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April 29, 2009

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: CC Docket Nos. 92-256, 88-2 and 96-128

Dear Ms. Dortch:

Attached are the first quarter 2009 ONA Installation Maintenance and Parity Reports for Enhanced Services for Verizon East (former Bell Atlantic) and Verizon West (former GTE Telephone Operating Companies) being filed pursuant FCC Orders in above dockets. Please let me know if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Ann D. Berkowitz".

Attachments

INSTALLATION REPORT - ALL OTHER CUSTOMERS
1st Quarter 2009 VERIZON EAST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (DAYS)

CATEGORY 1				
=====				
TYPE A - CIRCUIT SWITCHED LINE				
* Business Lines	40629	1035	2.55%	3.44
* PBX	3104	24	0.77%	4.25
* CENTREX	13430	106	0.79%	2.84
* WATS	0	0	0.00%	0.00
* Mobile	3477	5	0.14%	9.21
* Feature Group A	164	2	1.22%	11.05
* Foreign Exchange	3	0	0.00%	4.00
* Payphone Services	794	41	5.16%	4.42
TYPE B - CIRCUIT SWITCHED TRUNK				
=====				
* Feature Group B	26	1	3.85%	12.79
* Feature Group D	4283	28	0.65%	20.11
* DID (Line and Trunk)	0	0	0.00%	0.00
CATEGORY 2 - PACKET SWITCHED				
=====				
* Packet DDD Access Line	0	0	0.00%	0.00
* Packet Synch. Access Line	0	0	0.00%	0.00
* Packet Asynch. Access Line	0	0	0.00%	0.00
CATEGORY 3 - TYPE A				
DEDICATED METALLIC				
=====				
* Protection Alarm	148	4	2.70%	5.50
* Protective Relaying	0	0	0.00%	0.00
* Control Circuit	24	0	0.00%	2.73
TYPE B - DEDICATED				
TELEGRAPH GRADE				
=====				
* Telegraph Grade 75 Baud	0	0	0.00%	0.00
* Telegraph Grade 150 Baud	0	0	0.00%	0.00
TYPE C - DEDICATED VOICE GRADE				
=====				
* Voice - Non-Switched Line	2216	7	0.32%	14.79
* Voice - Switched Line	1264	67	5.30%	10.02
* Voice - Switched Trunk	92	6	6.52%	12.48
* Voice & Tone - Radio Land Line	255	13	5.10%	9.07
* Data Low Speed	123	14	11.38%	7.02
* Basic Data & Voice	727	41	5.64%	14.87

INSTALLATION REPORT - ALL OTHER CUSTOMERS
1st Quarter 2009 VERIZON EAST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (DAYS)

* Voice & Data - PSN Access Tie TRK	105	5	4.76%	14.64
* Voice & Data - SSN Access	0	0	0.00%	0.00
* Voice & Data - SSN Intermach. TRK	3	0	0.00%	4.00
* Data Extension, Voice Grade Data	8	1	12.50%	6.67
* Protection Relay Voice Grade	11	0	0.00%	13.18
* Dedicated Voice Grade - Telephoto & Facsimile	0	0	0.00%	0.00
TYPE D - DEDICATED PROGRAM AUDIO				
=====				
* Program Audio 200-3500HZ	3	0	0.00%	4.33
* Program Audio 100-5000 HZ	1	0	0.00%	5.00
* Program Audio 50-8000 HZ	1	0	0.00%	5.00
* Program Audio 50-15000 HZ	21	8	38.10%	15.27
TYPE E - DEDICATED VIDEO				
=====				
* TV Channel, One Way 15kHz Audio	184	11	5.98%	7.93
* TV Channel, One Way 5kHz Audio	0	0	0.00%	0.00
TYPE F - DEDICATED DIGITAL(64 kbps)				
=====				
* Digital Voice Circuit	3	0	0.00%	7.17
* Digital Data - 2.4kb/s	0	0	0.00%	0.00
* Digital Data - 4.8kb/s	2	0	0.00%	27.33
* Digital Data - 9.6kb/s	924	5	0.54%	11.95
* Digital Data - 56kb/s	4686	267	5.70%	13.34
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)				
=====				
* Dedicated Digital - 1.544 MBPS	88634	7046	7.95%	14.76
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)				
=====				
* Dedicated Digital - 3.152 MBPS	0	0	0.00%	0.00
* Dedicated Digital - 6.312 MBPS	0	0	0.00%	0.00
* Dedicated Digital - 44.736 MBPS	0	0	0.00%	0.00
* Dedicated Digital - 45 MBPS or >	26	0	0.00%	19.45
TYPE I - DEDICATED ALERT TRANSPORT				
=====				
TYPE J - DEDICATED DERIVED CHANNEL				
=====				
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)				
=====				

INSTALLATION REPORT - AFFILIATED ESP
1st Quarter 2009 VERIZON EAST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (DAYS)

CATEGORY 1				
=====				
TYPE A - CIRCUIT SWITCHED LINE				
* Business Lines	82359	1721	2.09%	2.21
* PBX	2074	45	2.17%	4.48
* CENTREX	3212	14	0.44%	2.83
* WATS	0	0	0.00%	0.00
* Mobile	16062	42	0.26%	1.78
* Feature Group A	8	3	37.50%	30.63
* Foreign Exchange	7	0	0.00%	3.69
* Payphone Services	136	2	1.47%	8.00
TYPE B - CIRCUIT SWITCHED TRUNK				
=====				
* Feature Group B	0	0	0.00%	0.00
* Feature Group D	2	0	0.00%	879.40
* DID (Line and Trunk)	0	0	0.00%	0.00
CATEGORY 2 - PACKET SWITCHED				
=====				
* Packet DDD Access Line	0	0	0.00%	0.00
* Packet Synch. Access Line	0	0	0.00%	0.00
* Packet Asynch. Access Line	0	0	0.00%	0.00
CATEGORY 3 - TYPE A				
DEDICATED METALLIC				
=====				
* Protection Alarm	133	5	3.76%	5.30
* Protective Relaying	0	0	0.00%	0.00
* Control Circuit	19	0	0.00%	4.63
TYPE B - DEDICATED				
TELEGRAPH GRADE				
=====				
* Telegraph Grade 75 Baud	0	0	0.00%	0.00
* Telegraph Grade 150 Baud	0	0	0.00%	0.00
TYPE C - DEDICATED VOICE GRADE				
=====				
* Voice - Non-Switched Line	219	10	4.57%	7.37
* Voice - Switched Line	4	0	0.00%	182.14
* Voice - Switched Trunk	1	0	0.00%	0.10
* Voice & Tone - Radio Land Line	127	9	7.09%	7.49
* Data Low Speed	41	2	4.88%	5.54
* Basic Data & Voice	472	64	13.56%	7.69

INSTALLATION REPORT - AFFILIATED ESP
1st Quarter 2009 VERIZON EAST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (DAYS)

* Voice & Data - PSN Access Tie TRK	2	0	0.00%	0.10
* Voice & Data - SSN Access	0	0	0.00%	0.00
* Voice & Data - SSN Intermach. TRK	1	0	0.00%	0.50
* Data Extension, Voice Grade Data	0	0	0.00%	0.00
* Protection Relay Voice Grade	0	0	0.00%	0.00
* Dedicated Voice Grade - Telephoto & Facsimile	0	0	0.00%	0.00
TYPE D - DEDICATED PROGRAM AUDIO				
=====				
* Program Audio 200-3500HZ	0	0	0.00%	0.00
* Program Audio 100-5000 HZ	0	0	0.00%	0.00
* Program Audio 50-8000 HZ	0	0	0.00%	0.00
* Program Audio 50-15000 HZ	0	0	0.00%	0.00
TYPE E - DEDICATED VIDEO				
=====				
* TV Channel, One Way 15kHz Audio	0	0	0.00%	0.00
* TV Channel, One Way 5kHz Audio	0	0	0.00%	0.00
TYPE F - DEDICATED DIGITAL(64 kbps)				
=====				
* Digital Voice Circuit	4	0	0.00%	11.13
* Digital Data - 2.4kb/s	0	0	0.00%	0.00
* Digital Data - 4.8kb/s	3	0	0.00%	3.80
* Digital Data - 9.6kb/s	29	3	10.34%	17.93
* Digital Data - 56kb/s	48	4	8.33%	73.01
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)				
=====				
* Dedicated Digital - 1.544 MBPS	681	36	5.29%	18.30
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)				
=====				
* Dedicated Digital - 3.152 MBPS	0	0	0.00%	0.00
* Dedicated Digital - 6.312 MBPS	0	0	0.00%	0.00
* Dedicated Digital - 44.736 MBPS	0	0	0.00%	0.00
* Dedicated Digital - 45 MBPS or >	10	0	0.00%	18.84
TYPE I - DEDICATED ALERT TRANSPORT				
=====				
TYPE J - DEDICATED DERIVED CHANNEL	0	0	0.00%	0.00
=====				
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)	0	0	0.00%	0.00
=====				

MAINTENANCE ACTIVITIES WITH DUE DATES - ALL OTHER CUSTOMERS
1st Quarter 2009 VERIZON EAST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (HOURS)

CATEGORY 1				
=====				
TYPE A - CIRCUIT SWITCHED LINE				
* Business Lines	29697	8438	28.41%	19.44
* PBX	101	29	28.71%	20.51
* CENTREX	2122	614	28.93%	17.95
* WATS	10	2	20.00%	42.69
* Mobile	1	0	0.00%	22.50
* Feature Group A	N/A	N/A	N/A	N/A
* Foreign Exchange	12	6	50.00%	42.34
* Payphone Services	700	228	32.57%	20.33
TYPE B - CIRCUIT SWITCHED TRUNK				
=====				
* Feature Group B	N/A	N/A	N/A	N/A
* Feature Group D	N/A	N/A	N/A	N/A
* DID (Line and Trunk)	N/A	N/A	N/A	N/A
CATEGORY 2 - PACKET SWITCHED				
=====				
* Packet DDD Access Line	N/A	N/A	N/A	N/A
* Packet Synch. Access Line	N/A	N/A	N/A	N/A
* Packet Asynch. Access Line	N/A	N/A	N/A	N/A
CATEGORY 3 - TYPE A DEDICATED METALLIC				
=====				
* Protection Alarm	N/A	N/A	N/A	N/A
* Protective Relaying	N/A	N/A	N/A	N/A
* Control Circuit	N/A	N/A	N/A	N/A
TYPE B - DEDICATED TELEGRAPH GRADE				
=====				
* Telegraph Grade 75 Baud	N/A	N/A	N/A	N/A
* Telegraph Grade 150 Baud	N/A	N/A	N/A	N/A
TYPE C - DEDICATED VOICE GRADE				
=====				
* Voice - Non-Switched Line	N/A	N/A	N/A	N/A
* Voice - Switched Line	N/A	N/A	N/A	N/A
* Voice - Switched Trunk	N/A	N/A	N/A	N/A
* Voice & Tone - Radio Land Line	N/A	N/A	N/A	N/A
* Data Low Speed	N/A	N/A	N/A	N/A
* Basic Data & Voice	N/A	N/A	N/A	N/A

<*> Due dates are not assigned for Category 1, Type B through Category 4 which are marked N/A. See Maintenance Activities Without Due Dates Report.

MAINTENANCE ACTIVITIES WITH DUE DATES - ALL OTHER CUSTOMERS
1st Quarter 2009 VERIZON EAST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (HOURS)

* Voice & Data - PSN Access Tie TRK	N/A	N/A	N/A	N/A
* Voice & Data - SSN Access	N/A	N/A	N/A	N/A
* Voice & Data - SSN Intermach. TRK	N/A	N/A	N/A	N/A
* Data Extension, Voice Grade Data	N/A	N/A	N/A	N/A
* Protection Relay Voice Grade	N/A	N/A	N/A	N/A
* Dedicated Voice Grade - Telephoto & Facsimile	N/A	N/A	N/A	N/A
TYPE D - DEDICATED PROGRAM AUDIO				
=====				
* Program Audio 200-3500HZ	N/A	N/A	N/A	N/A
* Program Audio 100-5000 HZ	N/A	N/A	N/A	N/A
* Program Audio 50-8000 HZ	N/A	N/A	N/A	N/A
* Program Audio 50-15000 HZ	N/A	N/A	N/A	N/A
TYPE E - DEDICATED VIDEO				
=====				
* TV Channel, One Way 15kHz Audio	N/A	N/A	N/A	N/A
* TV Channel, One Way 5kHz Audio	N/A	N/A	N/A	N/A
TYPE F - DEDICATED DIGITAL(64 kbps)				
=====				
* Digital Voice Circuit	N/A	N/A	N/A	N/A
* Digital Data - 2.4kb/s	N/A	N/A	N/A	N/A
* Digital Data - 4.8kb/s	N/A	N/A	N/A	N/A
* Digital Data - 9.6kb/s	N/A	N/A	N/A	N/A
* Digital Data - 56kb/s	N/A	N/A	N/A	N/A
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)				
=====				
* Dedicated Digital - 1.544 MBPS	N/A	N/A	N/A	N/A
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)				
=====				
* Dedicated Digital - 3.152 MBPS	N/A	N/A	N/A	N/A
* Dedicated Digital - 6.312 MBPS	N/A	N/A	N/A	N/A
* Dedicated Digital - 44.736 MBPS	N/A	N/A	N/A	N/A
* Dedicated Digital - 45 MBPS or >	N/A	N/A	N/A	N/A
TYPE I - DEDICATED ALERT TRANSPORT				
=====				
TYPE J - DEDICATED DERIVED CHANNEL				
=====				
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)				
=====				

<^> Due dates are not assigned for Category 1, Type B through Category 4 which are marked N/A. See Maintenance Activities Without Due Dates Report.

MAINTENANCE ACTIVITIES WITH DUE DATES - AFFILIATED ESP
1st Quarter 2009 VERIZON EAST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (HOURS)

CATEGORY 1				
=====				
TYPE A - CIRCUIT SWITCHED LINE				
* Business Lines	95324	27200	28.53%	19.00
* PBX	1709	573	33.53%	25.77
* CENTREX	121752	32000	26.28%	17.48
* WATS	106	28	26.42%	37.19
* Mobile	21	7	33.33%	52.53
* Feature Group A	N/A	N/A	N/A	N/A
* Foreign Exchange	305	74	24.26%	17.59
* Payphone Services	2348	868	36.97%	82.10
TYPE B - CIRCUIT SWITCHED TRUNK				
=====				
* Feature Group B	N/A	N/A	N/A	N/A
* Feature Group D	N/A	N/A	N/A	N/A
* DID (Line and Trunk)	N/A	N/A	N/A	N/A
CATEGORY 2 - PACKET SWITCHED				
=====				
* Packet DDD Access Line	N/A	N/A	N/A	N/A
* Packet Synch. Access Line	N/A	N/A	N/A	N/A
* Packet Asynch. Access Line	N/A	N/A	N/A	N/A
CATEGORY 3 - TYPE A DEDICATED METALLIC				
=====				
* Protection Alarm	N/A	N/A	N/A	N/A
* Protective Relaying	N/A	N/A	N/A	N/A
* Control Circuit	N/A	N/A	N/A	N/A
TYPE B - DEDICATED TELEGRAPH GRADE				
=====				
* Telegraph Grade 75 Baud	N/A	N/A	N/A	N/A
* Telegraph Grade 150 Baud	N/A	N/A	N/A	N/A
TYPE C - DEDICATED VOICE GRADE				
=====				
* Voice - Non-Switched Line	N/A	N/A	N/A	N/A
* Voice - Switched Line	N/A	N/A	N/A	N/A
* Voice - Switched Trunk	N/A	N/A	N/A	N/A
* Voice & Tone - Radio Land Line	N/A	N/A	N/A	N/A
* Data Low Speed	N/A	N/A	N/A	N/A
* Basic Data & Voice	N/A	N/A	N/A	N/A

<*> Due dates are not assigned for Category 1, Type B through Category 4 which are marked N/A. See Maintenance Activities Without Due Dates Report.

MAINTENANCE ACTIVITIES WITH DUE DATES - AFFILIATED ESP
1st Quarter 2009 VERIZON EAST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (HOURS)

* Voice & Data - PSN Access Tie TRK	N/A	N/A	N/A	N/A
* Voice & Data - SSN Access	N/A	N/A	N/A	N/A
* Voice & Data - SSN Intermach. TRK	N/A	N/A	N/A	N/A
* Data Extension, Voice Grade Data	N/A	N/A	N/A	N/A
* Protection Relay Voice Grade	N/A	N/A	N/A	N/A
* Dedicated Voice Grade - Telephoto & Facsimile	N/A	N/A	N/A	N/A
TYPE D - DEDICATED PROGRAM AUDIO				
=====				
* Program Audio 200-3500HZ	N/A	N/A	N/A	N/A
* Program Audio 100-5000 HZ	N/A	N/A	N/A	N/A
* Program Audio 50-8000 HZ	N/A	N/A	N/A	N/A
* Program Audio 50-15000 HZ	N/A	N/A	N/A	N/A
TYPE E - DEDICATED VIDEO				
=====				
* TV Channel, One Way 15kHz Audio	N/A	N/A	N/A	N/A
* TV Channel, One Way 5kHz Audio	N/A	N/A	N/A	N/A
TYPE F - DEDICATED DIGITAL(64 kbps)				
=====				
* Digital Voice Circuit	N/A	N/A	N/A	N/A
* Digital Data - 2.4kb/s	N/A	N/A	N/A	N/A
* Digital Data - 4.8kb/s	N/A	N/A	N/A	N/A
* Digital Data - 9.6kb/s	N/A	N/A	N/A	N/A
* Digital Data - 56kb/s	N/A	N/A	N/A	N/A
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)				
=====				
* Dedicated Digital - 1.544 MBPS	N/A	N/A	N/A	N/A
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)				
=====				
* Dedicated Digital - 3.152 MBPS	N/A	N/A	N/A	N/A
* Dedicated Digital - 6.312 MBPS	N/A	N/A	N/A	N/A
* Dedicated Digital - 44.736 MBPS	N/A	N/A	N/A	N/A
* Dedicated Digital - 45 MBPS or >	N/A	N/A	N/A	N/A
TYPE I - DEDICATED ALERT TRANSPORT				
=====				
TYPE J - DEDICATED DERIVED CHANNEL				
=====				
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)				
=====				

<^> Due dates are not assigned for Category 1, Type B through Category 4 which are marked N/A. See Maintenance Activities Without Due Dates Report.

MAINTENANCE ACTIVITY WITHOUT DUE DATE - ALL OTHER CUSTOMERS
1st Quarter 2009 VERIZON EAST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	AVERAGE INTERVAL (HOURS)
*****	*****	*****
CATEGORY 1		
=====		
TYPE A - CIRCUIT SWITCHED LINE		
* Business Lines	1	1.12
* PBX	154	11.99
* CENTREX	109	4.69
* WATS	0	0.00
* Mobile	0	0.00
* Feature Group A	4	7.58
* Foreign Exchange	25	4.72
* Payphone Services	NA	NA
TYPE B - CIRCUIT SWITCHED TRUNK		
=====		
* Feature Group B	0	0.00
* Feature Group D	0	0.00
* DID (Line and Trunk)	16	14.46
CATEGORY 2 - PACKET SWITCHED		
=====		
* Packet DDD Access Line	0	0.00
* Packet Synch. Access Line	0	0.00
* Packet Asynch. Access Line	0	0.00
CATEGORY 3 - TYPE A		
DEDICATED METALLIC		
=====		
* Protection Alarm	4	4.88
* Protective Relaying	2	1.55
* Control Circuit	7	3.48
TYPE B - DEDICATED		
TELEGRAPH GRADE		
=====		
* Telegraph Grade 75 Baud	0	0.00
* Telegraph Grade 150 Baud	0	0.00
TYPE C - DEDICATED VOICE GRADE		
=====		
* Voice - Non-Switched Line	88	15.28
* Voice - Switched Line	150	6.06
* Voice - Switched Trunk	22	3.71
* Voice & Tone - Radio Land Line	9	5.60
* Data Low Speed	73	3.50
* Basic Data & Voice	451	5.05

MAINTENANCE ACTIVITY WITHOUT DUE DATE - ALL OTHER CUSTOMERS
1st Quarter 2009 VERIZON EAST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	AVERAGE INTERVAL (HOURS)

* Voice & Data - PSN Access Tie TRK	13	7.07
* Voice & Data - SSN Access	0	0.00
* Voice & Data - SSN Intermach. TRK	0	0.00
* Data Extension, Voice Grade Data	7	2.93
* Protection Relay Voice Grade	15	6.28
* Dedicated Voice Grade - Telephoto & Facsimile	0	0.00
TYPE D - DEDICATED PROGRAM AUDIO		
=====		
* Program Audio 200-3500HZ	0	0.00
* Program Audio 100-5000 HZ	2	10.65
* Program Audio 50-8000 HZ	5	13.81
* Program Audio 50-15000 HZ	0	0.00
TYPE E - DEDICATED VIDEO		
=====		
* TV Channel, One Way 15kHz Audio	6	3.60
* TV Channel, One Way 5kHz Audio	0	0.00
TYPE F - DEDICATED DIGITAL(64 kbps)		
=====		
* Digital Voice Circuit	23	4.62
* Digital Data - 2.4kb/s	0	0.00
* Digital Data - 4.8kb/s	6	6.21
* Digital Data - 9.6kb/s	62	4.38
* Digital Data - 56kb/s	2711	4.67
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)		
=====		
* Dedicated Digital - 1.544 MBPS	45941	4.46
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)		
=====		
* Dedicated Digital - 3.152 MBPS	1	2.03
* Dedicated Digital - 6.312 MBPS	4	3.91
* Dedicated Digital - 44.736 MBPS	958	1.82
* Dedicated Digital - 45 MBPS or >	42	1.12
TYPE I - DEDICATED ALERT TRANSPORT		
=====		
TYPE J - DEDICATED DERIVED CHANNEL		
=====		
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)		
=====		
	0	0.00

MAINTENANCE ACTIVITY WITHOUT DUE DATES - AFFILIATED ESP
1st Quarter 2009 VERIZON EAST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	AVERAGE INTERVAL (HOURS)
*****	*****	*****
CATEGORY 1		
=====		
TYPE A - CIRCUIT SWITCHED LINE		
* Business Lines	237	3.40
* PBX	2344	7.41
* CENTREX	1359	5.17
* WATS	2	5.04
* Mobile	0	0.00
* Feature Group A	121	5.24
* Foreign Exchange	738	6.87
* Payphone Services	NA	NA
TYPE B - CIRCUIT SWITCHED TRUNK		
=====		
* Feature Group B	0	0.00
* Feature Group D	0	0.00
* DID (Line and Trunk)	831	6.96
CATEGORY 2 - PACKET SWITCHED		
=====		
* Packet DDD Access Line	0	0.00
* Packet Synch. Access Line	0	0.00
* Packet Asynch. Access Line	2	1.87
CATEGORY 3 - TYPE A DEDICATED METALLIC		
=====		
* Protection Alarm	249	7.65
* Protective Relaying	140	5.16
* Control Circuit	807	139.35
TYPE B - DEDICATED TELEGRAPH GRADE		
=====		
* Telegraph Grade 75 Baud	0	0.00
* Telegraph Grade 150 Baud	0	0.00
TYPE C - DEDICATED VOICE GRADE		
=====		
* Voice - Non-Switched Line	721	6.53
* Voice - Switched Line	1031	3.75
* Voice - Switched Trunk	57	6.66
* Voice & Tone - Radio Land Line	672	7.14
* Data Low Speed	2477	4.94
* Basic Data & Voice	567	5.11

MAINTENANCE ACTIVITY WITHOUT DUE DATES - AFFILIATED ESP
1st Quarter 2009 VERIZON EAST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	AVERAGE INTERVAL (HOURS)

* Voice & Data - PSN Access Tie TRK	16	6.90
* Voice & Data - SSN Access	0	0.00
* Voice & Data - SSN Intermach. TRK	0	0.00
* Data Extension, Voice Grade Data	170	3.84
* Protection Relay Voice Grade	22	5.33
* Dedicated Voice Grade - Telephoto & Facsimile	0	0.00
TYPE D - DEDICATED PROGRAM AUDIO		
=====		
* Program Audio 200-3500HZ	13	17.50
* Program Audio 100-5000 HZ	9	8.59
* Program Audio 50-8000 HZ	20	8.28
* Program Audio 50-15000 HZ	68	8.03
TYPE E - DEDICATED VIDEO		
=====		
* TV Channel, One Way 15kHz Audio	139	5.84
* TV Channel, One Way 5kHz Audio	5	16.47
TYPE F - DEDICATED DIGITAL(64 kbps)		
=====		
* Digital Voice Circuit	904	7.00
* Digital Data - 2.4kb/s	964	3.84
* Digital Data - 4.8kb/s	17	6.36
* Digital Data - 9.6kb/s	560	4.65
* Digital Data - 56kb/s	9992	20.11
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)		
=====		
* Dedicated Digital - 1.544 MBPS	30106	4.25
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)		
=====		
* Dedicated Digital - 3.152 MBPS	129	2.83
* Dedicated Digital - 6.312 MBPS	40	3.13
* Dedicated Digital - 44.736 MBPS	859	2.82
* Dedicated Digital - 45 MBPS or >	383	3.42
TYPE I - DEDICATED ALERT TRANSPORT		
=====		
TYPE J - DEDICATED DERIVED CHANNEL		
=====		
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)		
=====		
	0	0.00

**INSTALLATION REPORT - ALL OTHER CUSTOMERS
1st QUARTER 2009 VERIZON WEST ONA REPORT (QTR AVG)**

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (DAYS)

CATEGORY 1				
=====				
TYPE A - CIRCUIT SWITCHED LINE				
* Business Lines	100	32	32.00%	26.81
* PBX	43	7	16.28%	8.83
* CENTREX	40	12	30.00%	11.61
* WATS	0	0	0.00%	0.00
* Mobile	0	0	0.00%	0.00
* Feature Group A	0	0	0.00%	0.00
* Foreign Exchange	4	0	0.00%	11.38
TYPE B - CIRCUIT SWITCHED TRUNK				
=====				
* Feature Group B	0	0	0.00%	0.00
* Feature Group D	0	0	0.00%	0.00
* DID (Line and Trunk)	0	0	0.00%	0.00
CATEGORY 2 - PACKET SWITCHED				
=====				
* Packet DDD Access Line	0	0	0.00%	0.00
* Packet Synch. Access Line	0	0	0.00%	0.00
* Packet Asynch. Access Line	1	0	0.00%	64.50
CATEGORY 3 - TYPE A DEDICATED METALLIC				
=====				
* Protection Alarm	0	0	0.00%	0.00
* Protective Relaying	2	0	0.00%	14.33
* Control Circuit	0	0	0.00%	0.00
TYPE B - DEDICATED TELEGRAPH GRADE				
=====				
* Telegraph Grade 75 Baud	0	0	0.00%	0.00
* Telegraph Grade 150 Baud	0	0	0.00%	0.00
TYPE C - DEDICATED VOICE GRADE				
=====				
* Voice - Non-Switched Line	3	0	0.00%	12.00
* Voice - Switched Line	1	0	0.00%	15.00
* Voice - Switched Trunk	1	0	0.00%	55.00
* Voice & Tone - Radio Land Line	0	0	0.00%	0.00
* Data Low Speed	1	0	0.00%	25.50
* Basic Data & Voice	62	1	1.61%	17.65

INSTALLATION REPORT - ALL OTHER CUSTOMERS
1st QUARTER 2009 VERIZON WEST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (DAYS)
*****	*****	*****	*****	*****
* Voice & Data - PSN Access Tie TRK	0	0	0.00%	0.00
* Voice & Data - SSN Access	1	0	0.00%	7.00
* Voice & Data - SSN Intermach. TRK	0	0	0.00%	0.00
* Data Extension, Voice Grade Data	0	0	0.00%	0.00
* Protection Relay Voice Grade	1	0	0.00%	82.00
* Dedicated Voice Grade - Telephoto & Facsimile	0	0	0.00%	0.00
TYPE D - DEDICATED PROGRAM AUDIO				
=====				
* Program Audio 200-3500HZ	0	0	0.00%	0.00
* Program Audio 100-5000 HZ	0	0	0.00%	0.00
* Program Audio 50-8000 HZ	0	0	0.00%	0.00
* Program Audio 50-15000 HZ	0	0	0.00%	0.00
TYPE E - DEDICATED VIDEO				
=====				
* TV Channel, One Way 15kHz Audio	0	0	0.00%	0.00
* TV Channel, One Way 5kHz Audio	0	0	0.00%	0.00
TYPE F - DEDICATED DIGITAL(64 kbps)				
=====				
* Digital Voice Circuit	0	0	0.00%	0.00
* Digital Data - 2.4kb/s	0	0	0.00%	0.00
* Digital Data - 4.8kb/s	0	0	0.00%	0.00
* Digital Data - 9.6kb/s	10	4	40.00%	16.00
* Digital Data - 56kb/s	627	30	4.78%	13.44
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)				
=====				
* Dedicated Digital - 1.544 MBPS	16193	354	2.19%	13.01
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)				
=====				
* Dedicated Digital - 3.152 MBPS	0	0	0.00%	0.00
* Dedicated Digital - 6.312 MBPS	0	0	0.00%	0.00
* Dedicated Digital - 44.736 MBPS	302	11	3.64%	29.85
* Dedicated Digital - 45 MBPS or >	42	1	2.38%	35.77
TYPE I - DEDICATED ALERT TRANSPORT				
=====				
TYPE J - DEDICATED DERIVED CHANNEL				
=====				
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)				
=====				
	1	0	0.00%	8.00

INSTALLATION REPORT - AFFILIATED ESP
1st QUARTER 2009 VERIZON WEST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (DAYS)

CATEGORY 1				
=====				
TYPE A - CIRCUIT SWITCHED LINE				
* Business Lines	310	98	31.61%	68.42
* PBX	197	62	31.47%	21.67
* CENTREX	293	113	38.57%	53.51
* WATS	2	0	0.00%	0.37
* Mobile	4	0	0.00%	4.14
* Feature Group A	0	0	0.00%	0.00
* Foreign Exchange	85	33	38.82%	11.43
TYPE B - CIRCUIT SWITCHED TRUNK				
=====				
* Feature Group B	0	0	0.00%	0.00
* Feature Group D	0	0	0.00%	0.00
* DID (Line and Trunk)	0	0	0.00%	0.00
CATEGORY 2 - PACKET SWITCHED				
=====				
* Packet DDD Access Line	0	0	0.00%	0.00
* Packet Synch. Access Line	0	0	0.00%	0.00
* Packet Asynch. Access Line	0	0	0.00%	0.00
CATEGORY 3 - TYPE A				
DEDICATED METALLIC				
=====				
* Protection Alarm	0	0	0.00%	0.00
* Protective Relaying	1	0	0.00%	11.00
* Control Circuit	0	0	0.00%	0.00
TYPE B - DEDICATED				
TELEGRAPH GRADE				
=====				
* Telegraph Grade 75 Baud	0	0	0.00%	0.00
* Telegraph Grade 150 Baud	0	0	0.00%	0.00
TYPE C - DEDICATED VOICE GRADE				
=====				
* Voice - Non-Switched Line	1	0	0.00%	31.50
* Voice - Switched Line	1	0	0.00%	25.50
* Voice - Switched Trunk	0	0	0.00%	0.00
* Voice & Tone - Radio Land Line	0	0	0.00%	0.00
* Data Low Speed	0	0	0.00%	0.00
* Basic Data & Voice	14	1	7.14%	15.64

INSTALLATION REPORT - AFFILIATED ESP
1st QUARTER 2009 VERIZON WEST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (DAYS)

* Voice & Data - PSN Access Tie TRK	0	0	0.00%	0.00
* Voice & Data - SSN Access	0	0	0.00%	0.00
* Voice & Data - SSN Intermach. TRK	0	0	0.00%	0.00
* Data Extension, Voice Grade Data	0	0	0.00%	0.00
* Protection Relay Voice Grade	0	0	0.00%	0.00
* Dedicated Voice Grade - Telephoto & Facsimile	0	0	0.00%	0.00
TYPE D - DEDICATED PROGRAM AUDIO				
=====				
* Program Audio 200-3500HZ	0	0	0.00%	0.00
* Program Audio 100-5000 HZ	0	0	0.00%	0.00
* Program Audio 50-8000 HZ	3	2	66.67%	18.80
* Program Audio 50-15000 HZ	2	0	0.00%	11.75
TYPE E - DEDICATED VIDEO				
=====				
* TV Channel, One Way 15kHz Audio	0	0	0.00%	0.00
* TV Channel, One Way 5kHz Audio	0	0	0.00%	0.00
TYPE F - DEDICATED DIGITAL(64 kbps)				
=====				
* Digital Voice Circuit	0	0	0.00%	0.00
* Digital Data - 2.4kb/s	0	0	0.00%	0.00
* Digital Data - 4.8kb/s	0	0	0.00%	0.00
* Digital Data - 9.6kb/s	3	0	0.00%	8.20
* Digital Data - 56kb/s	42	1	2.38%	12.02
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)				
=====				
* Dedicated Digital - 1.544 MBPS	1698	67	3.95%	15.35
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)				
=====				
* Dedicated Digital - 3.152 MBPS	0	0	0.00%	0.00
* Dedicated Digital - 6.312 MBPS	0	0	0.00%	0.00
* Dedicated Digital - 44.736 MBPS	62	4	6.45%	28.78
* Dedicated Digital - 45 MBPS or >	28	0	0.00%	30.36
TYPE I - DEDICATED ALERT TRANSPORT				
=====				
TYPE J - DEDICATED DERIVED CHANNEL				
=====				
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)				
=====				
	1	0	0.00%	31.00

**MAINTENANCE ACTIVITIES WITH DUE DATES - ALL OTHER CUSTOMERS
1st QUARTER 2009 VERIZON WEST ONA REPORT (QTR AVG)**

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (HOURS)

CATEGORY 1				
=====				
TYPE A - CIRCUIT SWITCHED LINE				
* Business Lines	4077	1528	37.48%	39.77
* PBX	854	245	28.69%	17.46
* CENTREX	0	0	0.00%	0.00
* WATS	0	0	0.00%	0.00
* Mobile	95	62	65.26%	7.84
* Feature Group A	0	0	0.00%	0.00
* Foreign Exchange	191	117	61.26%	11.42
TYPE B - CIRCUIT SWITCHED TRUNK				
=====				
* Feature Group B	0	0	0.00%	0.00
* Feature Group D	0	0	0.00%	0.00
* DID (Line and Trunk)	161	91	56.52%	13.20
CATEGORY 2 - PACKET SWITCHED				
=====				
* Packet DDD Access Line	0	0	0.00%	0.00
* Packet Synch. Access Line	1	0	0.00%	1.05
* Packet Asynch. Access Line	25094	3818	15.21%	34.35
CATEGORY 3 - TYPE A DEDICATED METALLIC				
=====				
* Protection Alarm	10	5	50.00%	4.98
* Protective Relaying	0	0	0.00%	0.00
* Control Circuit	69	48	69.57%	10.42
TYPE B - DEDICATED TELEGRAPH GRADE				
=====				
* Telegraph Grade 75 Baud	0	0	0.00%	0.00
* Telegraph Grade 150 Baud	0	0	0.00%	0.00
TYPE C - DEDICATED VOICE GRADE				
=====				
* Voice - Non-Switched Line	30	15	50.00%	4.80
* Voice - Switched Line	20	16	80.00%	11.94
* Voice - Switched Trunk	3	2	66.67%	4.63
* Voice & Tone - Radio Land Line	0	0	0.00%	0.00
* Data Low Speed	1	1	100.00%	16.68
* Basic Data & Voice	777	385	49.55%	5.33

MAINTENANCE ACTIVITIES WITH DUE DATES - ALL OTHER CUSTOMERS
1st QUARTER 2009 VERIZON WEST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (HOURS)

* Voice & Data - PSN Access Tie TRK	0	0	0.00%	0.00
* Voice & Data - SSN Access	0	0	0.00%	0.00
* Voice & Data - SSN Intermach. TRK	0	0	0.00%	0.00
* Data Extension, Voice Grade Data	0	0	0.00%	0.00
* Protection Relay Voice Grade	1	0	0.00%	1.80
* Dedicated Voice Grade - Telephoto & Facsimile	0	0	0.00%	0.00
TYPE D - DEDICATED PROGRAM AUDIO				
=====				
* Program Audio 200-3500HZ	0	0	0.00%	0.00
* Program Audio 100-5000 HZ	0	0	0.00%	0.00
* Program Audio 50-8000 HZ	6	6	100.00%	8.06
* Program Audio 50-15000 HZ	3	2	66.67%	7.28
TYPE E - DEDICATED VIDEO				
=====				
* TV Channel, One Way 15kHz Audio	0	0	0.00%	0.00
* TV Channel, One Way 5kHz Audio	0	0	0.00%	0.00
TYPE F - DEDICATED DIGITAL(64 kbps)				
=====				
* Digital Voice Circuit	174	125	71.84%	11.49
* Digital Data - 2.4kb/s	1	1	100.00%	9.78
* Digital Data - 4.8kb/s	0	0	0.00%	0.00
* Digital Data - 9.6kb/s	32	13	40.63%	2.91
* Digital Data - 56kb/s	1725	766	44.41%	4.06
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)				
=====				
* Dedicated Digital - 1.544 MBPS	18377	8478	46.13%	3.94
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)				
=====				
* Dedicated Digital - 3.152 MBPS	0	0	0.00%	0.00
* Dedicated Digital - 6.312 MBPS	0	0	0.00%	0.00
* Dedicated Digital - 44.736 MBPS	134	60	44.78%	3.02
* Dedicated Digital - 45 MBPS or >	98	54	55.10%	5.06
TYPE I - DEDICATED ALERT TRANSPORT	0	0	0.00%	0.00
=====				
TYPE J - DEDICATED DERIVED CHANNEL	0	0	0.00%	0.00
=====				
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)	10	9	90.00%	16.04
=====				

**MAINTENANCE ACTIVITIES WITH DUE DATES - AFFILIATED ESP
1st QUARTER 2009 VERIZON WEST ONA REPORT (QTR AVG)**

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (HOURS)

CATEGORY 1				
=====				
TYPE A - CIRCUIT SWITCHED LINE				
* Business Lines	4868	2397	49.24%	48.58
* PBX	6341	2892	45.61%	44.77
* CENTREX	0	0	0.00%	0.00
* WATS	3	2	66.67%	6.95
* Mobile	16	11	68.75%	4.95
* Feature Group A	0	0	0.00%	0.00
* Foreign Exchange	158	88	55.70%	7.77
TYPE B - CIRCUIT SWITCHED TRUNK				
=====				
* Feature Group B	0	0	0.00%	0.00
* Feature Group D	0	0	0.00%	0.00
* DID (Line and Trunk)	57	30	52.63%	6.58
CATEGORY 2 - PACKET SWITCHED				
=====				
* Packet DDD Access Line	0	0	0.00%	0.00
* Packet Synch. Access Line	0	0	0.00%	0.00
* Packet Asynch. Access Line	270	47	17.41%	30.51
CATEGORY 3 - TYPE A DEDICATED METALLIC				
=====				
* Protection Alarm	8	7	87.50%	14.23
* Protective Relaying	0	0	0.00%	0.00
* Control Circuit	56	42	75.00%	8.25
TYPE B - DEDICATED TELEGRAPH GRADE				
=====				
* Telegraph Grade 75 Baud	0	0	0.00%	0.00
* Telegraph Grade 150 Baud	0	0	0.00%	0.00
TYPE C - DEDICATED VOICE GRADE				
=====				
* Voice - Non-Switched Line	2	1	50.00%	5.62
* Voice - Switched Line	24	8	33.33%	4.94
* Voice - Switched Trunk	3	2	66.67%	4.27
* Voice & Tone - Radio Land Line	0	0	0.00%	0.00
* Data Low Speed	0	0	0.00%	0.00
* Basic Data & Voice	521	248	47.60%	4.74

MAINTENANCE ACTIVITIES WITH DUE DATES - AFFILIATED ESP
1st QUARTER 2009 VERIZON WEST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (HOURS)

* Voice & Data - PSN Access Tie TRK	0	0	0.00%	0.00
* Voice & Data - SSN Access	0	0	0.00%	0.00
* Voice & Data - SSN Intermach. TRK	0	0	0.00%	0.00
* Data Extension, Voice Grade Data	1	1	100.00%	4.04
* Protection Relay Voice Grade	5	2	40.00%	3.13
* Dedicated Voice Grade - Telephoto & Facsimile	0	0	0.00%	0.00
TYPE D - DEDICATED PROGRAM AUDIO				
=====				
* Program Audio 200-3500HZ	1	0	0.00%	2.97
* Program Audio 100-5000 HZ	2	1	50.00%	6.77
* Program Audio 50-8000 HZ	4	3	75.00%	5.94
* Program Audio 50-15000 HZ	9	8	88.89%	6.28
TYPE E - DEDICATED VIDEO				
=====				
* TV Channel, One Way 15kHz Audio	0	0	0.00%	0.00
* TV Channel, One Way 5kHz Audio	0	0	0.00%	0.00
TYPE F - DEDICATED DIGITAL(64 kbps)				
=====				
* Digital Voice Circuit	16	11	68.75%	12.49
* Digital Data - 2.4kb/s	2	1	50.00%	1.84
* Digital Data - 4.8kb/s	0	0	0.00%	0.00
* Digital Data - 9.6kb/s	10	5	50.00%	2.79
* Digital Data - 56kb/s	214	83	38.79%	3.62
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)				
=====				
* Dedicated Digital - 1.544 MBPS	3122	1454	46.57%	3.91
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)				
=====				
* Dedicated Digital - 3.152 MBPS	0	0	0.00%	0.00
* Dedicated Digital - 6.312 MBPS	0	0	0.00%	0.00
* Dedicated Digital - 44.736 MBPS	31	13	41.94%	3.22
* Dedicated Digital - 45 MBPS or >	10	4	40.00%	2.73
TYPE I - DEDICATED ALERT TRANSPORT				
=====				
TYPE J - DEDICATED DERIVED CHANNEL				
=====				
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)				
=====				
	3	2	66.67%	6.86

MAINTENANCE ACTIVITY WITHOUT DUE DATE - ALL OTHER CUSTOMERS
1st QUARTER 2009 VERIZON WEST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	AVERAGE INTERVAL (HOURS)

CATEGORY 1		
=====		
TYPE A - CIRCUIT SWITCHED LINE		
* Business Lines	NA	NA
* PBX	NA	NA
* CENTREX	NA	NA
* WATS	NA	NA
* Mobile	NA	NA
* Feature Group A	NA	NA
* Foreign Exchange	NA	NA
TYPE B - CIRCUIT SWITCHED TRUNK		
=====		
* Feature Group B	NA	NA
* Feature Group D	NA	NA
* DID (Line and Trunk)	NA	NA
CATEGORY 2 - PACKET SWITCHED		
=====		
* Packet DDD Access Line	NA	NA
* Packet Synch. Access Line	NA	NA
* Packet Asynch. Access Line	NA	NA
CATEGORY 3 - TYPE A DEDICATED METALLIC		
=====		
* Protection Alarm	NA	NA
* Protective Relaying	NA	NA
* Control Circuit	NA	NA
TYPE B - DEDICATED TELEGRAPH GRADE		
=====		
* Telegraph Grade 75 Baud	NA	NA
* Telegraph Grade 150 Baud	NA	NA
TYPE C - DEDICATED VOICE GRADE		
=====		
* Voice - Non-Switched Line	NA	NA
* Voice - Switched Line	NA	NA
* Voice - Switched Trunk	NA	NA
* Voice & Tone - Radio Land Line	NA	NA
* Data Low Speed	NA	NA
* Basic Data & Voice	NA	NA

MAINTENANCE ACTIVITY WITHOUT DUE DATE - ALL OTHER CUSTOMERS
1st QUARTER 2009 VERIZON WEST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	AVERAGE INTERVAL (HOURS)
*****	*****	*****
* Voice & Data - PSN Access Tie TRK	NA	NA
* Voice & Data - SSN Access	NA	NA
* Voice & Data - SSN Intermach. TRK	NA	NA
* Data Extension, Voice Grade Data	NA	NA
* Protection Relay Voice Grade	NA	NA
* Dedicated Voice Grade - Telephoto & Facsimile	NA	NA
TYPE D - DEDICATED PROGRAM AUDIO		
=====		
* Program Audio 200-3500HZ	NA	NA
* Program Audio 100-5000 HZ	NA	NA
* Program Audio 50-8000 HZ	NA	NA
* Program Audio 50-15000 HZ	NA	NA
TYPE E - DEDICATED VIDEO		
=====		
* TV Channel, One Way 15kHz Audio	NA	NA
* TV Channel, One Way 5kHz Audio	NA	NA
TYPE F - DEDICATED DIGITAL(64 kbps)		
=====		
* Digital Voice Circuit	NA	NA
* Digital Data - 2.4kb/s	NA	NA
* Digital Data - 4.8kb/s	NA	NA
* Digital Data - 9.6kb/s	NA	NA
* Digital Data - 56kb/s	NA	NA
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)		
=====		
* Dedicated Digital - 1.544 MBPS	NA	NA
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)		
=====		
* Dedicated Digital - 3.152 MBPS	NA	NA
* Dedicated Digital - 6.312 MBPS	NA	NA
* Dedicated Digital - 44.736 MBPS	NA	NA
* Dedicated Digital - 45 MBPS or >	NA	NA
TYPE I - DEDICATED ALERT TRANSPORT		
=====		
TYPE J - DEDICATED DERIVED CHANNEL		
=====		
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)		
=====		
	NA	NA

MAINTENANCE ACTIVITY WITHOUT DUE DATES - AFFILIATED ESP
1st QUARTER 2009 VERIZON WEST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	AVERAGE INTERVAL (HOURS)
*****	*****	*****
CATEGORY 1		
=====		
TYPE A - CIRCUIT SWITCHED LINE		
* Business Lines	NA	NA
* PBX	NA	NA
* CENTREX	NA	NA
* WATS	NA	NA
* Mobile	NA	NA
* Feature Group A	NA	NA
* Foreign Exchange	NA	NA
TYPE B - CIRCUIT SWITCHED TRUNK		
=====		
* Feature Group B	NA	NA
* Feature Group D	NA	NA
* DID (Line and Trunk)	NA	NA
CATEGORY 2 - PACKET SWITCHED		
=====		
* Packet DDD Access Line	NA	NA
* Packet Synch. Access Line	NA	NA
* Packet Asynch. Access Line	NA	NA
CATEGORY 3 - TYPE A DEDICATED METALLIC		
=====		
* Protection Alarm	NA	NA
* Protective Relaying	NA	NA
* Control Circuit	NA	NA
TYPE B - DEDICATED TELEGRAPH GRADE		
=====		
* Telegraph Grade 75 Baud	NA	NA
* Telegraph Grade 150 Baud	NA	NA
TYPE C - DEDICATED VOICE GRADE		
=====		
* Voice - Non-Switched Line	NA	NA
* Voice - Switched Line	NA	NA
* Voice - Switched Trunk	NA	NA
* Voice & Tone - Radio Land Line	NA	NA
* Data Low Speed	NA	NA
* Basic Data & Voice	NA	NA

MAINTENANCE ACTIVITY WITHOUT DUE DATES - AFFILIATED ESP
1st QUARTER 2009 VERIZON WEST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	AVERAGE INTERVAL (HOURS)
*****	*****	*****
* Voice & Data - PSN Access Tie TRK	NA	NA
* Voice & Data - SSN Access	NA	NA
* Voice & Data - SSN Intermach. TRK	NA	NA
* Data Extension, Voice Grade Data	NA	NA
* Protection Relay Voice Grade	NA	NA
* Dedicated Voice Grade - Telephoto & Facsimile	NA	NA
TYPE D - DEDICATED PROGRAM AUDIO		
=====		
* Program Audio 200-3500HZ	NA	NA
* Program Audio 100-5000 HZ	NA	NA
* Program Audio 50-8000 HZ	NA	NA
* Program Audio 50-15000 HZ	NA	NA
TYPE E - DEDICATED VIDEO		
=====		
* TV Channel, One Way 15kHz Audio	NA	NA
* TV Channel, One Way 5kHz Audio	NA	NA
TYPE F - DEDICATED DIGITAL(64 kbps)		
=====		
* Digital Voice Circuit	NA	NA
* Digital Data - 2.4kb/s	NA	NA
* Digital Data - 4.8kb/s	NA	NA
* Digital Data - 9.6kb/s	NA	NA
* Digital Data - 56kb/s	NA	NA
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)		
=====		
* Dedicated Digital - 1.544 MBPS	NA	NA
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)		
=====		
* Dedicated Digital - 3.152 MBPS	NA	NA
* Dedicated Digital - 6.312 MBPS	NA	NA
* Dedicated Digital - 44.736 MBPS	NA	NA
* Dedicated Digital - 45 MBPS or >	NA	NA
TYPE I - DEDICATED ALERT TRANSPORT		
=====		
TYPE J - DEDICATED DERIVED CHANNEL		
=====		
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)		
=====		
	NA	NA