

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 2010, there were subject to the regulatory oversight of the Division:

14	Incumbent Investor-Owned Local Exchange Telephone Companies
155	Competitive Local Exchange Telephone Companies
106	Long Distance Telephone Companies
126	Payphone Service Providers
10	Operator Service Providers for Payphones

SUMMARY OF 2010 ACTIVITIES

Consumer Complaints Investigated:	5,400
Wireline Complaints	5,145
Wireless Complaints	255
Total Consumer Credit Adjustments:	\$679,617
Wireline Credit Adjustments	\$633,438
Wireless Credit Adjustments	\$46,179
Service Quality Oversight:	
Network Access Lines (reported as of June 30, 2010)	4,082,299
Tariff revisions received:	
Incumbent Local Exchange Companies	89
Competitive Local Exchange Companies	104
Interexchange Companies	60
Tariff sheets filed:	
Incumbent Local Exchange Companies	583
Competitive Local Exchange Companies	3,158
Interexchange Companies	471
Promotional Filings:	
Incumbent Local Exchange Companies	61
Competitive Local Exchange Companies	68
Interexchange Companies	15
Cases in which staff members prepared testimony, reports, or comments	42
Certificates of Convenience and Necessity:	
Competitive Local Exchange Companies	
Granted	9
Amended	3
Canceled	8
Interexchange Companies	
Granted	7
Amended	1
Canceled	5
Interconnection Agreements or Amendments approved or dismissed	100
Competitive Market Test Filings	4
Payphone registration and rules enforcement provided on:	
Local Exchange Company payphone providers	10
Local Exchange Company payphones	8,036
Private payphone service providers	126
Private payphones	4,893
Payphone audits	566
General Network/Infrastructure Field Reviews	32

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.
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.