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Keefe B. Clemons
General Counsel – Northeast Region



April 22, 2013

Honorable Jeffrey C. Cohen
Acting Secretary
New York Public Service Commission
Three Empire State Plaza
Albany, New York 12223

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

Dear Acting Secretary Cohen:

Enclosed for filing are the Service Inquiry Reports pertaining to the month of March 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

Service Month of SIR: _____ March 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: _____ April 22, 2013 _____

Entity: _____ 718474 Belle Harbor _____

Service Standard Metric: _____ COE \leq 5.54 _____

Results History:

NPA COE	Wire Center Name	IMC	IMC_Name	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
718474	Belle Harbor	723	South Queens	9.22	9.49	8.87	7.89	10.01

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 January 2013 our CTRR performance was impacted by weather conditions that elevated our cable load, as well as the overall dispatchable load. The NYC area recorded up to 2.6 inches of rain during the month which led to increased trouble report volumes. We continued to prioritize the restoration in Belle Harbor, Queens. The wet weather conditions drove our repair load to higher than normal levels and resulted in multiple pair cable failures. The Belle Harbor reports in January 2013 were over 200% greater than the average for the first 10 months of 2012, and 420% of the actual reports in October 2012. Although we missed the CTRR objective, we prioritized the cable load to minimize any OOS>24 and we have worked rigorously to migrate and/or restore customers in the hard hit area. We made several force adjustments, including borrowing resources from other others.

In February 2013 our CTTR performance was impacted by weather conditions that elevated our cable load, as well as the overall dispatchable load. The NYC area recorded over one foot of snow as well as 4.25 inches of rain during the month. Our restoration efforts were delayed due to the snow, but continued to be a top priority in Belle Harbor, Queens. The wet weather conditions drove our repair load to higher than normal levels, resulting in multiple cable failures. The Belle Harbor reports in February 2013 were 300% of the actual reports in October 2012. In Queens the reports in major cable failures were over 30% of the total dispatchable load. Although we missed the CTRR objective, we prioritized the cable load to minimize any OOS>24 and we have continued to work

rigorously to migrate and/or restore customers in the hard hit area. We continue to make several force adjustments, including borrowing resources from other areas.

In March 2013 our CTRR performance was impacted by weather conditions that elevated our cable load, as well as the overall dispatchable load. The NYC area recorded between 4.4 and 14.3 inches of snow as well as 2.55 inches of rain. The Belle Harbor reports in March 2013 were over 350% of the actual reports in October 2012, and 300% of the actual reports in March 2012. In Queens the reports in major cable failures were 25% of the total dispatchable load. Although we missed the CTRR objective, we prioritized the cable load to minimize OOS > 24 and we have continued to work rigorously to migrate and/or restore customers in the Belle Harbor area. We made several force adjustments in the month of March, including borrowing resources from the other areas.

Corrective action plans:

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

The area of Belle Harbor was severely impacted by Hurricane Sandy. We continue to deploy additional resources to restore service to our customers expeditiously, and will use our varied migration options to speed up the process where the copper cable is no longer a viable solution.

A high level of oversight is provided on all cable failures and cable related troubles by the Dispatch Resource Center Director as well as the Field Director. Multiple calls throughout the day are conducted with cable maintenance, repair operations and dispatch managers to coordinate the responses to problems that present themselves throughout the day in operations. All cable failures are reviewed to prioritize the clearing of these failures and to update all open cable failures. Repair commitments are managed aggressively to appoint as much repair work as possible on the day it is reported. In the event of an abnormal load day, we continue to borrow and move our field forces to meet the demands of the load.

The dispatch center managers conduct multiple daily calls with the field management to review the expectations for the day as well as to ensure technicians are not encountering any roadblocks.

Additional force

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

We continue to borrow field technicians from the Upstate New York regions to work in NYC. The techs are trained in installation, repair, cable maintenance and migrations. They are assigned to the areas in which the work loads are abnormally high, such as Belle Harbor, Queens.

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 CTRR performance results in Belle Harbor during the 2nd quarter of 2013.

Prepared by: Renita Khemai

Approved (Director level): John Quadrino

Date: April 16, 2013

Verizon New York Service Inquiry Report

Service Month of SIR: _____ March 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: _____ April 22, 2013 _____

Entity: _____ New York City _____

Service Standard Metric: _____ OOS > 24 hours _____

Results History:

OOS>24 Hours	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
New York City	28.17	30.23	32.67	29.59	33.09

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 January 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 2.4 and 2.6 inches of rain during the month, which led to the increased trouble report volumes. Our restoration efforts continued to be a top priority in the areas of Rockaway in Brooklyn, Belle Harbor in Queens, Southern Manhattan, and Staten Island. The wet weather conditions drove our repair load to higher than normal levels and resulted in multiple pair cable failures. The elevated cable load also reflected 59.6% 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.

In February our OOS>24 performance was impacted by severe weather conditions that elevated our cable load, as well as our overall dispatchable load. The NYC area recorded over one foot of snow as well as 4.25 inches of rain during the month, which led to the increased trouble report volumes. Our restoration efforts were delayed due to the heavy snow, but continued to be a top priority in the areas of Rockaway in Brooklyn, Belle Harbor in Queens, Southern Manhattan in NY, and Staten Island, NY. The wet weather conditions drove our repair load to higher than normal levels and resulted in multiple pair cable failures. The elevated cable load also reflected 62.4% 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.

In March 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 4.4 and 14.3 inches of snow as well as 2.55 inches of rain during the month, which led to the increased trouble report volumes. Our restoration efforts were delayed due to the heavy snow, but continued to be a top priority. The wet weather condition drove our repair load to higher than normal levels, resulting in multiple pair cable failures. The elevated cable load also reflected 66.1% 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.

Corrective action plans:

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

In the areas that were severely impacted by Hurricane Sandy, we are deploying additional resources to restore service to our customers expeditiously, and will use our migration efforts to speed up the process where the copper cable is no longer a viable solution.

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>24 hour 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 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 OOS>24 hour performance results during the 2nd quarter of 2013.

Prepared by: Jonathan Williams DRC Staff Manager

Approved (Director level): Russell Chandler DRC Director

Date: April 12, 2013