

PROCEEDINGS AND ACTIVITIES BY DIVISIONS DURING THE YEAR 2011

DIVISION OF COMMUNICATIONS

The Division of Communications assists the Commission in carrying out its duties as prescribed by the Code of Virginia. It oversees and monitors 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 2011 there were subject to the regulatory oversight of the Division:

14	Incumbent Investor-Owned Local Exchange Telephone Companies
149	Competitive Local Exchange Telephone Companies
104	Long Distance Telephone Companies
91	Payphone Service Providers
11	Operator Service Providers for Payphones

SUMMARY OF 2011 ACTIVITIES

Consumer Complaints Investigated:	5,909
Wireline Complaints	5,582
Wireless Complaints	327
Total Consumer Credit Adjustments:	\$475,862
Wireline Credit Adjustments	\$457,962
Wireless Credit Adjustments	\$17,900
Service Quality Oversight:	
Network Access Lines (reported as of June 30, 2011)	4,297,233
Tariff revisions received:	
Incumbent Local Exchange Companies	102
Competitive Local Exchange Companies	88
Interexchange Companies	44
Tariff sheets filed:	
Incumbent Local Exchange Companies	597
Competitive Local Exchange Companies	1,398
Interexchange Companies	587
Promotional Filings:	
Incumbent Local Exchange Companies	32
Competitive Local Exchange Companies	87
Interexchange Companies	0
Cases in which staff members prepared testimony, reports, or comments	19
Certificates of Convenience and Necessity:	
Competitive Local Exchange Companies	
Granted	8
Amended	2
Canceled	12
Interexchange Companies	
Granted	6
Amended	2
Canceled	8
Interconnection Agreements or Amendments approved or dismissed	42
Payphone registration and rules enforcement provided on:	
Local Exchange Company payphone service providers	8
Local Exchange Company payphones	4,120
Private payphone service providers	83
Private payphones	4,191
Payphone audits	498
General Network/Infrastructure Field Reviews	51

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 and citizen groups, associations, and telephone companies.
Represented the Commission during the General Assembly session on matters relating to telecommunications legislation.

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

Submitted comments to the FCC on proposed rules to prevent cramming, and regarding universal service, intercarrier compensation and potential preemption.

Managed Virginia's telephone number utilization program.

Monitored Virginia Universal Service Plan Participation.

Staff member serves on the NARUC Staff Subcommittee on Communications.