

SUMMARY OF JOINT PROPOSAL

In March 2016, the New York State Public Service Commission initiated a proceeding, Case 16-C-0122, to review the quality of service provided by Verizon New York Inc. (“Verizon”). The parties to the proceeding include Verizon, New York State Department of Public Service Staff (“Staff”); the Communications Workers of America, District 1 (“CWA”); Public Utility Law Project of New York, Inc. (“PULP”); the City of Syracuse (“Syracuse”); and the New York State Department of State, Utility Intervention Unit (“DOS-UIU”). Since that time, a great deal of information has been exchanged by the parties and hundreds of pages of testimony and exhibits have been filed.

In mid-2017, settlement discussions were initiated in the case. The discussions were conducted in accordance with the Commission’s settlement guidelines and regulations, and all parties were given an opportunity to participate.

On March 2, 2018, four of the parties — Verizon, Staff, CWA, and PULP — announced their agreement on a Joint Proposal for resolving the issues in the case. The two remaining active parties — Syracuse and DOS-UIU — have stated that they would neither support nor oppose the Joint Proposal. The proposal provides for:

- Additional availability of fiber-services from Verizon at: (a) between 10,000 and 12,000 customer premises in Verizon’s Long Island and Upstate Reporting Region; and (b) between 14,000 and 20,500 households in proximity to areas covered by State broadband grants.
- A targeted program under which copper cables serving certain buildings in New York City with a high incidence of repair visits will be replaced by fiber-optic cables;
- A plan for remediating plant conditions in over fifty upstate wire centers with high trouble report rates;
- A “plant pride program” that will provide an enhanced framework for the reporting by Verizon technicians of plant conditions requiring additional maintenance;
- The inspection and replacement of batteries that provide back-up power during commercial power outages in Remote Terminals serving critical customers (hospitals, public-safety answering points, police stations);
- An extensive program for the remediation of “double pole” conditions (in other words, for removing old poles when all of the wires and equipment that they support have been moved to new poles already placed);
- The consolidation, for reporting purposes, of central offices with small numbers of lines, in order to prevent single incidents in such offices from unduly influencing trouble-report-rate metrics; and
- A reporting program to keep the Commission informed as to the implementation of the specific elements of the proposal.

The Joint Proposal is subject to review by the Commission. The signatories will present this proposal to the Commission with a request that it be adopted as a full resolution of the issues in Case 16-C-0122.