**Eric Wagner**
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May 4, 2011

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

**Re: GTE Open Network Architecture, CC Docket No. 92-256**
**Phase I; Installation and Maintenance Non Discrimination Reports CC Docket No. 88-2,**
**Implementation of Pay Telephone Reclassification and Compensation Provisions of the Telecommunications Act of 1996, CC Docket No. 96-128**

Dear Ms. Dortch:

Attached are the first quarter 2011 ONA Installation Maintenance and Parity Reports for Enhanced Services for Verizon East (former Bell Atlantic Operating Companies) and Verizon West (former GTE Telephone Operating Companies) being filed pursuant to FCC Orders in the above-styled dockets.

Please contact me should you have any questions.

Very truly yours,

E. Wagner

Attachment

**INSTALLATION REPORT - ALL OTHER CUSTOMERS**
**1st Quarter 2011 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 | 33211 | 1000 | 3.01% | 3.80 |
| * PBX | 1816 | 19 | 1.05% | 5.19 |
| * CENTREX | 5740 | 114 | 1.99% | 3.08 |
| * WATS | 0 | 0 | 0.00% | 0.00 |
| * Mobile | 3604 | 0 | 0.00% | 5.27 |
| * Feature Group A | 69 | 0 | 0.00% | 5.19 |
| * Foreign Exchange | 2 | 0 | 0.00% | 7.50 |
| * Payphone Services | 340 | 35 | 10.29% | 6.77 |
| TYPE B - CIRCUIT SWITCHED TRUNK | | | | |
| ========== | | | | |
| * Feature Group B | 5 | 0 | 0.00% | 25.00 |
| * Feature Group D | 2716 | 32 | 1.18% | 17.46 |
| * 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 | 94 | 2 | 2.13% | 4.24 |
| * Protective Relaying | 0 | 0 | 0.00% | 0.00 |
| * Control Circuit | 8 | 0 | 0.00% | 5.13 |
| 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 | 517 | 5 | 0.97% | 7.25 |
| * Voice - Switched Line | 606 | 68 | 11.22% | 11.37 |
| * Voice - Switched Trunk | 76 | 7 | 9.21% | 8.51 |
| * Voice & Tone - Radio Land Line | 164 | 3 | 1.83% | 7.48 |
| * Data Low Speed | 68 | 3 | 4.41% | 4.35 |
| * Basic Data & Voice | 346 | 52 | 15.03% | 9.53 |

**INSTALLATION REPORT - ALL OTHER CUSTOMERS**
**1st Quarter 2011 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 | 56 | 5 | 8.93% | 10.66 |
| * 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 | 0 | 0.00% | 5.00 |
| * Protection Relay Voice Grade | 45 | 0 | 0.00% | 10.31 |
| * Dedicated Voice Grade - | 0 | 0 | 0.00% | 0.00 |
| 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 | 16 | 2 | 12.50% | 11.69 |
| TYPE E - DEDICATED VIDEO | | | | |
| ========== | | | | |
| * TV Channel, One Way 15kHz Audio | 127 | 6 | 4.72% | 5.81 |
| * TV Channel, One Way 5kHz Audio | 0 | 0 | 0.00% | 0.00 |
| TYPE F - DEDICATED DIGITAL(64 kbps) | | | | |
| ========== | | | | |
| * Digital Voice Circuit | 12 | 0 | 0.00% | 3.58 |
| * Digital Data - 2.4kb/s | 0 | 0 | 0.00% | 0.00 |
| * Digital Data - 4.8kb/s | 10 | 0 | 0.00% | 9.30 |
| * Digital Data - 9.6kb/s | 33 | 2 | 6.06% | 8.94 |
| * Digital Data - 56kb/s | 3204 | 297 | 9.27% | 15.31 |
| TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS) | | | | |
| ========== | | | | |
| * Dedicated Digital - 1.544 MBPS | 76730 | 10239 | 13.34% | 15.37 |
| 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 > | 8 | 0 | 0.00% | 16.88 |
| 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) | 0 | 0 | 0.00% | 0.00 |
| ========== | | | | |

**INSTALLATION REPORT - AFFILIATED ESP**
**1st Quarter 2011 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 | 59720 | 1322 | 2.21% | 2.23 |
| * PBX | 1030 | 13 | 1.26% | 6.18 |
| * CENTREX | 1550 | 15 | 0.97% | 5.68 |
| * WATS | 0 | 0 | 0.00% | 0.00 |
| * Mobile | 13033 | 25 | 0.19% | 1.35 |
| * Feature Group A | 7 | 0 | 0.00% | 6.71 |
| * Foreign Exchange | 2 | 0 | 0.00% | 4.00 |
| * Payphone Services | 183 | 0 | 0.00% | 6.11 |
| TYPE B - CIRCUIT SWITCHED TRUNK | | | | |
| ========== | | | | |
| * Feature Group B | 2 | 0 | 0.00% | 4.00 |
| * Feature Group D | 5 | 0 | 0.00% | 14.60 |
| * 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 | 97 | 1 | 1.03% | 4.02 |
| * Protective Relaying | 0 | 0 | 0.00% | 0.00 |
| * Control Circuit | 9 | 0 | 0.00% | 5.33 |
| TYPE B - DEDICATED TELEGRAPH GRADE | | | | |
| ========== | | | | |
| * Telegraph Grade 75 Baud | 1 | 0 | 0.00% | 2.00 |
| * Telegraph Grade 150 Baud | 0 | 0 | 0.00% | 0.00 |
| TYPE C - DEDICATED VOICE GRADE | | | | |
| ========== | | | | |
| * Voice - Non-Switched Line | 71 | 0 | 0.00% | 7.89 |
| * Voice - Switched Line | 2 | 0 | 0.00% | 4.00 |
| * Voice - Switched Trunk | 1 | 0 | 0.00% | 5.00 |
| * Voice & Tone - Radio Land Line | 82 | 6 | 7.32% | 8.45 |
| * Data Low Speed | 29 | 2 | 6.90% | 4.28 |
| * Basic Data & Voice | 268 | 23 | 8.58% | 8.82 |

**INSTALLATION REPORT - AFFILIATED ESP**
**1st Quarter 2011 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 | 0 | 0 | 0.00% | 0.00 |
| * Voice & Data - SSN Access | 0 | 0 | 0.00% | 0.00 |
| * Voice & Data - SSN Intermach. TRK | 52 | 0 | 0.00% | 2.37 |
| * Data Extension, Voice Grade Data | 0 | 0 | 0.00% | 0.00 |
| * Protection Relay Voice Grade | 11 | 2 | 18.18% | 29.82 |
| * 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 | 2 | 0 | 0.00% | 3.00 |
| * TV Channel, One Way 5kHz Audio | 0 | 0 | 0.00% | 0.00 |
| TYPE F - DEDICATED DIGITAL(64 kbps) | | | | |
| ========== | | | | |
| * Digital Voice Circuit | 1 | 0 | 0.00% | 6.00 |
| * Digital Data - 2.4kb/s | 0 | 0 | 0.00% | 0.00 |
| * Digital Data - 4.8kb/s | 1 | 0 | 0.00% | 7.00 |
| * Digital Data - 9.6kb/s | 18 | 1 | 5.56% | 13.28 |
| * Digital Data - 56kb/s | 8 | 1 | 12.50% | 4.50 |
| TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS) | | | | |
| ========== | | | | |
| * Dedicated Digital - 1.544 MBPS | 284 | 19 | 6.69% | 9.27 |
| 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 > | 3 | 0 | 0.00% | 5.00 |
| 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) | 0 | 0 | 0.00% | 0.00 |
| ========== | | | | |

**MAINTENANCE ACTIVITIES WITH DUE DATES - ALL OTHER CUSTOMERS**
**1st Quarter 2011 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 | 25296 | 7315 | 28.92% | 33.16 |
| * PBX | 95 | 27 | 28.42% | 22.78 |
| * CENTREX | 1677 | 544 | 32.44% | 42.38 |
| * WATS | 4 | 1 | 25.00% | 92.00 |
| * Mobile | 0 | 0 | #DIV/0! | 0.00 |
| * Feature Group A | N/A | N/A | N/A | N/A |
| * Foreign Exchange | 4 | 2 | 50.00% | 113.75 |
| * Payphone Services | 674 | 194 | 28.78% | 43.47 |
| 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 2011 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 | N/A | N/A | N/A | N/A |
| TYPE J - DEDICATED DERIVED CHANNEL | N/A | N/A | N/A | N/A |
| CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL) | 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 2011 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 | 81568 | 23038 | 28.24% | 31.47 |
| * PBX | 1312 | 483 | 36.81% | 34.56 |
| * CENTREX | 112921 | 31506 | 27.90% | 30.16 |
| * WATS | 82 | 19 | 23.17% | 60.62 |
| * Mobile | 9 | 2 | 22.22% | 91.78 |
| * Feature Group A | N/A | N/A | N/A | N/A |
| * Foreign Exchange | 181 | 52 | 28.73% | 29.86 |
| * Payphone Services | 740 | 338 | 45.68% | 161 |
| 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 2011 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 | N/A | N/A | N/A | N/A |
| TYPE J - DEDICATED DERIVED CHANNEL | N/A | N/A | N/A | N/A |
| CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL) | 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 ACTIVITY WITHOUT DUE DATE - ALL OTHER CUSTOMERS**
**1st Quarter 2011 VERIZON EAST ONA REPORT (QTR AVG)**

| SERVICE CATEGORY | TOTAL ORDERS | AVERAGE INTERVAL (HOURS) |
|---|---|---|
| ********** | ********** | ********** |
| CATEGORY 1 | | |
| ========== | | |
| TYPE A - CIRCUIT SWITCHED LINE | | |
| * Business Lines | 4 | 1.42 |
| * PBX | 148 | 23.62 |
| * CENTREX | 281 | 6.32 |
| * WATS | 0 | 0.00 |
| * Mobile | 0 | 0.00 |
| * Feature Group A | 13 | 4.66 |
| * Foreign Exchange | 44 | 14.59 |
| * 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) | 30 | 8.66 |
| 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 | 2 | 31.41 |
| * Protective Relaying | 6 | 9.10 |
| * Control Circuit | 12 | 8.51 |
| 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 | 70 | 63.59 |
| * Voice - Switched Line | 145 | 9.30 |
| * Voice - Switched Trunk | 12 | 10.69 |
| * Voice & Tone - Radio Land Line | 15 | 16.69 |
| * Data Low Speed | 95 | 4.79 |
| * Basic Data & Voice | 240 | 7.38 |

**MAINTENANCE ACTIVITY WITHOUT DUE DATE - ALL OTHER CUSTOMERS**
**1st Quarter 2011 VERIZON EAST ONA REPORT (QTR AVG)**

| SERVICE CATEGORY | TOTAL ORDERS | AVERAGE INTERVAL (HOURS) |
|---|---|---|
| ********** | ********** | ********** |
| * Voice & Data - PSN Access Tie TRK | 6 | 4.69 |
| * Voice & Data - SSN Access | 0 | 0.00 |
| * Voice & Data - SSN Intermach. TRK | 0 | 0.00 |
| * Data Extension, Voice Grade Data | 1 | 64.68 |
| * Protection Relay Voice Grade | 5 | 3.82 |
| * 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 | 0 | 0.00 |
| * Program Audio 50-8000 HZ | 0 | 0.00 |
| * Program Audio 50-15000 HZ | 0 | 0.00 |
| TYPE E - DEDICATED VIDEO | | |
| ========== | | |
| * TV Channel, One Way 15kHz Audio | 4 | 2.80 |
| * TV Channel, One Way 5kHz Audio | 0 | 0.00 |
| TYPE F - DEDICATED DIGITAL(64 kbps) | | |
| ========== | | |
| * Digital Voice Circuit | 36 | 3.43 |
| * Digital Data - 2.4kb/s | 0 | 0.00 |
| * Digital Data - 4.8kb/s | 13 | 3.35 |
| * Digital Data - 9.6kb/s | 63 | 4.16 |
| * Digital Data - 56kb/s | 1857 | 6.09 |
| TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS) | | |
| ========== | | |
| * Dedicated Digital - 1.544 MBPS | 57732 | 6.62 |
| TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS) | | |
| ========== | | |
| * Dedicated Digital - 3.152 MBPS | 4 | 50.30 |
| * Dedicated Digital - 6.312 MBPS | 12 | 2.23 |
| * Dedicated Digital - 44.736 MBPS | 1284 | 3.06 |
| * Dedicated Digital - 45 MBPS or > | 265 | 53.32 |
| TYPE I - DEDICATED ALERT TRANSPORT | 0 | 0.00 |
| ========== | | |
| TYPE J - DEDICATED DERIVED CHANNEL | 0 | 0.00 |
| ========== | | |
| CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL) | 0 | 0.00 |
| ========== | | |

**MAINTENANCE ACTIVITY WITHOUT DUE DATES - AFFILIATED ESP**
**1st Quarter 2011 VERIZON EAST ONA REPORT (QTR AVG)**

| SERVICE CATEGORY | TOTAL ORDERS | AVERAGE INTERVAL (HOURS) |
|---|---|---|
| ********** | ********** | ********** |
| CATEGORY 1 | | |
| ========== | | |
| TYPE A - CIRCUIT SWITCHED LINE | | |
| * Business Lines | 223 | 3.98 |
| * PBX | 1924 | 13.94 |
| * CENTREX | 1188 | 9.25 |
| * WATS | 1 | 2.85 |
| * Mobile | 0 | 0.00 |
| * Feature Group A | 147 | 8.77 |
| * Foreign Exchange | 537 | 10.74 |
| * 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) | 589 | 14.14 |
| CATEGORY 2 - PACKET SWITCHED | | |
| ========== | | |
| * Packet DDD Access Line | 0 | 0.00 |
| * Packet Synch. Access Line | 0 | 0.00 |
| * Packet Asynch. Access Line | 3 | 2.96 |
| CATEGORY 3 - TYPE A | | |
| DEDICATED METALLIC | | |
| ========== | | |
| * Protection Alarm | 208 | 12.07 |
| * Protective Relaying | 88 | 9.09 |
| * Control Circuit | 374 | 16.31 |
| 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 | 511 | 11.03 |
| * Voice - Switched Line | 1184 | 6.12 |
| * Voice - Switched Trunk | 88 | 21.78 |
| * Voice & Tone - Radio Land Line | 756 | 10.39 |
| * Data Low Speed | 2480 | 8.07 |
| * Basic Data & Voice | 507 | 6.96 |

**MAINTENANCE ACTIVITY WITHOUT DUE DATES - AFFILIATED ESP**
**1st Quarter 2011 VERIZON EAST ONA REPORT (QTR AVG)**

| SERVICE CATEGORY | TOTAL ORDERS | AVERAGE INTERVAL (HOURS) |
|---|---|---|
| ********** | ********** | ********** |
| * Voice & Data - PSN Access Tie TRK | 19 | 15.12 |
| * Voice & Data - SSN Access | 0 | 0.00 |
| * Voice & Data - SSN Intermach. TRK | 0 | 0.00 |
| * Data Extension, Voice Grade Data | 98 | 6.59 |
| * Protection Relay Voice Grade | 91 | 7.36 |
| * Dedicated Voice Grade - Telephoto & Facsimile | 0 | 0.00 |
| TYPE D - DEDICATED PROGRAM AUDIO | | |
| ========== | | |
| * Program Audio 200-3500HZ | 6 | 19.96 |
| * Program Audio 100-5000 HZ | 8 | 11.25 |
| * Program Audio 50-8000 HZ | 30 | 19.86 |
| * Program Audio 50-15000 HZ | 55 | 12.94 |
| TYPE E - DEDICATED VIDEO | | |
| ========== | | |
| * TV Channel, One Way 15kHz Audio | 105 | 7.57 |
| * TV Channel, One Way 5kHz Audio | 2 | 30.23 |
| TYPE F - DEDICATED DIGITAL(64 kbps) | | |
| ========== | | |
| * Digital Voice Circuit | 478 | 16.44 |
| * Digital Data - 2.4kb/s | 0 | 0.00 |
| * Digital Data - 4.8kb/s | 9 | 2.47 |
| * Digital Data - 9.6kb/s | 365 | 11.26 |
| * Digital Data - 56kb/s | 4497 | 6.81 |
| TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS) | | |
| ========== | | |
| * Dedicated Digital - 1.544 MBPS | 33885 | 6.03 |
| TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS) | | |
| ========== | | |
| * Dedicated Digital - 3.152 MBPS | 219 | 44.83 |
| * Dedicated Digital - 6.312 MBPS | 32 | 32.21 |
| * Dedicated Digital - 44.736 MBPS | 1087 | 3.45 |
| * Dedicated Digital - 45 MBPS or > | 598 | 25.59 |
| TYPE I - DEDICATED ALERT TRANSPORT | 0 | 0.00 |
| ========== | | |
| TYPE J - DEDICATED DERIVED CHANNEL | 0 | 0.00 |
| ========== | | |
| CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL) | 0 | 0.00 |
| ========== | | |

**INSTALLATION REPORT - ALL OTHER CUSTOMERS**
**1st QUARTER 2011 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 | 84 | 32 | 38.10% | 23.38 |
| * PBX | 20 | 5 | 25.00% | 6.20 |
| * CENTREX | 32 | 10 | 31.25% | 13.19 |
| * 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 | 0 | 0 | 0.00% | 0.00 |
| 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 | 0 | 0 | 0.00% | 0.00 |
| * 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 | 7 | 0 | 0.00% | 11.57 |
| * Voice - Switched Line | 0 | 0 | 0.00% | 0.00 |
| * 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 | 9 | 1 | 11.11% | 9.89 |

**INSTALLATION REPORT - ALL OTHER CUSTOMERS**
**1st QUARTER 2011 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 - | 0 | 0 | 0.00% | 0.00 |
| 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 | 0 | 0 | 0.00% | 0.00 |
| * Digital Data - 56kb/s | 85 | 4 | 4.71% | 14.39 |
| TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS) | | | | |
| ========== | | | | |
| * Dedicated Digital - 1.544 MBPS | 11981 | 565 | 4.72% | 13.53 |
| 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 | 196 | 31 | 15.82% | 23.99 |
| * Dedicated Digital - 45 MBPS or > | 24 | 4 | 16.67% | 49.04 |
| 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) | 1 | 0 | 0.00% | 10.00 |
| ========== | | | | |

**INSTALLATION REPORT - AFFILIATED ESP**
**1st QUARTER 2011 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 | 181 | 60 | 33.15% | 39.61 |
| * PBX | 97 | 26 | 26.80% | 14.31 |
| * CENTREX | 257 | 120 | 46.69% | 53.67 |
| * 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 | 45 | 20 | 44.44% | 13.42 |
| 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) | 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 | 0 | 0 | 0.00% | 0.00 |
| * 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 | 0 | 0 | 0.00% | 0.00 |
| * Voice - Switched Line | 0 | 0 | 0.00% | 0.00 |
| * 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 | 7 | 0 | 0.00% | 20.14 |

**INSTALLATION REPORT - AFFILIATED ESP**
**1st QUARTER 2011 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 - | 0 | 0 | 0.00% | 0.00 |
| 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 | 2 | 0 | 0.00% | 14.50 |
| 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 | 1 | 0 | 0.00% | 25.00 |
| * Digital Data - 56kb/s | 2 | 1 | 50.00% | 14.50 |
| TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS) | | | | |
| ========== | | | | |
| * Dedicated Digital - 1.544 MBPS | 883 | 64 | 7.25% | 12.15 |
| 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 | 34 | 3 | 8.82% | 29.62 |
| * Dedicated Digital - 45 MBPS or > | 112 | 11 | 9.82% | 25.72 |
| 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) | 1 | 0 | 0.00% | 18.00 |
| ========== | | | | |

**MAINTENANCE ACTIVITIES WITH DUE DATES - ALL OTHER CUSTOMERS**
**1st QUARTER 2011 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 | 3186 | 970 | 30.45% | 36.71 |
| * PBX | 498 | 104 | 20.88% | 15.71 |
| * CENTREX | 0 | 0 | 0.00% | 0.00 |
| * WATS | 0 | 0 | 0.00% | 0.00 |
| * Mobile | 22 | 15 | 68.18% | 5.69 |
| * Feature Group A | 0 | 0 | 0.00% | 0.00 |
| * Foreign Exchange | 62 | 40 | 64.52% | 5.18 |
| 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) | 18 | 7 | 38.89% | 5.84 |
| 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 | 17998 | 2013 | 11.18% | 43.42 |
| CATEGORY 3 - TYPE A DEDICATED METALLIC | | | | |
| * Protection Alarm | 5 | 5 | 100.00% | 7.06 |
| * Protective Relaying | 1 | 1 | 100.00% | 8.50 |
| * Control Circuit | 20 | 14 | 70.00% | 8.90 |
| 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 | 19 | 7 | 36.84% | 3.27 |
| * Voice - Switched Line | 8 | 7 | 87.50% | 17.44 |
| * Voice - Switched Trunk | 0 | 0 | 0.00% | 0.00 |
| * Voice & Tone - Radio Land Line | 0 | 0 | 0.00% | 0.00 |
| * Data Low Speed | 1 | 1 | 100.00% | 3.60 |
| * Basic Data & Voice | 180 | 105 | 58.33% | 15.55 |

**MAINTENANCE ACTIVITIES WITH DUE DATES - ALL OTHER CUSTOMERS**
**1st QUARTER 2011 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 | 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 | 2 | 2 | 100.00% | 11.52 |
| * Program Audio 50-15000 HZ | 2 | 1 | 50.00% | 7.89 |
| 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 | 35 | 28 | 80.00% | 4.90 |
| * 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 | 15 | 5 | 33.33% | 2.57 |
| * Digital Data - 56kb/s | 551 | 256 | 46.46% | 4.16 |
| TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS) | | | | |
| ========== | | | | |
| * Dedicated Digital - 1.544 MBPS | 12870 | 6205 | 48.21% | 4.20 |
| 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 | 130 | 43 | 33.08% | 2.78 |
| * Dedicated Digital - 45 MBPS or > | 29 | 11 | 37.93% | 2.39 |
| 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) | 4 | 4 | 100.00% | 9.71 |
| ========== | | | | |

**MAINTENANCE ACTIVITIES WITH DUE DATES - AFFILIATED ESP**
**1st QUARTER 2011 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 | 3481 | 1374 | 39.47% | 33.33 |
| * PBX | 4117 | 1590 | 38.62% | 35.17 |
| * CENTREX | 0 | 0 | 0.00% | 0.00 |
| * WATS | 0 | 0 | 0.00% | 0.00 |
| * Mobile | 16 | 10 | 62.50% | 7.82 |
| * Feature Group A | 0 | 0 | 0.00% | 0.00 |
| * Foreign Exchange | 42 | 19 | 45.24% | 4.45 |
| 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) | 14 | 3 | 21.43% | 3.38 |
| 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 | 7 | 3 | 42.86% | 4.58 |
| * Protective Relaying | 1 | 1 | 100.00% | 9.88 |
| * Control Circuit | 14 | 7 | 50.00% | 4.90 |
| 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 | 0 | 0 | 0.00% | 0.00 |
| * Voice - Switched Line | 2 | 2 | 100.00% | 18.39 |
| * 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 | 134 | 83 | 61.94% | 6.42 |

**MAINTENANCE ACTIVITIES WITH DUE DATES - AFFILIATED ESP**
**1st QUARTER 2011 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 | 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 | 6 | 5 | 83.33% | 9.04 |
| 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 | 2 | 2 | 100.00% | 14.93 |
| * 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 | 0 | 0 | 0.00% | 0.00 |
| * Digital Data - 56kb/s | 77 | 26 | 33.77% | 3.22 |
| TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS) | | | | |
| * Dedicated Digital - 1.544 MBPS | 1936 | 896 | 46.28% | 4.00 |
| 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 | 36 | 11 | 30.56% | 2.68 |
| * Dedicated Digital - 45 MBPS or > | 20 | 10 | 50.00% | 3.21 |
| 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) | 1 | 1 | 100.00% | 4.65 |

**MAINTENANCE ACTIVITY WITHOUT DUE DATE - ALL OTHER CUSTOMERS**
**1st QUARTER 2011 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 2011 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) | NA | NA |
| ========== | | |
| * 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 | NA | NA |
| ========== | | |
| TYPE J - DEDICATED DERIVED CHANNEL | NA | NA |
| ========== | | |
| CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL) | NA | NA |
| ========== | | |

**MAINTENANCE ACTIVITY WITHOUT DUE DATES - AFFILIATED ESP**
**1st QUARTER 2011 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 2011 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) | NA | NA |
| ========== | | |
| * 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 | NA | NA |
| ========== | | |
| TYPE J - DEDICATED DERIVED CHANNEL | NA | NA |
| ========== | | |
| CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL) | NA | NA |
| ========== | | |