

**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.<sup>1</sup> 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.<sup>2</sup>*

On December 21, 2010, 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 two administrative changes and two process changes that remove MR-1 (Response Time OSS Maintenance Interface)

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<sup>1</sup> See Order No. 16809 (issued December 3, 2001), approving the C2C Guidelines filed by VZ-RI on February 16, 2001, as modified (“C2C Order”).

<sup>2</sup> *Id.*, at Ordering Para. 1.B.

sub-metrics related to the electronic bonded Trouble Administration (EBTA) Interface and revise the performance standard for MR-2-01-3200 (Network Trouble Report Rate UNE Specials). On February 4, 2011, VZ-RI filed proposed revisions to its Rhode Island C2C Guidelines incorporating the modifications ordered by the NYPSC. On February 7, 2011, 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 February 18, 2011, the Commission approved the modifications to VZ-RI’s C2C Guidelines for Rhode Island based on the NYPSC’s order of December 21, 2010.

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.<sup>3</sup>

Accordingly it is

(20289) ORDERED:

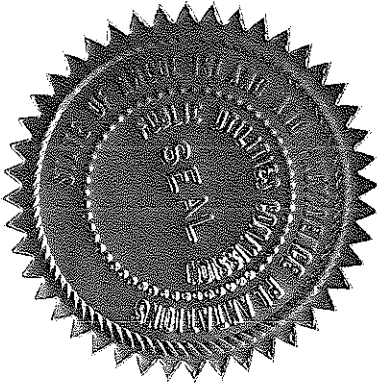
1. The modifications filed on February 4, 2011 by Verizon Rhode Island to the Rhode Island C2C Guidelines, based upon the New York Public Service Commission’s order of December 21, 2010 approving similar modifications to the New York C2C Guidelines, are hereby approved.

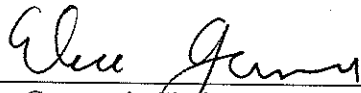
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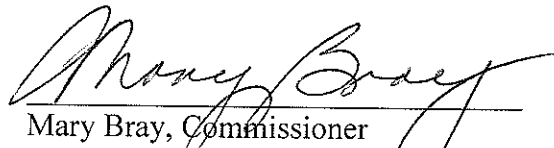
<sup>3</sup> Order No. 16809, at pp. 37-38.

EFFECTIVE AT WARWICK, RHODE ISLAND, PURSUANT TO OPEN MEETING DECISION ON FEBRUARY 18, 2011. WRITTEN ORDER ISSUED FEBRUARY 18, 2011.

PUBLIC UTILITIES COMMISSION



  
Elia Germani, Chairman

  
Mary Bray, Commissioner

  
Paul J. Roberti, Commissioner