

**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 December 16, 2008, the New York Public Service Commission (“NYPSC”) ordered modifications to the New York C2C Guidelines, which included: 1) removing the reference to “e-mail” and replacing it with “with a date and time stamp” notation in order to explore alternate interface options for hot cut project requests; 2) adding an expanded measurement definition language to “B1-9 Billing Completeness” measurement because of its complex nature; 3) eliminating “Directory Assistance – Speed of Answer”

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.

measurement because of the competitive choices available outside of Verizon; and (4) administrative cleanup/deletion of the locations “ME, NH, VT” that were sold.

On January 30, 2009, VZ-RI filed proposed revisions to its Rhode Island C2C Guidelines incorporating the modifications ordered by the NYPSC. On February 6, 2009, 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 stating that they reflect the adoption of the Carrier-to-Carrier guideline changes filed in New York and that they also provide a benefit for the ratepayers and citizens of the state of Rhode Island.

At an open meeting on February 10, 2009, the Commission approved the modifications to VZ-RI’s C2C Guidelines for Rhode Island based on the NYPSC’s order of December 16, 2008. 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.³

Accordingly it is

(19581) ORDERED:

³ Order No. 16809, at pp. 37-38.

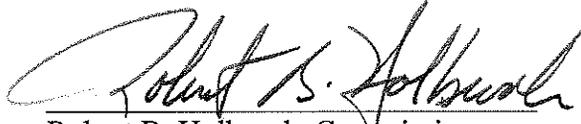
1. The modifications filed on January 30, 2009 by Verizon Rhode Island to the Rhode Island C2C Guidelines, based upon the New York Public Service Commission's order of December 16, 2008 approving similar modifications to the New York C2C Guidelines, are hereby approved.

EFFECTIVE AT WARWICK, RHODE ISLAND, PURSUANT TO OPEN MEETING DECISION ON FEBRUARY 10, 2009. WRITTEN ORDER ISSUED FEBRUARY 25, 2009.

PUBLIC UTILITIES COMMISSION

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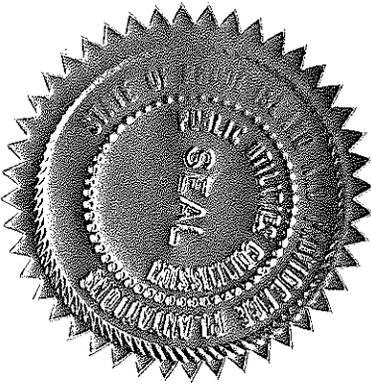
Elia Germani, Chairman



Robert B. Holbrook, Commissioner



Mary Bray, Commissioner



*Chairman Germani concurs but is unavailable for signature.