Manhattan	31.25	25.47	31.53	27.11	33.03

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 December our OOS>24 performance was impacted by severe weather conditions that resulted in an increase in our OOS cable load, as well as the dispatchable load. The overall OOS load was elevated approximately (150%) of normal, and (36%) of the total OOS>24 troubles were cable related. New York City recorded 7.27 inches of rain and 12.4 inches of snow in Central Park during the month, and as a result our overall dispatchable load increased to 140% above normal. There were multiple pair failures associated with the weather conditions (Wet cable in MH F/O E. 78th St., Wet sleeve NW 71st & 2nd Ave, Wet splice NW 66th St. & Madison Ave, Wet 4-way case SW 72nd St. & Madison, Wet into Duct @ 86th St. & Madison, Wet splice R/O 43 W. 70th St.) We prioritized the cable load to reduce the OOS>24 troubles, and made several force adjustments that included borrowing resources from outside organizations, but were still unable to deliver performance level results.

In January our OOS>24 performance was impacted by heavy rain storms towards the end of the month that elevated our cable loads. The cable load reflected 36% of the total OOS>24hr trouble reports. New York City recorded nearly 1.50 inches of rain in Central Park on January 5, 2010, which drove our OOS performance in the wrong direction. We had several weather related cable failures (Wet splice case E/NE 79th street & Park Ave, Wet 4-way splice case S/W 142nd street & Adam Clayton Powell Blvd., Wet splice S/W corner 141st street & 7th Ave, Wet sleeve & UG splice, Wet splice 110 W 75th street, Cut cable 14 E 67th street). 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.

In February our OOS>24 performance was impacted by several severe snow storms that resulted in an increase in our OOS trouble reports. The icy and snow covered streets, created hazardous driving conditions and limited our ability to safely dispatch our force, forcing us to make adjustments in our OOS

clocks extending them beyond the 24hr period. New York City recorded 36.9 inches of snow, and nearly 2.0 inches of rain in Central Park during the month, and as a result our overall dispatchable load had daily increases of greater than 200% above normal in some areas. The OOS>24 performance was also impacted by several multiple pair failures (Cracked cable R/O 116 W. 71st St., Cut F riser 2949 8th Ave, Wet 3-way splice 149 Convent Ave, Wet splice NW 68th and Madison Ave, Wet splice case E/N/E 79th St. & Park Ave, Wet 3-way splice NW 69th & Madison Ave, Wet splice 60th & Madison Ave). We prioritized the cable load to reduce the OOS>24 troubles, and made several force adjustments that included borrowing resources from outside organizations, but were unable to make our objective.

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.

DRC managers are conducting high time calls with the field operations local managers to address technicians dispatched on jobs over two hours. This allows us to address roadblocks and to alert field operations of OOS troubles in jeopardy of missing the OOS>24hr objective.

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 organization 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 performance during the 2nd quarter of 2010.

Prepared by: _____Jonathan Williams DRC Staff Support_____

Approved: (Director Level) _____Robert Connolly_____

Date: _____March 16, 2010_____

Verizon New York Service Inquiry Report

Service Month of SIR: _____February 2010_____

[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: _____March 21, 2010_____

Entity: _____South Manhattan_____

Service Standard Metric : _____OOS>24hrs obj<=20.04_____

Results History:

OOS>24 Hours	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10
South Manhattan	27.44	25.83	22.63	17.35	25.80

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.)

In November our OOS>24 performance was impacted by heavy rain storms during the middle of the month that elevated our cable loads. The cable load reflected 45% of the total OOS>24hr trouble reports. We had several weather related cable failures (Wet 4-way splice S/E Canal & Varick, Wet section E/SE Liberty & Nassau, Wet stub NE Broome & Lewis, Wet splice S/E 20th St. and Park Ave South, Wet battery N. Straight Bsmt 565-7 Broadway, Wet terminal splice Basement 8 Jones St, Wet STR Splice N/NE 10 2nd Ave, Wet cracked Dutchman Str Splice 1st Int N/O W3 on 6th Ave, and a Cut cable R/O 120 Greenwich). 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.

In December our OOS>24 performance was impacted by severe weather conditions that resulted in an increase in our OOS cable load, as well as the dispatchable load. The overall OOS load was elevated approximately (128%) of normal, and 42% of the total OOS>24 troubles were cable related. New York City recorded 7.27 inches of rain and 12.4 inches of snow in Central Park during the month, and as a result our overall dispatchable load increased to 135% above normal. There were multiple pair failures associated with the weather conditions (Cut cable R/O 328 W 12th St., Cracked cable R/O 313 E. 6th St., Wet Siemens case Canal & Wooster, Wet 3-way splice MH NW 25th St & 7th Ave, Wet splice SE 15th St. & 8th Ave, Wet splice NE Bleeker & Carmin, Cut cable BSMT 130 Delancey). We prioritized the cable load to reduce the OOS>24 troubles, and made several force adjustments that included borrowing resources from outside organizations, but were unable to make the objective.

In February our OOS>24 performance was impacted by several severe snow storms that resulted in an increase in our OOS trouble reports. The icy and snow covered streets, created hazardous driving

conditions and limited our ability to safely dispatch our force, forcing us to make adjustments in our OOS clocks extending them beyond the 24hr period. New York City recorded 36.9 inches of snow, and nearly 2.0 inches of rain in Central Park during the month, and as a result our overall dispatchable load had daily increases of greater than 200% above normal in some areas. The OOS>24 performance was also impacted by several multiple pair failures (Wet 3-way splice F/O 421 W. 21st St., Wet splice at E 9 Ave B, Wet splice at CC 93 Pearl St., Wet splice R/O 40 E. 19th St., Wet straight cable MH F/O 15 W. 17th St., Wet splice M/H SE Orchard & E. Houston, Wet straight cable F/O MH 421 W. 2nd Ave). We prioritized the cable load to reduce the OOS>24 troubles, and made several force adjustments that included borrowing resources from outside organizations, but were unable to make our objective.

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.

DRC managers are conducting high time calls with the field operations local managers to address technicians dispatched on jobs over two hours. This allows us to address roadblocks and to alert field operations of OOS troubles in jeopardy of missing the OOS>24hr objective.

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 organization 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 performance during the 2nd quarter of 2010.

Prepared by: _____ Jonathan Williams DRC Staff Support _____

Approved: (Director Level) _____ Robert Connolly _____

Date: _____ March 16, 2010 _____

Verizon New York Service Inquiry Report

Service Month of SIR: _____February 2010_____

[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: _____March 21, 2010_____

Entity: _____South Westchester_____

Service Standard Metric : _____OOS>24hrs obj<=20.04_____

Results History:

OOS>24 Hours	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10
South Westchester	19.14	15.97	21.53	25.45	20.66

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.)

- 701 customers affected
- 3393 total OOS base
- The South Westchester objective for OOS>24 was missed by 21 reports.
- On February 1st the entity opened up at 24.66% in the %OOS>24, and thru 2/25/10 the OOS>24 number had been steadily reduced to 17.69%, trending down below the objective of 20.04%. A winter blizzard with heavy snow and winds came through Westchester on the evening of 2/25 and tapering off during the evening of 2/26 depositing between 18 and 24 inches of snow. The average daily repair load for the last four days of February jumped to 998reports. The average daily repair load for the previous four days before the storm was 192 reports, an increase of over 400%. This storm caused a dramatic spike in the repair workload and caused two major cable failures. The first of the failures occurred on 2/25/10, this failure had a total of 35 OOS>24 misses. The second failure occurred on 2/26/10, this failure had a total of 35 OOS>24 misses. Three other failures occurred during this time frame but were closed in the beginning of March.. These five failures also drew manpower away from the regular cable maintenance work load causing additional OOS>24 misses. If it were not for the dramatic increase in our repair load and the five major cable failures caused by the storm the OOS>24 objective would have been achieved.
- The average opening trouble report volume for South Westchester in February 2010 was 311 reports, up from 293 reports in January 2009.
- Average Daily Repair Load
- Jan 10 – 293, Feb 10 – 311
Jan 09 – 195, Feb 09 – 208, Mar 09 – 181, Apr 09 – 280, May 09 – 242, June 09 – 376
July 09 – 349, Aug 09 – 427, Sept 09 - 318, Oct 09 – 234, Nov 09 – 228, Dec 09 - 254

Corrective action plans:

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

- Aggressive OOS clock strategies currently in place: Business + 5 hr rolling clock, Res - same day or next day
- Utilize overtime when required.
- Routing of non verified metallic troubles to Cable Maintenance techs to save non productive dispatches and reduce transfers, saving spare facilities.

Additional force

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

South Westchester borrows 5 to 10 technicians daily to address the heavy repair volumes. Additionally, 5 to 10 cable qualified repair technicians are shifted to cable maintenance on a daily basis to help with the cable load.

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.)

It is expected that South Westchester will return to Service Standard Performance levels for OOS>24 hrs in April 2010.

Prepared by: _ Jay Davis / Richard Vernier

Approved: (Director level) Timothy Breen

Date: 03/15/10

Verizon New York Service Inquiry Report

Service Month of SIR: _____February 2010_____

[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: _____March 21, 2010_____

Entity: _____West Brooklyn_____

Service Standard Metric : _____OOS>24hrs obj<=20.04_____

Results History:

OOS>24 Hours	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10
West Brooklyn	22.51	16.64	21.89	24.95	39.28

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.)

In December our OOS>24 performance was impacted by severe weather conditions that resulted in an increase in our OOS cable load, as well as the dispatchable load. The overall OOS load was elevated approximately 162% of normal, and 56% of the total OOS>24 troubles were cable related. New York City recorded 7.27 inches of rain and 12.4 inches of snow in Central Park during the month, and as a result our overall dispatchable load increased to 132% above normal. The OOS>24 performance was also impacted by several multiple pair failures (Wet splice MH at 14th St. 3rd Ave, Cracked cable on roof 98-9 St., Sheath break in MH @ Neptune & Coney Island Ave, Cut cable @ 54th St. & 3rd Ave, Truck hit pole @ 3rd Ave & 54th St., Water in splice case BSMT 284 Court, Wet splice @ Bay 44 & Bath Ave). We prioritized the cable load to reduce the OOS>24 troubles, and made several force adjustments that included borrowing resources from outside organizations, but were still unable to make our objective.

In January our OOS>24hr performance was impacted by heavy rain storms towards the end of the month that elevated our cable loads. The cable load reflected 55% of the total OOS>24hr trouble reports. New York City recorded nearly 1.50 inches of rain in Central Park on January 5, 2010, which drove our OOS performance in the wrong direction. We had several weather related cable failures (Cut cable – tree fell @ 3571 Nostrand Ave, Wet splice R/O 354 93rd street, Water in splice @ 25 CC Bond, Wet section R/O 135 – 84th Street Blk Cable, Wet splice R/O 6705 7th Ave, Contractor cut Blk cable 9016 4th Ave, Wet splice 243 72nd Street, and re-spliced cut fiber cable). 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.

In February our OOS>24 performance was impacted by several severe snow storms that resulted in an increase in our OOS trouble reports. The icy and snow covered streets, created hazardous driving

conditions and limited our ability to safely dispatch our force, forcing us to make adjustments in our OOS clocks extending them beyond the 24hr period. New York City recorded 36.9 inches of snow, and nearly 2.0 inches of rain in Central Park during the month, and as a result our overall dispatchable load had daily increases of greater than 200% above normal in some areas. The OOS>24 performance was also impacted by several multiple pair failures (Wet splice Remade pairs in aerial, Water in cable Ave W & Batchelder, Wet splice R/O 1523 W. 3rd St., Wet splice 2613 E. 13th St., Wet splice in BLK cable R/O 1514 W. 2nd St., Water in cracked sleeve M/H W. 33rd St & Neptune, Wet splice R/O 1859 72nd St. and a cut cables vandals 613 Bay Ridge Ave). We prioritized the cable load to reduce the OOS>24 troubles, and made several force adjustments that included borrowing resources from outside organizations, but were still unable to make our objective.

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.

DRC managers are conducting high time calls with the field operations local managers to address technicians dispatched on jobs over two hours. This allows us to address roadblocks and to alert field operations of OOS troubles in jeopardy of missing the OOS>24hr objective.

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 organization 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 OOS>24hr performance during the 2nd quarter of 2010.

Prepared by: __Jonathan Williams DRC Staff Manager_____

Approved: (Director level) __Robert Connolly DRC Director_____

Date: __March 16, 2010_____

