

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF DELAWARE

IN THE MATTER OF THE INQUIRY INTO)
VERIZON DELAWARE LLC'S (FORMERLY)
VERIZON DELAWARE INC.) COMPLIANCE) PSC DOCKET NO. 02-001
WITH THE CONDITIONS SET FORTH IN)
46 U.S.C. SECTION 271)
(FILED FEBRUARY 1, 2002))

ORDER NO. 8775

This 18th day of August, 2015, the Public Service Commission (the "Commission") determines and orders the following:

WHEREAS, in PSC Order No. 5983 (June 25, 2002), this Commission approved "Delaware Carrier-to-Carrier Guidelines Performance Standards and Reports" ("DE C2C Guidelines") and a "Delaware Performance Assurance Plan" ("DE PAP") to govern Verizon Delaware Inc. ("VZ-DE"). The DE C2C Guidelines set forth various metrics to measure how well VZ-DE provides its wholesale services to competing local exchange carriers ("CLECs"). The DE PAP document, by various methodologies, translates substandard performances by VZ-DE (as measured by the DE C2C Guidelines) into monetary liabilities for VZ-DE. Both documents are based on similar documents developed, and currently used, in New York.

WHEREAS, in PSC Order No. 6344 (January 13, 2004), this Commission adopted procedures requiring that 1) VZ-DE file draft revisions to the DE C2C Guidelines within thirty (30) days of its compliance filing to the New York Public Service Commission that implements revisions to the NY C2C Guidelines; 2) VZ-DE serve notice of such filing on the Delaware Division of the Public Advocate and all

"interested entities"; 3) any objections, comments, or requests for further proceedings must be filed within thirty (30) days; and 4) if no such objections, comments, or requests for further proceedings are timely filed, the proposed revisions to the DE C2C Guidelines shall be deemed approved forty-five (45) days after the date of initial filing;

WHEREAS, on July 13, 2015, Verizon Delaware LLC (also "VZ-DE"), formerly Verizon Delaware Inc., submitted proposed revised DE C2C Guidelines in accordance with the procedures adopted in Order No. 6344. The proposed revisions to the DE C2C Guidelines incorporate and make no material changes to the consensus revisions adopted by the New York Public Service Commission ("NY PSC") on May 14, 2015.¹ The proposed revisions include thirteen (13) administrative changes and 108 specific performance measurement process changes (metric deletions), and Staff has determined that the proposed changes would not impair future monitoring of VZ-DE's performance;

WHEREAS, VZ-DE served notice of the proposed revisions on the Delaware Public Advocate and all "interested entities"; and no objections, comments, or requests for further proceedings were received; and

WHEREAS, if the Commission approves the proposed revisions to the DE C2C Guidelines by September 30, 2015, VZ-DE recommends implementation for the November 2015 data month, for issuance in December 2015.

¹ New York Public Service Commission ("NY PSC"), *Proceeding on Motion of the Commission to Review Service Quality Standards for Telephone Companies*, Case 97-C-0139, Order Issued and Effective May 14, 2015; Errata Issued June 8, 2015 ("NY C2C Guidelines").

**NOW, THEREFORE, IT IS HEREBY ORDERED BY THE AFFIRMATIVE
VOTE OF NOT FEWER THAN THREE COMMISSIONERS:**

1. That the revisions to the Delaware C2C submitted by VZ-DE on July 13, 2015 are hereby adopted, and VZ-DE shall implement the revisions for the November 2015 data month, for issuance in December 2015.

2. That the Commission Secretary shall serve a copy of this Order upon VZ-DE, who in turn shall serve an electronic copy only of this Order by email on the Delaware Division of the Public Advocate and all "interested entities" (as of the date of this Order as defined in paragraph 7 of PSC Order No. 6344 (Jan. 14, 2004)).

3. That the Commission reserves the jurisdiction and authority to enter such further Orders in this matter as may be deemed necessary or proper.

BY ORDER OF THE COMMISSION:

Chair

Commissioner

Commissioner

Commissioner

Commissioner

ATTEST:

Secretary