

## 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 2009, there were subject to the regulatory oversight of the Division:

13	Incumbent Investor-Owned Local Exchange Telephone Companies
154	Competitive Local Exchange Telephone Companies
104	Long Distance Telephone Companies
151	Payphone Service Providers
9	Operator Service Providers for Payphones

### SUMMARY OF 2009 ACTIVITIES

Consumer Complaints Investigated:	4,424
Wireline Complaints	4,193
Wireless Complaints	231
Total Consumer Credit Adjustments:	\$367,933
Wireline Credit Adjustments	\$359,070
Wireless Credit Adjustments	\$8,863
Service Quality Oversight:	
Network Access Lines (reported as of June 30, 2009)	4,315,214
Tariff revisions received:	
Incumbent Local Exchange Companies	119
Competitive Local Exchange Companies	154
Interexchange Companies	59
Tariff sheets filed:	
Incumbent Local Exchange Companies	889
Competitive Local Exchange Companies	1,574
Interexchange Companies	478
Promotional Filings:	
Incumbent Local Exchange Companies	119
Competitive Local Exchange Companies	55
Interexchange Companies	0
Cases in which staff members prepared testimony, reports, or comments	48
Certificates of Convenience and Necessity:	
Competitive Local Exchange Companies	
Granted	12
Amended	3
Canceled	12
Interexchange Companies	
Granted	6
Amended	2
Canceled	11
Interconnection Agreements or Amendments approved or dismissed	48
Competitive Market Test Filings	3
Sales & Use Tax Surcharge Reviews	2
Payphone registration and rules enforcement provided on:	
Local Exchange Company payphone service providers	11
Local Exchange Company payphones	11,342
Private payphone service providers	151
Private payphones	6,159
Payphone audits	768
General Network/Infrastructure Field Reviews	52

#### 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.  
 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, associations, and telephone companies.  
Represented the Commission during the General Assembly session on matters relating to telecommunications legislation.  
Implemented revised Service Quality Rules.  
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 Consumer Affairs.