

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Petition of Communications Workers of America :
for a Public, On-the-Record Commission :
Investigation of the Safety, Adequacy, and : Docket No. P-2015-2509336
Reasonableness of Service Provided by Verizon :
Pennsylvania, LLC :

SCHEDULES JIG-1 TO JIG-9 TO ACCOMPANY
DIRECT TESTIMONY OF
JAMES J. GARDLER
ON BEHALF OF
COMMUNICATIONS WORKERS OF AMERICA

Dated: September 29, 2016

Picture 1: Broken pole, Steinruck Road,
Londonderry Township, Feb. 2016



Picture 2: Line sagging below clearance,
Route 342, Allen Township, Sept. 2016



Picture 3: Improper cable repairs, wires service wires hanging out from damaged plastic wrapping over damaged cable, 643 Washington St., Northampton, Sept. 2016



Picture 4: Failure to repair damaged cable, coupled with a failure to provide technicians with enough time to do the work properly and safely, 4th and Broad Streets, Emmaus, Sept. 2016.



Picture 5: Damaged cabinets impair service and provide a home for nesting animals and insects, S. Birdell Rd., Honey Brook, Jan. 2016.



Picture 6: Lead cable exposed to the elements and improperly enclosed in a non-weather-resistant container, Milton Street, Catasaqua, Sept. 2016.



Communications Workers of America
2016 Survey of Outside Plant Technician Members
June 2016

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 May 2016. A total of 150 CWA members who work as Outside Plant Technicians 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.**
 - 83.2 percent of technicians report in the past year it is “very common” and an additional 13.3 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.**
 - 95.1 percent of technicians report in the past year management refused to authorize repair or replacement of cable that the technician reports as defective.
 - 88.2 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.**
 - 81.8 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.**
 - 79.2 percent of technicians report in the past year assignment of work to repair/install FiOS network is given priority over assignment of work to repair/ install copper service.
- **Verizon has eliminated or significantly reduced staffing for work on the copper network since 2010.**
 - **Proactive maintenance:** 57.2 percent of technicians report “most of the jobs” and another 32.4 percent report “half of the jobs” have been eliminated.
 - **Installation/Repair:** 46.5 percent of technicians report “most of the jobs” and another 45.1 percent report “half of the jobs” have been eliminated.
 - **Cable Maintenance:** 60.6 percent of technicians report “most of the jobs” and another 30.3 percent report “half of the jobs” have been eliminated.
 - **Lineman:** 23.2 percent of technicians report “most of the jobs” and another 41.6 percent report “half of the jobs” have been eliminated.
 - **Construction Splicer:** 44.8 percent of technicians report “most of the jobs” and another 35.2 percent report “half of the jobs” have been eliminated.

- **Verizon rarely performs critical preventive maintenance functions on the copper network.**
 - **Battery checks:** 90.8 percent of technicians with knowledge in this area report Verizon rarely if ever performs battery checks on batteries in remote terminals and controlled environment vaults.
 - **Predictor reports:** 90.6 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:** 90.3 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	137	95.1%
No	7	4.9%
Total	144	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	105	72.9%
Somewhat Common	31	21.5%
Not Often	7	4.9%
Often	1	0.7%
Total	144	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	127	88.2%
Somewhat Common	15	10.4%
Not Often	1	0.7%
Often	1	0.7%
Total	144	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	62	43.4%
Somewhat Common	55	38.5%
Not Often	20	14.0%
Often	6	4.2%
Total	143	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	119	83.2%
Somewhat Common	19	13.3%
Not Often	5	3.5%
Often	0	0%
Total	143	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	80	56.3%
Somewhat Common	48	33.8%
Not Often	12	8.5%
Often	2	1.4%
Total	142	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	88	79.2%
No	23	20.7%
Total	111	100%

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

Q8a: Proactive Maintenance (copper)

Most of the jobs eliminated	83	57.2%
Half of the jobs eliminated	47	32.4%
Small # of jobs eliminated	11	7.6%
Sufficient staff to do job	4	2.8%
Total	145	100%

Q8b: Installation/Repair (copper)

Most of the jobs eliminated	67	46.5%
Half of the jobs eliminated	65	45.1%
Small # of jobs eliminated	10	6.9%
Sufficient staff to do job	2	1.4%
Total	144	100%

Q8c: Cable Maintenance (copper)

Most of the jobs eliminated	86	60.6%
Half of the jobs eliminated	43	30.3%
Small # of jobs eliminated	13	9.2%
Sufficient staff to do job	0	0%
Total	142	100%

Q8d: Lineman (copper)

Most of the jobs eliminated	29	23.2%
Half of the jobs eliminated	52	41.6%
Small # of jobs eliminated	36	28.8%
Sufficient staff to do job	8	6.4%
Total	125	100%

Q8e: Construction Splicer (copper)

Most of the jobs eliminated	56	44.8%
Half of the jobs eliminated	44	35.2%
Small # of jobs eliminated	22	17.6%
Sufficient staff to do job	3	2.4%
Total	125	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	4	2.9%
Somewhat Frequently	6	4.4%
Rarely	57	41.6%
Never	42	30.7%
Don't Know	28	20.4%
Total	137	100%

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

Very Frequently	4	2.9%
Somewhat Frequently	6	4.4%
Rarely	20	14.6%
Never	77	56.2%
Don't Know	30	21.9%
Total	137	100%

Q9c: Air Pressure Testing

Very Frequently	4	2.9%
Somewhat Frequently	4	2.9%
Rarely	52	38.0%
Never	44	32.1%
Don't Know	33	24.1%
Total	137	100%

Corner of Stevens and Schuylkill Streets, Lancaster, PA, showing a cut-off portion of a pole attached to a new pole with Verizon equipment (terminal and cables) still attached to the portion of the old pole. Google Streetview, July 2011.



Same location, January 2016: cut-off portion of pole is still in place with Verizon's facilities attached, more than 4-1/2 years later.



PA

Job Title	2010	2015	Change	% change
SERVICES TECHNICIAN	1273	966	-307	-24.1%
SPLICING TECHNICIAN	801	658	-143	-17.9%
Grand Total	2074	1624	-450	-21.7%

Source: Verizon employee census provided to CWA in 2011 and 2016

Locations in Non-FIOS Areas of Pennsylvania with 2 or Fewer Field Technicians, as of 12/31/2014

<u>City</u>	<u>Services Tech.</u>	<u>Splicing Tech.</u>	<u>Total</u>	<u>City</u>	<u>Services Tech.</u>	<u>Splicing Tech.</u>	<u>Total</u>
Albrightsville	1		1	Avondale	2		2
Bellefonte	1		1	Beach Lake	2		2
Berwick	1		1	Clarion	1	1	2
Brownsville		1	1	Fairchance		2	2
California		1	1	Honesdale		2	2
Cresson		1	1	Kennett Square	1	1	2
Derry		1	1	Knoxville	1	1	2
Donora		1	1	Lehighton	1	1	2
Downingtown	1		1	Ligonier	1	1	2
Farmington		1	1	Mercer	1	1	2
Galeton		1	1	Milford	2		2
Greenville	1		1	Moosic	2		2
Halifax		1	1	Mount Pleasant	1	1	2
Herminie		1	1	Parkesburg	2		2
Huntingdon	1		1	Punxsutawney	2		2
Irwin		1	1	Schuylkill Haven	1	1	2
Kane	1		1	Scottdale	1	1	2
Lake Como	1		1	Strasburg		2	2
Landenberg	1		1	Tionesta	1	1	2
Latrobe		1	1	West Newton	1	1	2
Lewistown	1		1	Willow Street	1	1	2
Lords Valley	1		1				
Macungie	1		1				
Mahanoy City	1		1				
Masontown	1		1				
Mcveystown	1		1				
Millersville	1		1				
Millheim	1		1				
Monongahela		1	1				
Mount Union	1		1				
New Ringgold		1	1				
New Tripoli		1	1				
Perryopolis		1	1				
Philipsburg	1		1				
Pittston		1	1				
Port Allegany	1		1				
Sugar Grove	1		1				
Sunbury		1	1				
Taylor		1	1				
Weatherly	1		1				
West Grove	1		1				
White Haven		1	1				

Pine St. near Mt. Vernon St., Oxford, PA (Chester County)

Google Streetview Picture, Sept. 2014, showing terminal box suspended over sawed off pole



August 2015, no change in condition



Google Streetview picture, November 2015 (after CWA files Petition with PUC), pole removed, terminal remains suspended



800 block of Fishburn Road, Hershey, PA

Google Streetview, August 2011. Pole is marked with an "X" for replacement.



Google Streetview, July 2012. A new pole has been installed, but the old pole has been cut off (still marked with an "X") because Verizon's facilities are still on the old pole.



February 2016. The old pole with Verizon's facilities attached is still in place.



Pennsylvania VVL Installs - 2016

(*) Work Stoppage - April 13-May 31

Wire Center	Jan	Feb	Mar	Apr (*)	May(*)	Jun	Jul	Total
ALIQUIPPA		2		5	4	1	3	15
ALLENTOWN				1	5	1	1	8
ALTOONA/DSO					1			1
AMBLER				1	4		1	6
AMBRIDGE				2	1		2	5
ANNVILLE,PA						2		2
ARDMORE					2			2
ASHLAND					1			1
AVELLA,PA					1			1
BADEN,PA					1		1	2
BALA CYNWYD,PA					3			3
BALDWIN NORTH		1			1			2
BATH,PA				1	1		1	3
BEAVER FALLS				1	4	1	2	8
BEAVER SPRING					3			3
BELLEFONTE				1	3			4
BELLEVUE					1			1
BERNVILLE,PA		1						1
BERWICK			2		4			6
BESSEMER					1	1		2
BETHEL PARK					3			3
BETHLEHEM				4	5	1	1	11
BIG RUN,PA					3			3
BLAIRSVILLE,PA					2			2
BLOOMSBURG				1	7			8
BOALSBURG					1			1
BRADFORD		1				1		2
BRIDGEVILLE, PA							1	1
BRISTOL					1			1
BROWNSVILLE				1	2			3
BRYN MAWR					1		1	2
BUCKINGHAM,PA					1			1
BURGETTSTOWN					4			4
BUSHKILL					2			2
CAMP HILL				1	3			4
CANNONSBURG		1	1		5	1		8
CARBONDALE					1			1
CARNEGIE					3			3
CARRICK			1					1
CARVERSVILLE,PA					2	1		3
CATASQUA					2		1	3
CATAWISSA,PA					3			3

CENTER POINT		1	1				2
CENTRE HALL						4	4
CHESTER A		2	10				12
CHESTER B						2	2
CHESTER HTS						1	1
CHESTNUT HILL		1	2				3
CHURCHVILLE	1					2	3
CLAIRTON						1	1
CLAYSVILLE		1	2				3
CLEARFIELD			1			2	3
COATESVILLE						2	2
COLLEGEVILLE			1			2	3
CONNELLSVILLE						2	2
CONSHOHOCKEN						1	1
CORAOPOLIS						1	1
CRAFTON						1	1
CRESCO						3	3
CURWENSVILLE						1	1
DANVILLE	1		1			2	4
DAUPHIN							0
DAVENPORT			1				1
DERRY,PA						1 1 1	3
DEWEY			5			18 1	24
DILLSBURG	1		1				2
DINGSMAN FERRY,PA						1	1
DONORA			1				1
DORMONT						3 1	4
DOWNTOWN 5E,PA			1			2	3
DOYLESTOWN						2 1	3
DUBOIS						7	7
EAST LIBERTY			1			1	2
EAST PETERSBURG						2	2
EASTON		1	4			7 1	13
EASTWICK			1			9	10
EDDINGTON			2			2	4
ELIZABETH						3 1	4
ELIZABETH TWSP						6	6
ELYSBURG			1			1 1	3
EMMAUS			1			4	5
EVERGREEN						2	2
FAIR CHANCE			1			2	3
FARMINGTON						1	1
FINLEYVILLE			1			1	2
FLEETWOOD,PA						4 1	5
FRACKVILLE						3	3
FREELAND,PA						1	1
FRENCHVILLE,PA						1	1

GERMANTOWN		5	10	2	1	18
GLENOLDEN		1	7			8
GLENSHAW,PA		1				1
GREENSBURG		4	2			6
GREENVILLE			1			1
GROVE CITY			1			1
HALIFAX,PA			2	1	1	4
HAMBURG		2	3	2		7
HAMLIN						0
HARRISBURG	1		6			7
HATBORO		2	3			5
HAWLEY,PA		2	1			3
HAZLETON			1			1
HELLERTOWN,PA				1	2	3
HERMINIE			1			1
HERSHEY,PA			2			2
HOLLIDAYSBURG			2			2
HOMER CITY,PA			2			2
HOMESTEAD			5			5
HONESDALE		1	1			2
HONEYBROOK,PA		1	1			2
HOOKSTOWN,PA		1	1		2	4
HOUTZDALE,PA	2		3			5
HUNTINGDON,PA			1			1
IMPERIAL,PA		2	1			3
INDIANA		1	1			2
IRWIN	1	1	4			6
JEANNETTE		3	3			6
JENKINTOWN		2	6			8
JERSEY SHORE			1			1
JIM THORPE			1			1
KANE,PA	1					1
KING OF PRUSSIA			1			1
KINGSTON	1	1	6			8
KNIGHTS ROAD		1	7			8
KUHNSVILLE		4	5		2	11
KUTZTOWN			2			2
LAKE ARIEL,PA			3			3
LANCASTER		1	11		1	13
LANDENBERG			2			2
LANDISVILLE		1	1			2
LANSDALE		1	2			3
LANSDOWNE		2	4			6
LARCHMONT			2			2
LATROBE,PA	1		5	1		7
LAURELDALE	1	4	5			10
LEBANON			3			3

LEEPER,PA	1				1
LEHIGHTON,PA			7		7
LEWISTOWN		1			1
LIGONIER,PA			1	1	2
LINE LEXINGTON		1	3		4
LOCUST 5E9.1			1		1
LOG TAVERN			2		2
LORDS VALLEY,PA			3		3
LOYALSOCK			1		1
MAHAFFEY,PA			1		1
MARCHAND			1	1	2
MARIENVILLE,PA			1		1
MARION CENTER,PA			1	2	3
MATAMORAS,PA			2		2
MCADOO			3	1	4
MCCLELLANDTOWN,PA				1	1
MCDONALD			1		1
MCKEES ROCKS			2		2
MCKEESPORT		1	8	1	10
MECHANICSBURG			2		2
MEDIA		1			1
MENDENHALL,PA			1		1
MERCER,PA			1	1	2
MIDDLEBURG,PA		1	2		3
MIDDLETOWN,PA			4	1	5
MIDLAND,PA			1		1
MILLERSVILLE,PA			3	2	5
MILLVALE			1		1
MILLVILLE			1		1
MILTON	1	1	1		3
MINERSVILLE,PA			1		1
MONESSEN			1		1
MONONGAHELA	1	1	2		4
MONROEVILLE		1	1		2
MONTOURSVILLE			1		1
MOOSIC		2	2		4
MORRISVILLE		1			1
MOSCOW,PA		1	5		6
MOUNT GRETNA,PA			1		1
MOUNT PLEASANT,PA			1		1
MOUNT POCONO			2		2
MOUNT UNION			1		1
MOUNTAINVILLE			2	1	3
MT PLEASANT MILLS,PA			1		1
NANTICOKE	1	1			2
NAZARETH			3	1	5
NEW CASTLE		1	5		6

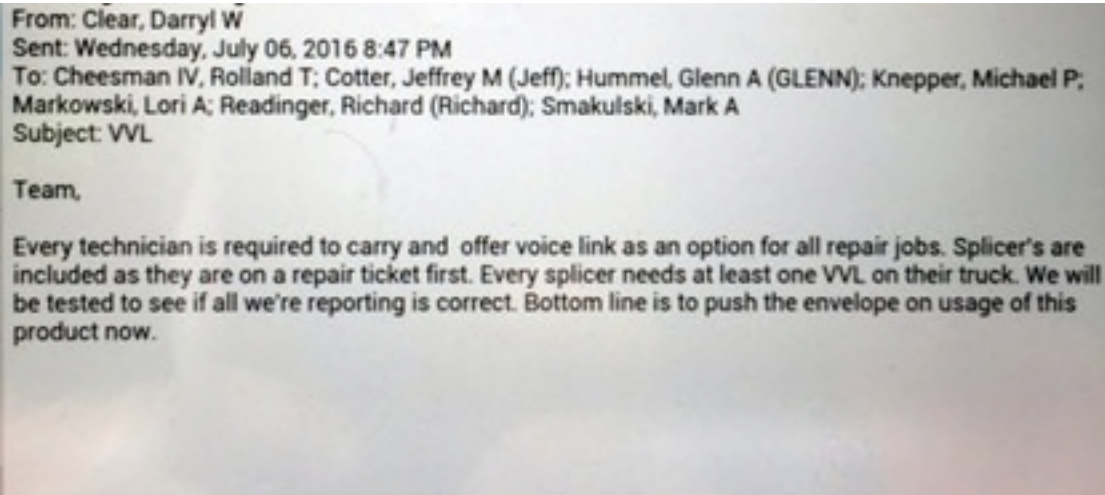
NEW CUMBERLAND,PA			2			2
NEW FLORENCE,PA		1	1			2
NEW HOPE			1			1
NEW KENSINGTON			2		1	3
NEW SALEM REPUBLIC		1	1			2
NEW SMITHVILLE,PA					1	1
NEW STANTON,PA		1		1		2
NEWFOUNDLAND,PA			3			3
NORRISTOWN		1	5			6
NORTH HAMPTON	1	1	3			5
NORTH SIDE			1			1
NORTH WALES			1	1		2
NORTHUMBERLAND,PA			1		1	2
OAKLAND 5E	1					1
OAKMONT,PA		2	2			4
OLYPHANT			3			3
ORCHARD		1	3			4
ORWIGSBURG,PA			3			3
OSCEOLA MILLS,PA			1			1
OXFORD,PA		1	8			9
PALMYRA			5			5
PARKERFORD,PA			1	1		2
PARKWOOD,PA		1		1		2
PAXTANG,PA			2			2
PAXTONIA			2			2
PENN HILLS			1			1
PENNSBURG						0
PENNYPACKER			3			3
PERKASIE,PA			3			3
PERRYOPOLIS,PA			1			1
PERRYSVILLE,PA		1				1
PHILLIPSBURG	1		2			3
PHOENIXVILLE,PA			2			2
PILGRIM		1	2			3
PITTSTON		1				1
PLEASANT GAP			1			1
PLUMSTEADVILLE,PA			3			3
POINT MARION,PA		1				1
POPLAR		1	10			11
POTTSTOWN		2	7	1		10
POTTSVILLE,PA		2	5			7
PUGHTOWN						0
PUNXSUTAWNEY			2			2
QUAKERTOWN		1	2			3
READING	1	1	12	3	2	19
REGENT			3	1		4
REYNOLDSVILLE,PA			4			4

RIDLEY PARK			2	1		3
RIEGELSVILLE	1		2			3
ROBINSON TWSHP			1			1
ROCHESTER		3	7			10
ROCKWOOD,PA				1	1	2
ROYERSFORD		1	1		1	3
RUSSELL,PA		1				1
SAINT LAWRENCE		1	4		1	6
SARATOGA	2			1		3
SAYRE	1				1	2
SCHUYLKILL HAVEN			1			1
SCRANTON		1	7			8
SELINGSGROVE,PA		1	3			4
SEWARD		1				1
SEWICKLEY,PA		1	3			4
SHAMOKIN		1	4			5
SHAMOKIN DAM,PA			1			1
SHARON		2	6			8
SHARPSBURG					1	1
SHENANDOAH,PA			1			1
SHERWOOD		1	4	1		6
SHILLINGTON	2		1	8	3	14
SINKING SPRINGS		1	6	6	2	17
SLANTINGTON			1	8	1	10
SMOCK				3		3
SNOW SHOE			1			1
SOMERSET,PA		1				1
SOUDERTON				1		1
SPRING GROVE					1	1
SPRINGDALE				1		1
SPRINGFIELD				3		3
SPRINGTOWN				2		2
SQUIRREL HILL			1	2	1	4
STATE COLLEGE				1		1
STEELTON				3		3
STRASBURG				4		4
STROUDSBURG				2		2
SUNBURY,PA			2	2		4
TAMAQUA,PA				2		2
TANNERSVILLE				2		2
TARENTUM			1			1
TAYLOR				1		1
TAYLORSTOWN,PA		1				1
TOBYHANNA			1	1		2
TRINITY			4	11		15
TROOPER				1	1	2
TURTLE CREEK				3		3

TYRONE,PA					1				1
UNIONTOWN				5	6	1			12
WALLENPAUPACK,PA					3				3
WAMPUM,PA				1	1				2
WARRINGTON					1				1
WASHINGTON				3	9	2	1		15
WASHINGTONVILLE					1				1
WAVERLY				1	8		1		10
WAYNE					1				1
WEATHERLY					1				1
WEST ALEXANDER,PA					1				1
WEST CHESTER				1	4				5
WEST GROVE,PA					1				1
WEST MIDDLESEX,PA					1				1
WEST MIFFLIN					2				2
WEST NEWTON					1				1
WEST VIEW				1					1
WESTFIELD,PA		1							1
WHITE HAVEN,PA					2				2
WILKES BARRE				1	3	1			5
WILKINSBURG					2				2
WILLIAMSPORT					1				1
WILLOW GROVE,PA				2	2				4
WILLOW STREET				1	2				3
WINBURNE,PA					3				3
WOOLRICH,PA					1				1
WYOMING,PA					1				1
YARDLEY				1					1
ZELIENOPLE,PA			1		2		1		4
Total	16	17	12	176	718	57	49		1045

Email messages and memoranda from Verizon managers / supervisors concerning VoiceLink

July 6, 2016, from Verizon management to Verizon local managers:



From: Clear, Darryl W
Sent: Wednesday, July 06, 2016 8:47 PM
To: Cheesman IV, Rolland T; Cotter, Jeffrey M (Jeff); Hummel, Glenn A (GLENN); Knepper, Michael P; Markowski, Lori A; Readinger, Richard (Richard); Smakulski, Mark A
Subject: VVL

Team,

Every technician is required to carry and offer voice link as an option for all repair jobs. Splicer's are included as they are on a repair ticket first. Every splicer needs at least one VVL on their truck. We will be tested to see if all we're reporting is correct. Bottom line is to push the envelope on usage of this product now.

August 23, 2016, from Verizon local manager to field technicians:

Subject: Voice Link
Team

If you have a trouble report that is voice link eligible, you must work the voice link conversion. If the customer cannot be re-graded, I NEED TO KNOW. Daily reports are being pulled. And, every customer cannot have an alarm system. Please work the voice link conversion. You need to verify the voice link will not work, DO NOT RETURN TO CABLE a voice link eligible service unless you verify the service won't work.

Thank you,

Rick Scanlon

Local Manager, **Verizon Wireline Network**

Tel: [724-774-0319](tel:724-774-0319) | Mob: [412-972-0285](tel:412-972-0285)

2713 W. State St. New Castle, PA 16101

August 31, 2016, from Verizon management to Verizon local managers:

Mellott, Robert

From: Hahn, Tonya R
Sent: Wednesday, August 31, 2016 3:00 PM
To: Hahn LMs
Subject: Voice Link coverage
Importance: High

I checked the dopads there is training time designated for all your technicians.

I want to see everyone – NPW remarks to include Tech 360 voice link coverage and if you have it --- give them the paper copy. Fax or email it to them.

MAKE IT AWARE TO ALL THIS IS WHAT THEY NEED TO REVIEW TOMORROW.

YOU DO NOT HAVE TO HOLD THEIR HAND TO READ THE DOCUMENT.
ADDITIONALLY --- MAKE SURE EVERYONE HAS AT LEAST 1 VL ON THEIR TRUCK.

CXM SPLICERS AND SYSTEM TECHNICIANS SHOULD REVIEW THIS COVERAGE ALSO.

AFTER TOMORROW --- NO ONE SHOULD HAVE EXCUSES.

CALL EACH AND TELL THEM THIS IS WHAT YOU WANT THEM TO REVIEW TOMORROW.. –

Let them know -----TO MIGRATE WHILE ON SITE THE TROUBLE MUST HAVE THE MIGRATE BUTTON.

ANY QUESTIONS, ASK.

I will be spot checking vgbasign NPW remarks tomorrow for VL coverage.

Thank you.

verizon

Tonya R. Hahn
Area Manager
I&M/CXM
Wireline Network Operations
(814)590-2036 Cell

September 20, 2016, from Verizon supervisors to each field technician and CWA

Record of Employee Contacts 5766
2/87

Name [REDACTED]	Benefit Date [REDACTED]
Title SPLICER	Date of Discussion 9-20-16
Nature of Entry	

General Discussion Job Performance-Quantity Absence and/or Tardiness
 Commendation Job Performance-Quality Other (describe)
VoiceLink requirements
 Safety Performance

This is a general discussion to formally notify you of the expectations in regards to VoiceLink migration opportunities. In an effort to provide our customers with the best possible network performance in non-FIOS areas, Verizon will migrate as many customers experiencing trouble on their line to VoiceLink as possible.

Your responsibility as a technician is to:

- 1) Determine if the customer is pre-qualified for VoiceLink by dispatching on your job and looking for the green Voicelink migration button.
- 2) If the green button is present, and the trouble is in the Verizon network, use the VoiceLink qualification checklist to determine if the customer does or does not qualify for VoiceLink.
- 3) a) If the customer does qualify, follow the VoiceLink Migration installation/migration procedure and complete the migration.
-
b) If the customer does not qualify, proceed with the repair BAU. Note the reason that the customer did not qualify for VoiceLink on you job closeout.
-

It is a requirement that migration to VoiceLink be your first option when the customer qualifies and the trouble is in Verizon's network.

Any questions regarding circumstances not covered in this directive should be brought to the attention of your supervisor.

Failure to follow this directive may result in disciplinary action up to and including dismissal.

It is required that a copy of this entry be provided to the employee if the entry is intended to be used against the employee at some time to justify discipline.

Date provided to employee: 9-20-16 Name of Supervisor: CHARLES BARTOLES
(Print Full Name)

Copy provided to Union: *Yes No Date provided: 9-20-16 Supervisor: _____
(Optional)

[REDACTED]
Union Officer's Name:

September 21, 2016: Memorandum from Verizon supervisor to CWA members

9-21-16

Voice Link Discussion

This is a general discussion to formally notify you of the expectations in regards to VoiceLink migration opportunities. In an effort to provide our customers with the best possible network performance in non-FiOS areas, Verizon will migrate as many customers experiencing trouble on their line to VoiceLink as possible.

Your responsibility as a technician is to:

- 1) Determine if the customer is pre-qualified for VoiceLink by dispatching on your job and looking for the green Voicelink migration button.
- 2) If the green button is present, and the trouble is in the Verizon network, use the VoiceLink qualification checklist to determine if the customer does or does not qualify for VoiceLink.
- 3) a) If the customer does qualify, follow the VoiceLink Migration installation/migration procedure and complete the migration.
b) If the customer does not qualify, proceed with the repair BAU. Note the reason that the customer did not qualify for - VoiceLink on you job closeout.

It is a requirement that migration to VoiceLink be your first option when the customer qualifies and the trouble is in Verizon's network.

Any questions regarding circumstances not covered in this directive should be brought to the attention of your supervisor.

Failure to follow this directive may result in disciplinary action up to and including dismissal.