

STATE OF NEW YORK

# Public Service Commission

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13031/13-C-0161

## **PSC RECEIVES REPORT ON VERIZON SERVICE STANDARDS**

**— Company Fails to Meet Standards in NYC During First Part of 2013 —**

Albany, NY—05/16/13—The New York State Public Service Commission (Commission) today heard a report from Staff of the Department of Public Service (Staff) regarding Verizon New York Inc. (Verizon) compliance with certain service quality metrics for wireline telephone service during the first quarter of 2013.

Staff reported that Verizon did not comply with the Commission's Service Quality Improvement Plan (SQIP) Out-of-Service Troubles Lasting Greater than 24 Hours repair metric in the New York City area for January, February and March 2013.

Under its SQIP, if, among other things, Verizon falls below certain levels of performance, a penalty action is to be commenced by the Commission in the amount of \$100,000 per monthly failure to meet a required service quality performance metric.

Verizon acknowledged its failure to comply with the Commission's SQIP Out-of-Service Troubles Lasting Greater than 24 Hours repair metric during the months of January, February, March, as well as April 2013 and, consequently, consented to pay \$400,000 in lieu of further Commission action.

A revised Service Quality Improvement Plan framework was implemented by the Commission in December 2010 (Case 10-C-0202). That decision required Verizon to focus additional attention

on its service quality efforts for core customers (i.e., customers lacking competitive wireline alternatives, are Lifeline customers, or have special needs). Verizon is the largest telephone company in New York State with approximately 3.7 million access lines.

The Department's report today, when issued, may be obtained by going to the Commission Documents section of the Commission's Web site at [www.dps.ny.gov](http://www.dps.ny.gov) and entering Case Number 10-C-0202 in the input box labeled "Search for Case/Matter Number." Staff's report on Verizon service quality can be accessed similarly under Case 13-C-0161. Many libraries offer free Internet access. Commission orders may also be obtained from the Commission's Files Office, 14th floor, Three Empire State Plaza, Albany, NY 12223 (518-474-2500). If you have difficulty understanding English, please call us at 1-800-342-3377 for free language assistance services regarding this press release.