

Attachment 3.
2015 Survey of Outside
Plant Technician Members

Communications Workers of America
2015 Survey of Outside Plant Technician Members
October 2015

In order to assess the impact of Verizon repair and maintenance policies on the copper network on the jobs of Communications Workers of America (CWA) members, CWA surveyed members who work as Outside Plant Technicians. The survey was conducted in August 2015. A total of 817 CWA members who work as Outside Plant Technicians in returned the survey. All responses are based on CWA members' observations.

Summary of Survey Findings Results

- **Verizon frequently does not assign technicians repair tickets to restore service within 24 hours.**
 - 82.0 percent of technicians report in the past year it is “very common” and an additional 11.4 percent reported it is “somewhat common” for Verizon to fail to assign a technician to restore service within a 24-hour window.
- **Verizon policies emphasize “quick fixes” rather than repair of faulty cable.**
 - 84.7 percent of technicians report in the past year it is “very common” for management to refuse to authorize repair or replacement of cable that the technician reports as defective.
 - 81.6 percent of technicians report in the past year it is “very common” to use service wire to bypass defective cable because management did not authorize repair of the defective cable.
- **Verizon frequently offers Voice Link as an alternative to the repair of a copper line problem.**
 - 80.8 percent of technicians report in the past year it is “very common” or “somewhat common” to offer installation of Voice Link as an alternative to the assignment of a repair ticket/work order to fix the copper line at a later date.
- **Verizon prioritizes work on the FiOS network over work on the copper network.**
 - 93.9 percent of technicians report in the past year it is “very common” for Verizon to give priority in assignment of work to repair/installation on the FiOS network over copper service.
- **Verizon has eliminated or significantly reduced staffing for work on the copper network since 2010.**
 - **Proactive maintenance:** 74.9percent of technicians report “most of the jobs” and another 20.3 percent report “half of the jobs” have been eliminated.
 - **Installation/Repair:** 62.1 percent of technicians report “most of the jobs” and another 32.0 percent report “half of the jobs” have been eliminated.
 - **Cable Maintenance:** 66.2 percent of technicians report “most of the jobs” and another 27.9 percent report “half of the jobs” have been eliminated.
 - **Lineman:** 64.2 percent of technicians report “most of the jobs” and another 25.9 percent report “half of the jobs” have been eliminated.
 - **Construction Splicer:** 65.8 percent of technicians report “most of the jobs” and another 26.8 percent report “half of the jobs” have been eliminated.

- **Verizon rarely performs critical preventive maintenance functions on the copper network.**
 - **Battery checks:** 76.9 percent of technicians with knowledge in this area report Verizon rarely if ever performs battery checks on batteries in remoted terminals and controlled environment vaults.
 - **Predictor reports:** 73.9 percent of technicians with knowledge in this area report Verizon rarely if ever prepares predictor reports (predicting likely cable failure in need of preventive maintenance).
 - **Air pressure testing:** 75.7 percent of technicians with knowledge in this area report Verizon rarely if ever conducts air pressure testing on the cable to protect against water damage.

Detailed Survey Results

Q1: In the current year, have you observed a situation in which work to repair or replace a reported defective cable was not authorized by management?

Yes	692	84.7%
No	125	15.3%
Total	817	100%

Q2: In the current year, in your observation, how common is it that work to repair or replace a reported defective cable has not been authorized by management?

Very Common	575	70.5%
Somewhat Common	128	15.7%
Not Often	65	7.9%
Often	48	5.9%
Total	816	100%

Q3: In the current year, in your observation, how common is it to bypass a defective section of cable with a service wire because work to repair the defective cable was not authorized by management?

Very Common	662	81.6%
Somewhat Common	104	12.8%
Not Often	30	3.7%
Often	15	1.9%
Total	811	100%

Q4: In the current year, in your observation, how common is it to offer installation of Voice Link as an alternative to the assignment of a repair ticket/work order to fix the copper line at a later date?

Very Common	457	57.7%
Somewhat Common	183	23.1%
Not Often	96	12.1%
Often	56	7.1%
Total	792	100%

Q5: In the current year, in your observation, how common is it that a repair ticket is not assigned to a technician to restore service within 24 hours of the out-of-service report?

Very Common	660	82.0%
Somewhat Common	91	11.4%
Not Often	30	3.8%
Often	17	2.1%
Total	798	100%

Q6: In the current year, in your observation, how common is it that a repair ticket is not assigned to a clear trouble on a line within 72 hours of the trouble report?

Very Common	529	66.3%
Somewhat Common	212	26.6%
Not Often	45	5.7%
Often	11	1.4%
Total	797	100%

Q7: In the current year, in your observation, is assignment of work to repair/install FIOS given priority over assignment of work to repair/install copper service?

Yes	721	93.9%
No	47	6.1%
Total	768	100%

Q8: What changes in staffing that perform the following functions have occurred since 2010?

Q8a: Proactive Maintenance (copper)

Most of the jobs eliminated	588	74.9%
Half of the jobs eliminated	159	20.3%
Small # of jobs eliminated	30	3.8%
Sufficient staff to do job	8	1.0%
Total	785	100%

Q8b: Installation/Repair (copper)

Most of the jobs eliminated	485	62.1%
Half of the jobs eliminated	250	32.0%
Small # of jobs eliminated	37	4.7%
Sufficient staff to do job	9	1.2%
Total	781	100%

Q8c: Cable Maintenance (copper)

Most of the jobs eliminated	523	66.2%
Half of the jobs eliminated	220	27.9%
Small # of jobs eliminated	40	5.1%
Sufficient staff to do job	7	0.9%
Total	790	100%

Q8d: Lineman (copper)

Most of the jobs eliminated	449	64.2%
Half of the jobs eliminated	181	25.9%
Small # of jobs eliminated	58	8.3%
Sufficient staff to do job	11	1.6%
Total	699	100%

Q8e: Construction Splicer (copper)

Most of the jobs eliminated	472	65.8%
Half of the jobs eliminated	192	26.8%
Small # of jobs eliminated	45	6.3%
Sufficient staff to do job	8	1.1%
Total	717	100%

Q9: In the current year, in your observation, how frequently are work hours assigned to perform these preventive maintenance functions?

Q9a: Battery checks (in remote terminals, controlled environment vaults)

Very Frequently	97	12.8%
Somewhat Frequently	41	5.4%
Rarely	214	28.2%
Never	245	32.2%
Don't Know	163	21.5%
Total	760	100%

Q9b: Predictor reports (predicting likely cable failure in need of preventive maintenance)

Very Frequently	123	16.2%
Somewhat Frequently	35	4.6%
Rarely	198	26.1%
Never	249	32.8%
Don't Know	155	20.4%
Total	760	100%

Q9c: Air Pressure Testing

Very Frequently	88	11.6%
Somewhat Frequently	50	6.6%
Rarely	220	29.1%
Never	209	27.7%
Don't Know	189	25.0%
Total	756	100%