

COMMONWEALTH OF PENNSYLVANIA



OFFICE OF CONSUMER ADVOCATE

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June 15, 2015

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA 17120

RE: Joint Petition of Verizon Pennsylvania LLC and Verizon North LLC for Competitive Classification of all Retail Services in Certain Geographic Areas, and for a Waiver of Regulations for Competitive Services  
Docket No. P-2014-2446303; P-2014-2446304

Dear Secretary Chiavetta:

Enclosed please find the Office of Consumer Advocate's corrected page 6 to the OCA's Comments Regarding the Tentative Clarification Order, in the above-referenced proceeding. The single correction to page 6 is to insert "not" following "should" in the last sentence of the last paragraph on the page. The corrected sentence thus reads:

As discussed below, the OCA submits that Verizon's Product Guide should not be treated as a legal authority.

The OCA requests that the Commission and all parties make note of this correction to the OCA's June 11 Comments.

Copies have been served as indicated on the enclosed Certificate of Service.

Respectfully submitted,

A handwritten signature in black ink that reads "Barrett C. Sheridan".

Barrett C. Sheridan  
Assistant Consumer Advocate  
PA Attorney I.D. # 61138

Enclosures

cc: Honorable Joel H. Cheskis  
Derek Vogelsong, (TUS)  
Lenora Best, (BCS)  
Certificate of Service

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complain to the Commission about poor service. Waiving the regulations of [Chapter 63] Subchapter E does not, in any way, modify Verizon's statutory obligation under the Code to provide 'adequate, efficient, safe, and reasonable service,' to customers in competitive wire centers. This point has been confirmed in Verizon PA's and Verizon North's Chapter 30 Plans and also in the testimony in this case. See Verizon St. 1.0 at 41.

Reclassification Order at 86.

When the Commission resolves an informal or formal complaint raised by a consumer in a competitive wire center, the OCA submits that the Commission must consider whether Verizon's conduct violates Section 1501, even if there is some related regulation that also applies. Based on the OCA's reading of this Tentative Order's clarification, which proposes that the Commission would measure Verizon's complained of conduct against Section 1501 only "[i]f there is no applicable Regulation and the Product Guide does not address an issue or is ambiguous," the OCA submits that this clarification proposed by the Tentative Order should not be adopted by the Commission.

If the Commission adopts a hierarchy of legal authorities to consider when resolving a complaint regarding Verizon's provision of service in a competitive wire center, the OCA submits that the Commission should clarify that Section 1501 of the Public Utility Code is the first legal authority, that those Commission regulations not waived by the Reclassification Order are second, followed by relevant Commission orders and Verizon's Chapter 30 Plan commitments. See Reclassification Order at 86. As discussed below, the OCA submits that Verizon's Product Guide should not be treated as a legal authority.

### 3. Verizon's Product Guide Cannot Be Treated As A "Legal Authority"

When The Commission Resolves Complaints By Consumers In A Competitive Wire Center.

CERTIFICATE OF SERVICE

Joint Petition of Verizon Pennsylvania LLC :  
And Verizon North LLC for Competitive : Docket Nos. P-2014-2446303  
Classification of all Retail Services in Certain : P-2014-2446304  
Geographic Areas, and for a Waiver of :  
Regulations for Competitive Services :

I hereby certify that I have this day served a true copy of the foregoing document, the Office of Consumer Advocate's revised page 6 of the previously filed Comments Regarding Data Collection and Reporting Obligations, upon parties of record in this proceeding in accordance with the requirements of 52 Pa. Code Section 1.54 (relating to service by a participant), in the manner and upon the persons listed below:

Dated this 15th day of June 2015.

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