

STATE OF VERMONT
PUBLIC SERVICE BOARD

Docket No. 6255

Investigation into the Establishment of)
Wholesale Service Quality Standards for)
Providers of Telecommunications Services)

Order entered: 9/12/2003

PROCEDURAL ORDER RE: SCHEDULE

I convened a Status Conference by telephone on September 9, 2003, to discuss what, if any, further actions should occur in this docket. Several parties recommended that the Public Service Board ("Board") close the present docket as no further issues remained. Other parties identified potential wholesale service quality issues that merited further investigation.

After discussion, I concluded that it was appropriate to continue the docket to allow for a more complete investigation of those issues that parties wish to pursue. In addition, I ruled that the Board would consider the request of Verizon New England Inc., d/b/a Verizon Vermont ("Verizon"), for approval of modifications to its Performance Assurance Plan ("PAP") in this docket rather than instituting a separate proceeding.¹ I adopted the following schedule.

October 8, 2003	Technical Conference concerning Verizon's proposed amendments to the PAP. The session will be transcribed. At that time, I will establish a schedule for comments, possible hearings, and Board action on the PAP amendments.
-----------------	---

1. The Board accepted Verizon's PAP in Docket 6533 (in which the Board investigated Verizon's request for authorization to offer interstate telecommunications service originating in Vermont under Section 271 of the federal Telecommunications Act of 1996). Copies of this Order will be sent to parties in Docket 6533 that are not parties to this docket.

October 15, 2003	Verizon will submit a report addressing the reasons that it had failed to meet six performance metrics on repeated occasions this year. ² The report should also address the effect of these repeat failures on critical measures and particular competitors.
November 7, 2003	The Department of Public Service will report on wholesale issues affecting compliance with retail service quality standards. In addition, National Mobile Communications Corp., d/b/a Sovernet, will report on the wholesale service quality problems that have been affecting it. Both reports should include recommendations concerning what, if any, steps the Board should take (including possible further proceedings).
December 5, 2003	Verizon responds to the November 7 filings.

I have not yet established a schedule for further actions in this docket. That schedule will be determined based upon the issues raised by the filings required by this Order. Finally, I made clear to the parties that the above schedule represented outside deadlines. If any party believes that an issue requires faster action, that party is free to bring it to the Board's attention sooner than the above schedule would otherwise require.

SO ORDERED.

2. The performance metrics in question are the following: PR 6-01-3341, PR 6-01-3342, MR 2-01-3200, MR 2-02-3341, MR 2-01-2200, and MR 3-01-2100.

Dated at Montpelier, Vermont, this 12th day of September, 2003.

s/George E. Young

George E. Young
Hearing Officer

OFFICE OF THE CLERK

FILED: September 12, 2003

ATTEST: s/Susan M. Hudson
Clerk of the Board

NOTICE TO READERS: This decision is subject to revision of technical errors. Readers are requested to notify the Clerk of the Board (by e-mail, telephone, or in writing) of any apparent errors, in order that any necessary corrections may be made. (E-mail address: Clerk@psb.state.vt.us)