

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 and investigates and resolves consumer inquiries and complaints. It assures compliance with tariff regulations, maintains territorial maps, coordinates extended area service studies, enforces pay telephone regulations, and performs special studies. The Staff testifies in rate, service, and generic hearings, and meets with the public on communications issues and problems. The Staff also assists in carrying out provisions of the Federal Telecommunications Act of 1996, monitors developments at the federal level, and prepares Commission responses where appropriate.

At the end of 2012, there were subject to the regulatory oversight of the Division:

14	Incumbent Investor-Owned Local Exchange Telephone Companies
143	Competitive Local Exchange Telephone Companies
98	Long Distance Telephone Companies
92	Payphone Service Providers
11	Operator Service Providers for Payphones

SUMMARY OF 2012 ACTIVITIES

Consumer Complaints Investigated:	4,098
Wireline Complaints	3,738
Wireless Complaints	360
Total Consumer Credit Adjustments:	\$484,330
Wireline Credit Adjustments	\$443,574
Wireless Credit Adjustments	\$40,756
Service Quality Oversight:	
Network Access Lines (reported as of June 30, 2012)	3,123,551
Tariff revisions received:	
Incumbent Local Exchange Companies	115
Competitive Local Exchange Companies	122
Interexchange Companies	7
Tariff sheets filed:	
Incumbent Local Exchange Companies	2,825
Competitive Local Exchange Companies	1,601
Interexchange Companies	40
Promotional Filings:	
Incumbent Local Exchange Companies	24
Competitive Local Exchange Companies	61
Interexchange Companies	0
Cases in which staff members prepared testimony, reports, or comments	12
Certificates of Convenience and Necessity:	
Competitive Local Exchange Companies	
Granted	8
Amended	6
Cancelled	14
Interexchange Companies	
Granted	6
Amended	2
Cancelled	12
Interconnection Agreements or Amendments approved or dismissed	48
Payphone registration and rules enforcement provided on:	
Local Exchange Company payphone service providers	8
Local Exchange Company payphones	315
Private payphone service providers	84
Private payphones	5,286
Payphone audits	520
General Network/Infrastructure Field Reviews	7

OTHER:

Assisted the Commission in the continued implementation and operation of the Federal Telecommunications Act of 1996.
 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.

ANNUAL REPORT OF THE STATE CORPORATION COMMISSION

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.

Submitted comments to the FCC concerning annual access tariff filings, 911 resiliency and reliability, and cramming rules.
Managed Virginia's telephone number utilization program.

Monitored Virginia Universal Service Plan (Lifeline) participation, reviewed and implemented revised FCC requirements, and participated in a multi-state Universal Service/Eligible Telecommunications Carrier group.

Monitored and maintained Local Exchange Company bonds, received biannual reporting and monitoring information, and conducted required Gross Domestic Product Price Index calculations.

Staff member serves on the NARUC Staff Subcommittee on Communications.

Participated in the Metropolitan Washington Council of Governments 911 Telecommunications Network Steering Group.