

**PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA
1333 H STREET, NW, SECOND FLOOR, WEST TOWER
WASHINGTON, DC 20005**

PUBLIC NOTICE

April 4, 2014

**FORMAL CASE NO. 1090, IN THE MATTER OF THE INVESTIGATION INTO
THE RELIABILITY OF VERIZON WASHINGTON, DC'S
TELECOMMUNICATIONS INFRASTRUCTURE**

1. The Public Service Commission of the District of Columbia (“Commission”) hereby gives notice that, on March 26, 2014, Verizon Washington, DC Inc. (“Verizon DC”) filed its Response¹ to Order No. 17389² (“Verizon DC Response”). In that Order, the Commission directed Verizon DC to submit remedial plans to reduce repeat copper network troubles and trouble clearance times on the copper network. Specifically, Order No. 17389 directed Verizon DC to:

prepare a remedial plan indicating how it will improve its performance on repeat troubles, including its repeat troubles on its copper network, so that within one year, it will reduce its repeat trouble rate to achieve at least a 10% reduction in the repeat trouble rate from the average repeat trouble rate for 2011 excluding results from the Force Majeure events and shall inform the Commission of the level of further reduction that it can achieve in the following year³

and

prepare a remedial plan to reduce its clearance of residential copper troubles in over 24 hours by 10% from the 2011 number in the record within one year and to provide the Commission with the amount of reduction that can be accomplished in the next year.⁴

¹ *Formal Case No. 1090, In the Matter of the Investigation into the Reliability of Verizon Washington, DC's Telecommunications Infrastructure* (“*Formal Case No. 1090*”), Verizon Washington, DC Inc.'s Response to Order No. 17389, filed March 26, 2014.

² *Formal Case No. 1090*, Order No. 17389, rel. February 24, 2014.

³ Order No. 17389, ¶ 46.

⁴ Order No. 17389, ¶ 47.

2. In its Response, Verizon DC indicates that it has responded to increased repeat troubles by increasing funding for copper cable rehabilitation, strengthening technician scorecard objectives that are relevant to repeat troubles, providing additional resources for technicians who fail to meet these objectives, and enhancing its customer contact during and after repairs to ensure that issues are resolved to the customer's satisfaction before a repeat trouble is reported. Verizon DC anticipates that it will be able to reduce its repeat copper network trouble rate by 10% within a year. For 2015, however, Verizon DC requests Commission permission to review its 2014 results and identify in 12 months the additional reductions that it can make in 2015.⁵

3. To reduce copper trouble repair times, Verizon DC indicates that it has provided additional resources to technicians who fail to meet performance metrics, conducted workforce force/load studies, implemented a "Universal Technician" program, and changed technician deployment in the District of Columbia. Verizon DC believes that these steps will improve technician repair times. For 2015, however, Verizon DC requests Commission permission to review its 2014 results and identify in 12 months the additional reductions that it can make in 2015.⁶

4. All persons interested in commenting on Verizon DC's Response may submit written comments and reply comments not later than fifteen (15) and thirty (30) days, respectively, after the Commission's issuance of this Notice. Comments are to be addressed to Brinda Westbrook-Sedgwick, Commission Secretary, Public Service Commission of the District of Columbia, 1333 H Street, N.W., West Tower, Suite 200, Washington, D.C. 20005. Copies of Verizon DC's Response may be obtained by visiting the Commission's website at www.dcpsc.org. Once at the website, open the "eDocket" tab, click on "Search database" and input "FC 1090" as the case number and "234" as the item number. Copies of Verizon DC's Response may also be purchased at cost, by contacting the Commission Secretary at (202) 626-5150 or at bwestbrook@psc.dc.gov.

⁵ Verizon DC Response at 2.

⁶ Verizon DC Response at 4.