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| PUC logo | COMMONWEALTH OF PENNSYLVANIAPENNSYLVANIA PUBLIC UTILITY COMMISSION400 NORTH STREETHARRISBURG, PA 17120 | **IN REPLY, PLEASE REFER TO DOCKETS:**P-2016-2551053M-00011468(F0020) |

July 20, 2016

To All Parties:

RE: Amendment, Comment, and Reply Comment Schedule and Instructions for:

**P‑2016-2551053**: *PMO III – Petition for Waiver of Remedies re 2016 Work Stoppage (F0020)*

**M-00011468**: *PMO – Performance Metrics and Remedies (F0020)*

*Cancelling docket number P-2016-2556564*

 As previously established, the Commission does not intend to act on this matter until all relevant data and comments have been filed, served, and duly considered.

On June 14, 2016, Verizon Pennsylvania LLC (Verizon PA) filed and electronically served a Petition for Waiver of certain service quality results measured under the Pennsylvania Performance Assurance Plan (PA PAP). Verizon PA asserts that it failed to meet three benchmark standards relative to metrics in the PA Carrier-to-Carrier Guidelines Performance Standards and Reports (PA GL) for April 2016 due to a work stoppage. In its transmittal letter, Verizon PA further asserted that it “expects that the service performance for some PA PAP measures will also be influenced [due to the same causes] in May 2016 and beyond.” Petition, fn. 4.

By Secretarial Letter dated June 22, 2016, we delayed action on this matter based on Verizon PA’s assertion that there may be additional missed metrics beyond May 2016 that would trigger remedies which it would challenge based on the work stoppage.

On July 15, 2016, Verizon PA filed supplemental information relative to the same work stoppage. [[1]](#footnote-1),[[2]](#footnote-2) Verizon PA asserts that it failed to meet four benchmark standards in May 2016. July 15, 2016 Filing at 2. Verizon PA reiterates its original assertion that further impacts could be noted in the data, *i.e.*, “that the service performance for some PAP measures could also be influenced in June 2016 and beyond.” July 15, 2016 Filing, fn. 5.

We reiterate herein our intention to delay substantive action in this matter as action continues to be premature. In the interim, Verizon PA shall file and serve the monthly data and results in the normal course of its monthly filings and at Docket No.

P‑201602551053.[[3]](#footnote-3) Verizon PA is directed to verify that the parties to whom remedies would have been paid but for this proceeding have been served in this matter even if they are not participants in the PA Carrier Working Group (PA CWG)[[4]](#footnote-4) or on the service list for these dockets. Verizon PA may withhold the remedies payments for which it is requesting waiver until this matter is ultimately resolved.

Verizon PA shall file an amendment to its Petition for Waiver by August 15, 2016, reflecting that all the relevant data and results have been filed and served and articulating revisions, if any, to the initial waiver request. Participants in the PA CWGwill be polled after the amended Petition for Waiver is filed to determine if the Participants want the opportunity to discuss the matter at the next scheduled (October 4, 2016) PA CWG or specially-called meeting of the PA CWG.[[5]](#footnote-5) After the amended Petition for Waiver is filed, a timeline for comments relative to the amended Petition for Waiver will be established by Secretarial Letter. In particular, the timeline articulated by Verizon PA, citing Appendix C and Appendix F of the PA PAP, shall not apply.

Rich Layton, rlayton@pa.gov or 717‑214-9117, and Bryan Mahla, bmahla@pa.gov or 717‑787-6381, are the Commission contacts for technical matters. Louise Fink Smith, finksmith@pa.gov or 717‑787‑8866, and Jennedy Johnson, jennejohns@pa.gov or 717-256-8423, are the Commission contacts for legal and procedural matters.

 Very truly yours,

 Rosemary Chiavetta

 Secretary

cc: Service Lists: P-2016-2551053 & M-00011468 (F0019)

PA CWG Participants – electronically by staff

Cyndi Page for PUC’s “PA CWG & Verizon Metrics/Remedies” webpage

Rich Layton & Bryan Mahla – TUS

Louise Fink Smith & Jennedy Johnson – Law Bureau

1. Both filing may be viewed by accessing Docket No. P-2016-2551053 on the Commission’s website at <http://www.puc.state.pa.us/filing_resources.aspx> or on the Verizon PA website at <http://www22.verizon.com/wholesale/cwgroup/Carrier-Working-Group.html>. [↑](#footnote-ref-1)
2. Verizon PA characterized the July 2016 filing as a “petition” rather than as a “supplemental filing” or an “amended petition.” Our e-filing system gave it Docket No. P‑2016-2556564, which is hereby cancelled. [↑](#footnote-ref-2)
3. If Verizon PA continues to expect that the work stoppage may affect results beyond June 2016, Verizon PA should provide an estimate, with its filing of June 2016 data, of when the impact of the work stoppage will cease to affect its performance. [↑](#footnote-ref-3)
4. For PA CWG participation information, *see* <http://www.puc.state.pa.us/utility_industry/telecommunications/pa_cwg_verizon_metrics/remedies.aspx>. If you wish to participate in the PA CWG or need the PA CWG e-mailing list, contact Michael Clancy, michael\_clancy@cable.comcast.com, industry chairman of the PA CWG. [↑](#footnote-ref-4)
5. The PA CWG is welcome to consider these matters and/or timelines at its August 2, 2016 scheduled meeting. [↑](#footnote-ref-5)