

Exhibit WS-12

Oral Deposition of Timothy McCallion

Pages 77 - 78

BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO

IN THE MATTER OF THE JOINT)
APPLICATION OF FRONTIER)
COMMUNICATIONS CORPORATION,)
NEW COMMUNICATIONS HOLDINGS) CASE NO. 09-454-TP-ACO
INC. AND VERIZON)
COMMUNICATIONS INC. FOR)
CONSENT AND APPROVAL OF A)
CHANGE IN CONTROL.)

ORAL DEPOSITION OF

MR. TIMOTHY McCALLION

SEPTEMBER 30, 2009

ORAL DEPOSITION OF MR. TIMOTHY McCALLION, produced as a witness at the instance of the Office of the Ohio Consumers' Counsel, and duly sworn, was taken in the above-styled and numbered cause on the 30th day of September, 2009, from 9:11 a.m. to 11:50 a.m., via telephone, before Karen A. Wilson, CSR in and for the State of Texas, reported by machine shorthand, at Verizon, 600 Hidden ridge, P.O. Box 152092, Irving, Texas 75015-2092, pursuant to the Federal Rules of Civil Procedure.

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1 Q. Let me switch to call center. Are there call
2 centers that support CLEC activity in Ohio as well?

3 A. We've a call center in Maryland that supports
4 CLEC activity.

5 Q. And does that support a greater area than is
6 being transferred to Frontier?

7 A. Yes, it does.

8 Q. What is the plan to transition call centers or
9 call center activity to Frontier?

10 A. We will establish a separate wholesale call
11 center in Durham, North Carolina prior to the -- prior to
12 the transfer to Frontier.

13 Q. Does Verizon currently have a call center
14 there?

15 A. It doesn't have a wholesale call center there
16 that I can recall.

17 Q. How will the wholesale call center be staffed?
18 What I mean by that is are there going to be Verizon
19 employees transferred or will it be new Frontier
20 employees?

21 A. Well, the center will be staffed before it is
22 turned over to Frontier, so therefore it will be -- it
23 will be Verizon employees. We will do our best to staff
24 that with employees who are already on the Verizon
25 payroll, but if necessary we will hire and train

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1 additional employees.

2 MR. VOGELZANG: Mr. Hart, how much longer
3 do you have? Because we are running out of time here.

4 MR. HART: I've got a fair amount more.
5 Probably 15 minutes. I've only been going about 10 here.

6 MR. VOGELZANG: Just a minute. We may
7 need a bathroom break here pretty soon, but if you could
8 move it along I'd appreciate it.

9 MR. HART: Okay. Sure.

10 Q. (BY MR. HART) Is there a plan to transfer
11 people from the Maryland call center to the Durham, North
12 Carolina center?

13 A. There's not a plan to transfer customer service
14 representatives. Likely there will be some supervisory
15 personnel that we will transfer.

16 Q. Okay. In your testimony you talked about the
17 reorganization of Verizon into a North Central region.
18 Apparently there was an east and a west or something else
19 before that; is that right?

20 A. Yes. I talk about that in my testimony. Is
21 there a specific page you want me to turn to?

22 Q. I don't have a reference to it, but my question
23 being when was that reorganization done?

24 A. We started operating with that management
25 structure shortly after the Merger Agreement was