

DPS Installation Review: FiOS Related Customer Premises Installation Audits

October 2007

EXECUTIVE SUMMARY

Staff routinely inspects the outside plant of the telecommunications providers operating in New York State as part of the Department's mission to ensure safe and adequate service. A new telecommunications infrastructure, Fiber-to-the-Premise (FTTP), is currently being deployed by Verizon in selected areas of the state under the brand FiOS. FiOS deployment reached a significant level in 2006 and as a result Staff conducted several inspections of FiOS plant in response to consumer, municipal, and competitive concerns. In 2006, after Staff found a high percentage of FiOS customer installations were not in compliance with applicable codes and judged unsafe, Verizon introduced a program to improve its compliance with appropriate practices. In 2007, Cablevision raised concerns that Verizon's reuse of customer-owned wiring when Verizon provided video service via FiOS to a former Cablevision customer left Cablevision's facilities unsecured and unsafe. To evaluate these concerns, and to judge the effectiveness of Verizon's new program to improve the safety of its FiOS installations, staff conducted new inspections in October 2007. The inspections targeted FiOS installations in communities in Nassau, Rockland, Suffolk, and Westchester. The results indicate:

Verizon FiOS drops remain non-compliant with applicable codes at a significant frequency and are thus often unsafe;

After Verizon has converted the customer to Verizon video service, Cablevision's plant is too often found unsecured and unsafe.

OVERVIEW

Telecommunications services should be provided in a safe and reliable manner. Outside plant concerns may be expressed by competitors, customers, municipal governments, and the like. Department of Public Service (DPS) field staff routinely conducts independent investigations to evaluate those concerns and otherwise monitor the adequacy of plant conditions.

Historically, the safety of installations involving connections to electrical appliances within customer premises is of great concern. The risks of fire or electrocution at a customer premise are well known and compliance with the National Electrical Code (NEC) has been a long accepted, often mandated, requirement throughout most of the last century to minimize those risks. In the case of telecommunications circuits, the risks are unique. Equipment failures or lightning strikes can pose a threat to life and property unless protective measures are taken. To that end specific portions of the NEC have been created that are appropriate for the various types of telecommunications facilities and other installations.

The New York State Public Service Commission (NYPSC) recently directed protection of the public from stray voltage conditions on telephone and telecommunications services, reinforcing the expectation that companies' facilities and services comply with the NEC.¹ In addition, the compliance of premises wiring with the NEC is also referenced within the NY State and local building and fire code requirements. Thus, the NEC applies to any telecommunications carrier or cable television company in this State which provides a physical service interconnection to a customer premises.²

Finally, state and federal rules allow for the transfer of inside wire ownership from the incumbent service provider to the homeowner upon termination of service. Federal rules also allow the competitor to make use of the wiring before the incumbent service provider terminates service as long as the company conducting the

¹ Case 04-M-0159, ORDER CONCERNING STRAY VOLTAGE REQUIREMENTS, (issued October 3, 2005).

² NYCRR16, Part 896.2 Safe and reliable service. Construction of cable television systems shall comply with all relevant safety codes including electric or other public utility codes for joint use of pole lines or underground facilities. Other local construction codes and municipal and State laws and ordinances may also apply to the construction and maintenance of cable television systems. Particular attention is called to appropriate sections of the National Electric Code as published by the National Fire Protection Association concerning the grounding and bonding of subscriber drop cables at building entry points, as referenced in Section 10.3 of this Title.

transfer leaves the competitor's plant in a secure and safe condition.³ This not only ensures the customer's new and former installations are safe; it serves to ensure the integrity and reliability of the competitor's system from interference or damage.

AUDIT

Staff recently concluded a series of audits to review customer-premise installation and safety matters:

First, we sought to confirm Verizon had implemented appropriate corrective measures in response to a previous DPS 2006 finding⁴ that a large number of FiOS installations were not compliant with National Electrical Code (NEC) requirements for bonding and grounding. That finding resulted in a meeting between DPS and Verizon personnel on October 4, 2006 during which Verizon provided staff with a copy of a Method & Procedure (M&P) bulletin that was developed and circulated by Verizon to their operations nationwide to address the concerns identified by DPS staff;

Second, staff analyzed Verizon's FiOS installation practices in response to a concern raised by Cablevision Corporation. Cablevision alleges that after the transfer of the customer's service to Verizon's FiOS video services, Cablevision facilities are being left unsecured. Cablevision contends that this results in their facilities being made unsafe, susceptible to signal leakage problems, and non-compliant with code requirements.

³ NYCRR 890.92 "Removal of home wiring", and the Federal Communications Commission (FCC) rules, Part 76.802, "Disposition of cable home wiring", allow for the transfer of ownership of home premise wiring upon disconnection from the incumbent video provider's service; FCC rules also allow for an alternative video provider to connect its service to the home wiring before the incumbent has terminated (FCC rules Part 76.802(h)).

⁴ DPS Preliminary Review: Verizon FIOS Customer Premises Installation NEC Compliance Issues, August 31, 2006

BACKGROUND

FiOS Installations

Verizon's FiOS product is technically a form of fiber to the premises (or "FTTP"). FiOS may form an electrically conductive path both to the "outside world" as well as other electrically powered devices inside the customer's premise. An electrically powered "network interface unit" at the terminal end of the fiber is used to connect network distribution facilities and it is directly connected to a host of equipment in the building, including signal carrying conductors such as twisted pair copper, LAN computer cables, and cable television (CATV) type coaxial cables to appliances, computers, and TV sets throughout the customer premise. Should any of these devices fail they are capable of creating an electrical hazard condition. To prevent such hazards, the network interface device is powered by an AC power line from the customer's premise and typically has a safety ground terminal installed for the purpose of attaching the safety ground.⁵ In the spring of 2006, Staff conducted field audits at several locations which included Verizon FiOS customer installations. The audits revealed high proportion of the customer installations inspected were not compliant with the National Electrical Code requirements for bonding and grounding. While an occasional problem might be encountered regarding NEC code compliance in any review, it is not normal to encounter a significant rate of problems in a sample of installations. Staff subsequently met with Verizon and it agreed with the staff analysis and presented a plan to improve its compliance with applicable safety codes (Verizon's Method and Procedure bulletin, Doc. No.: 2006-00837-MDP, FiOS Single Family Unit (SFU) ONT Grounding Practices). The M&P was classified as "trade secret confidential" and was distributed nationally to all FiOS installation and maintenance personnel with an effective date as "Immediate upon receipt". The M&P does not, however, address processes for the usage of an

⁵ Staff's earlier study details those portions of the NEC most pertinent to FTTP installations (Articles 770, 800, 820, 830 and Article 250 which pertains to acceptable electrical grounds, bonding methods, as well as prohibited practices).

incumbent video provider's wiring when a home owner options for Verizon FiOS video service.

Cablevision Allegations

The New York Code of Rules and Regulations (NYCRR) related to cable television, NYCRR 890.92 "Removal of home wiring", and the Federal Communications Commission (FCC) rules, Part 76.802, "Disposition of cable home wiring", allow for the transfer of ownership of home premise wiring upon disconnection from the incumbent video provider's service. FCC rules also allow for an alternative video provider to connect its service to the home wiring before the incumbent has terminated service as stipulated in FCC rules (Part 76.802(h)):

If an alternative video programming service provider connects its wiring to the home wiring before the incumbent cable operator has terminated service and has capped off its line to prevent signal leakage, the alternative video programming service provider shall be responsible for ensuring that the incumbent's wiring is properly capped off in accordance with the Commission's signal leakage requirements. See Subpart K (technical standards) of the Commission's Cable Television Service rules (47 CFR 76.605 (a) (13) and 76.610 through 76.617).

Cablevision brought to the Department's attention claims that Verizon is connecting their FiOS service to home wiring. While allowed by this rule, Cablevision claims in many instances Verizon is not ensuring that the incumbent's wiring is properly "capped off", and that Cablevision facilities are left in a condition that results in safety concerns due to noncompliance with NEC requirements. Cablevision believes Verizon's actions compromise their facility's radio frequency shielding integrity. Radio frequency shielding prevents ingress of over-the-air radio communications signals which might otherwise enter the breach in the cable's shielding and cause interference to signals on Cablevision's system. Shielding breaches can also result in noncompliance with FCC signal leakage standards and may produce harmful interference to over-the-air radio communications including police, fire, and that used for aeronautical communication and navigational purposes. The FCC has extensive rules for the

protection of radio frequency communications that include operating frequency assignments and required monitoring, testing, and reporting.⁶

When a customer elects to switch from Cablevision to an alternative provider of video service, it is expected the customer would notify Cablevision for the termination of their service. Once notified, Cablevision would seek the return of any equipment on premise that Cablevision is entitled to such as converter boxes, cable modems, telephony equipment, or the like. Cablevision would then disconnect the customer's service drop from the facilities on the utility pole and remove or secure as needed to protect their services and facilities. Both New York State⁷ and Federal rules for the disposition of cable home wiring are premised on the customer terminating service with the incumbent cable provider.

AUDIT

Staff's audit targeted the counties of Nassau, Rockland, Suffolk, and Westchester. FiOS-served communities within those counties were visited and FiOS customer installation sites were randomly selected for review in October 2007. The results are described below.

a) Community and Areas Audited

The October 2007 audit included review of 48 FiOS installations in Clarkson, Spring Valley, South Nyack, Nyack, Upper Nyack, Airmont, Piermont and Orangetown within Rockland County, and 40 FiOS installations within Westchester County's communities of; Ardsley, Elmsford, Irvington, White Plains, and Tarrytown. Within Suffolk County Staff reviewed 19 installations in the municipalities of Huntington and Smithtown, and 113 FiOS installations in the Nassau County municipalities of

⁶ FCC Cable Television Rules Part 76 – Multichannel Video and Cable Television Service

⁷ New York Code of Rules and Regulations, Rule 890.92, Removal of home wiring

Cedarhurst, Massapequa, Freeport, East Rockaway, Nassau, Laurel Hollow, Bayville, Lynbrook, Valley Stream, and Hempstead.

Staff's focus was the installation practices of Verizon FiOS particularly concerning the grounding/bonding of those services. Staff also checked the condition of Cablevision facilities to record any deficiencies that may have been caused by the installation of Verizon service if present.

b) Methodology

To perform a follow up to Verizon's proposed resolution of Staff's 2006 findings and to address the concerns raised by Cablevision, this investigation was conducted in localities where Verizon FiOS services were known to have been deployed with their video service being available and Cablevision was the incumbent cable service provider for the municipality. In those defined areas Staff randomly conducted inspection of 220 homes in 25 different municipalities. Staff inspected each Verizon FiOS service for compliance with National Electrical Code requirements. Staff also specifically looked for evidence of unsecured Cablevision facilities that may have occurred during the installation of Verizon FiOS service.

c) Findings

The audit found a significant number of instances (44 of 220) where Cablevision service installations are unsecured, leaving them vulnerable to signal leakage and grounding issues that, in some cases, result in a potential safety concern. Similar to our previous audit, our review of FiOS installations found a high degree of noncompliance (59%) with grounding and bonding of these services. More importantly, some deficiencies were significant including no ground/bond at all, or facilities grounded to an independent ground rod with no bonding to the building electrode system. The audit also found lesser concerns such as using inappropriate connection points and multiple ground wires under one attachment device. In one instance Staff found equipment installed that made simultaneous use of the cable inside wiring for both Cablevision and Verizon FiOS services over MoCA technology.

MoCA (Multimedia over Cable Alliance) is a technology that allows for "distribution of digital video and entertainment through existing coaxial cable in the

home.”⁸ State and FCC rules for home wiring make no provision for shared or simultaneous use of coaxial wiring. In the FCC proceeding for home wiring disposition rules⁹, NYNEX (now d/b/a Verizon) commented in favor of simultaneous use, an argument rejected by the FCC. In 2003¹⁰, DirecTV also raised the issue of simultaneous wire usage which was also rejected by the Commission.¹¹ Although Staff found only one location of this technique, Staff was able to obtain an electronic copy of a power point presentation¹² which contains instructional material for Verizon employees to take advantage of this simultaneous usage under certain situations. This suggests the practice may be more widespread, or that Verizon plans to implement MoCA more frequently in the future.

The tables following generally summarize the audit findings.

⁸ MoCA wiring guidelines.ppt

⁹ FCC Order 95-503, Cable Home Wiring, Released January 26, 1995, Para. 2. section 10

¹⁰ FCC Order 03-9A1, Cable Home Wiring, Released January 29, 2003, Para. 88 page 35

¹¹ The rules make no allowance for shared or simultaneous usage and in the case of the FCC's subsequent consideration of the matter, have been rejected as "(m)ost of the comments we received on this issue agree that there are or may be significant unresolved technical problems with the DirecTV proposal...".

¹² MoCA wiring guidelines.ppt

Verizon FiOS Installation Summary

	Rockland 48 FIOS drops checked 5 of which staff had no internal access	Westchester 40 FIOS drops checked 10 of which staff had no internal access	Suffolk 19 FIOS drops checked 1 of which staff had no internal access	Nassau 113 FIOS drops ck. 18 of which staff had no internal access
No Ground	6	1	3	31
Ground rod no bond	1	2	3	0
Loose ground wire connection	2	0	3	2
Multiple ground wires on single clamp	7	5	3	24
Spliced ground wire	1	1	0	4
Improper grounding point	3	7	0	1

Cablevision Facilities Post-FiOS Installation

	Rockland 48 FIOS/CATV drops checked	Westchester 40 FIOS/CATV drops checked	Suffolk 19 FIOS/CATV drops checked	Nassau 113 FIOS/CATV drops checked
CATV left without RF termination	4	0	3	5
Shared coaxial cable wire use	0	1	0	0
CATV drop cut without RF termination	0	3	0	6
VZ attached to CATV ground	0	1	0	14
CATV ground removed or disconnected	0	0	3	4

Issues	Audit results all areas checked	% Sample Failed
Verizon FiOS service code compliance issues	110 of 186	59%
Cablevision drops left unsecured in the presence of FiOS	44 of 220	20%

CONCLUSION

It is disappointing that almost a year after the corrective measures detailed in its Method and Procedure bulletin, Verizon FiOS installations are still found to be noncompliant with NEC standards at an alarming frequency. While further study would be required to confirm whether newer installations (post M&P) are less likely to be non-compliant than older installations (pre M&P), it is clear the overall level of compliance remains inadequate.

The audit also finds sufficient evidence that Cablevision facilities are left unsecured after the customer's transition to alternative Verizon FiOS services. Cablevision facilities are left noncompliant with NEC standards and susceptible to signal leakage issues. Staff has not yet inquired whether Verizon has provided direction to its technicians for the handling of an incumbent's CATV wiring when it acquires a cable customer and the customer elects to use Verizon video via FiOS. Regardless, the practices, if present, do not appear to be followed. Staff will also now inquire regarding processes for simultaneous use of home wiring when a customer wants to have telecommunications services from two service providers combined on the home wiring.

NEXT STEPS

The failure to adequately ground and bond customer premise installations subjects the public to potentially unsafe conditions. Given the urgency associated with ensuring the public safety, the calculated deliberation normally associated with the traditional regulatory process is not ideal. Thus, Staff plans to share its findings regarding grounding and bonding with the affected companies so steps can be taken quickly to remediate the specific problems we uncovered associated with the companies' plant. It is recommended that both Verizon and Cablevision be apprised of these findings promptly so that Staff can begin appropriate discussions with the principals as soon as possible.

Staff recommends a joint meeting be scheduled as soon as possible between representatives of Verizon and Cablevision to specifically discuss the findings associated with the transition of a Cablevision customer to Verizon's FiOS as an alternative video provider (loss of a Cablevision customer to Verizon FiOS), and the transition of a Verizon FiOS customer to Cablevision as an alternative video provider

(Cablevision “win back” of a FiOS customer). Staff will attend and offer to facilitate. Staff tentatively concludes that if not already available, Verizon and Cablevision should develop additional guidelines detailing appropriate handling of home wiring per FCC rules. It is recommended the material include instructions on identifying the “demarcation point” and proper handling of another company’s plant and property to protect its attachment and maintain its grounding/bonding integrity. These guidelines also should be distributed to all relevant employees as soon as possible, and it should be sponsored by Cablevision and Verizon at an appropriate industry forum and proposed as a standard for the industry overall.

Staff believes a separate discussion should be held with Verizon individually regarding the merits of performing a more comprehensive audit of all existing FiOS installations to verify compliance with NEC requirements, make corrective action as required, and report the findings to staff.

Finally, staff plans to verify from Verizon that the “MoCA wiring guidelines” we reviewed are actually Verizon’s current practice. If it is, Staff will advise Verizon that simultaneous use of wiring is not currently addressed at the State or Federal level and that this practice could lead to safety and signal interference problems that Verizon would be responsible for. If this is a matter Verizon believes should be addressed more broadly, staff will consider how to best do so and whether the discussion should best occur at the state or federal level.

AUDIT REPORTS
(Individual Reports Attached)

STATE OF NEW YORK DEPARTMENT OF PUBLIC SERVICE
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RESULTS OF THE INSPECTION
OF VERIZON FiOS
SUBSCRIBER INSTALLATION FACILITIES

In The
County of Westchester, NY

By:
The New York State Department of Public Service
Telecommunications Division
Albany, NY 12223
(518) 474-1324

Report No. T050-07-4174b
Test Date: 10/15 – 18/07

Report Written By:
John V. Bouchard
Utility Specialist 3

Report # T050-07-4174b

SUMMARY OF INSPECTION OF VERIZON FiOS FACILITIES IN THE COUNTY OF WESTCHESTER

On October 15-18, 2007, Department of Public Service (DPS) Utility Specialists John Bouchard and Tighe G. Massey conducted an inspection of Verizon FiOS subscriber installation facilities in Westchester County, New York. A total of 120 sites were reviewed; 20 within each of the selected municipalities in Westchester County, which was done to provide a random sampling. Overall, the subscriber installations inspected in these areas were found in poor condition.

This inspection yielded 40 sites that currently had Verizon FiOS Service. Of the 40 FiOS installations inspected, 22 non standard conditions were noted including 5 locations where FiOS was adversely affecting CATV installations. FiOS installations with no access to equipment are listed separately, because FiOS Optical Network Terminal (ONT) grounding could not be verified at these locations.

FiOS NONSTANDARD CONDITIONS

GREENBURGH

1) Pole 15: ■ Spencer Court.

FiOS ONT grounded to screw of output clamp at meter pan (improper attachment) (Photo 1).

2) Pole 7: ■ Shaw Place.

FiOS ONT grounded to electric "BX" type (armored) cable with pipe clamp (Photo 2).

3) Pole 10: ■ Shaw Place.

FiOS ONT grounded to un-bonded ground rod.

4) Pole 9: ■ Shaw Place.

FiOS ONT not grounded.

ARDSLEY

5) Pole W2: [REDACTED] Chimney Pot Lane.
FiOS ONT grounded to screw of input flange to meter pan.

ELMSFORD

6) Pole W7: [REDACTED] N. Evarts Avenue.
FiOS ONT grounded to screw of input flange to meter pan (Photo 4).

7) Pole W8: [REDACTED] N. Evarts Avenue.
Multiple conductors attached to telephone ground strap.

8) Pole 9: [REDACTED] N. Evarts Avenue.
Corner clamp used to ground ONT designed for #6 copper conductor;
#10 wire used (Photo 5).

9) Pole 11: [REDACTED] N. Evarts Avenue.
Multiple conductors under one strap; FiOS ONT and CATV.

10) Pole 11: [REDACTED] N. Evarts Avenue.
FiOS ground conductor under CATV ground strap.

IRVINGTON

11) Pole W2: [REDACTED] N. Cottonet Street.
Multiple conductors on Telco ground clamp (Photo 6).

12) Pole W2: [REDACTED] N. Cottonet Street.
Multiple conductors on Telco ground clamp (Photo 6).

WHITE PLAINS

13) Pole 10: [REDACTED] Avondale Road.
FiOS ONT grounded to non-continuous electric conduit with clamp.

TARRYTOWN

14) Pole W1: [REDACTED] Terrace Avenue.
FiOS ONT grounded to un-bonded ground rod (Photo 10).

15) Pole W2: █ Terrace Avenue.
FiOS ONT grounded to screw of input flange to meter pan.

16) Pole 3: █ Sunnyside Avenue.
FiOS ground spliced inside telephone network interface terminal
(Photo 11).

FIOS AFFECTING CATV COAXIAL

ARDSLEY

17) Pole 8: █ Beacon Hill Road.
CATV drop cut at house; not terminated.

ELMSFORD

19) Pole W7: █ N. Evarts Avenue.
FiOS ONT grounded to electric "BX" type (armored) cable with pipe
clamp. CATV ground disconnected and used for FiOS splitter
(Photo 4)

IRVINGTON

20) Pole 1: █ Cottonet Street.
FiOS using CATV coaxial cables. CATV drop and ground wire left
disconnected at house, not terminated, still active at pole (Photo 7).

WHITE PLAINS

21) Pole 11: █ Avondale Road.
FiOS using CATV coaxial cables and ground. Video Network
Interface Device (NID) installed for MOCA (Multimedia over Coaxial
Alliance) using active CATV drop as RF input (Photos 8 & 9).

TARRYTOWN

22) Pole W8: █ Sunnyside Avenue.
FiOS using CATV coaxial cables; CATV drop cut, not terminated
(Photo 12).

**FiOS INSTALLATIONS WITH NO ACCESS TO VERIFY
GROUNDING**

GREENBURGH

Pole 15: [REDACTED] Spencer Court.

ARDSLEY

Pole 1: [REDACTED] Chimney Pot Lane.

Pole 6: 44 Beacon Hill Road.

TUCKAHOE

Pole 9: [REDACTED] Lake Avenue.

ELMSFORD

Pole W10: [REDACTED]. Evarts Avenue.

IRVINGTON

Pole 12451: [REDACTED]. Cottonet Street.

Pole W2: [REDACTED]. Cottonet Street.

Pole W4: [REDACTED]. Cottonet Street.

WHITE PLAINS

Pole 9: [REDACTED] Avondale Road.

TARRYTOWN

Pole W1: [REDACTED] Putnam Avenue.

The following FiOS sites were inspected with no problems found.

ARDSLEY

Pole 6: [REDACTED] Beacon Hill Road.

TUCKAHOE

Pole 8: [REDACTED] Lake Avenue.

ELMSFORD

Pole W8: [REDACTED]. Evarts Avenue.

IRVINGTON

Pole 12451: [REDACTED]. Cottonet Street. (FiOS disconnected)

Pole 12451: [REDACTED]. Cottonet Street.

Pole W4: [REDACTED]. Cottonet Street.

TARRYTOWN

Pole W2: [REDACTED] Putnam Avenue.

Pole W9: [REDACTED] Sunnyside Avenue.

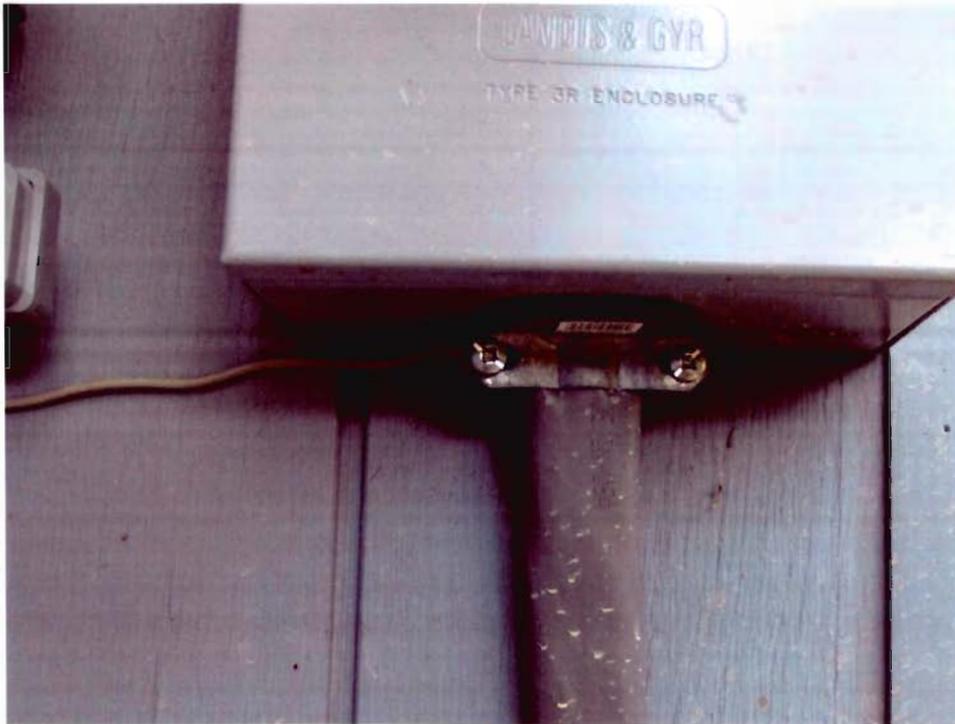


Photo 1

Pole 15: █████ Spencer Court, Greenburgh
Improper attachment of FiOS ground conductor to screw of output clamp on meter pan

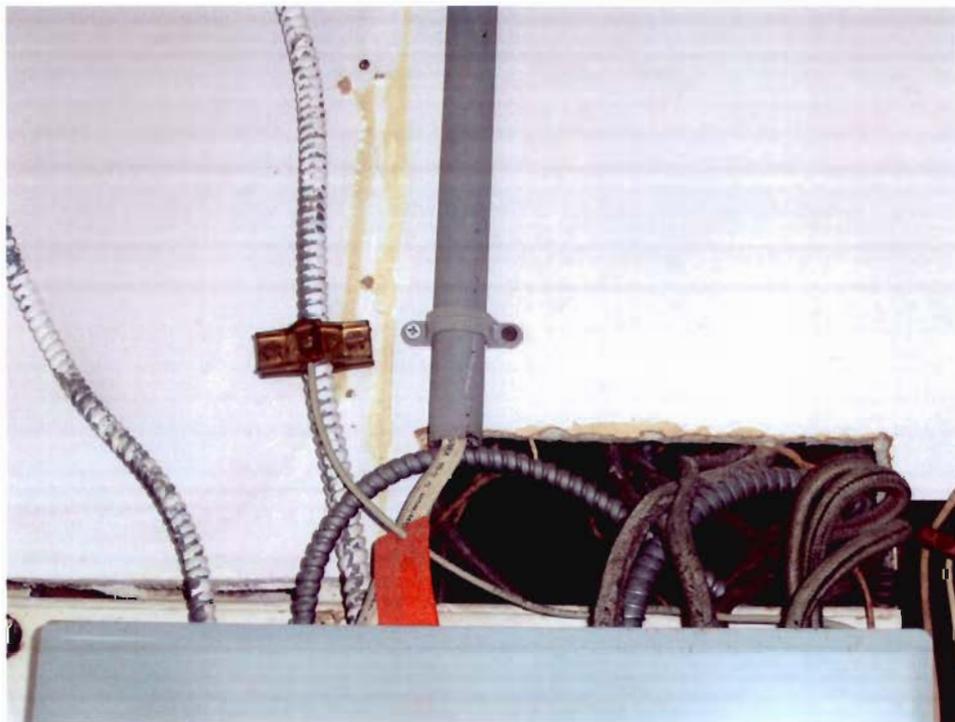


Photo 2

Pole 7: █████ Shaw Place, Greenburgh
FiOS ONT grounded to armored cable with pipe clamp.

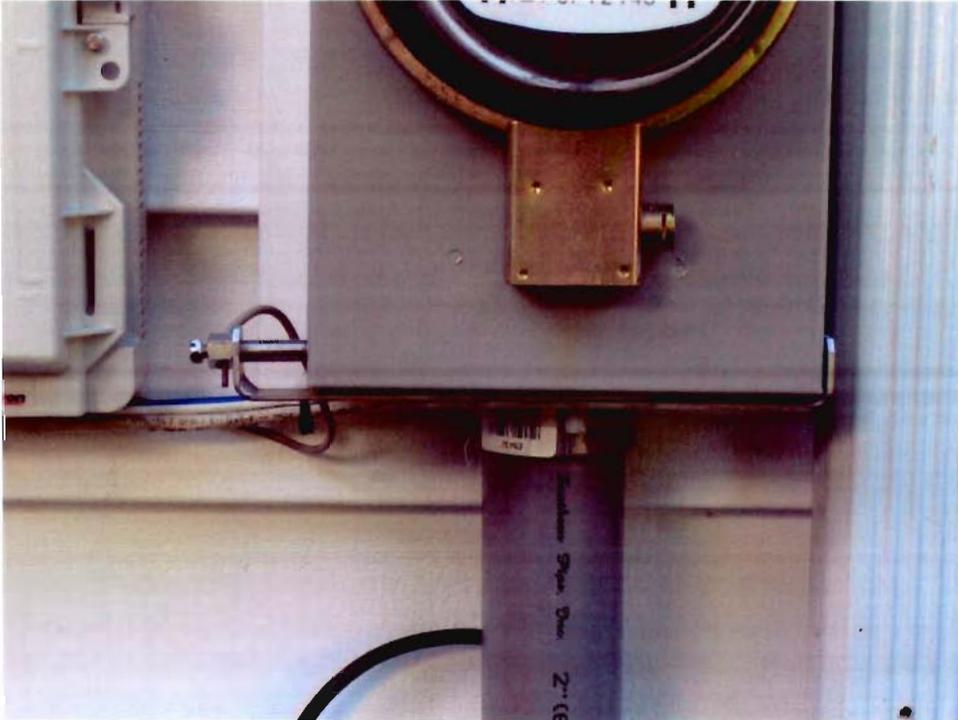


Photo 3

Beacon Hill Road, Ardsley
Example of FiOS adjustable meter box ground clamp.

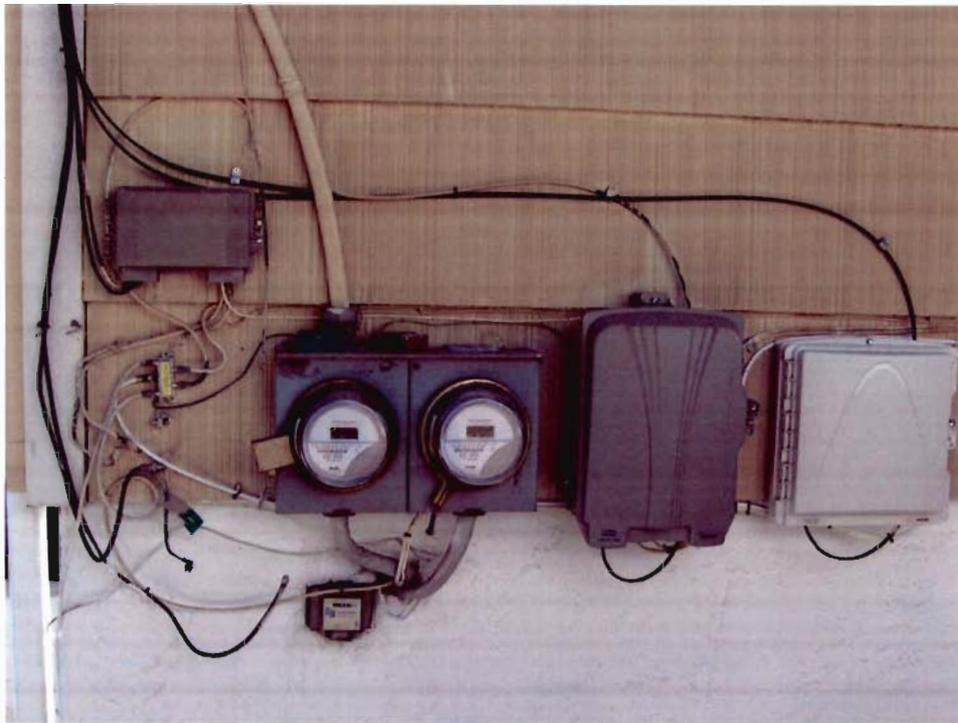


Photo 4

Pole W7: N. Evarts Avenue, Elmsford
One FiOS ONT attached to screw of input flange to meter pan
Second ONT attached to CATV ground strap

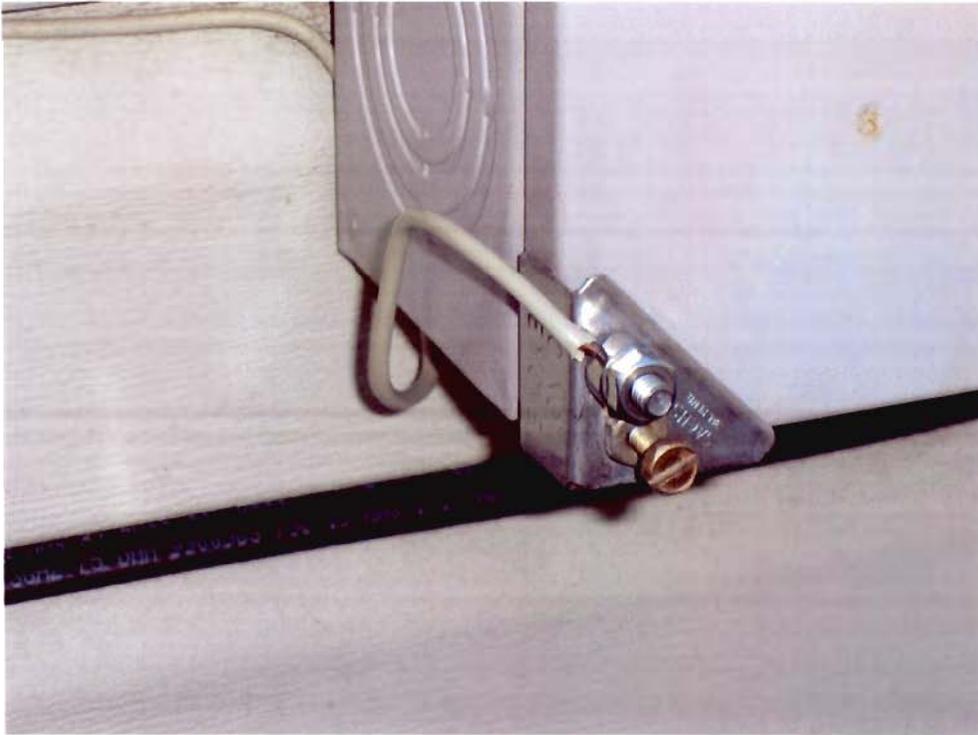


Photo 5

Pole 9: [REDACTED] Evarts Avenue, Elmsford
FiOS attached to Sachs Model SC51-2 meter pan corner clamp using #10 AWG wire;
clamp designed for 6 AWG wire

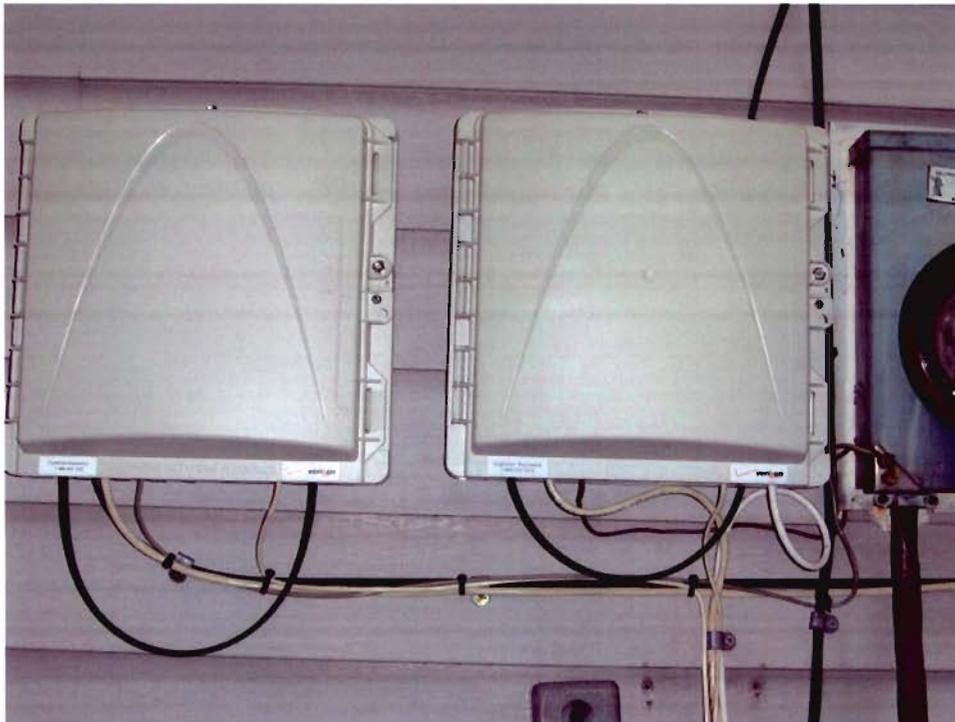


Photo 6

Pole W2: [REDACTED] Cottonet Street, Irvington
Multiple conductors attached to FiOS meter pan corner clamp.



Photo 7

Pole 1: [REDACTED] Cottonnet Street, Irvington
FiOS using CATV coaxial cables. CATV drop and ground conductor left disconnected at house, not terminated, still active at pole.

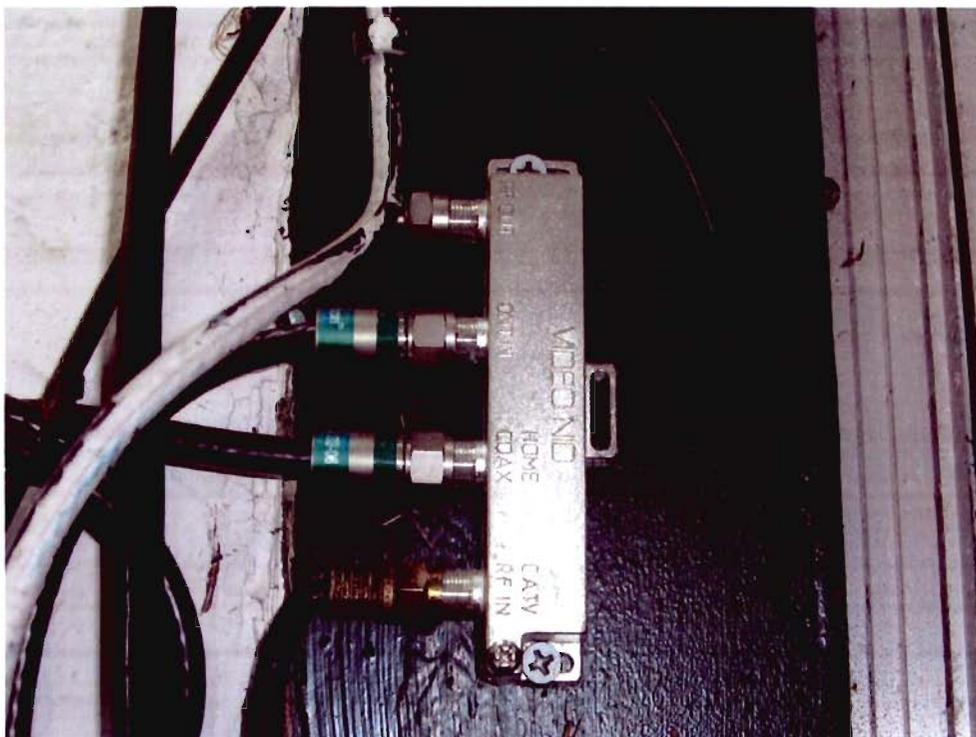


Photo 8

Pole 11: [REDACTED] Cottonnet Street, Irvington
FiOS Video NID installed for MoCa using active CATV drop as RF input

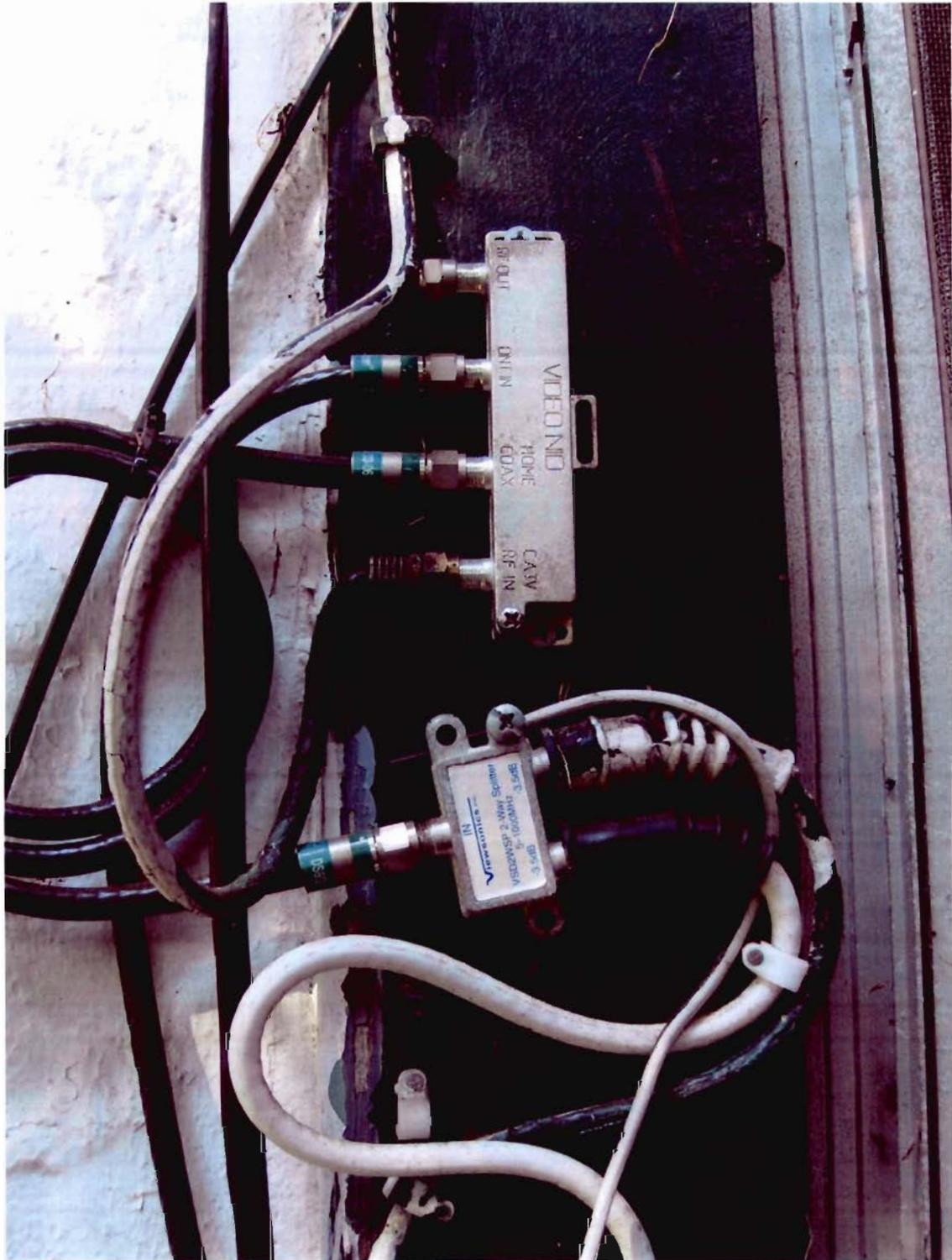


Photo 9

Pole 11: [REDACTED] Cottonet Street, Irvington
FiOS Video NID installed for MoCa using active CATV drop as RF input



Photo 10

Pole W1: [redacted] Terrace Avenue, Tarrytown
FiOS ONT grounded to un-bonded ground rod.

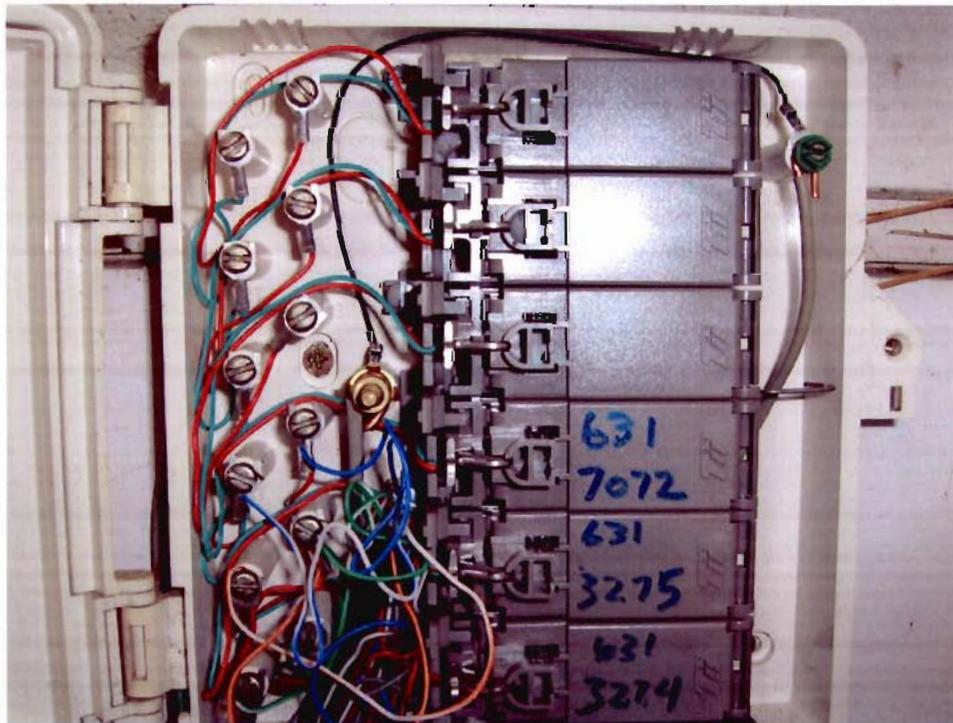


Photo 11

Pole 3: [redacted] Sunnyside Avenue, Tarrytown
FiOS ground conductor spliced inside network interface terminal.

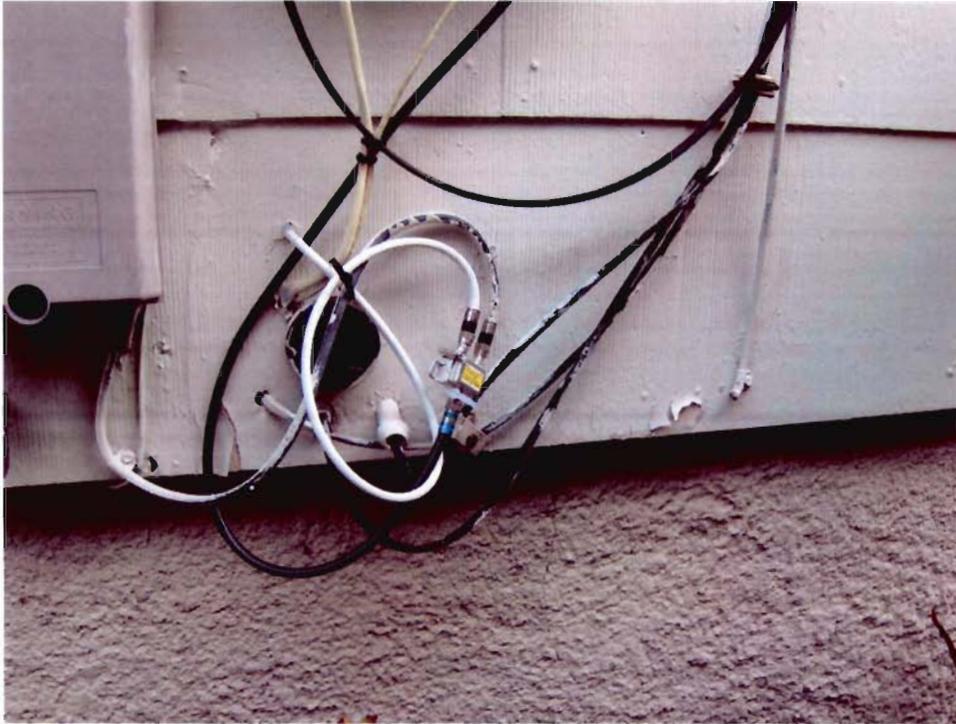


Photo 12

Pole W8: [REDACTED] Sunnyside Avenue.

FiOS using CATV coaxial cables; CATV drop cut, not terminated

**STATE OF NEW YORK DEPARTMENT OF PUBLIC SERVICE
THREE EMPIRE STATE PLAZA, ALBANY, NY 12223-1350**

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**RESULTS OF THE INSPECTION
OF VERIZON FiOS
SUBSCRIBER INSTALLATION FACILITIES**

In The
County of Nassau, NY

By:
The New York State Department of Public Service
Telecommunications Division
Albany, NY 12223
(518) 474-1324

Report No. T047-07-4171b
Test Date: 10/1-4/07

Report Written By:

Gary Simcox
Utility Specialist 3

SUMMARY OF INSPECTION OF VERIZON FiOS FACILITIES IN THE COUNTY OF NASSAU

On October 1 to 4, 2007, Department of Public Service (DPS) Utility Specialists Michael McTague and Gary Simcox conducted an inspection of the Verizon FIOS installation facilities in Nassau County, New York. A total of 123 sites were reviewed; approximately 20 within each of the selected municipalities in Nassau County, which was done to provide a random sampling. Overall, the subscriber installations inspected in these areas were found in poor condition.

This inspection yielded 54 sites that currently have Verizon FiOS Service. Of the 54 FiOS installations inspected, 38 non standard conditions were noted including 17 locations where FiOS was adversely affecting CATV installations. FiOS installations with no access to equipment are listed separately, because FiOS Optical Network Terminal (ONT) grounding could not be verified at these locations.

FiOS NONSTANDARD CONDITIONS

MINEOLA

1. Pole # 4, ██████ Barwick Boulevard
FiOS ground conductor connected to CATV ground. (Photo 1)
2. Pole # 8, ██████ Clemens Road.
FiOS not grounded. (Photo 2)
3. Pole # 1, ██████ Jerome Avenue
FiOS ground conductor connected to CATV ground, CATV drop wire cut at pole.
(Photo 5)
4. Pole # 4, ██████ Jerome Avenue
FiOS ground conductor spliced at CATV ground block. FiOS ground conductor connected to CATV ground. CATV drop wire cut at mid-span and not terminated.
(Photos 3 and 4)
5. Pole # 29, ██████ Jefferson Avenue
FiOS ground conductor connected to CATV ground.

6. Pole # 31, [REDACTED] Jefferson Avenue
FiOS ground conductor connected to CATV ground. (Photo 6)
7. Pole # 31, [REDACTED] Jefferson Avenue
FiOS not grounded. (Photo 7)
8. Pole # 33, [REDACTED] Jefferson Avenue
FiOS ground conductor connected to CATV ground.

LAUREL HOLLOW

9. Pole # 15, [REDACTED] Laurel Hollow Road.
FiOS ground conductor connected to CATV ground. (Photo 8)
10. Pole # 25, [REDACTED] Laurel Hollow Road.
FiOS terminal and splitter ground conductors connected to same strap. (Photo 9)
11. Pole # 16, [REDACTED] Laurel Hollow Road.
FiOS ground conductor connected to CATV ground. (Photo 10)
12. Pole # 13, [REDACTED] Laurel Hollow Road.
FiOS ground conductor connected to CATV ground. (Photo 11)

BAYVILLE

13. Pole # 4, [REDACTED] Breezy Lane.
FiOS not grounded. (Photo 12)
14. No pole #, [REDACTED] 16th Street.
FiOS ground conductor connected to grounding screw in copper terminal.
(Photo 13)
15. Pole # 4, [REDACTED] Bay Beach Avenues.
FiOS ground conductor and copper telephone ground conductor connected to same
Fargo connector on power ground.
16. No pole #, [REDACTED] Sound Beach Avenue
FiOS ground conductor connected to CATV ground. (Photo 14)

17. No pole #, [REDACTED] Sound Beach Avenue
FiOS ground conductor connected to grounding screw in copper terminal.
18. Pole # 5, [REDACTED] Bayville Avenue and Sound Beach Avenue, [REDACTED].
Two FiOS services connected to same CATV grounding strap.
(Photo 15)

LYNBROOK

19. Pole # 20, [REDACTED] Vincent Avenue
FiOS not grounded. CATV drop wire cut at mid-span and not terminated.
20. Pole # 24, [REDACTED] Vincent Avenue
FiOS ground conductor connected to CATV ground.
21. Pole # 29, [REDACTED] Denton Avenue
FiOS not grounded.
22. Pole # 28, [REDACTED] Denton Avenue
FiOS not grounded.
23. Pole # 2, [REDACTED] Chestnut Street.
FiOS not grounded.
24. Pole # 3, [REDACTED] Chestnut Street.
FiOS ground conductor connected to CATV ground.
25. Pole # 5, [REDACTED] Chestnut Street.
FiOS not grounded.
26. Pole # 4, [REDACTED] Earle Avenue
FiOS – not grounded.
27. Pole # 4, [REDACTED] Earle Avenue
FiOS – CATV drop wire cut at side of house and not terminated. CATV drop wire disconnected at pole.
28. Pole # 4, [REDACTED] Earle Avenue

FiOS ground conductor connected to CATV ground. CATV drop wire cut at side of house and not terminated. CATV drop wire disconnected at pole.

29. Pole # 4, [REDACTED] Earle Avenue
FiOS not grounded.

VALLEY STREAM

30. Pole # 1, [REDACTED] Austin Street.
FiOS not grounded, unattached ground conductor. (Photo 16)
31. Pole # 2, [REDACTED] Austin Street.
FiOS not grounded.
32. Pole # 3, [REDACTED] Austin Street.
FiOS ground conductor connected to grounding screw in copper terminal.
33. Pole # 4, [REDACTED] Austin Street.
FiOS not grounded, unattached ground conductor.
34. Pole # 6, [REDACTED] Austin Street.
FiOS not grounded.
35. Pole # 4, [REDACTED] Regent Street.
FiOS - CATV drop wire cut at side of house and not terminated. CATV ground conductor cut.

HEMPSTEAD

36. Pole # 13, [REDACTED] Lee Avenue
FiOS loose ground conductor, reconnected.
37. Pole # 5, [REDACTED] Vassar Place.
FiOS not grounded
38. Pole # 3, [REDACTED] Vassar Place.
FiOS not grounded.

FiOS AFFECTING CATV COAXIAL

MINEOLA

- 1) Pole # 4, ██████ Barwick Boulard.
FiOS ground conductor connected to CATV ground. (Photo 1)
- 3) Pole # 1, ██████ Jerome Avenue
FiOS ground conductor connected to CATV ground, CATV drop wire cut at pole and not terminated. (Photo 5)
- 4) Pole # 4, ██████ Jerome Avenue
FiOS ground conductor spliced at CATV ground block. FiOS ground conductor connected to CATV ground. CATV drop wire cut at mid-span and not terminated. (Photos 3 and 4)
- 5) Pole # 29, ██████ Jefferson Avenue
FiOS ground conductor connected to CATV ground.
- 6) Pole # 31, ██████ Jefferson Avenue
FiOS ground conductor connected to CATV ground. (Photo 6)
- 8) Pole # 33, ██████ Jefferson Avenue
FiOS ground conductor connected to CATV ground.

LAUREL HOLLOW

- 9) Pole # 15, ██████ Laurel Hollow Road.
FiOS ground conductor connected to CATV ground. (Photo 8)
- 11) Pole # 16, ██████ Laurel Hollow Road.
FiOS ground conductor connected to CATV ground. (Photo 10)
- 12) Pole # 13, ██████ Laurel Hollow Road.
FiOS ground conductor connected to CATV ground. (Photo 11)

BAYVILLE

- 16) No pole #, [REDACTED] Sound Beach Avenue
FiOS ground conductor connected to CATV ground. (Photo 14)
- 18) Pole # 5, [REDACTED] Bayville Avenue and Sound Beach Avenue, [REDACTED].
Two FiOS services connected to same CATV grounding strap.
(Photo 15)

LYNBROOK

- 19) Pole # 20, [REDACTED] Vincent Avenue
FiOS not grounded. CATV drop wire cut at mid-span.
- 20) Pole # 24, [REDACTED] Vincent Avenue
FiOS ground conductor connected to CATV ground.
- 24) Pole # 3, [REDACTED] Chestnut Street.
FiOS ground conductor connected to CATV ground.
- 27) Pole # 4, [REDACTED] Earle Avenue
FiOS – CATV drop wire cut at side of house and not terminated. CATV drop wire disconnected at pole.
- 28) Pole # 4, [REDACTED] Earle Avenue
FiOS ground conductor connected to CATV ground. CATV drop wire cut at side of house. CATV drop wire disconnected at pole.

VALLEY STREAM

- 35) Pole # 4, [REDACTED] Regent Street.
FiOS - CATV drop wire cut at side of house and not terminated. CATV ground conductor cut.

FIOS INSTALLATIONS WITH NO ACCESS TO VERIFY GROUNDING

MINEOLA

Pole 4: [REDACTED] Jerome Avenue

VALLEY STREAM

Pole 4: [REDACTED] Regent Street.

Pole 7: [REDACTED] Regent Street.

Pole 5: [REDACTED] Regent Street.

HEMPSTEAD

Pole 12: [REDACTED] Lee Avenue

The following FiOS sites were inspected with no problems found.

MINEOLA

No pole #, [REDACTED] Barwick Boulevard.

Pole # 5, [REDACTED] Barwick Boulevard (multi-dwelling).

Pole # 5, [REDACTED] Barwick Boulevard (multi-dwelling).

Pole # 6, [REDACTED] Barwick Boulevard.

Pole # 6, [REDACTED] Barwick Boulevard.

Pole # 7, [REDACTED] Barwick Boulevard.

Pole # 2, [REDACTED] Jerome Avenue

Pole # 3, [REDACTED] Jerome Avenue

Pole # 4, [REDACTED] Jerome Avenue

Pole # 4, [REDACTED] Jerome Avenue

Pole # 4, [REDACTED] Jerome Avenue

Pole # 5, [REDACTED] Jerome Avenue

Pole # 5, [REDACTED] Jerome Avenue

No pole #, [REDACTED] Jefferson Avenue

Pole # 31, [REDACTED] Jefferson Avenue

LAUREL HOLLOW

Pole # 12, [REDACTED] Laurel Hollow Road.
Pole # 1, [REDACTED] Laurel Hollow Road.
Pole # 22, [REDACTED] Laurel Hollow Road.
Pole # 34, [REDACTED] Laurel Hollow Road.
Pole # 4, [REDACTED] Stewart Lane.
Pole # 10, [REDACTED] Morris Hill Road.

BAYVILLE

Pole # 1, [REDACTED] Reville Road.
Pole # 1, [REDACTED] Reville Road.
Pole # 2, [REDACTED] Reville Road.
Pole # 2, [REDACTED] Reville Road.
Pole # 4, [REDACTED] Breezy Lane.
Pole # 4, [REDACTED] Reville Road.
Pole # 2, [REDACTED] Reville Road.
Pole # 4, [REDACTED] 16th Street.
No pole #, [REDACTED] 16th Street.
Pole # 6, [REDACTED] Bay Beach Avenue
Pole # 4, [REDACTED] Bay Beach Avenue
Pole # 4, [REDACTED] Sound Beach Avenue

LYNBROOK

Pole # 19, [REDACTED] Vincent Avenue
Pole # 20, [REDACTED] Vincent Avenue
Pole # 20, [REDACTED] Vincent Avenue
No pole #, [REDACTED] Vincent Avenue
Pole # 22, [REDACTED] Vincent Avenue
Pole # 22, Vincent Avenue, [REDACTED]
Pole # 23, [REDACTED] Vincent Avenue
Pole # 23, Vincent Avenue, [REDACTED]
Pole # 28, Denton Avenue, [REDACTED]
Pole # 27, [REDACTED] Denton Avenue
Pole # 27, [REDACTED] Denton Avenue
Pole # 3, [REDACTED] Chestnut Street.

Pole # 3, [REDACTED] Chestnut Street.
Pole # 4, [REDACTED] Earle Avenue

VALLEY STREAM

Pole # 1, [REDACTED] Austin Street.
Pole # 3, [REDACTED] Austin Street.
Pole # 3, [REDACTED] Austin Street.
Pole # 2, [REDACTED] Regent Street.
Pole # 2, [REDACTED] Regent Street.
Pole # 7, [REDACTED] Regent Street.
No pole #, [REDACTED] Regent Street.
Pole # 5, [REDACTED] Regent Street.
Pole # 5, [REDACTED] Regent Street.
Pole # 4, [REDACTED] Regent Street.
Pole # 4, [REDACTED] Regent Street.
No pole #, Regent Street, [REDACTED]

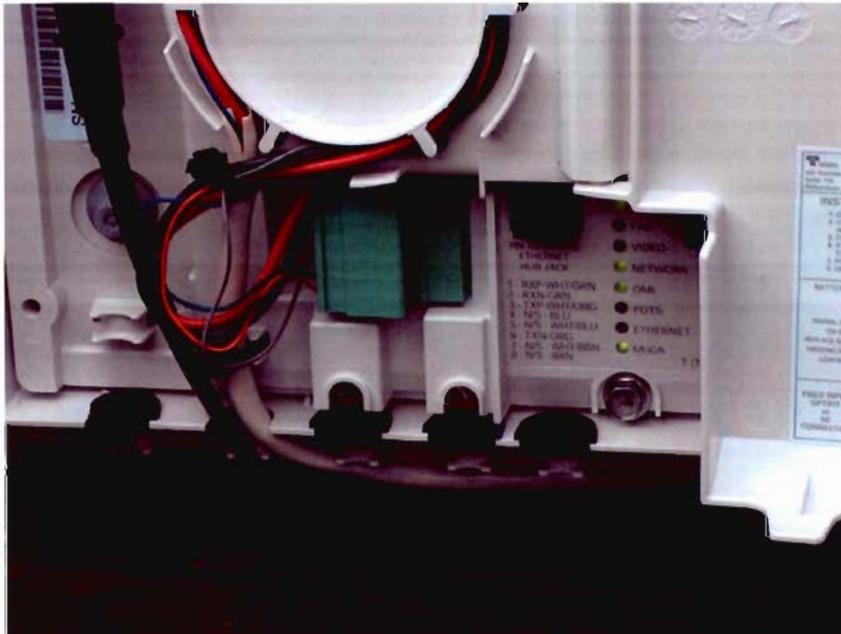
HEMPSTEAD

Pole # 3, [REDACTED] Cedar Avenue
Pole # 3, [REDACTED] Cedar Avenue
Pole # 4, [REDACTED] Cedar Avenue
Pole # 8, [REDACTED] Cedar Avenue
Pole # 16, [REDACTED] Lee Avenue
Pole # 13, [REDACTED] Lee Avenue
Pole # 12, [REDACTED] Lee Avenue
Pole # 13, [REDACTED] Lee Avenue
Pole # 6, Harvard Avenue
Pole # 4, [REDACTED] Vassar Place.
Pole # 3, [REDACTED] Vassar Place.
Pole # 3, [REDACTED] Vassar Place.
Pole # 4, [REDACTED] Vassar Place.
Pole # 5, [REDACTED] Vassar Place.
Pole # 5, [REDACTED] Vassar Place.

PHOTOS:



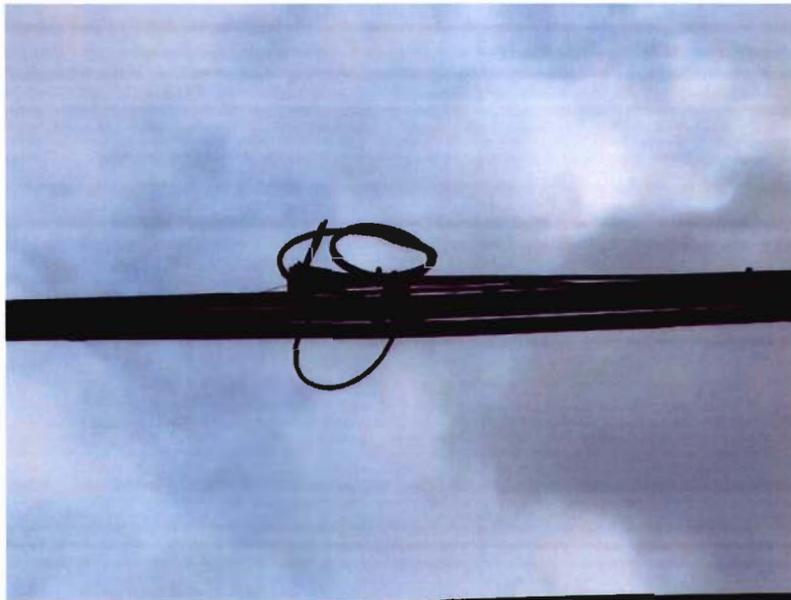
**Photo 1 - Pole # 4, ██████ Barwick Boulevard.
FiOS ground conductor connected to CATV ground.**



**Photo 2 - Pole # 8, ██████ Clemens Road.
FiOS not grounded, no ground conductor.**



**Photo 3 - Pole # 4, [REDACTED] Jerome Avenue
FiOS ground conductor spliced at CATV ground block. FiOS ground
conductor connected to CATV ground.**



**Photo 4 - Pole # 4, [REDACTED] Jerome Avenue
CATV drop conductor cut at mid-span.**



Photo 5 – Pole # 1, [REDACTED] Jerome Avenue FiOS ground conductor connected to CATV ground, CATV drop conductor cut at pole.

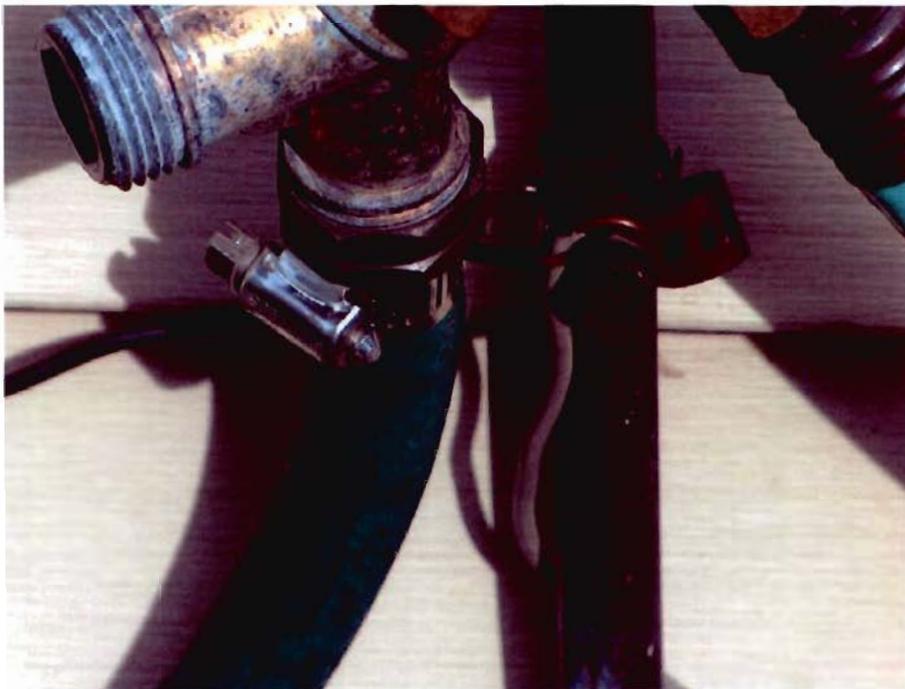
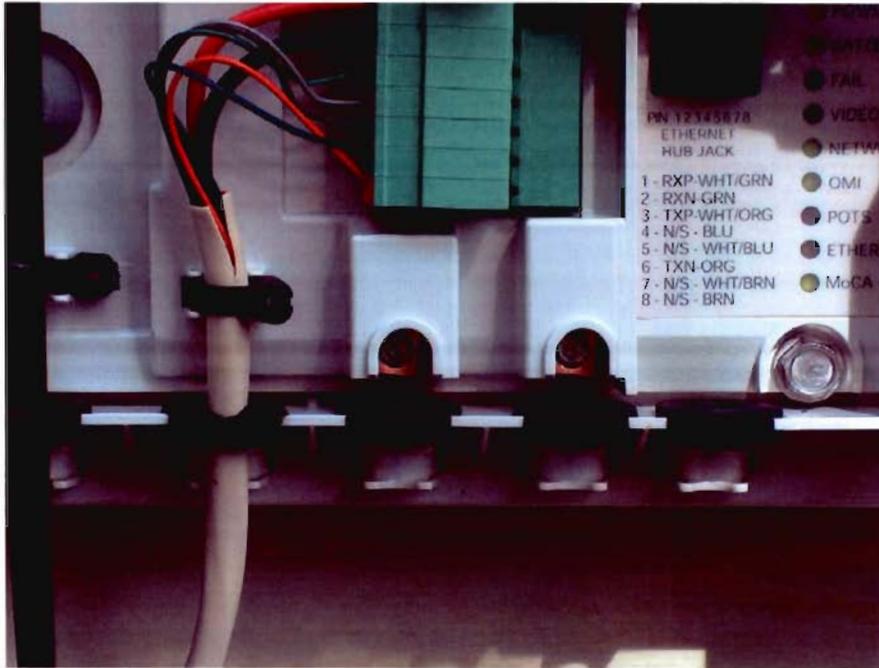
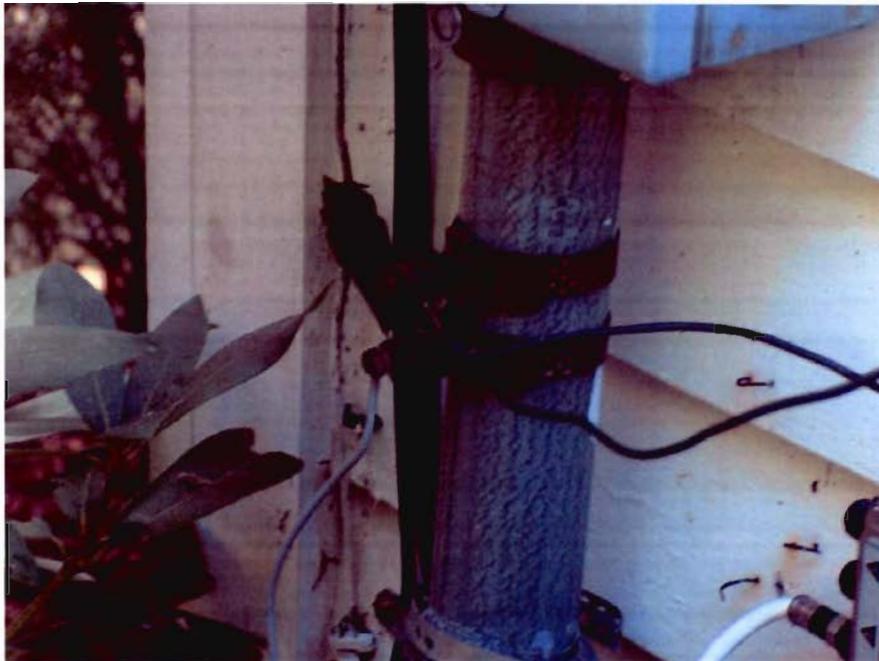


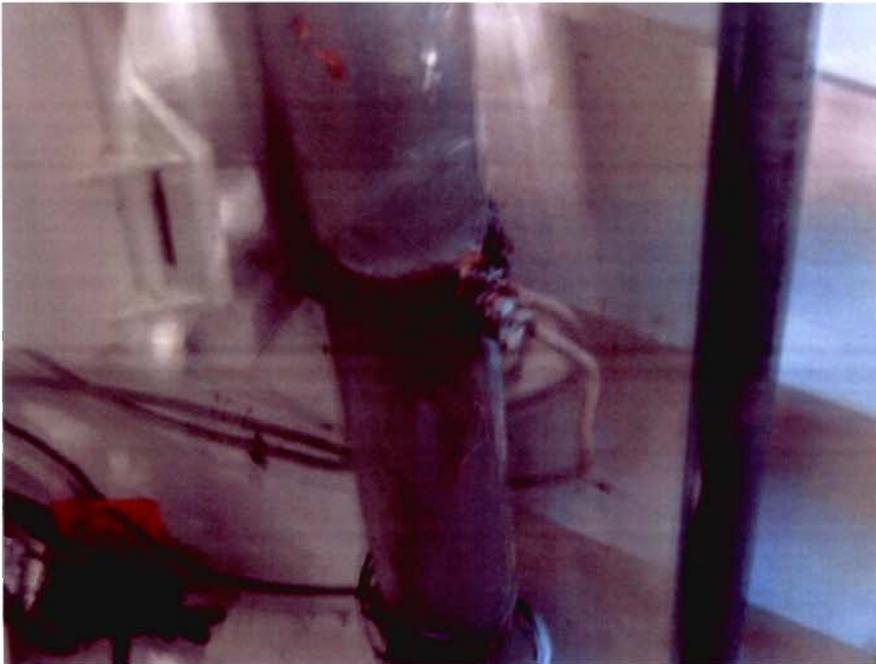
Photo 6 - Pole # 31, [REDACTED] Jefferson Avenue FiOS ground conductor connected to CATV ground.



**Photo 7 - Pole # 31, [REDACTED] Jefferson Avenue
FiOS not grounded, no ground conductor.**



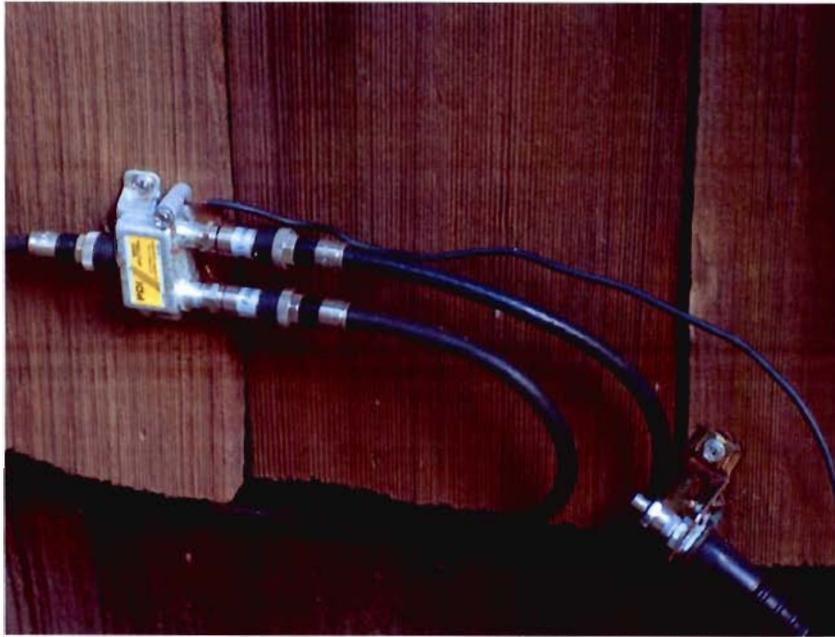
**Photo 8 - Pole # 15, [REDACTED] Laurel Hollow Road.
FiOS ground conductor connected to CATV ground.**



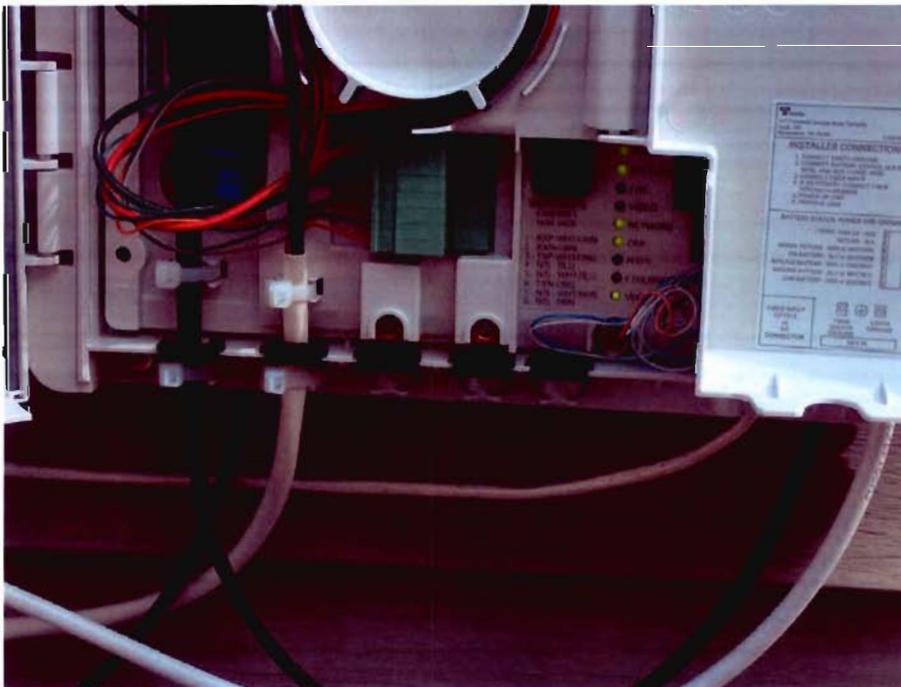
**Photo 9 - Pole # 25, [REDACTED] Laurel Hollow Road.
FiOS terminal and splitter ground conductors connected to same strap.**



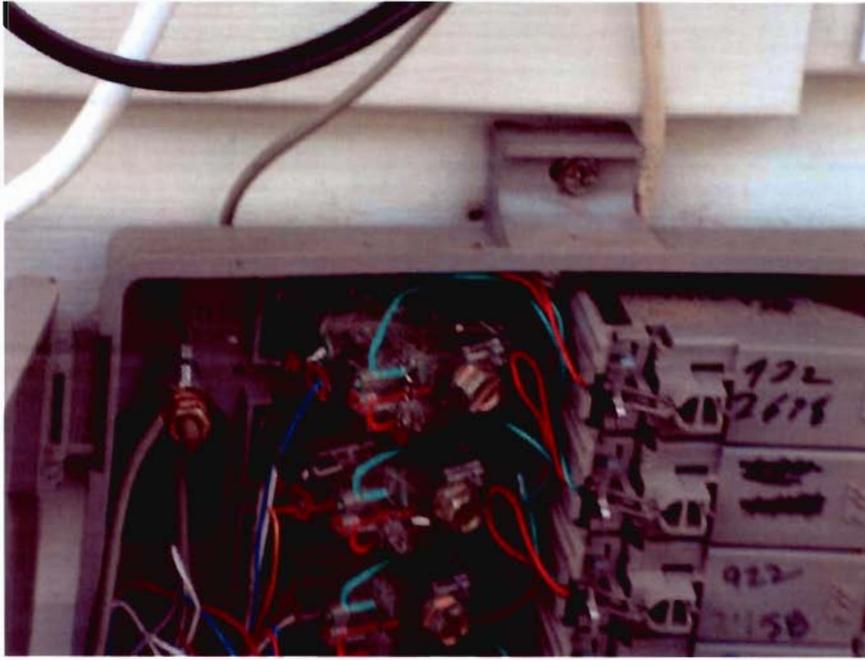
**Photo 10 - Pole # 16, [REDACTED] Laurel Hollow Road.
FiOS ground conductor connected to CATV ground.**



**Photo 11 - Pole # 13, [REDACTED] Laurel Hollow Road.
FiOS ground conductor connected to CATV ground.**



**Photo 12 - Pole # 4, [REDACTED] Breezy Lane.
FiOS not grounded, no ground conductor.**



**Photo 13 - No pole #, [REDACTED] 16th Street.
FiOS ground conductor connected to grounding screw in copper terminal.**



**Photo 14 - No pole #, [REDACTED] Sound Beach Avenue
FiOS ground conductor connected to CATV ground.**

STATE OF NEW YORK DEPARTMENT OF PUBLIC SERVICE
THREE EMPIRE STATE PLAZA, ALBANY, NY 12223-1350

Internet Address: <http://www.dps.state.ny.us>

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RESULTS OF OUTSIDE PLANT INSPECTION
OF VERIZON FIOS

In The
Counties of Nassau and Suffolk

By:

The New York State Department of Public Service
Telecommunications Division
Albany, NY 12223
(518) 474-1324

Report No. T049-07-4173b

Test Date: 10/15 – 10/18

Report Written By:

Michael McTague
Utility Specialist 2

Report # T049-07-4173b

SUMMARY OF INSPECTION OF VERIZON FIOS FACILITIES IN THE COUNTIES OF NASSAU AND SUFFOLK

On October 15-18, 2007, Department of Public Service (DPS) Utility Specialists Gary Simcox and Michael McTague conducted an inspection of the Verizon FiOS subscriber installations in Nassau and Suffolk County, New York. A total of 120 sites were reviewed; 20 within each of the selected municipalities in Nassau and Suffolk County, which was done to provide a random sampling. Overall, the subscriber installations in those areas inspected was found to be in poor condition.

This inspection yielded 78 sites that currently have Verizon FiOs Service present. Of the 78 FiOS installations inspected, 39 nonstandard conditions were noted and 14 with no access to FiOS Network Terminal grounding. These are listed separately. Out of a total of 62 sites with FiOS and CATV, there were 15 locations where FiOs was adversely affecting CATV installations.

VERIZON FIOS NONSTANDARD CONDITIONS

Cedarhurst, Nassau County

- 1) Pole 14, [REDACTED] Oceanpoint Street.
FiOS ground conductor attached to loose pipe strap. (Photo 1)
- 2) Pole 12, [REDACTED] Oceanpoint Street.
FiOS and CATV ground conductor attached to same single conductor pipe strap.
- 3) Pole 10, [REDACTED] Oceanpoint Street.
FiOS not grounded. (Photo 2)
- 4) Pole 10, [REDACTED] Oceanpoint Street.
FiOS not grounded.
- 5) Pole 112, [REDACTED] Cedarhurst Avenue.
FiOS ground conductor spliced at copper terminal.

6) Pole 112, [REDACTED] Cedarhurst Avenue.
FiOS not grounded.

7) Pole 112, [REDACTED] Cedarhurst Avenue.
FiOS not grounded.

8) Pole 115, [REDACTED] Cedarhurst Avenue.
FiOS not grounded.

Huntington, Suffolk County

9) Pole 4, [REDACTED] 12th Street.
FiOS and Satellite service ground conductors on same loose single conductor pipe strap. (Photo 3)

10) Pole 3, [REDACTED] 12th Street.
FiOS not grounded.

11) Pole 8, [REDACTED] 12th Street.
FiOS and Satellite service ground conductors on same loose single conductor pipe strap. (Photo 4)

12) Pole 11, [REDACTED] Bayberry Drive.
FiOS spliced into CATV ground conductor using wire nut. (Photo 5)

13) No pole number, [REDACTED] Bayberry Drive.
FiOS not grounded.

14) No pole number, [REDACTED] Bayberry Drive.
FiOS ground conductor attached to unbonded ground rod.

15) No pole number, [REDACTED] Bayberry Drive.
FiOS and copper telephone ground conductors attached to single conductor pipe strap.

16) Pole 4, [REDACTED] Bayberry Drive.
FiOS and two copper telephone ground conductors under same Fargo clamp. (Photo 6)

Smithtown, Suffolk County

17) Pole 21, [REDACTED] New Mill Road.
FiOS ground conductor attached to loose pipe strap.

18) Pole 2, [REDACTED] New Mill Road.
FiOS not grounded.

19) No pole number, [REDACTED] corner of Teal Lane
and New Mill Road.
FiOS ground conductor attached to unbonded ground rod.

20) Pole 10, [REDACTED] Oak Avenue.
FiOS ground conductor attached to unbonded ground rod.

Massapequa Park, Nassau County

21) Pole 52, [REDACTED] Grand Boulevard.
FiOS spliced ground conductor with Fargo clamp.

22) Pole 52, [REDACTED] Grand Boulevard.
**FiOS ground conductor attached to ground lug on power weather head
screw. (Photo 7)**

23) Pole 45, [REDACTED] Grand Boulevard.
FiOS ground conductor disconnected. (Photo 8)

24) Pole 5, [REDACTED] Henry Street.
Fios not grounded.

25) Pole 5, [REDACTED] Henry Street.
**FiOS ground conductor not attached at Optical Network Terminal.
(Photo 9)**

26) Pole 54, [REDACTED] Roosevelt Avenue.
FiOS not grounded.

27) No pole number, [REDACTED] Henry Street.
FiOS not grounded.

Freeport, Nassau County

28) Pole 75, [REDACTED] South Long beach Avenue.

FiOS ground conductor and cut CATV ground conductor under same screw lug on power ground.

29) Pole 21, [REDACTED] Saint Marks Avenue.

FiOS not grounded. (Photo 10)

30) Pole 20, [REDACTED] Saint Marks Avenue.

FiOS spliced ground conductor at the copper telephone terminal.

31) Pole 17, [REDACTED] Saint Marks Avenue.

FiOS not grounded.

32) Pole 9, [REDACTED] Saint Marks Avenue.

FiOS not grounded.

East Rockaway, Nassau County

33) Pole 2, [REDACTED] Prospect Avenue.

FiOS and copper telephone ground conductors attached to same single conductor pipe strap. (Photo 11)

34) Pole 3, [REDACTED] Prospect Avenue.

FiOS and CATV conductors attached to same single conductor pipe strap.

35) Pole 4, [REDACTED] Prospect Avenue.

FiOS not grounded.

36) Pole 4, [REDACTED] Munson Place.

FiOS and CATV conductors attached to same single conductor pipe strap. (Photo 12)

37) Pole 13, [REDACTED] Alexine Avenue.

FiOS not grounded.

38 Pole 6, [REDACTED] Alexine Avenue.

FiOS and CATV conductors attached to same single conductor pipe strap.

39) Pole 5, [REDACTED] Alexine Avenue.

FiOS and CATV conductor attached to same single conductor pipe strap.

VERIZON FiOS AFFECTING CATV

Cedarhurst, Nassau County

1) Pole 14, [REDACTED] Oceanpoint Street.

CATV ground conductor disconnected and FiOS ground conductor attached to loose CATV pipe strap. (Photo 1)

2) Pole 115, [REDACTED] Cedarhurst Avenue.

FiOS used CATV coaxial wire and disconnected CATV from ground blocks. CATV drop not properly terminated. (Photo 13)

Huntington, Suffolk County

3) Pole 4, [REDACTED] 12th Street.

FiOS using CATV house coaxial, CATV not properly terminated.

4) Pole 6, [REDACTED] 12th Street.

FiOS removed CATV ground block and ground conductor. (Photo 14)

5) Pole 11, [REDACTED] Bayberry Drive.

FiOS spliced into CATV ground conductor using wire nut. (Photo 5)

6) No pole number, [REDACTED] Bayberry Drive.

FiOS cut and used CATV coaxial wire. CATV left ungrounded with no termination. (Photo 15)

7) No pole number, [REDACTED] Bayberry Drive.

FiOS using CATV house coaxial, CATV not properly terminated.

8) Pole 4, [REDACTED] Bayberry Drive.

FiOS using CATV house coaxial, CATV not properly terminated.

Massapequa Park, Nassau County

9) Pole 5, [REDACTED] Henry Street.

FiOS using CATV house coaxial, CATV not properly terminated.

10) Pole 5, [REDACTED] Grant Street.

FiOS using CATV house coaxial, CATV not properly terminated.

Freeport, Nassau County

11) Pole 91, [REDACTED] South Long beach Avenue.

FiOS using CATV house coaxial, CATV not properly terminated.

12) Pole 78, [REDACTED] South Long beach Avenue.

**FiOS cut CATV at mid span attachment and removed to house.
(Photo 16)**

13) Pole 21, [REDACTED] Saint Marks Avenue.

FiOS using CATV house coaxial, CATV not properly terminated.

14) Pole 20, [REDACTED] Saint Marks Avenue.

FiOS cut and used CATV coaxial wire. CATV left ungrounded with no termination. (Photo 17)

15) Pole 14, [REDACTED] Saint Marks Avenue.

FiOS using CATV house coaxial, CATV not properly terminated.

The following sites were inspected with no problem found.

Cedarhurst, Nassau County

Pole 12, [REDACTED] Oceanpoint Street.

Pole 107, [REDACTED] Cedarhurst Avenue.

Pole 118, [REDACTED] Cedarhurst Avenue.

Pole 112, [REDACTED] Cedarhurst Avenue.

Huntington, Suffolk County

Pole 6, [REDACTED] 12th Street.

Pole 4, [REDACTED] Bayberry Drive.

Smithtown, Suffolk County

Pole 15, [REDACTED] New Mill Road.

Pole 35, [REDACTED] New Mill Road.

Pole 2, [REDACTED] Oak Avenue.

Pole 5, [REDACTED] Oak Avenue.

Massapequa Park, Nassau County

Pole 52, [REDACTED] Grand Boulevard.

Pole 49, [REDACTED] Cypress Street.

Pole 41, [REDACTED] Grand Boulevard.

Pole 4, [REDACTED] Grant Street.

Pole 5, [REDACTED] Grant Street.

No pole number, [REDACTED] Grant Street.

Freeport, Nassau County

Pole 91, [REDACTED] South Long beach Avenue.

Pole 82, [REDACTED] South Long beach Avenue.

Pole 82, [REDACTED] South Long beach Avenue.

Pole 78, [REDACTED] South Long beach Avenue.

Pole 78, [REDACTED] South Long beach Avenue.

Pole 14, [REDACTED] Saint Marks Avenue.

East Rockaway, Nassau County

Pole 2-5, [REDACTED] Alexine Avenue.

Pole 11, [REDACTED] Alexine Avenue.

Pole 8, [REDACTED] Alexine Avenue.

The following locations could not be verified because the FiOS ground attachment was installed inside the building.

Cedarhurst, Nassau County

Pole 165, [REDACTED] Cedarhurst Avenue.

Smithtown, Suffolk County

Pole 28, [REDACTED] New Mill Road.

Massapequa Park, Nassau County

Pole 4, [REDACTED] Henry Street.

Pole 5, [REDACTED] Grant Street.

Freeport, Nassau County

Pole 93, [REDACTED] South Long beach Avenue.

Pole 90, [REDACTED] South Long beach Avenue.

No pole number, [REDACTED] Saint Marks Avenue.

Pole 22, [REDACTED] Saint Marks Avenue.

Pole 20, [REDACTED] Saint Marks Avenue.

Pole 11, [REDACTED] Saint Marks Avenue.

East Rockaway, Nassau County

Pole 3, [REDACTED] Ryder Avenue.

Pole 2, [REDACTED] Ryder Avenue.

Pole 12, [REDACTED] Alexine Avenue.

Pole 9, [REDACTED] Phipps Avenue.

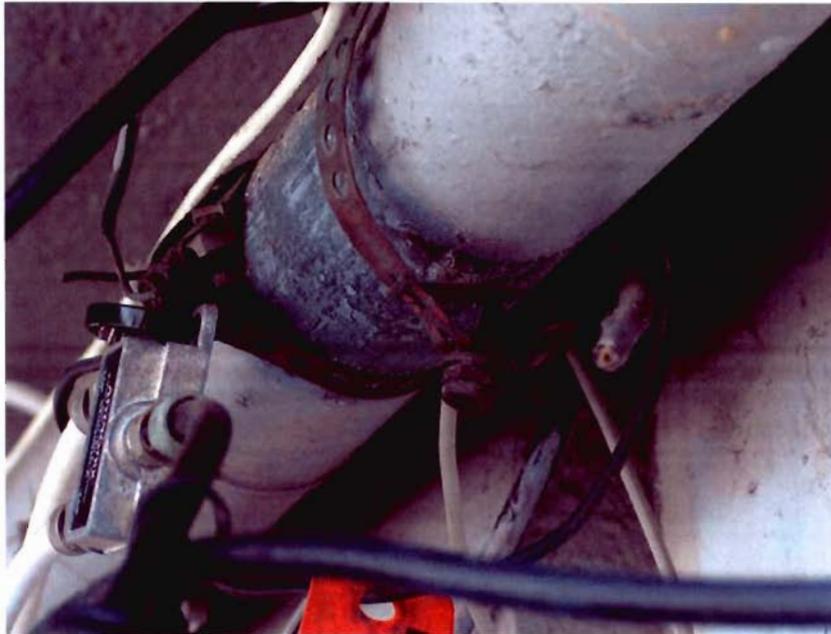


Photo 1

Pole 14, [REDACTED] Oceanpoint Street, Cedarhurst.
CATV ground conductor disconnected and FiOS ground conductor attached to loose CATV pipe strap.

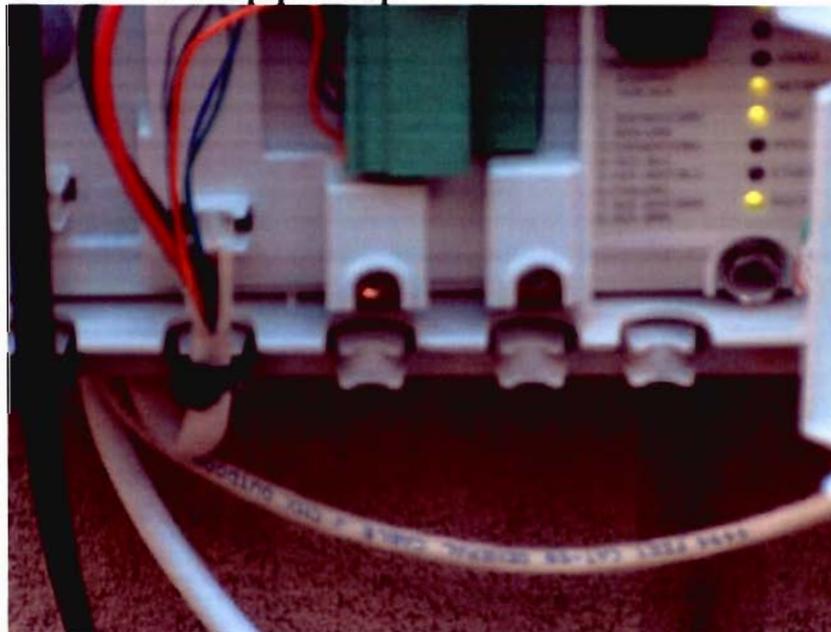


Photo 2

Pole 10, [REDACTED] Oceanpoint Street, Cedarhurst.
FiOS not grounded.



Photo 15 - Pole # 5, [REDACTED] Bayville Avenue and Sound Beach Avenue, [REDACTED]

Two FiOS services connected to same CATV ground.



Photo 16 - Pole # 1, [REDACTED] Austin Street.
FiOS not grounded, unattached ground conductor.

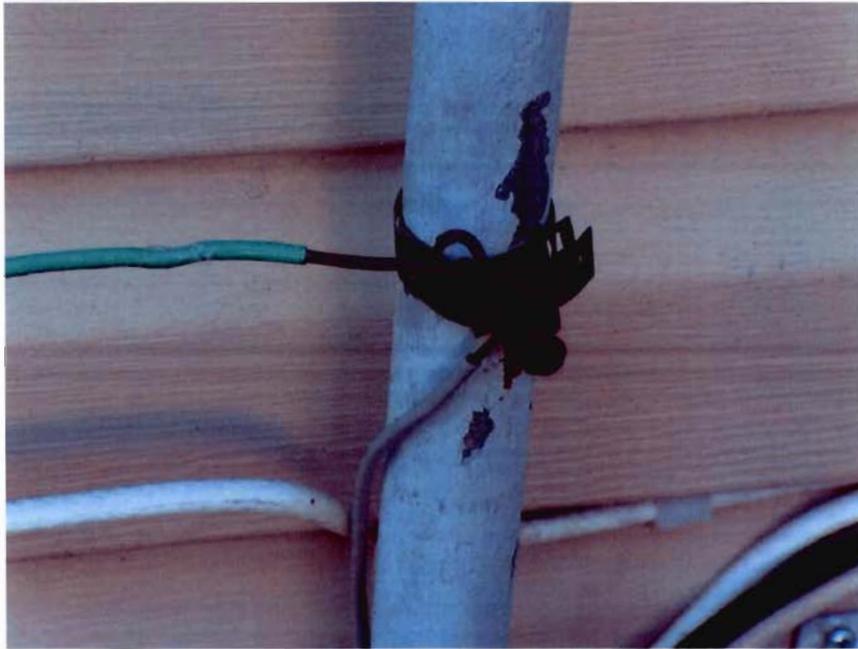


Photo 3

Pole 4, [REDACTED] 12th Street, Huntington.

FiOS and Satellite service ground conductors on same loose single conductor pipe strap.

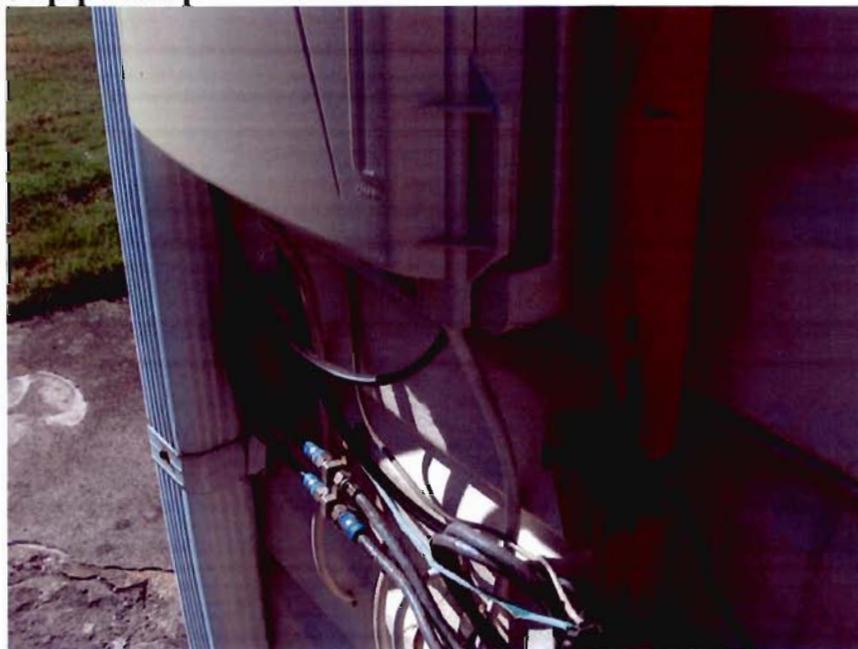


Photo 4

Pole 8, [REDACTED] 12th Street, Huntington.

FiOS and Satellite service ground conductors on same loose single conductor pipe strap.



Photo 5

Pole 11, [REDACTED] Bayberry Drive, Huntington.
FiOS spliced into CATV ground conductor using wire nut.



Photo 6

Pole 4, [REDACTED] Bayberry Drive, Huntington.
FiOS and two copper telephone ground conductors under same Fargo clamp.



Photo 7

Pole 52, [REDACTED] Grand Boulevard, Massapequqa Park.
FiOS attached to ground lug on power weather head screw.



Photo 8

Pole 45, [REDACTED] Grand Boulevard, Massapequa Park.
FiOS ground conductor disconnected.

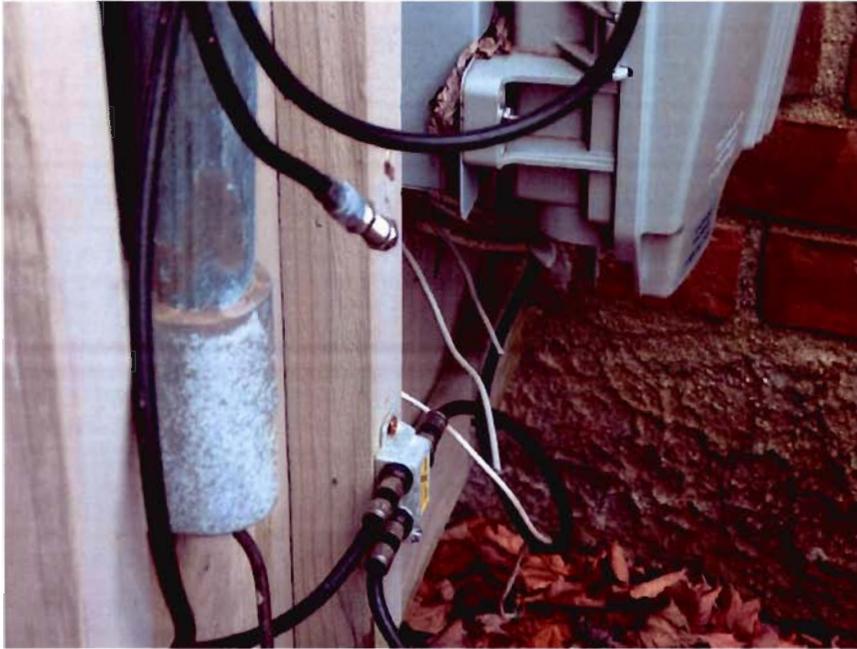


Photo 9

Pole 5, [REDACTED] Henry Street, Massapequa Park.
FiOS ground conductor not attached at Optical Network Terminal.

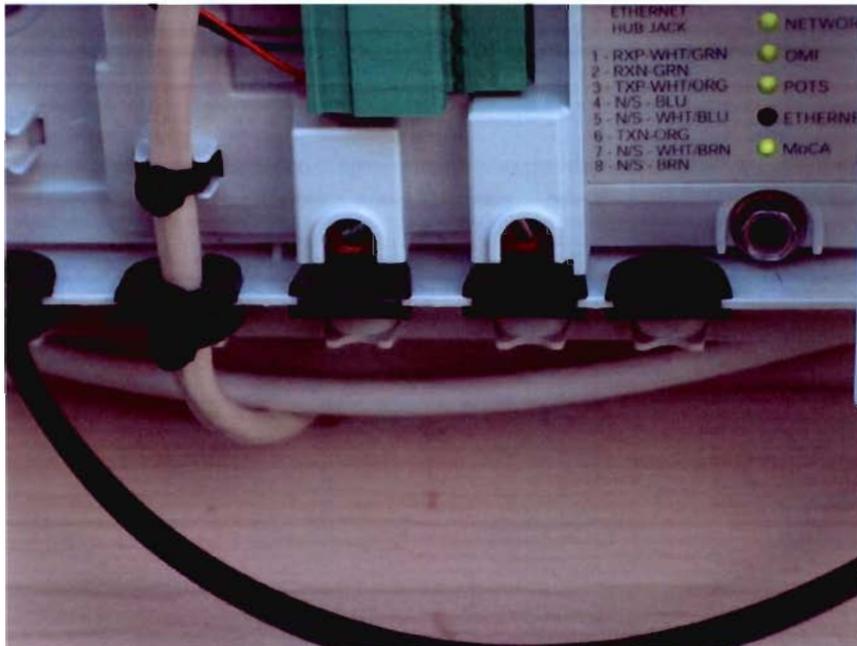


Photo 10

Pole 21, [REDACTED] Saint Marks Avenue, Freeport.
FiOS not grounded.

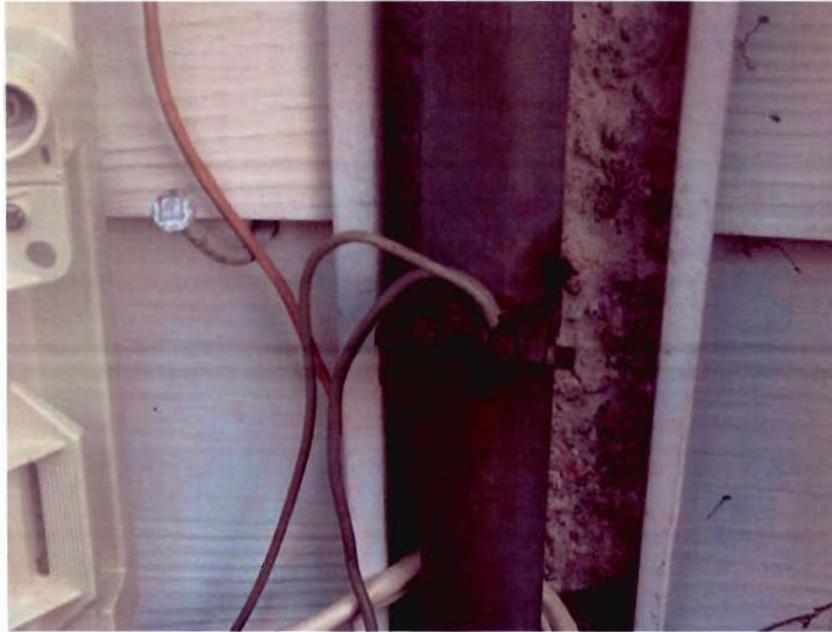


Photo 11

Pole 2, [REDACTED] Prospect Avenue, East Rockaway.

FiOS and copper telephone ground conductors attached to same single conductor pipe strap.

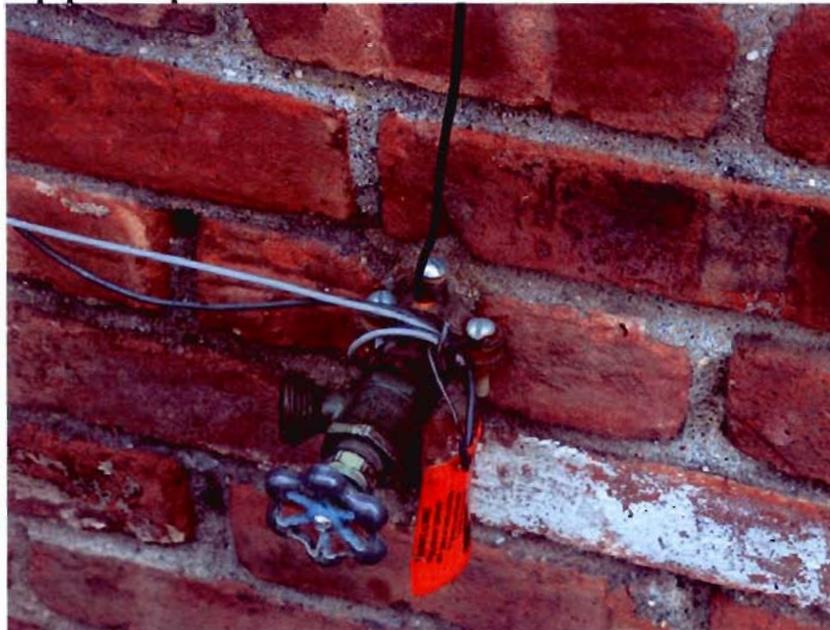


Photo 12

Pole 4, [REDACTED] Munson Place, Freeport.

FiOS and CATV conductors attached to same single conductor pipe strap.

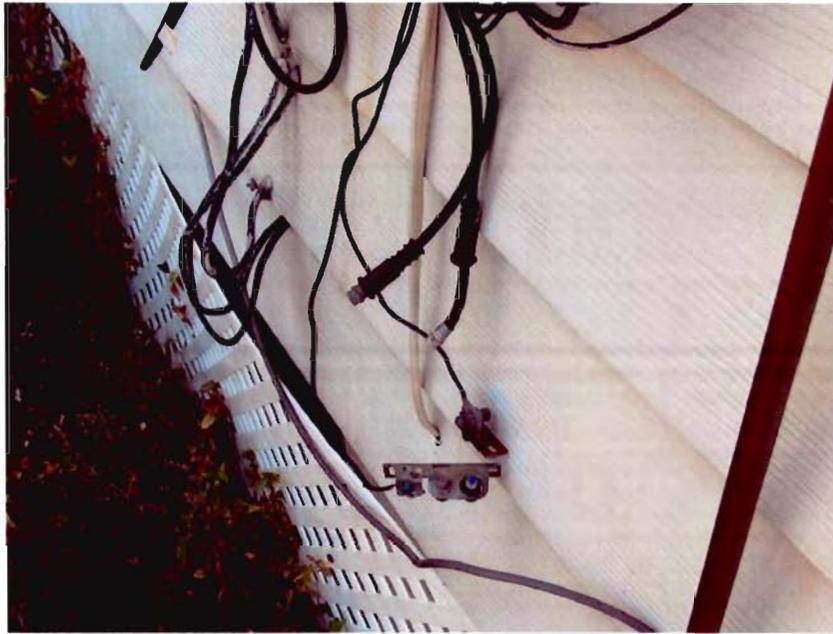


Photo 13

Pole 115, [REDACTED] Cedarhurst Avenue, Cedarhurst.

FiOS used CATV coaxial wire and disconnected CATV from ground blocks. CATV drop not properly terminated.

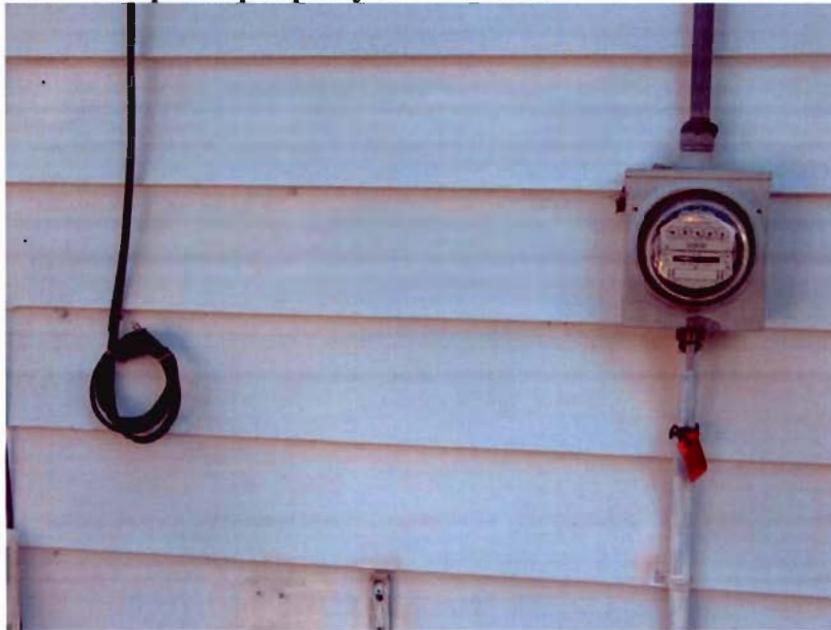


Photo 14

Pole 6, [REDACTED] 12th Street, Huntington.

FiOS removed CATV ground block and ground conductor.

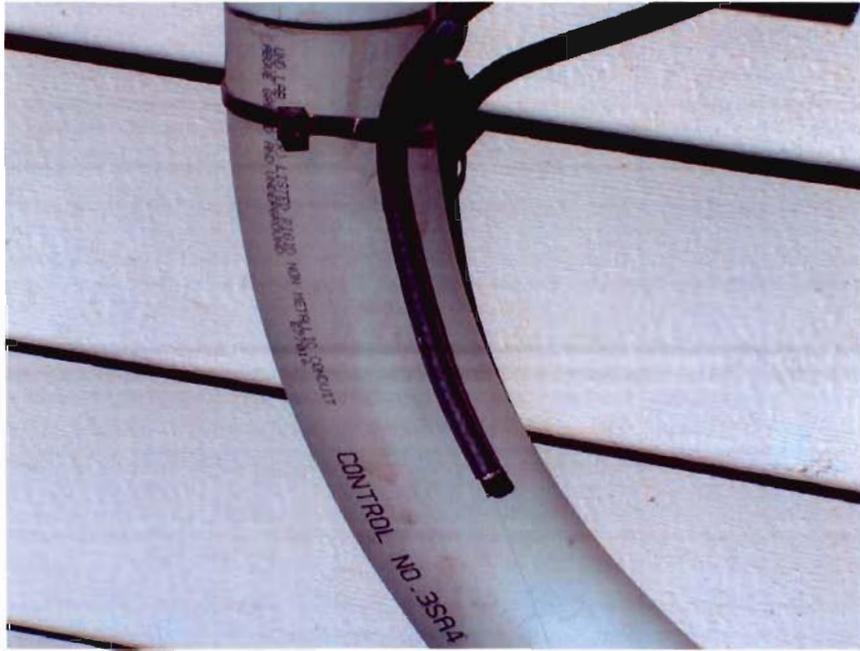


Photo 15

No pole number, [REDACTED] Bayberry Drive, Huntington.
FiOS cut and used CATV coaxial wire. CATV left ungrounded with no termination.

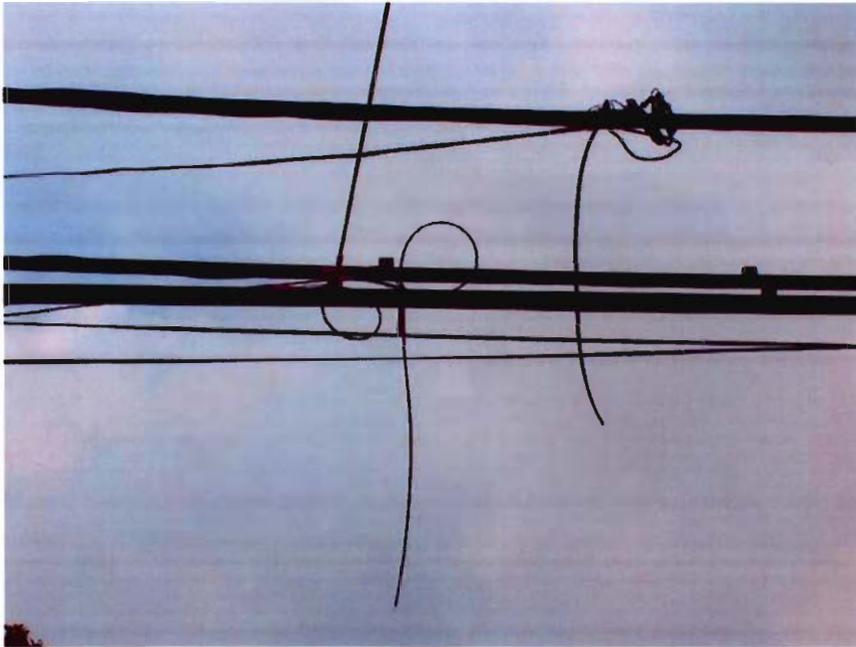


Photo 16

Pole 78, next to [REDACTED] South Long beach Avenue, Freeport.
FiOS cut CATV at mid span attachment and removed to house.

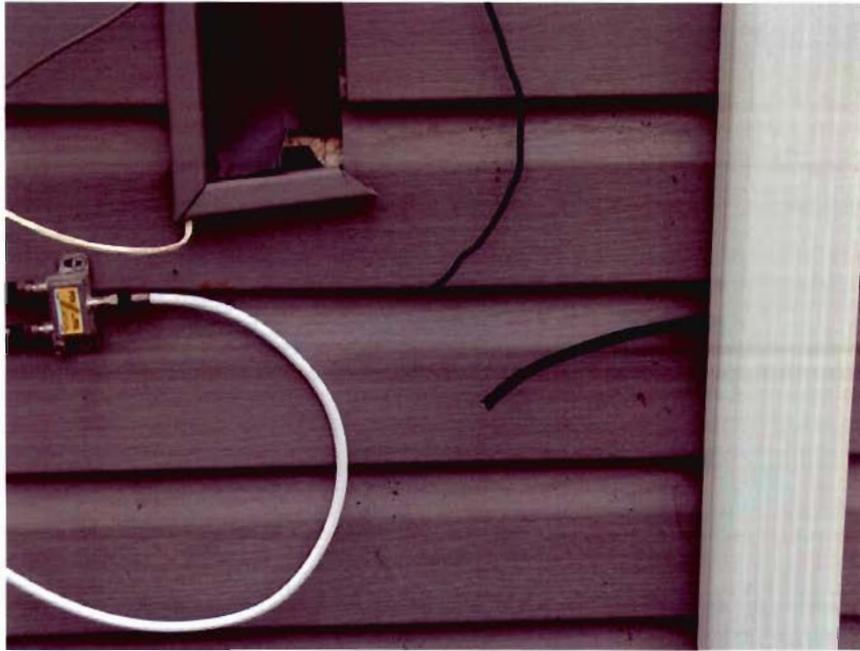


Photo 17

Pole 20, [REDACTED] Saint Marks Avenue, Freeport.

FiOS cut and used CATV coaxial wire. CATV left ungrounded with no termination.

STATE OF NEW YORK DEPARTMENT OF PUBLIC SERVICE
THREE EMPIRE STATE PLAZA, ALBANY, NY 12223-1350

Internet Address: <http://www.dps.state.ny.us>

PUBLIC SERVICE COMMISSION

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RESULTS OF THE INSPECTION
OF VERIZON FIOS
SUBSCRIBER INSTALLATION FACILITIES

In The
County of Rockland, NY

By:
The New York State Department of Public Service
Telecommunications Division
Albany, NY 12223
(518) 474-1324

Report No. T046-07-4170b
Test Date: 10/1 – 10/4

Report Written By:
Tighe G. Massey
Utility Specialist 2

Report # T046-07-4170b

SUMMARY OF INSPECTION OF VERIZON FiOS FACILITIES IN THE COUNTY OF ROCKLAND

On October 1-4, 2007, Department of Public Service (DPS) Utility Specialists John Bouchard and Tighe G. Massey conducted an inspection of the Verizon FiOS installation facilities in Rockland County, New York. A total of 160 sites were reviewed; 20 within each of the selected municipalities in Rockland County, which was done to provide a random sampling. Overall, the subscriber installations in the areas inspected were found in poor condition.

This inspection yielded 48 sites that currently have Verizon FiOS Service. Of the 48 FiOS installations inspected, 22 non standard conditions were noted including 5 sites where FiOS was adversely affecting CATV installations. FiOS installations with no access to equipment are listed separately, because FiOS Optical Network Terminal (ONT) grounding could not be verified at these locations.

FiOS NONSTANDARD CONDITIONS

CLARKSTOWN

- 1) Pole 58864/41831: [REDACTED] New Hempstead Road.
No FiOS ground.
- 2) Pole 5: [REDACTED] Colonial Drive.
Loose connectors on FiOS splitter (Photo 1).
- 3) Pole 8: [REDACTED] Colonial Drive.
FiOS ONT grounded to outlet box.
- 4) Pole 9: [REDACTED] Colonial Drive.
FiOS ONT grounded to electric "BX" type (armored) cable.

SPRING VALLEY

5) Pole 57847/40615: [REDACTED] Johnson Street.
FiOS/telephone has spliced ground wire.

6) Pole 2: [REDACTED] Buckman Place.
No FiOS ground.

SOUTH NYACK

7) Pole 316.5: [REDACTED] Washington Avenue.
No FiOS ground.

8) Pole 316: Unknown number, Piermont Avenue.
Multiple conductors on Telco ground clamp.

9) Pole 315: [REDACTED] Piermont Avenue.
Multiple conductors on Telco ground clamp.

NYACK

10) Pole 61420/39832: [REDACTED] First Avenue.
Multiple conductors on Telco ground clamp.

11) Pole 61410/39835: [REDACTED] First Avenue.
Improper ground to meter pan screw (Photo 3).

12) Pole 4: [REDACTED] First Avenue.
Improper ground, ground rod not bonded to electric ground (Photo 4).

UPPER NYACK

13) Pole 61268/40294 [REDACTED] Centre Avenue.
Multiple conductors on Telco ground clamp.

14) Pole 2: [REDACTED] Centre Avenue.
No FiOS ground.

15) Pole 2: [REDACTED] Centre Avenue.
Multiple conductors on CATV ground clamp (CATV, tel. NID and FIOS) (Photo 5).

16) Pole 3: [REDACTED] Centre Avenue.
Multiple conductors on Telco ground clamp (Photo 6).

17) Pole 4: [REDACTED] Centre Avenue.
Copper tel. drop cut away at span (Photo 7).

18) Pole 5: [REDACTED] Centre Avenue.
No FiOS ground.

AIRMONT

19) Pole 55949/40373: [REDACTED] Mary Beth Drive.
Multiple conductors on ground clamp.

PIERMONT

20) Pole 215: [REDACTED] Piermont Avenue.
No FiOS ground.

ORANGETOWN

21) Pole 3: [REDACTED] Venter Lane.
FiOS ground loose, copper tel. cut at pole (Photo 8).

22) Pole 2: [REDACTED] Venter Lane.
Copper tel. drop cut at house (Photo 9).

FIOS AFFECTING CATV COAXIAL

SPRING VALLEY

23) Pole 6: [REDACTED] Blueberry Hill Road.
FiOS using CATV house coaxial, CATV drop not properly terminated.

UPPER NYACK

24) Pole 2: [REDACTED] Centre Avenue.
FiOS using CATV house coaxial, CATV drop not properly terminated.

25) Pole 3: [REDACTED] Centre Avenue.
FiOS using CATV house coaxial, CATV drop not properly terminated.

26) Pole 4: [REDACTED] Centre Avenue.
FiOS using CATV house coaxial, CATV drop not properly terminated.

27) Pole 5: [REDACTED] Centre Avenue.
FiOS using CATV house coaxial, CATV drop not properly terminated.

FIOS INSTALLATIONS WITH NO ACCESS TO VERIFY GROUNDING

CLARKSTOWN

Pole 2: [REDACTED] Colonial Drive.

SOUTH NYACK

Pole 61389/39407: [REDACTED] Washington Avenue.
Pole 6: [REDACTED] Washington Avenue.

UPPER NYACK

Pole 6: [REDACTED] Birchwood Avenue.
Pole 5: [REDACTED] Centre Avenue.
Pole 6: [REDACTED] Centre Avenue.

AIRMONT

Pole 55942/40337: [REDACTED] Mary Beth Court.
Pole 3: [REDACTED] Brigitte Court.

PIERMONT

Pole 209: [REDACTED] Piermont Avenue.

ORANGETOWN

Pole 9: [REDACTED] Villa Drive.

The following FiOS sites were inspected with no problems found.

CLARKSTOWN

Pole 4: [REDACTED] Colonial Drive.

SOUTH NYACK

Pole 6: [REDACTED] Washington Avenue (rear apartment).

Pole 6: [REDACTED] Washington Avenue.

Pole 316.5: [REDACTED] Washington Avenue.

Pole 316.5: [REDACTED] Piermont Avenue.

Pole 315: [REDACTED] Piermont Avenue.

Pole 4: [REDACTED] Piermont Avenue.

Pole 4(Piermont Avenue): [REDACTED] Mansfield Avenue. (Photo 2 illustrates corner ground clamp)

UPPER NYACK

Pole 2: [REDACTED] Centre Avenue.

Pole Unknown: [REDACTED] Oak Street.

PIERMONT

Pole 214: [REDACTED] Piermont Avenue.

Pole 209: [REDACTED] Piermont Avenue.

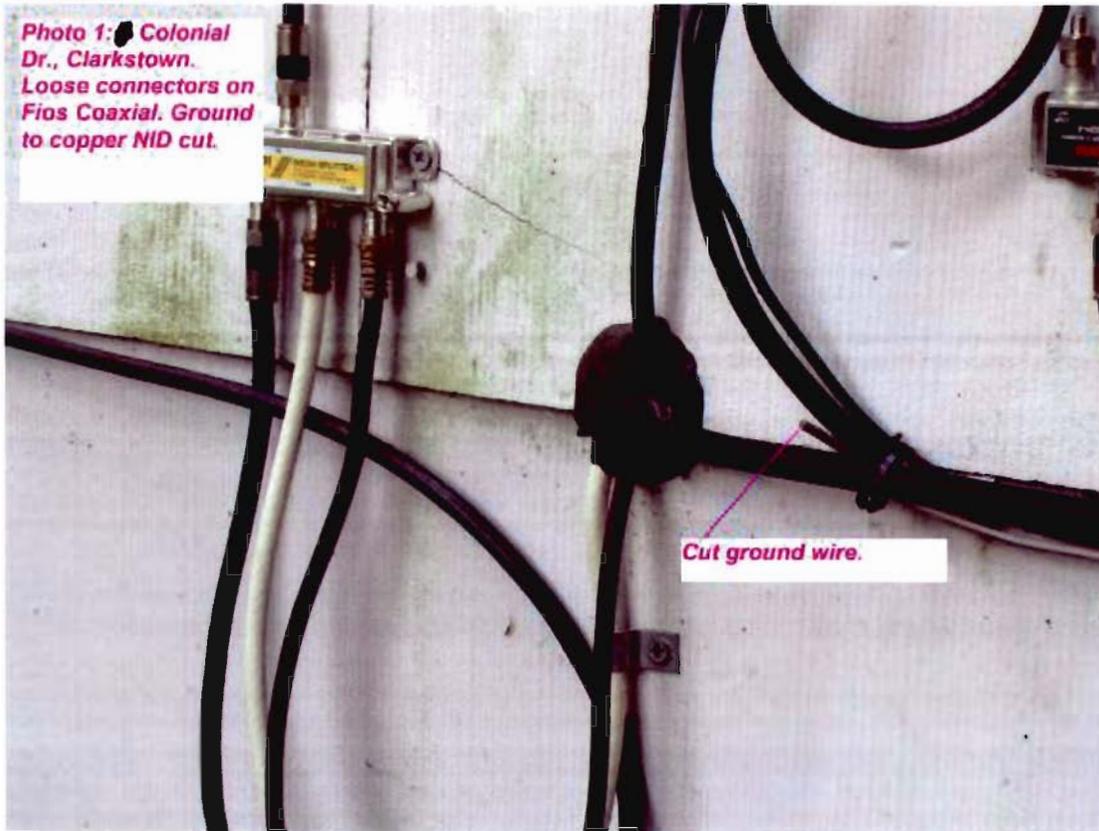
ORANGETOWN

Pole 6: [REDACTED] Villa Drive.

Pole 7: [REDACTED] Villa Drive.

Pole 1: [REDACTED] Crescent Lane.

Photos:



**Photo 4: [REDACTED] First Ave.,
Nyack. Improper Fios
ground to rod not in
common with electric
ground.**

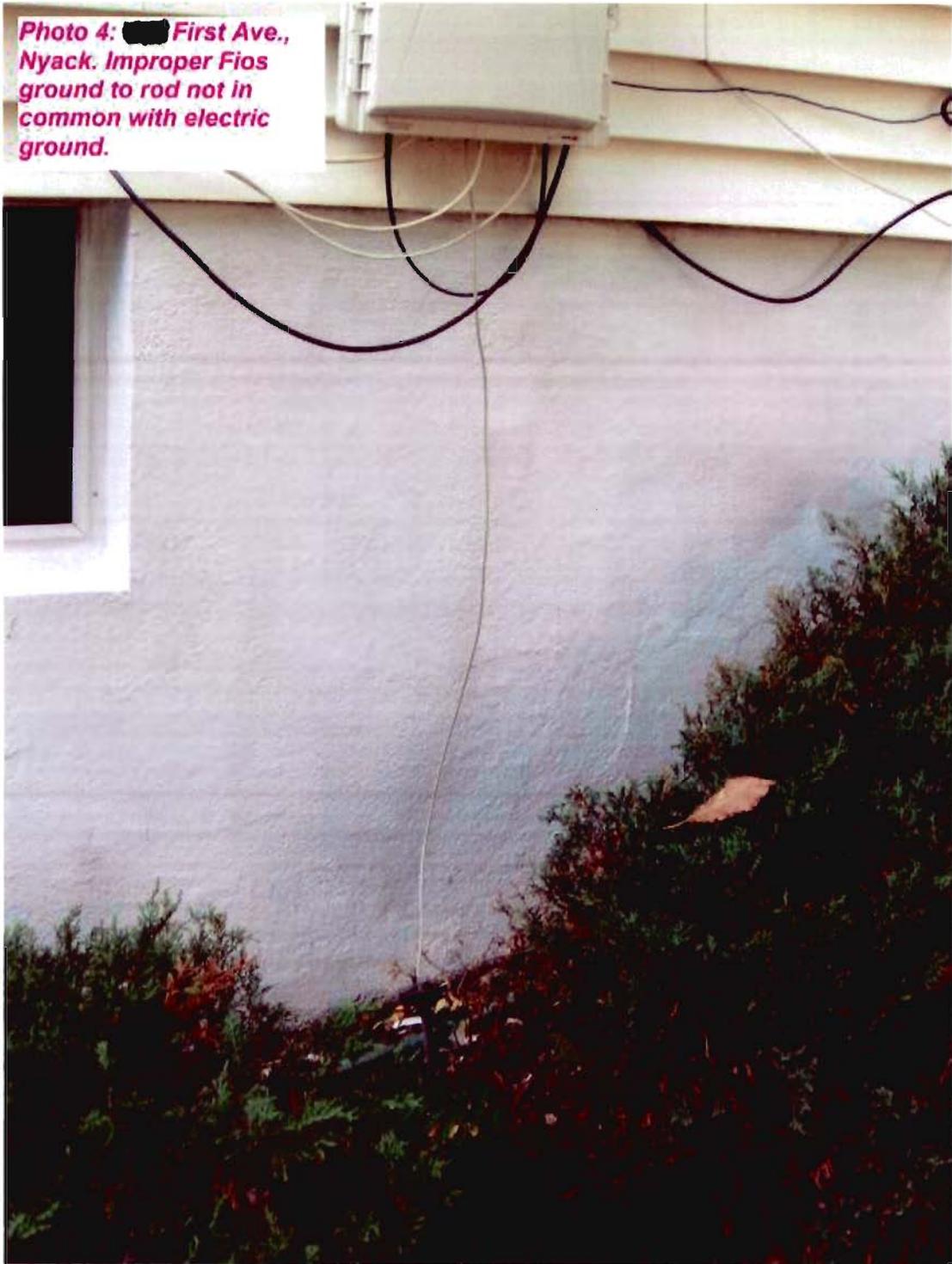


Photo 5: [redacted] Centre Ave.,
Upper Nyack. Tel and
Satellite attached to CATV
ground clamp.

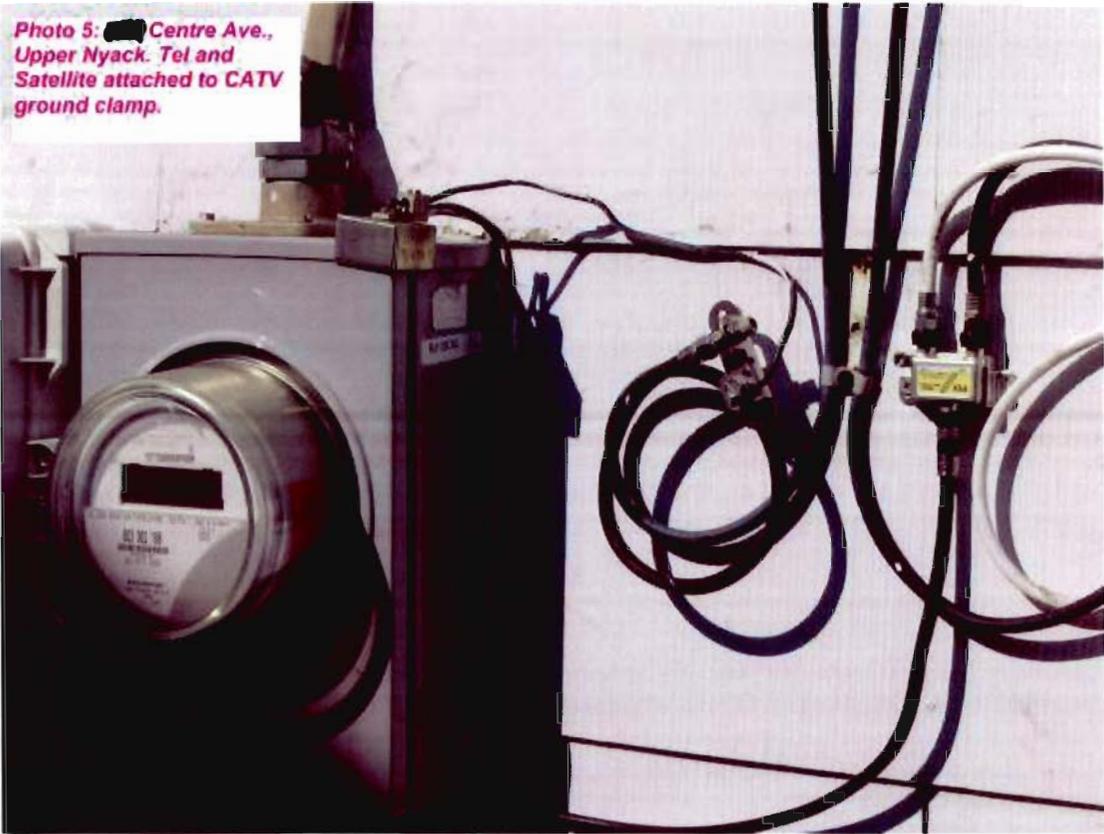


Photo 6: [redacted] Centre Ave.,
Upper Nyack. Two ground
wires (Fios ONT and
coaxial) on one clamp.



Photo 7: Centre Ave., Upper Nyack. Copper drop cut at span.

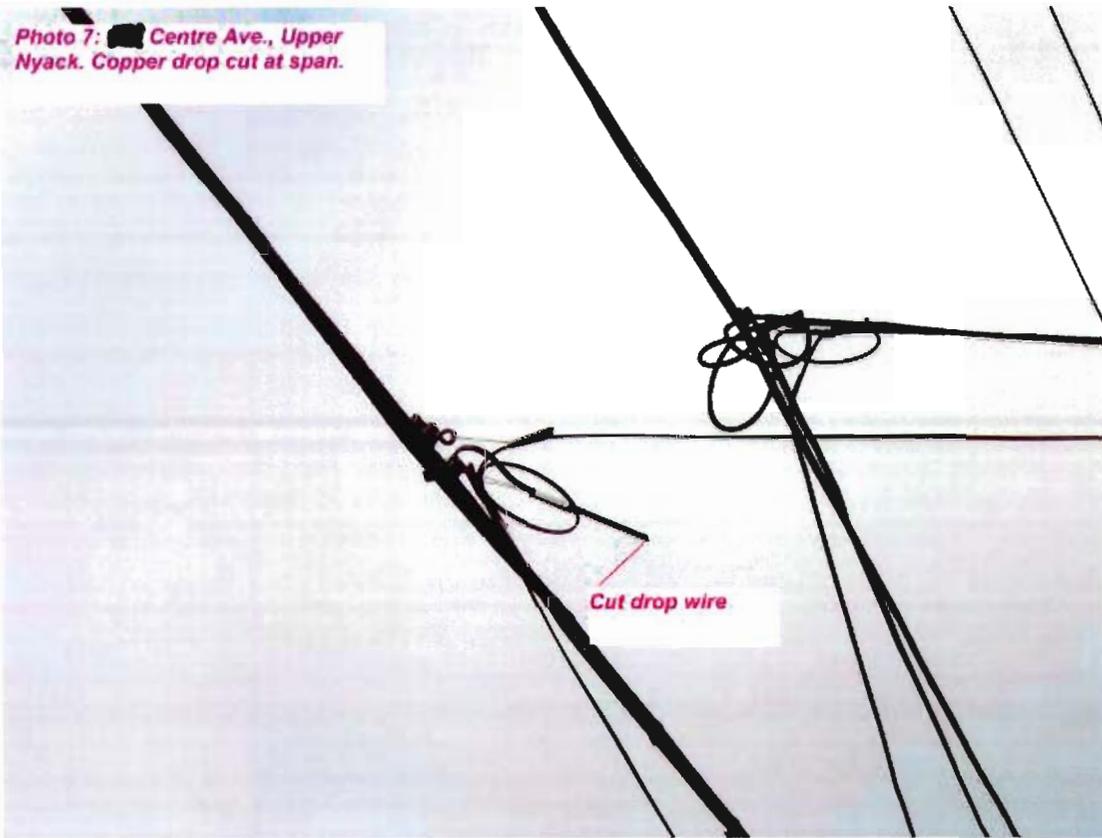


Photo 8: Venter La., Orangetown. Copper tel. drop cut at pole.

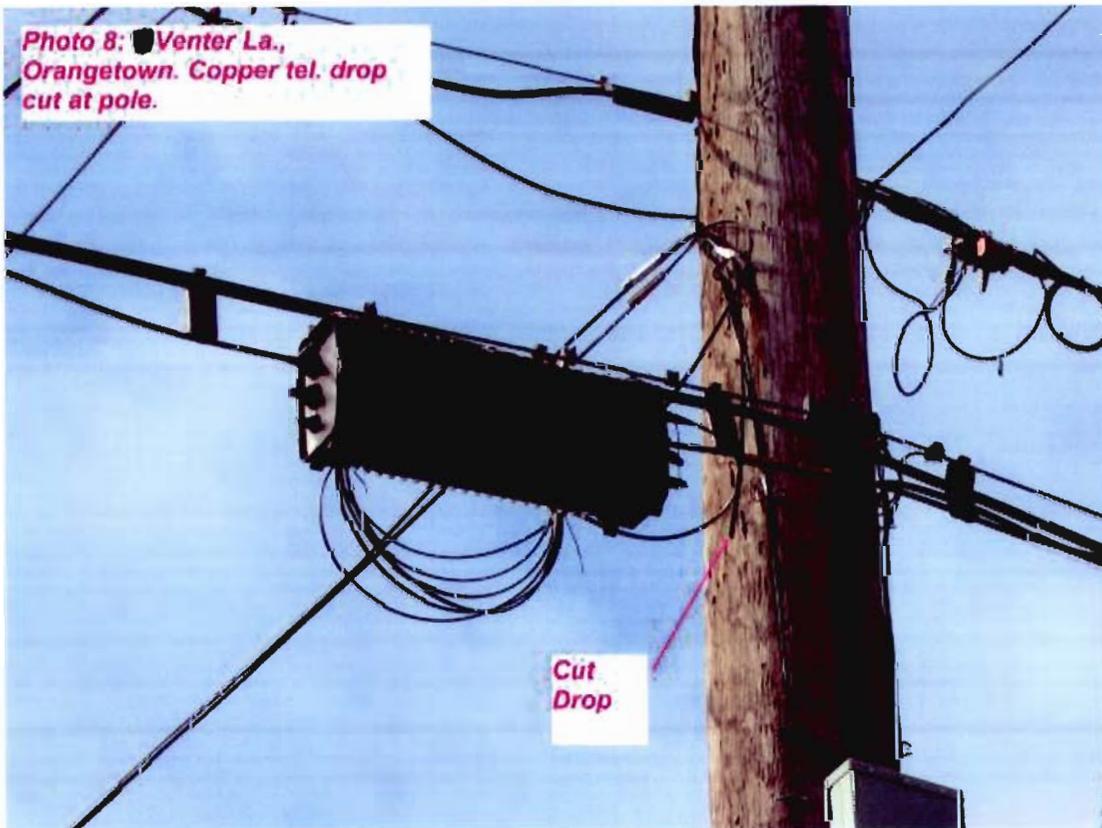




Photo 9 Venter La.,
Orangetown. Copper tel. drop
cut at side of house.

Cut drop wire