

COMMONWEALTH OF VIRGINIA
STATE CORPORATION COMMISSION

AT RICHMOND, JANUARY 21, 2005

COMMONWEALTH OF VIRGINIA, ex rel

STATE CORPORATION COMMISSION

CASE NO. PUC-2005-00007

Ex Parte: In the Matter of Investigating
Directory Errors and Omissions of Verizon
Virginia Inc. and Verizon South Inc.

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ORDER ESTABLISHING INVESTIGATION

The State Corporation Commission ("Commission"), pursuant to Article IX of the Constitution of Virginia and Title 56 of the Code of Virginia, is charged with the duty of supervising, regulating, and controlling all public service companies doing business in the Commonwealth of Virginia relating to the performance of their public duties and correcting any abuses committed by such companies.

The Commission is aware of significant ongoing incidences of directory errors and omissions in the White Page directory listings of Verizon Virginia Inc. and Verizon South Inc. (collectively, "Verizon"), and we are concerned that these problems, the effects of which are costly to both the public and to Verizon, be adequately addressed. Recent directory listing problems in the Hampton Roads, Richmond, Roanoke, and Northern Virginia areas have been the source of complaints to the Commission.

Our Division of Communications ("Staff") has been conducting an ongoing informal investigation in an effort to resolve and reverse the increasing trend of errors and omissions contained in Verizon directories. Despite Staff efforts and efforts by Verizon, there appears to be inadequate improvement in the quality of White Page directory listings of Verizon. Indeed, the recent directory problems experienced by customers in Chesapeake and Virginia Beach

resulted in a complete reprinting of approximately 83,000 directories. Corrective actions promised by Verizon as the result of ongoing informal discussions with the Staff have not, apparently, resulted in sufficient improvements in the quality of White Page directory listings.

Numerous complaints have been filed with the Commission concerning the errors and omissions in Verizon directories. These complaints have been filed by private individuals, businesses, and several competitive local exchange carriers. Those who have filed complaints are encouraged to participate in this investigation in an effort to identify the source or sources of the problems causing the errors and omissions. We direct our Staff, with appropriate input from Verizon, the public, and other interested persons, to investigate and review the directory listing processes of Verizon and its affiliates from the time listings are established until the listings are published in directories. We expect our Staff to identify the source or sources of the continuing publication errors and omissions and direct the Staff to file a Report ("Report") containing its findings and recommendations.

Verizon and its affiliates are further directed to cooperate fully with the Commission Staff during the course of its investigation and to respond to all requests for information, reports, or other data in a timely and efficient manner so all listings and publication problems can be resolved forthwith. No persons other than the Staff and the Office of the Attorney General shall have discovery rights pending further order of the Commission.

Finally, depending on the nature of the Staff's Report and the findings and recommendations therein, we anticipate issuing future orders in this proceeding to resolve the problems, including possible provisions for a hearing, if necessary.

NOW THE COMMISSION is of the opinion and finds that an investigation into the continuing problem of omissions and errors in the directories of Verizon should be commenced,

and we direct the Staff, pursuant to Va. Code §§ 56-35, 56-36, 56-234.4, 56-247, and 56-249, to investigate the matter and file a Report regarding Verizon's directory errors and omissions. Additionally, we invite and will accept comments from the public regarding this matter.

Accordingly, IT IS ORDERED THAT:

(1) This case is docketed and assigned Case No. PUC-2005-00007.

(2) The Staff shall investigate the errors and omissions contained in the White Page listings of the directories of Verizon and file a Report containing the Staff's findings and recommendations.

(3) Verizon may respond to the Staff Report and to public comments no later than thirty (30) days after the filing of the Staff Report.

(4) On or before February 11, 2005, the Commission's Division of Information Resources shall complete publication of the following notice to be published on one (1) occasion as display advertising in newspapers having general circulation throughout the Company's service territory:

NOTICE TO THE PUBLIC OF AN INVESTIGATION BY THE
STATE CORPORATION COMMISSION OF VERIZON'S
TELEPHONE DIRECTORY ERRORS AND OMISSIONS
CASE NO. PUC-2005-00007

Due to the rising number of complaints and problems associated with the publication of Verizon Virginia Inc.'s and Verizon South Inc.'s ("Verizon") White Page directory listings, the State Corporation Commission ("Commission") issued an Order Establishing Investigation, directing the Staff of the Commission to investigate this matter and file a report. The Commission invites public comments on Verizon's directory problems.

On or before March 25, 2005, any person desiring to comment on the quality of Verizon's White Page directory listings may do so by directing such comments in writing to the Clerk of the Commission at the address set forth below. Interested persons desiring to submit comments electronically may do so by

following the instructions found on the Commission's website:
<http://www.scc.virginia.gov/caseinfo.htm>.

All written communications to the Commission concerning this matter shall be directed to Joel H. Peck, Clerk of the State Corporation Commission, c/o Document Control Center, P.O. Box 2118, Richmond, Virginia 23218, and shall refer to Case No. PUC-2005-00007.

(5) Any person desiring to comment on this matter may do so by directing such comments in writing on or before March 25, 2005, to Joel H. Peck, Clerk of the State Corporation Commission, c/o Document Control Center, P.O. Box 2118, Richmond, Virginia 23218. Interested persons desiring to submit comments electronically may do so by following the instructions found on the Commission's website: <http://www.scc.virginia.gov/caseinfo.htm>. Comments must refer to Case No. PUC-2005-00007.

(6) Staff may convene a workgroup of interested parties to assist in gathering data for use in its Staff Report.

(7) This matter is continued generally pending further order of the Commission.

AN ATTESTED COPY hereof shall be sent by the Clerk of the Commission to:
Lydia R. Pulley, Vice President, Secretary, and General Counsel, Verizon Virginia Inc., 600 East Main Street, Suite 1100, Richmond, Virginia 23219-2441; C. Meade Browder, Jr., Senior Assistant Attorney General, Division of Consumer Counsel, Office of Attorney General, 900 East Main Street, Second Floor, Richmond, Virginia 23219; and the Commission's Office of General Counsel and Division of Communications.