

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF DELAWARE

IN THE MATTER OF THE INQUIRY INTO)
VERIZON DELAWARE INC.'S COMPLIANCE)
WITH THE CONDITIONS SET FORTH IN) PSC DOCKET NO. 02-001
47 U.S.C. § 271)

ORDER NO. 6100

This 7th day of January, 2003, the Commission determines and Orders the following:

1. In PSC Order No. 5983 (June 25, 2002), entered in this docket, the Commission approved final "Delaware Carrier-to-Carrier Guidelines, Performance Standards, and Reports" ("DE C2C Guidelines") and a "Delaware Performance Assurance Plan" ("DE PAP").^[1] The DE C2C Guidelines (based on those adopted in New York) set forth metrics and measures to test the quality of VZ-DE's performance in supplying wholesale services and network elements to competing local exchange carriers. The DE PAP (modeled on a similar plan adopted for Virginia) defines criteria and methodologies to translate particular sub-par performance by VZ-DE into potential monetary liabilities payable to competing carriers.

2. Under the DE PAP, if the New York Public Service Commission ("New York PSC") should adopt changes to its Verizon Inter-Carrier Service Quality Guidelines ("NY Guidelines") VZ-DE must, within 10 days, submit those changes to this Commission for consideration for inclusion in the DE C2C Guidelines and the DE PAP. DE PAP at 25-26. As outlined in the PAP, after receiving comments from interested persons and entities, the Commission would then decide whether to adopt the New York revisions to measure VZ-DE's performance. DE PAP at pp. 25-26.^[2]

3. On December 10, 2002, VZ-DE filed an application to make revisions

to the DE C2C Guidelines. According to VZ-DE, the proposed revisions mirror changes to the New York Guidelines approved by the New York PSC on October 25, 2002.^[3] VZ-DE suggests that if this Commission would approve the revisions, they would be implemented for the second month following the month the Commission granted its approval.

4. Consistent with the procedure set forth in the DE PAP, and consistent with the procedure implicitly endorsed in PSC Order No. 5983, the Commission now solicits interested persons and entities to submit comments concerning the New York-based revisions to the DE C2C Guidelines as now proposed by VZ-DE. Interested persons and entities shall have until February 11, 2003 to file an original and ten copies of such comments with the Commission and to serve one additional copy on VZ-DE. In addition, the Commission will hold a workshop meeting on such proposed revisions with Staff, VZ-DE, and any interested persons or entities on Friday, January 24, 2003 beginning at 10:30 AM. At such workshop - to be held at the Commission's offices in Dover - VZ-DE will have the opportunity to explain the proposed revisions and its particular Delaware-specific modifications to the New York approved revisions.

5. In addition, in anticipation of further similar revisions in the future, the Commission also solicits from VZ-DE and other interested persons and entities comments concerning a procedural template to govern the noticing of such future revisions and the opportunity for filing comments. The Commission seeks a template that could be triggered by a VZ-DE filing, without the need for the Commission to enter a specific Order calling for comments. Persons and entities should submit their views on such a template - and its procedural milestones - in separate comments to the Commission. Those separate comments (original and ten copies) should be filed with the Commission on or before February 21, 2003.

Now therefore, **IT IS ORDERED:**

1. That the Commission accepts for consideration the proposed revisions to the "Delaware Carrier-to-Carrier Guidelines, Performance Standards, and Reports" filed by Verizon Delaware Inc., on December 10, 2002.

2. That any interested person or entity may file comments concerning the proposed revisions submitted by Verizon Delaware Inc. An original and ten copies of such comments should be filed with the Commission on or before Tuesday, February 11, 2003. One copy of such comments shall, within the same time frame, be served on Verizon Delaware Inc. After receiving such comments, the Commission will determine the course of further proceedings in considering such revisions. Such further proceedings may include summary approval of the proposed revisions. Only persons submitting comments, or requesting to be included on the service list, will be notified of such further proceedings or any further Orders.

3. That the Commission Staff shall conduct a workshop to explore the proposed revisions at the Commission's offices in Dover, Delaware beginning at 10:30 AM on Friday, January 24, 2003. All interested persons are invited to attend.

4. That, in addition, the Commission solicits comments from all interested persons or entities concerning a template procedural schedule which could be utilized to provide notice and the opportunity for comment for future revisions to the "Delaware Carrier-to-Carrier Guidelines, Performance Standards, and Reports" and a "Delaware Performance Assurance Plan". An original and ten copies of such comments should be filed with this Commission on or before Friday, February 21, 2003.

5. That the Secretary shall serve a copy of this Order (and attached

Notice) on the parties on the current service list in this docket. In addition, this Order (and Notice) shall be posted on the Commission's website under an appropriate heading, noting the Commission's solicitation of comments and the time, date, and place of the workshop.

6. That Verizon Delaware Inc. shall send, by United States mail, a copy of the attached Notice to: (a) all persons or carriers who have requested copies of Verizon Delaware Inc.'s monthly performance reports under the Delaware "Carrier to Carrier Guidelines, Performance Standards, and Reports;" and (b) all carriers who have obtained, since November 1, 2002, billing credits under the Delaware Performance Assurance Plan.

7. That the Commission reserves the jurisdiction and authority to enter such further Order or Orders in this matter as may be deemed necessary or proper.

BY ORDER OF THE COMMISSION:

/s/ Arnetta McRae
Chair

/s/ Joshua M. Twilley
Vice Chair

/s/ Joann T. Conaway
Commissioner

/s/ Donald J. Puglisi
Commissioner

/s/ Jaymes B. Lester
Commissioner

ATTEST:

/s/ Karen J. Nickerson
Secretary

N O T I C E

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IN THE MATTER OF THE INQUIRY INTO)
VERIZON DELAWARE INC.'S COMPLIANCE)
WITH THE CONDITIONS SET FORTH IN) PSC DOCKET NO. 02-001
47 U.S.C. § 271(c))
(FILED FEBRUARY 1, 2002))

**NOTICE OF PROPOSED REVISIONS TO
DELAWARE CARRIER-TO-CARRIER GUIDELINES;
SOLICITATION OF COMMENTS CONCERNING
SUCH CHANGES; AND NOTICE OF WORKSHOP
CONCERNING SUCH CHANGES**

TO: ALL TELECOMMUNICATIONS CARRIERS AND OTHER INTERESTED PERSONS

On December 10, 2002, Verizon Delaware Inc. ("VZ-DE") filed an application to make revisions to the "Delaware Carrier-to-Carrier Guidelines, Performance Standards, and Reports" ("DE C2C Guidelines") and, hence, the "Delaware Performance Assurance Plan." According to VZ-DE, the proposed revisions track the revisions to the New York Inter-Carrier Service Quality Guidelines adopted by the New York Public Service Commission on October 25, 2002. However, according to VZ-DE, it has made several technical modifications to those revisions to reflect the structure of the Delaware Guidelines and somewhat differing Delaware procedures. A red-lined version of the proposed revisions to the DE C2C Guidelines are available for inspection at the Commission's office in Dover during normal business hours.

COMMENTS

The Commission now solicits comments concerning the proposed revisions. If you wish to comment, you must file an original and ten copies of your comments with the Commission on or before Tuesday, February 11, 2003. You must also serve a copy of your comments on VZ-DE.

WORKSHOP

The Commission will also hold a workshop on such proposed revisions beginning at 10:30 AM on Friday, January 24, 2003. Such workshop will be held at the Commission's offices located at 861 Silver Lake Boulevard, Cannon Building, Suite 100, Dover, Delaware 19904. All interested persons and entities are welcome to attend.

PROPOSED PROCEDURAL TEMPLATE

The Commission also seeks separate comments on a procedural template to be followed in the case of future proposed revisions to the DE C2C Guidelines and the Delaware PAP. The Commission desires an efficient, self-executing procedure to allow for prompt notice of such changes and the opportunity for comment, without the need for a separate Order by the Commission. If you wish to offer comments concerning such template, or the content and timing of such procedures, you should file an original and ten copies of your comments with the Commission on or before Friday, February 21, 2003.

You should consult PSC Order No. 6100 (Jan. 7, 2003) (available on the Commission's Internet website found at www.state.de.us/delpsc) for the details surrounding the submission of comments and the workshop. You may also contact the Commission Staff about this matter at (302) 739-3230 or by Internet e-mail addressed to "connie.mcdowell@state.de.us."

[1] Verizon Delaware Inc. ("VZ-DE") filed final versions of these two documents on July 2 and 3, 2002.

[2] In addition, under the DE PAP, VZ-DE or other interested entities may also submit proposed changes to the DE C2C Guidelines for Commission consideration regardless of whether the New York PSC has acted on such proposed changes.

[3] Case No. 97-C-0139, "Order Establishing Additional Inter-Carrier Service Quality Guidelines" (NY PSC, issued and effective Oct. 25, 2002). According to VZ-DE, some of the New York changes are already within the DE C2C Guidelines. In addition, according to VZ-DE, VZ-DE has undertaken some technical changes in applying the New York Guideline revisions to make them compatible for Delaware. See VZ-DE App. at text accompanying nn. 6-9.