

## 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 competition with the protection of consumers. The Division assists the Commission in developing, implementing, and enforcing alternatives to traditional forms of regulation as competition evolves. 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 2008, there were subject to the regulatory oversight of the Division:

13	Incumbent Investor-Owned Local Exchange Telephone Companies
154	Competitive Local Exchange Telephone Companies
109	Long Distance Telephone Companies
176	Payphone Service Providers
12	Operator Service Providers for Payphones

### SUMMARY OF 2008 ACTIVITIES

Consumer Complaints Investigated:	6,329
Wireline Complaints	5,980
Wireless Complaints	349
Total Consumer Credit Adjustments:	\$308,754
Wireline Credit Adjustments	\$265,847
Wireless Credit Adjustments	\$42,907
Service Quality Oversight:	
Network Access Lines (reported as of June 30, 2008)	4,607,980
Tariff revisions received:	
Incumbent Local Exchange Companies	115
Competitive Local Exchange Companies	172
Interexchange Companies	75
Tariff sheets filed:	
Incumbent Local Exchange Companies	1,577
Competitive Local Exchange Companies	4,509
Interexchange Companies	155
Promotional Filings:	
Incumbent Local Exchange Companies	61
Competitive Local Exchange Companies	136
Interexchange Companies	3
Cases in which staff members prepared testimony, reports, or comments	45
Certificates of Convenience and Necessity:	
Competitive Local Exchange Companies	
Granted	8
Amended	6
Canceled	19
Interexchange Companies	
Granted	7
Amended	4
Canceled	16
Interconnection Agreements or Amendments approved or dismissed	38
Competitive Market Test Filings	7
Collocation Exemption Requests	1
Sales & Use Tax Surcharge Reviews	2
Extended Area Service studies completed or underway	1
Payphone registration and rules enforcement provided on:	
Local Exchange Company payphone service providers	12
Local Exchange Company payphones	14,537
Private payphone service providers	164
Private payphones	7,849
Payphone audits	738
General Network/Infrastructure Field Reviews	48
Local Serving Area Boundary Adjustments	0

#### 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.  
 Assisted Commission counsel with respect to formal rate, service, and generic matters.  
 Implemented revised rules regarding regulation of competitive local exchange companies.

Participated in matters affecting communications policy with federal agencies.  
Pursued various activities relating to the Commission's alternative plans for regulating telephone companies.  
Continued outreach activities by making presentations to trade and citizen groups, associations, and telephone companies.  
Represented the Commission during the General Assembly session on matters relating to telecommunications legislation.  
Implemented Service Quality corrective action programs.  
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 Virginia Universal Service Plan Participation.  
Staff member serves on the NARUC Staff Subcommittee on Communications.  
Staff member serves on the NARUC Staff Subcommittee on Accounting and Finance.  
Staff member serves on the NARUC Staff Subcommittee on Consumer Affairs.