



STATE OF DELAWARE  
**THE PUBLIC SERVICE COMMISSION**  
861 SILVER LAKE BOULEVARD, SUITE 100  
CANNON BUILDING  
DOVER, DELAWARE 19904

TELEPHONE: (302) 736-7500  
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October 5, 2009

**RE: IN THE MATTER OF THE INVESTIGATION ON  
THE MOTION OF THE COMMISSION INTO THE  
ADEQUACY OF BASIC TELECOMMUNICATIONS  
SERVICES PROVIDED BY VERIZON DELAWARE,  
LLC (OPENED AUGUST 19, 2008)  
PSC Docket No. 09-194**

**NOTICE OF EVIDENTIARY HEARINGS  
REGARDING  
VERIZON DELAWARE LLC'S  
EFFICIENCY, SUFFICIENCY, AND ADEQUACY OF  
BASIC SERVICES PROVIDED TO CUSTOMERS  
OVER ITS COPPER FACILITIES**

**TO: ALL BASIC SERVICE CUSTOMERS OF VERIZON DELAWARE LLC**

A Hearing Examiner of the Delaware Public Service Commission will conduct evidentiary hearings concerning, among other things, Verizon Delaware LLC's ("Verizon") efficiency, sufficiency, and adequacy of Verizon's basic services provided to

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customers over its copper facilities and whether or not the Commission should, under 26 Del. C. §208, impose a penalty upon a finding that such facilities or services are inefficient, insufficient or inadequate. The evidentiary hearings will take place from day to day until they are completed. The evidentiary hearings are scheduled for the following dates, time(s) and locations:

<u>TIME</u>	<u>DATE</u>	<u>LOCATION</u>
10:00 A.M.	11/16-17, 2009 11/20, 2009	The Hearing Room Public Service Commission 861 Silver Lake Boulevard, Cannon Building, Suite 100, Dover, DE 19904

*Anyone who plans to attend the evidentiary hearings is cautioned that they should consult the Commission's website or call the Commission on the day of the respective hearing for information concerning cancellation of or changes to the time, place or date of the event.*

#### **BACKGROUND**

On August 19, 2008, on its own motion, the Delaware Public Service Commission ("the Commission") opened a docket to review Verizon's service quality performance. The Commission established this docket to investigate the efficiency, sufficiency, and adequacy of Verizon's basic services provided to

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customers over its copper facilities and to consider whether or not the Commission should, under 26 Del. C. §208, impose a penalty upon a finding that such facilities or services are inefficient, insufficient or inadequate. In addition, in this docket the Commission will investigate whether Verizon has met, and will in the future comply with, the objectives and reporting requirements set forth in the Commission's *Regulations Governing Minimum Service Requirements for the Provision of Telephone Service for Public Use within the State of Delaware*, including but not limited to, a review of customer service practices used by call center customer service representatives and how Verizon "closes out" customer complaints.

Before initiating this docket, on July 8, 2008, the Commission Staff presented to the Commission the results of its latest periodic review of Verizon's service quality. The results indicated that, on the whole, service quality issues have improved, but the number of service complaints lodged with the Commission has trended upward since 2002 and since 2006, Verizon has not met the Commission-established service objective for "out-of-service trouble reports cleared in 24 hours." The results revealed that Verizon failed to satisfy the established objective for "repeated trouble reports." In addition, the

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Commissioners individually have been approached with complaints from Verizon customers. At its October 7, 2008 public meeting, the Commission approved the hiring of a consultant to evaluate Verizon's service quality. This report has now been completed and can be found at the Commission's website, the address of which is shown below.

Under 26 *Del. C.* §§206 and 308, the Commission may, upon its own motion, at any time it deems such action to be in the public interest, institute a proceeding to consider the efficiency, sufficiency, and adequacy of the facilities and services of a public utility. If it finds that a public utility's facilities or services are inefficient, insufficient or inadequate, the Commission may impose such penalty upon the public utility as may be necessary to restore such facilities and services to a state of efficiency, sufficiency or adequacy.

Although Verizon has elected to be regulated as to its rates and prices under the *Telecommunications Technology Investment Act*, 26 *Del. C.* §704 *et. seq.* (as amended by 76 *Del. Laws ch. 272* (June 30, 2008)), Verizon's basic service offerings remain subject to the Commission's jurisdiction pursuant to 26 *Del. C.* §§ 201, 206 and 308.

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Public evidentiary hearings are for the purpose of formally receiving evidence from the parties to the case. Only those entities or individuals who have been granted intervenor status will be allowed to present evidence, cross-examine witnesses or otherwise participate in the evidentiary hearings. Members of the public are welcome to attend the evidentiary hearings as observers.

You may review the documents related to this matter during normal business hours in the Commission's Dover office at the address listed above or on the Commission's website at <http://depsec.delaware.gov/dockets/08194vz.shtml>. You may also review copies of the documents at the office of the Division of the Public Advocate located at the Carvel State Office Building, 4th Floor, 820 North French Street, Wilmington, Delaware 19801. Please call (302) 577-5077 to arrange for a time to review the documents at that location.

You may contact the Commission in person, by writing, by telephone (including text telephone), by Internet e-mail, or other means. If you have questions about this matter, you can call the Commission at 1-800-282-8574 (toll-free in Delaware) or you may call (302) 736-7500 (voice) or (302) 739-4333 (text telephone). You may also send questions or request information

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by Internet e-mail addressed to [andrea.maucher@state.de.us](mailto:andrea.maucher@state.de.us). If you have a disability and wish to participate in, or to review the materials in these proceedings, please contact the Commission to discuss any auxiliary aids or services which you might need to help you.