

Philip D. Murphy  
Governor

Sheila Y. Oliver  
Lt. Governor



**STATE OF NEW JERSEY**  
**Board of Public Utilities**  
44 South Clinton Avenue, 9<sup>th</sup> Floor  
Trenton, New Jersey 08625-0350  
[www.nj.gov/bpu/](http://www.nj.gov/bpu/)

**Joseph L. Fiordaliso**  
President

Mary-Anna Holden  
Commissioner

Dianne Solomon  
Commissioner

Upendra Chivukula  
Commissioner

Bob Gordon  
Commissioner

## **NOTICE<sup>1</sup>**

### **NOTICE OF STAKEHOLDER MEETINGS**

#### **IN THE MATTER OF THE BOARD'S INVESTIGATION OF THE SERVICE QUALITY STANDARDS AND REPORTING BY INCUMBENT LOCAL EXCHANGE CARRIERS - SERVICE QUALITY PROCEEDING (Docket No. TX18121301)**

**Please Take Notice** that the New Jersey Board of Public Utilities ("Board") will hold Stakeholder Meetings to gather information concerning the service quality and network reliability of telecommunications services provided by Incumbent Local Exchange Carriers ("ILECs") operating throughout the State. Board Staff ("Staff") will be present to hear remarks and monitor the proceeding.

On December 18, 2018, the Board initiated a comprehensive service quality proceeding to review and modernize how it evaluates, measures and assesses services provided by ILECs operating in the State. You may review the Order on the Board's website at <https://www.nj.gov/bpu/pdf/boardorders/2018/20181218/12-18-18-4B.pdf>.

There are three ILECs that operate in New Jersey: Verizon New Jersey Inc., Alteva of Warwick, LLC (Alteva) and United Telephone Company of New Jersey d/b/a CenturyLink. Each has been granted franchises to provide telecommunications services in New Jersey and occupy a unique service territory with defined boundaries throughout the State.

As part of the stakeholder meeting, Board Staff will be examining:

- 1) Existing Service Quality Standards,
- 2) Governing Statutes and Rules,
- 3) Carrier Performance Reports, and,
- 4) the relationship between network reliability and infrastructure throughout the State to determine if there is a correlation between existing infrastructure and network reliability which impacts the delivery of safe, adequate and proper service throughout New Jersey.

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<sup>1</sup>Not a Paid Legal Advertisement.

The Stakeholder Meetings will be your opportunity to provide comment in a transcribed public forum which will help shape Staff's recommendations to the Board. We are interested in hearing your experiences and interactions with your service provider, as well as the quality of the communications and repair services you receive. We are particularly interested in learning about chronic services issues on your line and the success of repair efforts by the company to correct the problem(s) within a reasonable amount of time. In addition, we'd like to know what changes and improvements you would like to see to insure that as a consumer you receive the highest level of service possible now and in the future.

While the three ILECs all operate under alternative forms of regulation, they are not subject to uniform service quality standards. Verizon follows a set of 21 metrics that are memorialized in the Order approving its Plan for Alternative Regulation (PAR). The 21 metrics measure carrier provisioning of service and performance, including out of service repair data, customer trouble reports per 100 lines, repair commitments negotiated with customers, installation intervals and customer interaction and other key performance statistics necessary to assess service quality.

While Verizon's service quality standards are derived from its PAR, CenturyLink and Alteva are governed by the service quality standards set forth in the Board's rules at N.J.A.C. 14:10-1A.8 and Service Quality Reporting in N.J.A.C. 14:10-1A.9. Service quality standards memorialized in N.J.A.C. 14:10-1A.8 contain minimum standards of service installation, operator handled calls, direct dialed calls, customer trouble reports and technical resistance design standards. In addition, N.J.A.C. 14:10-1A.9 requires that CenturyLink and Alteva take measurements of their performance in relation to the standards found in N.J.A.C. 14:10-1A.8 and provide the measurements and summaries in reports to Staff: 1) upon request of Staff, or 2) if the company fails to meet a service standard for three consecutive months. (see Attachments A and B to the December 18, 2018 Board Order linked above for all metrics and standards)

A series of Stakeholder Meetings will be held in the service territories of your carrier as detailed below. In order to encourage full participation, please submit any requests for needed accommodations, including an interpreter, listening devices, or mobility assistance, 48 hours prior to the scheduled hearing, to the attention of Aida Camacho, Secretary, Board of Public Utilities, 44 South Clinton Avenue, 9<sup>th</sup> Floor, Post Office Box 350, Trenton, NJ 08625-0350.

## **STAKEHOLDER MEETING SCHEDULE**

### **United Telephone Company of New Jersey d/b/a CenturyLink**

Tuesday, February 25, 2020  
4:00 PM & 6:00 PM (North Jersey)  
Sussex County Public Safety Training Academy  
114 Morris Turnpike Newton, NJ 07860

Tuesday, March 24, 2020  
4:00 PM & 6:00 PM (Central NJ)  
Town of Clinton Council Meeting Room  
43 Leigh Street, Clinton, NJ 08809

#### **Alteva of Warwick LLC.**

Thursday, March 26, 2020  
4:00 PM & 6:00 PM  
Vernon Township Municipal Building, Court Room  
21 Church Street Vernon, NJ 07462

#### **Verizon New Jersey Inc.**

Wednesday, March 11, 2020  
4:00 PM & 6:00 PM (Northern Jersey)  
Township of West Milford  
Main Meeting Room  
1480 Union Valley Road  
West Milford, NJ 07480

Wednesday, April 8, 2020  
4:00 PM & 6:00 PM (Southern NJ)  
Stockton University  
Campus Center Theater  
101 Vera King Farris Drive  
Galloway, NJ 08205-9441

Monday, April 20, 2020  
4:00 PM & 6:00 PM (North Central Jersey)  
Essex County College  
Siegler Lecture Hall  
303 University Avenue  
Newark, NJ 07102

Wednesday, May 6, 2020  
4:00 PM & 6:00 PM (South Western NJ)  
Location to be Determined

Tuesday, May 19, 2020  
4:00 PM & 6:00 PM (Central Jersey)  
The Conference Center at Mercer Auditorium  
1200 Old Trenton Road  
West Windsor, NJ 08550

In addition, members of the public may file written comments on this matter with Aida Camacho, Secretary of the Board, 44 South Clinton Ave, 9th Floor, Post Office Box 350, Trenton, NJ 08625-0350 or electronically to [board.secretary@bpu.nj.gov](mailto:board.secretary@bpu.nj.gov). All comments must be received within 10 days after the conclusion of the hearings, and should be identified with the heading:

IN THE MATTER OF THE BOARD'S INVESTIGATION  
OF THE SERVICE QUALITY STANDARDS AND  
REPORTING BY INCUMBENT LOCAL EXCHANGE  
CARRIERS - SERVICE QUALITY PROCEEDING,  
Docket No. TX18121301.

Please note all comments received will be made a part of the formal record of this proceeding, and as such any information submitted will be available to the general public.

This Notice may be inspected online at [www.nj.gov/bpu](http://www.nj.gov/bpu).



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Aida Camacho-Welch  
Secretary of the Board

Dated: February 14, 2020

Persons interested in attending the above Meeting who require special accommodations because of disability should contact the Office of the Secretary of the Board at (609) 292-1554 at least one (1) day prior to the Meeting date so that appropriate arrangements can be made.