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STATE CORPORATION COMMISSION  
DIVISION OF COMMUNICATIONS

July 19, 2002

Mr. Stephen C. Spencer  
Director – Regulatory  
Verizon South Inc.  
P. O. Box 27241  
600 East Main Street  
Richmond, Virginia 23261

RE: Performance Standards and  
Remedies for Verizon South

Dear Mr. Spencer:

The Collaborative Committee established by the Virginia State Corporation Commission in Case No. PUC-2000-00026 initially required both Verizon Virginia Inc. (“Verizon VA”) and Verizon South Inc. (“Verizon South”) to submit proposed Carrier Performance Standards and an associated remedy plan for payments to CLECs for unsatisfactory performance (see my letter dated June 28, 2000). Much has been accomplished since these initial proposals were filed. In particular, the Performance Standards/Remedy Plans Subcommittee (“Subcommittee”) has reached agreement on Performance Standards and a Performance Assurance Plan (“PAP”) for Verizon VA.

The Subcommittee next intends to address Performance Standards and a PAP for Verizon South. Verizon South has now completed its transition to Verizon VA’s Operations Support Systems. It is my understanding that Verizon South has agreed to use the same Performance Standards as those adopted for Verizon VA. Therefore, I am requesting that Verizon South submit its revised proposed Performance Standards no later than August 30, 2002. It is our expectation that the Subcommittee should be able expeditiously to review and comment on the proposed Verizon South Performance Standards in order to implement them in Virginia as soon as possible.

Once Performance Standards for Verizon South have been established, we hope that the Subcommittee quickly can reach agreement on a PAP for Verizon South. I trust that Verizon South is mindful of the Commission’s stated goals for this Collaborative Committee, that is, establishing Virginia-specific performance standards and remedies for both Verizon VA and Verizon South. To the extent that Performance Standards and a PAP have now been adopted for Verizon VA, we can see **no** reason that such would not be appropriate for Verizon South as well.

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We look forward to continuing working with Verizon VA and Verizon South in the collaborative effort.

Very truly yours,

A handwritten signature in black ink that reads "William Irby". The signature is written in a cursive style with a large, looping initial "W".

William Irby

WI/KC:js

c: Performance Standards/Remedy Plan Subcommittee (electronically distributed)