

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
PUBLIC UTILITIES COMMISSION

VERIZON RHODE ISLAND'S :
CARRIER-TO-CARRIER GUIDELINES, : DOCKET NO. 3195
PERFORMANCE STANDARDS :
AND REPORTS :

ORDER

On December 3, 2001, the Rhode Island Public Utilities Commission ("Commission") approved certain carrier-to-carrier ("C2C") service quality guidelines, entitled "*State of Rhode Island Carrier-to-Carrier Guidelines, Performance Standards and Reports*" ("C2C Guidelines"), to be used in Verizon Rhode Island's ("VZ-RI") monthly C2C reports to measure the quality of VZ-RI's wholesale performance with respect to Competitive Local Exchange Carriers ("CLECs") doing business in Rhode Island.¹ Among other things, the Commission's Order required VZ-RI to

...file with this Commission within 30 days of its compliance filing with any other state Commission located in the Verizon service territory, as well as in the former Bell Atlantic territory (prior to its merger with GTE), any new metrics for the Commission's consideration.²

On October 25, 2002, the New York Public Service Commission ("NYPSC") ordered modifications to the New York C2C Guidelines. On December 3, 2002, VZ-RI filed proposed revisions to its Rhode Island C2C Guidelines incorporating the modifications ordered by the NYPSC.

¹ See Order No. 16809 (issued December 3, 2001), approving the C2C Guidelines filed by VZ-RI on February 16, 2001, as modified ("C2C Order").

² Id., at Ordering Para. 1.B.

The filing letter indicated that copies of the filing were also distributed to all parties listed on this docket's service list. On December 16, 2002, the Division of Public Utilities and Carriers ("Division") reviewed VZ-RI's filing and recommended approval of the proposed modifications to the Rhode Island C2C Guidelines. At an open meeting on December 20, 2002, the Commission approved the modifications to VZ-RI's C2C Guidelines for Rhode Island based on the NYPSC's order of October 25, 2002.³

The Commission finds that incorporating the various modifications ordered by the NYPSC into the Rhode Island C2C Guidelines will improve the metrics and standards for measuring the quality of VZ-RI's wholesale performance with respect to CLECs doing business in Rhode Island, as well as promote uniformity within Verizon's service territory. In addition, we note that no CLEC has objected to the implementation of the NYPSC's modifications in the Rhode Island C2C Guidelines. Therefore, we presume that the implementation of the NYPSC's modifications in the Rhode Island C2C Guidelines will not adversely affect CLECs doing business in Rhode Island.⁴

Also, October 25, 2002, VZ-RI filed a new metric OR-6-04, which measures percent directory listing accuracy requiring a sample of manually entered directory listing orders. This metric has been adopted in Maryland, New Hampshire, and Virginia. VZ-RI recommended that

³ VZ-RI stated that the revised C2C Guidelines would be used for C2C reports beginning with December 2002 performance.

⁴ Order No. 16809, at pp. 37-38.

this additional metric not be incorporated into Rhode Island's C2C Guidelines.⁵ On December 16, 2002, the Division reviewed VZ-RI's filing and recommended inclusion of the additional metric. Previously in this docket, Cox Communications ("Cox") had requested the adoption of a metric measuring the accuracy of directly listing orders.⁶ The adoption of the metric could address Cox's previously stated concern. At an open meeting on December 20, 2002, the Commission approved the inclusion of the new metric OR-6-04.⁷

Accordingly it is

(17343) ORDERED:

1. The modifications filed on December 3, 2001 by Verizon Rhode Island to the Rhode Island C2C Guidelines, based upon the New York Public Service Commission's order of October 25, 2002 approving similar modifications to the New York C2C Guidelines, are hereby approved.
2. The modifications filed on October 25, 2002 by Verizon Rhode Island to the Rhode Island C2C Guidelines, for the inclusion of the new metric OR-6-04 for directory listing accuracy is hereby approved.

⁵ VZ-RI filing dated 10/25/02.

⁶ Order No. 16809, at p. 4.

⁷ VZ-RI stated that the additional metric will be used for C2C reports beginning with February 2003 performance.

EFFECTIVE AT WARWICK, RHODE ISLAND, PURSUANT TO OPEN
MEETING DECISIONS ON DECEMBER 20, 2002. WRITTEN ORDER
ISSUED JANUARY 21, 2003.

PUBLIC UTILITIES COMMISSION

Elia Germani, Chairman

Kate F. Racine, Commissioner

Brenda K. Gaynor, Commissioner