

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 September 17, 2009, the New York Public Service Commission (“NYPSC”) ordered modifications to the New York C2C Guidelines. The proposed modifications are classified into two categories: non-process changes of an administrative nature and changes that affect the manner in which a performance measurement is processed (i.e., how a measurement is calculated or which products are measured in accordance with the performance measurement). The modifications consist of three administrative changes and 105 process changes that delete, add, or consolidate specific metrics by products

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.

modifications. On November 13, 2009, VZ-RI filed proposed revisions to its Rhode Island C2C Guidelines incorporating the modifications ordered by the NYPSC. On November 16, 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. At an open meeting on December 10, 2010, the Commission approved the modifications to VZ-RI’s C2C Guidelines for Rhode Island based on the NYPSC’s order of September 17, 2009.

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

(19960) ORDERED:

1. The modifications filed on November 13, 2009 by Verizon Rhode Island to the Rhode Island C2C Guidelines, based upon the New York Public Service Commission’s order of September 17, 2009 approving similar modifications to the New York C2C Guidelines, are hereby approved.

³ Order No. 16809, at pp. 37-38.

EFFECTIVE AT WARWICK, RHODE ISLAND, PURSUANT TO OPEN
MEETING DECISION ON DECEMBER 10, 2010. WRITTEN ORDER ISSUED
APRIL 14, 2010

PUBLIC UTILITIES COMMISSION



Elia Germani

Elia Germani, Chairman

Mary J. Bray

Mary Bray, Commissioner

Paul J. Roberti

Paul J. Roberti, Commissioner