

Verizon New England Inc.
d/b/a Verizon

State of New Hampshire

Docket DT 07-011

Respondent: Stephen E. Smith
Title: Vice President – Business
Development

REQUEST: One Communications, Group III, Set 1

DATED: April 20, 2007

ITEM: One Comm Please specify Verizon's provisioning and repair workforce staffing
G III 1-1 levels for wholesale services in New Hampshire currently and for each of
the preceding two years.

REPLY: Splice Service Technicians (SSTs) are not exclusively dedicated to
wholesale maintenance or provisioning work. Any technician in a
geographic area can be dispatched on wholesale (or retail) POTS
installation or repair work. Special services work typically is dispatched
to an SST specifically trained and equipped to install or repair wholesale
(or retail) special services.

In 2005 Verizon averaged 237 SSTs performing all installation and
maintenance work in New Hampshire. Of these, the equivalent of
approximately 43 techs performed wholesale work. In 2006, Verizon
averaged 262 SSTs performing all installation and maintenance work in
New Hampshire. Of these, the equivalent of approximately 47 techs
performed wholesale work. In the first two months of 2007, Verizon
averaged 231 SSTs in New Hampshire, with an equivalent workforce of
42 techs performing the wholesale work. The above equivalent
workforce numbers were derived from the percentage of the total
dispatches for installation and maintenance versus the number of
dispatches associated with wholesale work.

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