

How will consumers be affected if the Commission adopts OPC's position?

Consumers can expect Verizon DC to pay more attention to the quality of service it provides in DC and to actually provide more reliable service because it will be required to adhere to higher standards of service or pay penalties for not doing so.

What can consumers do?

Consumers can continue to file their complaints about Verizon DC with OPC. OPC also encourages consumers who support OPC's position to contact the Commission directly stating so.

Electronically:

The Honorable Betty Ann Kane, *Commission Chairperson*
bakane@psc.dc.gov

The Honorable Joanne Doddy Fort, *Commissioner*
jfort@psc.dc.gov

U.S. Postal Mail:

Public Service Commission of the District of Columbia
1333 H Street, N.W., 2nd Floor, West Tower
Washington, D.C. 20005

*All written testimony should refer to
Formal Case No. 1090*

Office of the People's Counsel for the District of Columbia

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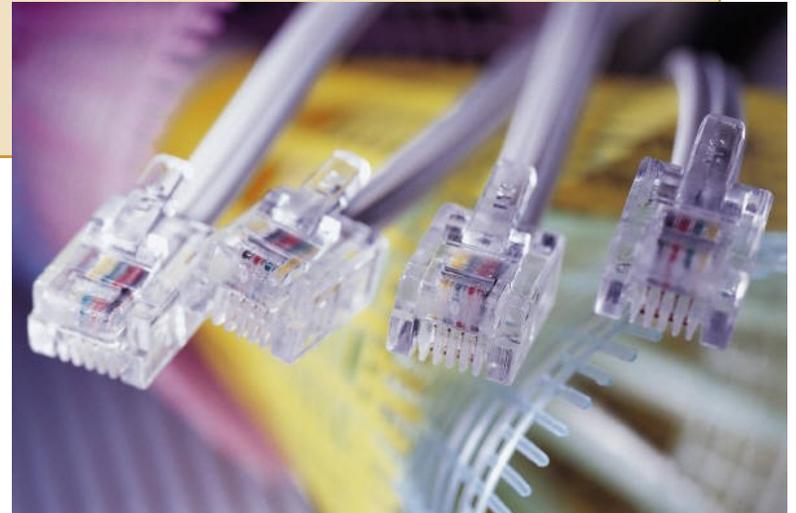
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The Facts about Formal Case No. 1090

Petition of the Office of the People's Counsel for an Investigation into the Reliability of Verizon, DC's Telecommunications Infrastructure in the District of Columbia



*A Publication of
The Office of the People's Counsel
for the District of Columbia*



Why did OPC file a Petition with the Commission about Verizon DC?

On August 26, 2011, the Office of the People's Counsel (OPC) petitioned the DC Public Service Commission (Commission) to conduct an inquiry regarding Verizon DC's service quality performance. In its petition, OPC advised the Commission that it had received numerous complaints from consumers and ratepayers in all of the District of Columbia's wards about the recurring service outages and interference on their telephone lines. The common theme of these complaints was that Verizon DC's existing telecommunications infrastructure in the District of Columbia is unreliable. DC law requires all public utilities operating in the District to provide safe, adequate, and reliable service. The complaints OPC received



from consumers indicate Verizon DC's service is inconsistent with its statutory requirements; therefore, OPC determined that a formal investigation was necessary.

What was the Commission's response to OPC's Petition?

The Commission granted OPC's Petition, opened the docket to establish an investigation, and set a procedural schedule.

Has OPC filed testimony in the case?

Yes, on July 2, 2012, OPC filed Direct Testimony setting forth its position on the issues.

On September 25, 2012, OPC filed Rebuttal Testimony challenging Verizon DC's overall position that the quality of service Verizon DC provides District consumers is fine.

What is OPC's position?

OPC made the following key points in its Direct Testimony:

- The Commission should require Verizon DC to provide the highest level of service possible consistent with its statutory obligation under Section 34-1101(a) of the D.C. Code, regardless of the medium (e.g., landline service provided over a copper infrastructure, FiOS and Broadband) used to provide local exchange service in the District of Columbia;
- Based on available evidence, OPC concluded that Verizon DC did not incorporate the agreed-upon terms of the 2008 Settlement Agreement approved by the Commission into its day-to-day operations or business practices. Verizon DC continued business as usual, using the same training programs, even after the Settlement Agreement ordered Verizon DC to amend its policies and practices;
- The Commission should set quality of service standards in the District at a higher level and the Commission should sanction Verizon DC with penalties if the quality of service standards are not met.



What are the next steps in the Commission's investigation?

Evidentiary hearings have been set for January 23 and 24, 2013.