

Florida Line Count Study

MSA	Density Zone	Wire Center / Location Name	CLEC	Number of Unbundled Analog Loops Where the Total Unbundled Analog Loops at the Address is Specified Below:					Total Loops
				1-3 UNE Loops	4-7 UNE Loops	8-10 UNE Loops	>10 UNE Loops		
Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	1	BAYUFLXA / BAYOU		106	163	44	111	424	
		BHPKFLXA / BEACH PARK		4	41	17	11	73	
				69	79	43	126	317	
				141	245	113	104	603	
				-	7	10	-	17	
				-	4	-	-	4	
		CLWRFLXA / CLEARWATER		311	326	60	147	844	
				9	8	-	12	29	
				61	78	18	-	157	
				141	219	104	37	501	
				50	93	42	-	185	
				3	-	-	-	3	
				12	13	9	68	102	
		CNSDFLXA / COUNTRYSIDE		110	108	89	38	345	
				141	256	47	42	486	
				60	76	42	-	178	
				7	-	-	-	7	
		CRWDFLXA / CARROLLWOOD		203	167	53	93	516	
				404	574	102	171	1,251	
				7	-	-	-	7	
		DNDNFLXA / DUNEDIN		56	93	18	11	178	
		FHSDFLXA / FEATHERSOUND		11	22	-	-	33	
				70	194	17	39	320	
				27	88	25	41	181	
		GNDYFLXA / GANDY		51	88	9	34	182	
		HYPKFLXA / HYDE PARK		90	92	35	27	244	
				279	314	132	74	799	
		LLMNFLXA / LEALMAN		210	103	26	11	350	
				111	139	28	53	331	
		LRGOFLXA / LARGO		208	154	35	35	432	
		NGBHFLXA / NORTH GULF BEACH		88	75	-	-	163	
				47	121	43	-	211	
		OLDSFLXA / OLDSMAR		125	212	46	28	411	
PNLSFLXA / PINELLAS		273	180	52	13	518			
		2	-	16	16	34			
		130	230	105	41	506			
		39	105	34	11	189			
		2	6	-	-	8			
PSDNFLXA / PASADENA		82	90	25	19	216			
		52	124	35	11	222			
SLSPFLXA / SULPHUR SPRINGS		170	160	36	26	392			
		488	390	110	154	1,142			
SPBGFLXA / ST. PETERSBURG MAIN		28	42	42	13	125			
		133	144	68	31	376			
		14	47	35	14	110			
STGRFLXA / ST. GEORGE		104	147	32	-	283			
		135	160	10	45	350			
		1	-	-	-	1			
SWTHFLXA / SWEETWATER		182	138	76	119	515			
		45	51	17	83	196			
		37	68	18	23	146			
		384	490	175	166	1,215			
		12	-	-	-	12			
		21	51	10	56	138			
TAMPFLXX / TAMPA MAIN		27	46	-	11	84			

REDACTED

REDACTED
 030851-7P

EXHIBIT B

VZ 1141

DOCUMENT NUMBER - EAS
 01194 JAN 27 2003

FPSC-COMMISSION CLERK

Florida Line Count Study

MSA	Density Zone	Wire Center / Location Name	CLEC	Number of Unbundled Analog Loops Where the Total Unbundled Analog Loops at the Address is Specified Below:				
				1-3 UNE Loops	4-7 UNE Loops	8-10 UNE Loops	>10 UNE Loops	Total Loops
				13	41	16	11	81
				181	204	32	37	454
				1	-	-	-	1
		TMTRFLXA / TEMPLE TERRACE		223	221	44	114	602
		UNVRFLXA / UNIVERSITY		153	139	52	20	364
		WLCRFLXA / WALLCRAFT		160	198	41	76	475
		WSSDFLXA / TAMPA WESTSIDE		129	102	50	49	330
				180	202	112	51	545
				8	5	18	-	31
				24	45	37	-	106
				637	682	132	177	1,628
				6	5	-	-	11
			REDACTED	7	-	8	13	28
	1 Total			7,295	8,665	2,645	2,713	21,318
	2	BRNDFLXA / BRANDON		168	185	78	47	478
				659	600	130	90	1,479
				13	-	-	-	13
		NPRCFLXA / NEW PORT RICHEY		224	181	33	-	438
				11	-	-	-	11
		SKWYFLXA / SKYWAY		61	105	9	-	175
				158	196	60	-	414
		SMNLFLXA / SEMINOLE		113	107	8	52	280
		TAMPFLXE / TAMPA EAST		86	87	54	94	321
				330	467	89	157	1,043
				9	-	-	-	9
				2	-	16	72	90
		TRSPFLXA / TARPON SPRINGS		271	113	45	-	429
		YBCTFLXA / YBOR		139	294	43	70	546
	2 Total			2,244	2,335	565	582	5,726
Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area Total				9,539	11,000	3,210	3,295	27,044
Grand Total				9,539	11,000	3,210	3,295	27,044

VZ 1142

Bell Atlantic Analysis of the use of Hairpin/Nail-up in Central Office Switches
July 17, 2000

**ENTIRE DOCUMENT IS CONFIDENTIAL
BATES NOS. VZ 1146 – VZ 1149**



WHOLESALE SERVICES NATIONAL MARKET CENTER

LSCs Sent (Touched LSCS w/Avg Rep Handling Time) by Req Type

For the period of January 2, 2003 to April 30, 2003

CCNA: *

Work Center: *

REQTYPE: AB-Loop

<u>Activity Type</u>	<u>TOS 2</u>	<u>Actual Units</u>	<u>Average Interval for Rep Handling (minutes)</u>
		LSC Sent	LSC Sent
Change			
	1-2 Wire Analog Loop	---	---
	2-2 Wire Digital Loop		
	4-4 Wire Digital Loop		
	H-ISDN BRI		
	R-Lineshare	---	---
Conversion To New LSP			
	1-2 Wire Analog Loop		
	2-2 Wire Digital Loop		
	4-4 Wire Digital Loop		
	R-Lineshare	---	---
Disconnect			
	1-2 Wire Analog Loop		
	2-2 Wire Digital Loop		
	4-4 Wire Digital Loop		
	H-ISDN BRI		
	R-Lineshare	---	---
REDACTED			
Facilities Bypass			
	R-Lineshare	---	---
Inside Move			
	1-2 Wire Analog Loop		
	2-2 Wire Digital Loop		
	4-4 Wire Digital Loop	---	---
New			
	1-2 Wire Analog Loop		
	2-2 Wire Digital Loop		
	4-4 Wire Digital Loop		
	5-House and Rise		
	H-ISDN BRI		
	K-ISDN PRI		
	R-Lineshare	---	---
Outside Move			
	1-2 Wire Analog Loop		
	2-2 Wire Digital Loop		
	4-4 Wire Digital Loop		

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WHOLESALE SERVICES NATIONAL MARKET CENTER

LSCs Sent (Touched LSCS w/Avg Rep Handling Time) by Req Type

For the period of January 2, 2003 to April 30, 2003

CCNA: *

Work Center: *

Records

1-2 Wire Analog Loop
2-2 Wire Digital Loop
4-4 Wire Digital Loop
H-ISDN BRI

REDACTED

REQTYPE:AB

REQTYPE: BB-Loop with Number Portability

<u>Activity Type</u>	<u>TOS 2</u>	<u>Actual Units</u>	<u>Average Interval for Rep Handling (minutes)</u>
		LSC Sent	LSC Sent
Conversion To New LSP			
	1-2 Wire Analog Loop	-	-
	2-2 Wire Digital Loop	-	-
	H-ISDN BRI	-	-

Disconnect

1-2 Wire Analog Loop

REQTYPE:BB

REQTYPE: CB-Number Portability

<u>Activity Type</u>	<u>TOS 2</u>	<u>Actual Units</u>	<u>Average Interval for Rep Handling (minutes)</u>
		LSC Sent	LSC Sent
Conversion To New LSP			
	^-UNKNOWN	-	-
	1-2 Wire Analog Loop	-	-
	2-2 Wire Digital Loop	-	-
	4-4 Wire Digital Loop	-	-
	7-2 Wire Analog	-	-
	B-Single Line	-	-
	D-Advanced Services	-	-
	E-CENTREX Resale	-	-
	H-ISDN BRI	-	-
	J-PBX (trunk)	-	-
	K-ISDN PRI	-	-
	R-Lineshare	-	-

Disconnect

1-2 Wire Analog Loop

REQTYPE:CB

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WHOLESALE SERVICES NATIONAL MARKET CENTER

LSCs Sent (Touched LSCS w/Avg Rep Handling Time) by Req Type

For the period of January 2, 2003 to April 30, 2003

CCNA: *

Work Center: *

REQTYPE: EB-Resale

<u>Activity Type</u>	<u>TOS 2</u>	<u>Actual Units</u> LSC Sent	<u>Average Interval for Rep Handling (minutes)</u> LSC Sent
Change	^-UNKNOWN 1-2 Wire Analog Loop 7-2 Wire Analog A-Multi-Line B-Single Line C-Coin D-Advanced Services E-CENTREX Resale H-ISDN BRI J-PBX (trunk) K-ISDN PRI	---	---
Conversion As Is	^-UNKNOWN 1-2 Wire Analog Loop 7-2 Wire Analog A-Multi-Line B-Single Line C-Coin D-Advanced Services E-CENTREX Resale H-ISDN BRI K-ISDN PRI	---	REDACTED
Conversion To New LSP	1-2 Wire Analog Loop A-Multi-Line B-Single Line H-ISDN BRI J-PBX (trunk)	---	---
Disconnect	^-UNKNOWN 1-2 Wire Analog Loop 7-2 Wire Analog B-Single Line D-Advanced Services E-CENTREX Resale H-ISDN BRI J-PBX (trunk)	---	---

VZ 1169

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WHOLESALE SERVICES NATIONAL MARKET CENTER

LSCs Sent (Touched LSCS w/Avg Rep Handling Time) by Req Type

For the period of January 2, 2003 to April 30, 2003

CCNA: *

Work Center: *

Facilities Bypass

- ^-UNKNOWN
- Blank/Null
- B-Single Line

Inside Move

- A-Multi-Line
- B-Single Line
- D-Advanced Services

New

- ^-UNKNOWN
- 1-2 Wire Analog Loop
- 5-House and Rise
- A-Multi-Line
- B-Single Line
- C-Coin
- E-CENTREX Resale
- H-ISDN BRI
- J-PBX (trunk)

REDACTED

Outside Move

- 7-2 Wire Analog
- A-Multi-Line
- B-Single Line
- D-Advanced Services
- H-ISDN BRI
- K-ISDN PRI

Records

- 1-2 Wire Analog Loop
- 2-2 Wire Digital Loop
- B-Single Line
- C-Coin
- D-Advanced Services
- J-PBX (trunk)

Restore

- ^-UNKNOWN
- Blank/Null
- 7-2 Wire Analog
- B-Single Line
- D-Advanced Services

Suspend

VZ 1170

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WHOLESALE SERVICES NATIONAL MARKET CENTER

LSCs Sent (Touched LSCS w/Avg Rep Handling Time) by Req Type

For the period of January 2, 2003 to April 30, 2003

CCNA: *

Work Center: *

^-UNKNOWN

--Blank/Null

7-2 Wire Analog

B-Single Line

D-Advanced Services

Unknown

B-Single Line

REQTYPE:EB

REQTYPE: FB-Unbundled Local Switching (PORT)

<u>Activity Type</u>	<u>TOS 2</u>	<u>Actual Units</u> LSC Sent	<u>Average Interval for Rep Handling (minutes)</u> LSC Sent
Disconnect	1-2 Wire Analog Loop		

REQTYPE:FB

REQTYPE: JB-Directory Listings and Assistance

<u>Activity Type</u>	<u>TOS 2</u>	<u>Actual Units</u> LSC Sent	<u>Average Interval for Rep Handling (minutes)</u> LSC Sent
Conversion As Is	2-2 Wire Digital Loop		
	7-2 Wire Analog		
	B-Single Line		
Conversion To New LSP	B-Single Line		
Disconnect	2-2 Wire Digital Loop		
	B-Single Line		

REDACTED

New

^-UNKNOWN

1-2 Wire Analog Loop

2-2 Wire Digital Loop

B-Single Line

D-Advanced Services

Records

^-UNKNOWN

1-2 Wire Analog Loop

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WHOLESALE SERVICES NATIONAL MARKET CENTER

LSCs Sent (Touched LSCS w/Avg Rep Handling Time) by Req Type

For the period of January 2, 2003 to April 30, 2003

CCNA: *

Work Center: *

2-2 Wire Digital Loop
B-Single Line

REQTYPE:JB

REQTYPE: KB-Resale Private Line

<u>Activity Type</u>	<u>TOS 2</u>	<u>Actual Units</u> LSC Sent	<u>Average Interval for Rep Handling (minutes)</u> LSC Sent
Change	1-2 Wire Analog Loop B-Single Line D-Advanced Services		
Conversion As Is	1-2 Wire Analog Loop 7-2 Wire Analog B-Single Line D-Advanced Services		
Conversion To New LSP	D-Advanced Services	REDACTED	
Disconnect	1-2 Wire Analog Loop 7-2 Wire Analog D-Advanced Services		
Inside Move	D-Advanced Services		
New	1-2 Wire Analog Loop 3-4 Wire Analog Loop D-Advanced Services		
REQTYPE:KB			

REQTYPE: LB-Resale Frame Relay

<u>Activity Type</u>	<u>TOS 2</u>	<u>Actual Units</u> LSC Sent	<u>Average Interval for Rep Handling (minutes)</u> LSC Sent
Change	D-Advanced Services		
Disconnect			

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WHOLESALE SERVICES NATIONAL MARKET CENTER

LSCs Sent (Touched LSCS w/Avg Rep Handling Time) by Req Type

For the period of January 2, 2003 to April 30, 2003

CCNA: *

Work Center: *

	D-Advanced Services			
New	D-Advanced Services			
	REQTYPE:LB			

REQTYPE: MB-Combined Local Switching (Port)

		<u>Actual Units</u>	<u>Average Interval for Rep Handling (minutes)</u>
<u>Activity Type</u>	<u>TOS 2</u>	<u>LSC Sent</u>	<u>LSC Sent</u>
Change	0-4 Wire Digital	-	_____
	7-2 Wire Analog	-	_____
	A-Multi-Line	-	_____
	C-Coin	-	_____
Conversion As Is	7-2 Wire Analog	-	_____
Conversion To New LSP	0-4 Wire Digital	-	_____
	7-2 Wire Analog	-	_____
	A-Multi-Line	-	_____
	C-Coin	-	_____
Disconnect	7-2 Wire Analog	-	_____
	A-Multi-Line	-	_____
	C-Coin	-	_____
Inside Move	7-2 Wire Analog	-	_____
New	0-4 Wire Digital	-	_____
	7-2 Wire Analog	-	_____
	A-Multi-Line	-	_____
Outside Move	7-2 Wire Analog	-	_____
	A-Multi-Line	-	_____
Records	7-2 Wire Analog	-	_____

REDACTED

VZ 1173

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WHOLESALE SERVICES NATIONAL MARKET CENTER

LSCs Sent (Touched LSCS w/Avg Rep Handling Time) by Req Type

For the period of January 2, 2003 to April 30, 2003

CCNA: *

Work Center: *

Restore

7-2 Wire Analog

REDACTED

Suspend

7-2 Wire Analog

REQTYPE:MB

REQTYPE: NB-DID

<u>Activity Type</u>	<u>TOS 2</u>	<u>Actual Units</u>	<u>Average Interval for Rep Handling (minutes)</u>
		LSC Sent	LSC Sent
Change	D-Advanced Services J-PBX (trunk)		
Conversion As Is	1-2 Wire Analog Loop 7-2 Wire Analog A-Multi-Line D-Advanced Services		
Disconnect	B-Single Line D-Advanced Services		
REQTYPE:NB			

REQTYPE: PB-Centrex

<u>Activity Type</u>	<u>TOS 2</u>	<u>Actual Units</u>	<u>Average Interval for Rep Handling (minutes)</u>
		LSC Sent	LSC Sent
Change	1-2 Wire Analog Loop 7-2 Wire Analog A-Multi-Line B-Single Line C-Coin D-Advanced Services E-CENTREX Resale		
Conversion As Is	1-2 Wire Analog Loop 7-2 Wire Analog A-Multi-Line		

VZ 1174

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WHOLESALE SERVICES NATIONAL MARKET CENTER

LSCs Sent (Touched LSCS w/Avg Rep Handling Time) by Req Type

For the period of January 2, 2003 to April 30, 2003

CCNA: *

Work Center: *

B-Single Line		
D-Advanced Services		
E-CENTREX Resale	---	---
Conversion To New LSP		
A-Multi-Line		
B-Single Line		
D-Advanced Services		
E-CENTREX Resale	---	---
Disconnect		
B-Single Line		
C-Coin		
D-Advanced Services		
E-CENTREX Resale	---	---
Inside Move		
E-CENTREX Resale	---	---
New		
A-Multi-Line		
B-Single Line		
D-Advanced Services		
E-CENTREX Resale	---	---
Outside Move		
A-Multi-Line		
B-Single Line		
D-Advanced Services		
E-CENTREX Resale	---	---
Records		
B-Single Line		
C-Coin		
D-Advanced Services		
E-CENTREX Resale	---	---
Restore		
--Blank/Null		
B-Single Line		
D-Advanced Services		
E-CENTREX Resale	---	---
Suspend		

REDACTED

VZ 1175

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WHOLESALE SERVICES NATIONAL MARKET CENTER

LSCs Sent (Touched LSCS w/Avg Rep Handling Time) by Req Type

For the period of January 2, 2003 to April 30, 2003

CCNA: *

Work Center: *

~Blank/Null
B-Single Line
D-Advanced Services
E-CENTREX Resale

REDACTED

REQTYPE:PB

VZ 1176

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Attachment POD 23-2 - Staff's Fourth POD
 Verizon West - 2002
 Wholesale Non-recurring Study
 Ordering - NMC
 PreOrder, Manual, Off-line Processing - Activity Report

Ln	Description	Source	Activity Type	Total Units	Total Hours	Average Hrs. Per Activity	Average Minutes Per Activity	Indirect Percentage	Total Minutes Per Order
				A=Note 1	B=Note 1	C=Note 1	D=C*(60)	E=Note 2	F=D/E
1	PreOrder								
2	CSR - CSI								
3	Query - Status of CSI		SIGS						
4	Submit a New CSI - ATN/WTN		SIGS						
5	CSR - OTHER								
6	Back End Logging		SIGS						
7	Bulk Mailing		SIGS						
8	CSR-CSI Project		SIGS						
9	Filing		SIGS						
10	Front End Logging		SIGS						
11	Processing		SIGS						
12	Total PreOrder Processing	Sum Lns (1..11)							
13	Manual LSRs								
14	Input								
15	LIA Clerical		Manual						
16	LIA Input		Manual						
17	Temporary Disconnect Order /RCO								
18	Faxing		Fax						
19	Follow Up		Manual						
20	Reconnect		Fax						
21	Temporary Disconnect		Fax						
22	Total Manual Order Processing	Sum Lns (15..21)							
23	Off Line Processing								
24	Ques								
25	Completion Ques		System						
26	Complex/NOCV/New_Pre-Order		System						
27	CWA, BFR, LR, OK-RBFic		Manual						
28	Discrepancy		Manual						
29	Jeopardy		Manual						
30	New_Pre-Order		Manual						
31	OK-RBFic		Manual						
32	OP Queue		System						
33	US		Manual						

VZ 1177

Verizon West - 2002
 Wholesale Non-recurring Study
 Ordering - NMC
 PreOrder, Manual, Off-line Processing - Activity Report

Ln	Description	Source	Activity Type	Total Units	Total Hours	Average Hrs. Per Activity	Average Minutes Per Activity	Indirect Percentage	Total Minutes Per Order
				A=Note 1	B=Note 1	C=Note 1	D=C*(60)	E=Note 2	F=D/E
34	Off Line Processing (Continued)								
35	Errors								
36	102-Complex Corrected		System						
37	102-Complex Reviewed		System						
38	102-Resale Corrected		System						
39	E911 Address Correction		Referrals						
40	E911 Unlocks		Referrals						
41	Invalid PON Tabling		Manual						
42	LSR Supp-Keying Error or Invalid Rejects		Phone						
43	Order Correction		Referrals						
44	Order Re-Write - Basic		Referrals						
45	Order Re-Write - Designed/Non-Designed		Referrals						
46	Research/Error Reports		Referrals						
47	SAR Report		WEBB						
48	SOP/NSI Report		System						
49	TDO/RCO Email Follow-up		E Mail						
50	Misc								
51	DGF Work Around		E Mail						
52	M&P Testing		Manual						
53	Order Investigation		Manual						
54	Projects - West								
55	ATG		Fax						
56	ATG - Order Entry		Fax						
57	CLEC - Testing Activity		Unavailable						
58	DIRL Proof Correction SBT		Manual						
59	Due Date Changes - Projects		System						
60	HTP Project - Spreadsheet /Quality		Fax						
61	INP/LNP Conversion		Manual						
62	Internal Supps		Manual						
63	North Region Reject Study		SIGS						
64	PMCD 1240 Order/Quality		Manual						
65	PMCD Spreadsheet		Manual						
66	PNCD0987 Clean Up		Manual						
67	Project Spreadsheet Update/Input		Manual						
68	RX Ordering		Fax						
69	SOA Update or Review		System						
70	TIM DIR Clean-up		Manual						
71	UNE-P Coefficient Cleanup		Manual						
72	V64 LNP Work Around		Manual						
73	WCCC Work Around		E Mail						

VZ 1178

Verizon West - 2002
 Wholesale Non-recurring Study
 Ordering - NMC
 PreOrder, Manual, Off-line Processing - Activity Report

Ln	Description	Source	Activity Type	Total Hours		Average	Average	Indirect Percentage	Total Minutes Per Order
				A=Note 1	B=Note 1	Hrs. Per Activity	Minutes Per Activity		
74	Off Line Processing (Continued)								
75	Data Integrity Reports								
76	OMT 10 Report		System						
77	OMT 11		System						
78	OMT 3		System						
79	Directory - West								
80	Bear Traps/DIRL		GTE/DCC						
81	Directory WEB		Referrals						
82	E-Mail Requests		Manual						
83	Memo Text		WEBB						
84	Escalations - West								
85	Business As Usual		Referrals						
86	Project/Root Cause Analysis		Referrals						
87	Total Off Line Processing	Sum Lns (25..86)							
88	Call Inquiry								
89	Call Inquiry Error		Phone/Fax						
90	Total Call Inquiry	Sum Ln (89)							
91	Total PreOrder, Manual, Off Line Processing, Call Inquiry	Sum Lns (12+22+87+89)							
92	Indirect Time YTD National NMC								
93	Training								
94	In Charge/Clerk								
95	Coaching								
96	Meeting								
97	Break								
98	Total Indirect Time								

Note 1: Data provided by Verizon Offline Web "Offline Activity Report" for the year 2002.

Note 2: Data provided by NMC Total Hours Report for the year 2002.

VZ 1179

Attachment POD 23-3 - Staff's Fourth POD
<http://zeus.verizon.com/vad/Frameset.asp>

Reports Menu, Activity Report

Choose: Generate a Report by Region: West

Choose: Generate a Report by a specific date range: 1/1/2002 - 12/31/2002

Number of working days: 260

Number of hours worked per day: 8

Productivity rate for days: 90

VAD Activity Report - 01/01/2002 00:00:00 to 12/31/2002 23:59:59

Category	Activity	Type	Source	West Units	West Total Hours	Total Units	Avg. Hours Per Activity	Total Hours
Call Inquiry	Call Inquiry Error	BAU	Phone/Fax					
CSR - CSI	Query - Status of CSI	BAU	SIGS					
CSR - CSI	Submit a New CSI - ATN/WTN	BAU	SIGS					
CSR - OTHER	Back End Logging	BAU	SIGS					
CSR - OTHER	Bulk Mailing	BAU	SIGS					
CSR - OTHER	CSR-CSI Project	Project	SIGS					
CSR - OTHER	Filing	BAU	SIGS					
CSR - OTHER	Front End Logging	BAU	SIGS					
CSR - OTHER	Processing	BAU	SIGS					
Data Integrity Reports	OMT 10 Report	BAU	System					
Data Integrity Reports	OMT 11	BAU	System					
Data Integrity Reports	OMT 3	BAU	System					
Directory - West	Bear Traps/DIRL	BAU	GTE/DCC					
Directory - West	Directory WEB	Project	Referrals					
Directory - West	E-Mail Requests	BAU	Manual					
Directory - West	Memo Text	BAU	WEBB					
Errors	102-Complex Corrected	BAU	System					
Errors	102-Complex Reviewed	BAU	System					
Errors	102-Resale Corrected	BAU	System					
Errors	E911 Address Correction	BAU	Referrals					
Errors	E911 Unlocks	BAU	Referrals					
Errors	Invalid PON Tabling	BAU	Manual					
Errors	LSR Supp-Keying Error or Invalid Rejects	BAU	Phone					
Errors	Order Correction	BAU	Referrals					
Errors	Order Re-Write - Basic	BAU	Referrals					
Errors	Order Re-Write - Designed/Non-Designed	BAU	Referrals					
Errors	Research/Error Reports	BAU	Referrals					
Errors	SAR Report	BAU	WEBB					
Errors	SOP/NSI Report	BAU	System					
Errors	TDO/RCO Email Follow-up	BAU	E Mail					
Escalations - West	Business As Usual	BAU	Referrals					
Escalations - West	Project/Root Cause Analysis	Project	Referrals					

VZ 1180

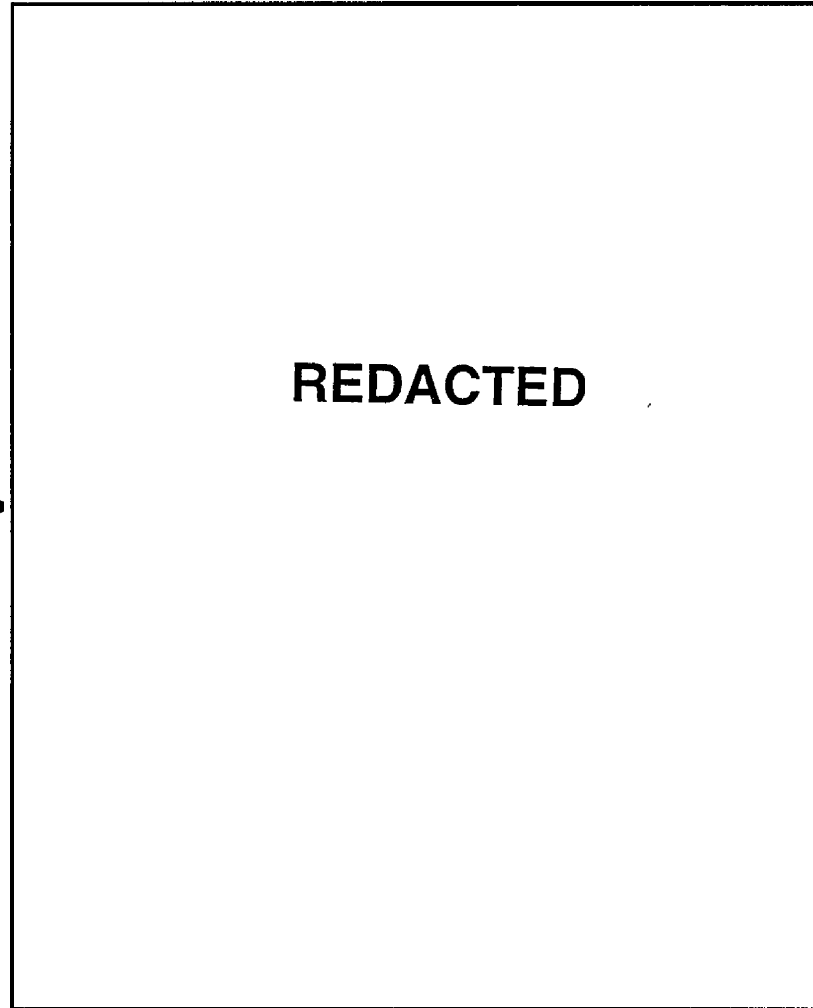
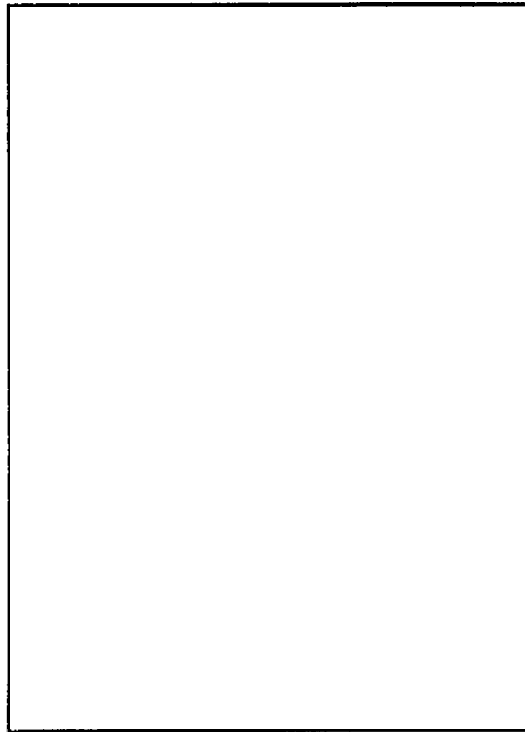
Category	Activity	Type	Source	West Units	West Total Hours	Total Units	Avg. Hours Per Activity	Total Hours
Misc	DGF Work Around	Project	E Mail					
Misc	M&P Testing	BAU	Manual					
Misc	Order Investigation	BAU	Manual					
Projects - West	ATG	Project	Fax					
Projects - West	ATG - Order Entry	Project	Fax					
Projects - West	CLEC - Testing Activity	Project	Unavailable					
Projects - West	DIRL Proof Correction SBT	Project	Manual					
Projects - West	Due Date Changes - Projects	Project	System					
Projects - West	HTP Project - Spreadsheet /Quality	Project	Fax					
Projects - West	INP/LNP Conversion	Project	Manual					
Projects - West	Internal Supps	Project	Manual					
Projects - West	North Region Reject Study	Project	SIGS					
Projects - West	PMCD 1240 Order/Quality	Project	Manual					
Projects - West	PMCD Spreadsheet	Project	Manual					
Projects - West	PNCD0987 Clean Up	Project	Manual					
Projects - West	Project Spreadsheet Update/Input	Project	Manual					
Projects - West	RX Ordering	BAU	Fax					
Projects - West	SOA Update or Review	Project	System					
Projects - West	TIM DIR Clean-up	Project	Manual					
Projects - West	UNE-P Coefficient Cleanup	Project	Manual					
Projects - West	V64 LNP Work Around	Project	Manual					
Projects - West	WCCC Work Around	Project	E Mail					
Ques	Completion Ques	BAU	System					
Ques	Complex/NOCV/New_Pre-Order	BAU	System					
Ques	CWA, BFR, LR, OK-RBFic	BAU	Manual					
Ques	Discrepancy	BAU	Manual					
Ques	Jeopardy	BAU	Manual					
Ques	New_Pre-Order	BAU	Manual					
Ques	OK-RBFic	BAU	Manual					
Ques	OP Queue	BAU	System					
Ques	US	BAU	Manual					
San Angelo	LIA Clerical	BAU	Manual					
San Angelo	LIA Input	BAU	Manual					
TDO/RCO	Faxing	BAU	Fax					
TDO/RCO	Follow Up	BAU	Manual					
TDO/RCO	Reconnect	Project	Fax					
TDO/RCO	Temporary Disconnect	Project	Fax					

Totals:

VZ 1181



**SIGS NIGHTLY EXTRACT
LOAD TO DSS**



Proprietary to Verizon Communications

CONFIDENTIAL

WHOLESALE SERVICES
DECISION SUPPORT SYSTEM



DSS NIGHTLY SIGS LOAD PROCESS

STEP 1:

STEP 2:

REDACTED

STEP 3:

STEP 4:

STEP 5:

VZ 1190

2002 VERIZON WEST - WIRELINE OPERATIONS LABOR RATES BY JOB CLASS

CONFIDENTIAL

STATE: IDAHO
REGION: NORTHWEST

FULLY ASSIGNED RATE

UNION	CBA	JC	JOB TITLE	DIRECTLY ASSIGNED TOTAL	INDIRECT SUPPORT	INDIRECT MISC	INDIRECT BENEFITS	FULLY ASSIGNED RATE
CWA	16	4	ACCESS ORDER REPRESENTATIVE					
CWA	16	3	ADMINISTRATIVE ASSISTANT					
CWA	16	5	ANALYTICAL ASSISTANT					
CWA	16	10	BUILDING SERVICES TECH					
CWA	16	10	BUSINESS ZONE TECH					
CWA	16	9	CABLE SPLICER					
CWA	16	8	CABLE TECHNICIAN					
CWA	16	10	COE INSTALLER					
CWA	16	6	COIN TELEPHONE COLLECTOR/MAINT					
CWA	16	11	CUSTOMER TECHNICIAN - DATA APPLICATIONS					
CWA	16	10	CUSTOMER ZONE TECH I					
CWA	16	9	CUSTOMER ZONE TECH II					
CWA	16	5	DISPATCHER					
CWA	16	5	EQUIPMENT ASSISTANT					
CWA	16	3	EQUIPMENT INSTALLER HELPER					
CWA	16	10	EQUIPMENT TECHNICIAN					
CWA	16	9	FACILITIES TECHNICIAN					
CWA	16	5	FACILITY PROVISIONING SPECIALIST					
CWA	16	3	FLEET ATTENDANT					
CWA	16	9	FLEET MECHANIC					
CWA	16	10	FLEET TECH					
CWA	16	8	IGS OPERATOR-OSP					
CWA	16	8	INSTALLATION AND REPAIR TECHNICIAN					
CWA	16	7	LINE ASSIGNER - COMPLEX					
CWA	16	4	NMC REPRESENTATIVE					
CWA	16	1	OFFICE CLERK					

REDACTED

VZ 1191

2002 VERIZON WEST - WIRELINE OPERATIONS LABOR RATES BY JOB CLASS

CONFIDENTIAL

STATE: INDIANA

REGION: NORTH

FULLY ASSIGNED RATE

UNION	CBA	JC	JOB TITLE	DIRECTLY ASSIGNED TOTAL	INDIRECT SUPPORT	INDIRECT MISC	INDIRECT BENEFITS	FULLY ASSIGNED RATE
IBEW	23	9	FACILITY TESTER					
IBEW	23	9	FLEET MECHANIC					
IBEW	23	10	FLEET TECH					
IBEW	23	6	FRAME ATTENDANT					
IBEW	23	4	GARAGE ATTENDANT					
IBEW	23	6	GARAGE MECHANIC'S HELPER					
IBEW	23	2	HOUSEKEEPER					
IBEW	23	4	INFORMATION CONTROL CLERK					
IBEW	23	6	LEAD DISPATCH CLERK					
IBEW	23	5	MAIL MACHINE OPERATOR					
IBEW	23	5	NOMC ASSOCIATE I					
IBEW	23	6	NOMC BILLING ASSOCIATE					
IBEW	23	6	NOMC REP II					
IBEW	23	4	OPERATOR					
IBEW	23	4	PAYROLL INPUT CLERK					
IBEW	23	7	PUBLIC ACCESS SALES TECHNICIAN					
IBEW	23	4	REPORTS AND RECORDS REP					
IBEW	23	1	RETAIL SALES CONSULTANT					
IBEW	23	5	SALES/SERV REP					
IBEW	23	4	SERVICE CLERK					
IBEW	23	6	SR ACCT CLERK					
IBEW	23	6	SR DATA CLERK					
IBEW	23	8	STATION INSTALLER MAINTAINER					
IBEW	23	6	SWITCHING SERVICES SUPPORT REP					
IBEW	23	6	TABLE ANALYSIS CLERK					
IBEW	23	4	TRAFFIC CLERK					

REDACTED

VZ 1192

2002 VERIZON WEST - WIRELINE OPERATIONS LABOR RATES BY JOB CLASS

CONFIDENTIAL

STATE: FLORIDA
REGION: FLORIDA

DIRECTLY ASSIGNED RATE

UNION	CBA	JC	JOB TITLE	DIRECT WAGES	DIRECT SUPPORT	PREMIUM	PAID ABSENCE	DIRECT LABOR TOTAL	BENEFITS	DIRECT MISC	VEHICLES	TOOLS	DIRECTLY ASSIGNED TOTAL
IBEW	11	D2	ACCESS ORDER REPRESENTATIVE										
IBEW	11	D1	ACCOUNT ASSOCIATE										
IBEW	11	F	ACCOUNTING CLERK										
IBEW	11	F	ADMINISTRATIVE SUPPORT CLERK										
IBEW	11	B	ASSIGNER - DISPATCHER										
IBEW	11	D	ASSIGNMENT CLERK										
IBEW	11	G	BILLING ORDER CONTROL CLERK										
IBEW	11	A	BUILDING SERVICES SPECIALIST										
IBEW	11	A	BUILDING SERVICES TECH										
IBEW	11	G	BUS OFFICE CLERK										
IBEW	11	D	BUSINESS DISPATCH & CONTROL SPECIALIST										
IBEW	11	C1	BUSINESS RESPONSE GENERALIST										
IBEW	11	A	BUSINESS RESPONSE SPECIALIST										
IBEW	11	D2A	BUSINESS SALES REPRESENTATIVE										
IBEW	11	C1	BUSINESS SALES SUPP REP										
IBEW	11	C	BUSINESS SALES SUPP SPECIALIST										
IBEW	11	A	BUSINESS ZONE TECH I (BZTI)										
IBEW	11	D1	BUSINESS ZONE TECH III										
IBEW	11	D	CABLE MONITOR & DISPATCH SPECIALIST										
IBEW	11	B	CABLE SPLICER										
IBEW	11	I	CLERK TYPIST										
IBEW	11	F	COLLECTOR										
IBEW	11	C	COMPLEX LINE ASSIGNER										
IBEW	11	D1A	CUST CONTACT SALES ASST.										
IBEW	11	C1	CUSTOMER CARE REP										
IBEW	11	D1	CUSTOMER CONTACT ASSOCIATE										

REDACTED

VZ 1193

Thursday, September 04, 2003

Staff's Fourth POD

2002 VERIZON WEST - WIRELINE OPERATIONS LABOR RATES BY JOB CLASS

CONFIDENTIAL

STATE: FLORIDA
REGION: FLORIDA

DIRECTLY ASSIGNED RATE

UNION	CBA	JC	JOB TITLE	DIRECT WAGES	DIRECT SUPPORT	PREMIUM	PAID ABSENCE	DIRECT LABOR TOTAL	DIRECT BENEFITS	DIRECT MISC	VEHICLES	TOOLS	DIRECTLY ASSIGNED TOTAL
IBEW	11	A1	CUSTOMER ENGINEER - DATA APPLICATIONS										
IBEW	11	D1	CUSTOMER INQUIRY ADVOCATE										
IBEW	11	D1	CUSTOMER RELATIONS SPECIALIST										
IBEW	11	A	CUSTOMER ZONE TECH I										
IBEW	11	B	CUSTOMER ZONE TECH II										
IBEW	11	G	CUSTOMER ZONE TECH IV										
IBEW	11	D	CUSTOMER ZONE TECHNICIAN III (CZTIII)										
IBEW	11	E	DATA BASE REP										
IBEW	11	G	DATA ENTRY CLERK										
IBEW	11	A	DESIGN TECHNICIAN										
IBEW	11	D1	DRAFTER										
IBEW	11	G	ENG/CONST CLERK										
IBEW	11	A	EQUIPMENT INSTALLER										
IBEW	11	A	EQUIPMENT TECH										
IBEW	11	G	FAC CLERK										
IBEW	11	B	FACILITY TESTER										
IBEW	11	B	GARAGE MECH										
IBEW	11	G	GENERAL CLERK										
IBEW	11	E	INSTRUMENT MAINTAINER										
IBEW	11	G	INVENTORY CONTROL SPECIALIT										
IBEW	11	E	MAINTENANCE BILLING & QUALITY REP										
IBEW	11	G	MAINTENANCE CLERK (M3C)										
IBEW	11	I	MECHANICS HELPER										
IBEW	11	F	OFF-LINE ASSOCIATE										
IBEW	11	G	OPER SERV CLERK										
IBEW	11	G	OPERATIONS CLERK										

REDACTED

VZ 1194