

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

**ORDER**

**January 17, 2013**

**FORMAL CASE NO. 1102, IN THE MATTER OF THE INVESTIGATION INTO THE  
CONTINUED USE OF VERIZON WASHINGTON, DC, INC.'S COPPER  
INFRASTRUCTURE TO PROVIDE TELECOMMUNICATIONS SERVICES, Order No.  
17045**

**I. INTRODUCTION**

1. By this Order, the Public Service Commission of the District of Columbia (“Commission”) opens a proceeding to investigate issues related to Verizon Washington, DC Inc.’s (“Verizon DC” or “Company”) continued use of its copper infrastructure for the provision of telecommunications services and whether, and under what circumstances, the Company plans to transition customers from the telecommunications services provided over copper facilities to telecommunications services provided over fiber facilities. As a part of this proceeding, the Commission plans to, among other actions, issue data requests to Verizon DC and seek input from interested persons.

**II. BACKGROUND AND DISCUSSION**

2. The Commission is presently conducting an investigation into the reliability of Verizon DC’s telecommunications infrastructure in the District of Columbia.<sup>1</sup> In that docket, the Commission has recently received a number of informal consumer complaints, letters and emails<sup>2</sup> requesting that Verizon continue to provide telecommunications services using its copper infrastructure rather than transition customers to the fiber optic infrastructure that it is currently installing pursuant to its cable franchise agreement with the District of Columbia government.<sup>3</sup> The consumer complaints also raise questions about the quality of the repair services related to

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<sup>1</sup> See, *Formal Case No. 1090, In the Matter of the Investigation into the Reliability of Verizon Washington, DC’s Telecommunications Infrastructure.*

<sup>2</sup> The following have been docketed in Formal Case No. 1090: Email to the Commission from Judy Brace, filed December 6, 2012; Email to the Commission from Joan Reinthaler, filed December 6, 2012; Letter to Betty Ann Kane, Chairman, Public Service Commission from Barbara T. Yeomans, filed December 11, 2012; Email to the Commission from Barry Hillenbrand, filed December 14, 2012; Letter to the Public Service Commission of the District of Columbia from Lynn J. Bush, filed December 26, 2012; Two Emails to Betty Ann Kane, Chairman and Joanne Dobby Fort, Commissioner from Anne Allen, filed January 8, 2013; Letter to Betty Ann Kane, Chairman from Sallie Newkirk, filed January 8, 2013.

<sup>3</sup> Cable Franchise Agreement between the District of Columbia and Verizon Washington, DC Inc., dated April 30, 2009.

the copper facilities. While related to our reliability inquiry, the issues related to the continued use of copper facilities to provide telecommunications services merits a separate investigation into Verizon DC's current practices and future plans.

3. The Commission hereby opens Formal Case No. 1102 to study issues related to the continued use of the Company's copper infrastructure and related to any transition from the copper facilities to fiber facilities for providing telecommunications services, including the retirement of time-division multiplexed ("TDM") facilities and offerings and their replacement with Internet Protocol ("IP") based alternatives. The letters and emails received in the Formal Case No. 1090 docket that reference issues related to the continued use of the copper infrastructure will be included in the docket of this proceeding as well as any similar correspondence relating to continued use of copper received by the Commission in the future will also be docketed in this proceeding.

4. The Commission plans to, among other actions, issue data requests to Verizon DC to begin its investigation of this issue. The Commission will also take additional steps, in the future as appropriate, including seeking input from interested parties, as this investigation proceeds.

**THEREFORE, IT IS ORDERED THAT:**

5. The Commission opens Formal Case No. 1102; and

6. The documents shown in Attachment A will be included in the docket of this proceeding.

**A TRUE COPY:**

**BY DIRECTION OF THE COMMISSION:**



**CHIEF CLERK:**

**BRINDA WESTBROOK-SEDGWICK  
COMMISSION SECRETARY**

**Order No. 17045, Attachment A**

**Documents to be Included in Formal Case No. 1102**

1. Email to the Commission from Judy Brace, filed December 6, 2012;
2. Email to the Commission from Joan Reinthaler, filed December 6, 2012;
3. Letter to Betty Ann Kane, Chairman, Public Service Commission from Barbara T. Yeomans, filed December 11, 2012;
4. Email to the Commission from Barry Hillenbrand, filed December 14, 2012;
5. Letter to the Public Service Commission of the District of Columbia from Lynn J. Bush, filed December 26, 2012;
6. Email to Betty Ann Kane, Chairman and Joanne Doddy Fort, Commissioner from Anne Allen, filed January 8, 2013.
7. Letter to Betty Ann Kane, Chairman from Sallie Newkirk, filed January 8, 2013.