

## DIVISION OF COMMUNICATIONS

The Division of Communications assists the Commission in carrying out its duties as prescribed by the Code of Virginia. It oversees the continued implementation of competition in landline telecommunications markets with the goal of achieving an effective regulatory environment that balances the advancement of competitive markets with the protection of consumers. The Division assists the Commission in developing, implementing, and enforcing alternatives to traditional forms of regulation as competitive markets evolve. It monitors, enforces, and makes interpretations on certain rates, tariffs, and operating procedures of investor-owned telecommunications utilities. The Division enforces service standards, assures compliance with tariff regulations, coordinates extended area service studies, enforces pay telephone regulations, and assists in carrying out provisions of the Federal Telecommunications Act of 1996. The Staff testifies in rate, service, and generic hearings, and meets with the public on communications issues and problems. The Division maintains territorial maps, performs special studies, monitors construction programs, and investigates and resolves consumer inquiries and complaints. The Staff also monitors developments at the federal level, and prepares Commission responses where appropriate.

At the end of 2006, there were subject to the regulatory oversight of the Division:

13	Incumbent Investor-Owned Local Exchange Telephone Companies
165	Competitive Local Exchange Telephone Companies
116	Long Distance Telephone Companies
244	Payphone Service Providers
15	Operator Service Providers for Payphones

### SUMMARY OF 2006 ACTIVITIES

Consumer Complaints and Inquiries:	6,020
Wireline Complaints	5,522
Wireless Complaints	498
Total Consumer Credit Adjustments:	\$436,729
Wireline Credit Adjustments	\$347,549
Wireless Credit Adjustments	\$89,180
Service Quality Oversight:	
Network Access Lines (reported as of June 30, 2006)	5,023,547
Tariff revisions received:	
Incumbent Local Exchange Companies	114
Competitive Local Exchange Companies	153
Interexchange Companies	103
Tariff sheets filed:	
Incumbent Local Exchange Companies	779
Competitive Local Exchange Companies	2,979
Interexchange Companies	1,817
Promotional Filings:	
Incumbent Local Exchange Companies	75
Competitive Local Exchange Companies	157
Interexchange Companies	11
Cases in which staff members prepared testimony, reports, or comments	24
Certificates of Convenience and Necessity:	
Competitive Local Exchange Companies	
Granted	14
Amended	3
Canceled	20
Interexchange Companies	
Granted	11
Amended	2
Canceled	10
Interconnection Agreements or Amendments approved or dismissed	96
Collocation Exemption Requests	3
Sales & Use Tax Surcharge Reviews	4
Extended Area Service studies completed or underway	4
Payphone registration and rules enforcement provided on:	
Local Exchange Company payphone service providers	13
Local Exchange Company payphones	20,346
Private payphone service providers	231
Private payphones	9,403
Payphone audits	926
General Network/Infrastructure Field Reviews	25
Local Serving Area Boundary Adjustments	2

#### OTHER:

Assisted the Commission in the continued implementation and operation of the Federal Telecommunications Act of 1996.

Continued the Collaborative Committee on local competition market-opening measures.

Monitored Verizon Virginia's Performance Assurance Plan:

- Replicating monthly results
- Established criteria and scope for annual audit

Assisted Commission counsel with respect to formal rate, service, and generic matters.

Analyzed the need to revise Commission rules regarding disconnection of service for nonpayment.

Participated in matters affecting communications policy with federal agencies.

Pursued various activities related to the Commission's alternative plans for regulating telephone companies, including the following:

- Reviewed Verizon's price ceiling analysis implemented as a result of its new alternative regulatory plan.
- Reviewed proposed service classifications for new services, and reclassifications for existing services
- Evaluated Individual Case Basis ("ICB") and Special Assembly price filings
- Assisted in gathering monitoring data

Continued outreach activities by making presentations to trade and citizens groups, associations, and telephone companies.

Implemented and administered Service Quality Rules and Telecommunications Bill of Rights.

Represented Commission during General Assembly session on matters relating to Telecommunications.

Implemented voluntary wireless complaint investigation and monitoring program.

Implemented Service Quality corrective action programs.

Reached settlement agreement with Verizon in directory listing errors and omissions proceeding.

Participated in Atlantic Payphone Association meetings.

Responded to questionnaires and inquiries from the National Association of Regulatory Utility Commissioners ("NARUC") and others with respect to telecommunications matters.

Conducted operational reviews with facilities-based telecommunications providers.

Managed Virginia's telephone number utilization program.

Monitored Telecommunications Relay Service funding levels pending transition to the Department of Taxation.

Two staff members participated in NARUC's Consumer Affairs Staff Training.

Staff member serves on the NARUC Staff Subcommittee on Communications.

Staff member serves on the NARUC Staff Subcommittee on Accounting and Finance.