

Docket UT-090842
UTC Staff Data Request Nos. 127-139 to Verizon and Frontier
December 3, 2009

UTC STAFF DATA REQUEST NO. 131:

On pages 15 and 16, Mr. Gregg responds to Ms. Russell's conclusion that out of service repair intervals and trouble reports per 100 lines were increasing for the Frontier companies based on the ARMIS data. He appears to draw a correlation between increases in the number of broadband customers on the one hand, and reported service intervals and trouble reports, on the other. Does Mr. Gregg have any data to support this contention? If so, please provide it.

Response:

Applicants assert Objection Nos. 3, 7, 9 and 10. Subject to and without waiver of the objections, Applicants respond as follows:

Frontier includes service appointments and trouble reports for all customers, including high-speed Internet (broadband) customers in reported ARMIS data. Inclusion of broadband customers in reported troubles will tend to increase the number of trouble reports. Inclusion of broadband customers in reported service intervals will tend to increase reported intervals because the service technician must access the customer's premises. Inclusion of any broadband trouble reports in the numerator but the exclusion of broadband connections as "lines" in the denominator will result in a higher percentage than had the broadband troubles not been included.

As an example of the potential impact of including broadband troubles in the data, following is a breakout of voice troubles and internet troubles for the Frontier Illinois properties that was provided in response to a data request in Illinois.

REDACTED

Prepared By: Cassandra Guinness
Date: December 3, 2009
Witness: To be determined

Confidential Per Protective Order in UTC Docket UT-090842