

Dave Adams
P.O. Box 1145
Cedar Rapids, Iowa 52406-1145

MCI

January 31, 2013

Federal Communications Commission
Consumer and Governmental Affairs Bureau
Informal Complaints
445 12 Street, SW
Washington, DC. 20554

**Reference: Charles Eastwood
IC Number #12-C00451457
Notice of Informal Complaint dated 12/20/12**

Dear Analyst:

The following information represents actions taken for the complaint filed by Charles Eastwood.

Mr. Eastwood's letter complains of certain listings in a local telephone directory in the Phoenix metropolitan area. As an initial matter, Verizon's affiliate, MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services does not publish telephone directories. Rather, that entity along with other Verizon affiliates provides wholesale services to other telecommunications providers across the U.S. It is the wholesale customers who provide telecommunications services to the entities being listed and it is the wholesale customers who are making the request for listings in the various local telephone directories; Verizon, as the wholesale customers' underlying provider of telecommunications services is simply facilitating the listings by interacting with the directory publishers on behalf of its wholesale customers.

In November 2012, Mr. Eastwood reached out to Verizon with his concern, and a Verizon employee spoke with Mr. Eastwood, at which time a copy of the "11/22/12-Happy Thanksgiving" letter, along with the telephone numbers list, was provided. We immediately began an investigation. Specifically, for each of the telephone numbers Mr. Eastwood provided, we contacted the affected wholesale customer(s) and demanded verification regarding each telephone number. The result of that investigation was the disconnection of more than 200 of the telephone numbers on Mr. Eastwood's list.

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If the Commission has any further inquiries regarding this matter, I may be reached at directly at 1-800-624-0533 extension 2032.

Sincerely,

Dave Adams

Dave Adams, MCI Agency Relations

cc: Charles Eastwood



February 1, 2013

Charles Eastwood
PO Box 40293
Meza, AZ 85274

RE: Federal Communications Commission (FCC) File No. 12-C00451457-1

Dear Mr. Eastwood,

Enclosed is a copy of the letter sent to the FCC in response to your above referenced complaint. If you have any questions, you may reach me at 1-800-624-0533 extension 2032 Monday through Friday between 8:00AM and 4:00PM Central Time.

Sincerely,

Dave Adams

Dave Adams, MCI Agency Relations