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October 3, 2018

VIA ELECTRONIC FILING

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor
Harrisburg, PA 17120

Re: Rulemaking to Comply with the Competitive Classification of Telecommunication Retail Services Under 66 Pa. C.S § 3016(a); General Review of Regulations 52 Pa. Code, Chapter 63 and Chapter 64
Docket No. L-2018-3001391

Dear Secretary Chiavetta:

Enclosed please find Verizon's Comments Regarding the July 12, 2018 Advance Notice of Proposed Rulemaking, in the above captioned matter.

Please do not hesitate to contact me if you have any questions.

Very truly yours,

A handwritten signature in blue ink that reads "Suzan D. Paiva".

Suzan D. Paiva

SDP/sau

Enclosure

Via E-Mail

cc: Melissa Derr, Bureau of Technical Utility Services
Terrence Buda, Law Bureau

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Rulemaking to Comply with the Competitive
Classification of Telecommunication Retail Services
Under 66 Pa. C.S § 3016(a); General Review of
Regulations 52 Pa. Code, Chapter 63 and Chapter 64

L-2018-3001391

COMMENTS OF THE VERIZON COMPANIES

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Dated: October 3, 2018

TABLE OF CONTENTS

I.	Introduction.....	1
II.	The Commission’s Telephone Regulations Belong To A Different Era.	3
III.	The Commission Should Fundamentally Rethink Its Entire Set of Telephone Regulations.	7
IV.	Verizon’s Proposal.....	9
	A. Certain Provisions of Chapter 63 Should Be Retained.....	9
	B. Certain Provisions Outside Chapters 63/64 Should Be Included in the Rulemaking.....	10
	C. The New Regulations Should Supersede Extra-Regulatory Requirements Such As Waivers.	11
	D. The Remainder of Chapter 63 and All of Chapter 64 Should Be Replaced With a Modern, Streamlined, Shorter Set of Regulations.	12
V.	The Commission Should Extend the Reclassification Waivers to All Wire Centers and All Providers During the Pendency of this Rulemaking.....	12
VI.	Conclusion	13

I. Introduction

Verizon¹ looks forward to working with the Commission to bring its rules for voice services into the twenty-first century. The Commission has already recognized the simple truth: the “monopoly-era Regulations in Chapters 63 and 64” that do not apply to the array of unregulated providers that dominate the industry today “no longer make sense in a competitive marketplace.”² The Commission is correct that “changes in competitive market conditions in the telecommunications industry,” particularly “the increases in competition and competitive alternatives,” warrant elimination of outdated regulations and the updating of any rules that remain.³ “Regulation does not exist for regulation’s sake. Rather, regulation seeks to produce a competitive result where there is no competition to do the same. Where sufficient competition exists, regulation is not needed and should be reduced or perhaps even discontinued.”⁴

The Public Utility Code calls upon the Commission to take a periodic fresh look at the scope of and necessity for its regulation of voice services. This governing statute encourages the Commission to “review and revise” its regulations, “tak[ing] into consideration the emergence of new industry participants, technological advancements, service standards and consumer demand,”⁵ and to reduce “the regulatory obligations” imposed on those telephone companies that

¹ These Comments are filed on behalf of the Verizon affiliated companies that are regulated by this Commission, including Verizon Pennsylvania LLC, Verizon North LLC, MCImetro Access Transmission Services Corp., MCI Communications Services, Inc., XO Communications Services, LLC, Verizon Long Distance LLC, and Verizon Select Services, Inc.

² *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 Nos. P-2014-2446303 and P-2014-2446304 (Order entered March 4, 2015) (“Reclassification Order”) at 75.

³ *Rulemaking to Comply with the Competitive Classification of Telecommunication Retail Services Under 66 Pa. C.S § 3016(a); General Review of Regulations 52 Pa. Code, Chapter 63 and Chapter 64*, Docket No. L-2018-3001391 (Advance Notice of Proposed Rulemaking entered July 12, 2018) (“ANPR”) at 1.

⁴ *Reclassification Order* at 75.

⁵ 66 Pa. C.S § 3019(b)(2).

it still regulates “to levels more consistent with those imposed upon competing alternative service providers.”⁶

There is no doubt that Chapters 63 and 64 are outdated and in need of a thorough review. To put these rules in perspective, the heart of Chapter 63 was written and adopted more than 70 years ago in 1946, during the Truman administration, when party lines and rotary phones were the norm and consumers could not even place a trans-Atlantic call. Other Chapter 63 and 64 rules date back thirty-five years to the mid-1980’s, during the Reagan administration, when AT&T was broken up and the only choice for communication was a landline from the local telephone company. The last time the Commission generally reviewed these rules was in the late 1990’s, when landlines were still dominant and local telephone competition was in its infancy -- before smart phones, before VoIP and cable telephony, and before the widespread proliferation of alternative communications options such as texting, the Internet, Facebook, Snapchat, Instagram, Twitter and the like.

These are more than just interesting historical facts. The need for and benefits from regulation were completely different in the world of the past, when consumers had only one local voice-service provider, only one technology, and there was a guaranteed rate-of-return for the local telephone company from this highly regulated service. Continuing to impose monopoly-era regulations on one small and shrinking segment of a largely unregulated market does not make sense in a new world that is completely different in terms of competing technology and providers. Such regulatory stagnation would not be beneficial, would have unintended negative consequences, and is not the best way for this Commission to carry out its mission to serve the public and the companies it regulates.

⁶ 66 Pa. C.S. § 3011(13).

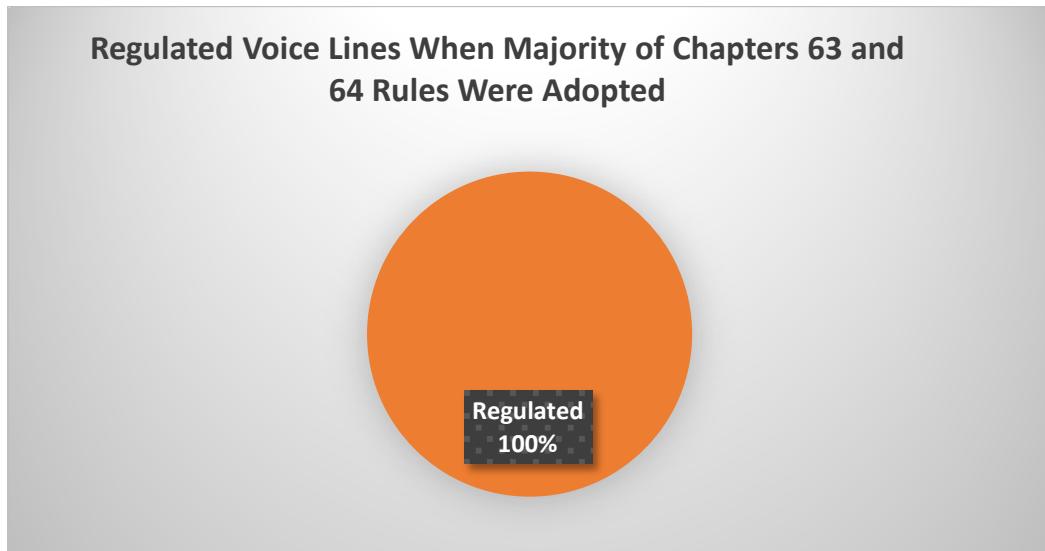
Verizon understands that the Commission initiated this rulemaking primarily to follow up on its decision in 2015 to reclassify certain Verizon wire centers as fully competitive under the provisions of Chapter 30 and to waive certain regulations in those wire centers, a positive and forward-looking step that Verizon certainly appreciates. One of the issues the Commission puts out for comment is whether to have different (and presumably more lenient) rules in Verizon's competitive wire centers while maintaining other rules in the rest of the state. Verizon respectfully suggests that the Commission should first focus on streamlining these rules entirely, to apply state-wide and industry-wide, rather than singling out the competitive wire centers for special treatment. Only after it determines the scope of regulation that is appropriate generally in today's environment should it move on to consider whether any different rules should apply in competitive exchanges.

II. The Commission's Telephone Regulations Belong To A Different Era.

Although it goes without saying that the communications industry has changed completely since the days when Chapters 63 and 64 were first written, it is worth taking the time to understand how dramatic this change has been and continues to be. These changes are not limited to Verizon's competitive exchanges. They permeate the lives of every citizen in every area of the state and alter the very foundation upon which the Commission's choice of how to regulate was based.

When the majority of the rules in Chapters 63 and 64 were adopted, this Commission regulated all of the voice lines in Pennsylvania, controlling the price of service and the return earned by the monopoly providers. People did not have a choice – if they wanted to have a telephone they needed to get a wired landline from the local telephone company regulated by the Commission. In that environment, regulation was thought to be necessary to replicate—to the extent possible—the effects of a competitive market.

This is what the market looked like when the bulk of the Commission's telephone rules were written:

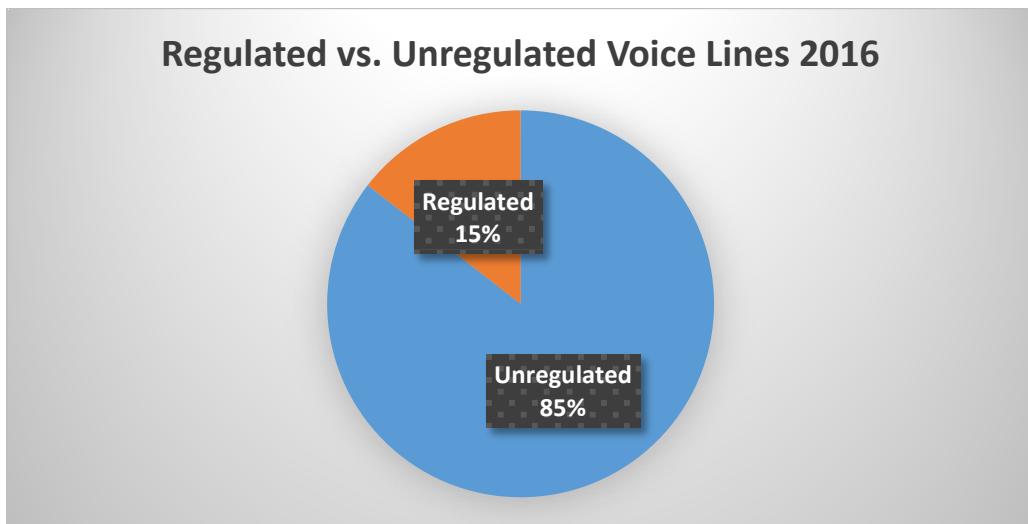


Today, the vast majority of voice connections in Pennsylvania are provided over technologies and/or by providers that are not regulated by this Commission. As of 1999, the FCC reported that there were 8.8 million regulated lines served by ILECs and CLECs in Pennsylvania.⁷ The most recent count from 2016 shows only 2.7 million switched (regulated) lines – with a corresponding explosive growth in the subscriptions served by unregulated VoIP and mobile technologies. In contrast to the 2.7 million (and shrinking) regulated lines in total from all providers in Pennsylvania, the most recent 2016 FCC statistics show 13 million mobile and almost 3 million VoIP subscriptions.⁸ That means only 15% of the voice lines in Pennsylvania in 2016 were regulated by this Commission, a percentage that is surely smaller now, two years later, given the steep declining trend. Regulated lines provided by the traditional

⁷ FCC Wireline Competition Bureau, Local Telephone Competition at the New Millennium, Data as of December 31, 1999 (Rel. 8/00) (available at https://transition.fcc.gov/Bureaus/Common_Carrier/Reports/FCC-State_Link/IAD/lcom0800.pdf).

⁸ FCC Wireline Competition Bureau, Voice Telephone Subscriptions as of 12/31/16 (Rel. 2/18) (available at <https://www.fcc.gov/voice-telephone-services-report>) (Mobile 13,389, Switched access ILEC 2,172, Switched access other 586, Total Switched 2,758, VoIP 2,827).

local telephone companies – the incumbent local exchange carriers – amounted to less than 12% of the total in 2016.



It is also worth noting how much the percentage of switched (regulated) lines reported by the FCC declined in the short time since Verizon filed its Reclassification Petition. The FCC statistics Verizon used in that 2014 filing, with data as of June 2013, showed that switched lines from ILECs and CLECs together were 24 percent of the total at that time, numbering 4.4 million, while ILEC-only switched lines were 17 percent of the total.⁹ The percentage that regulated lines comprise of the total declined from 24 percent to 15 percent in just 3.5 years. At this accelerating rate of decline, there would be no regulated voice lines in Pennsylvania by 2023.

The dwindling relevance of regulated landlines in the market is also confirmed by the periodic surveys conducted by the United States Centers for Disease Control and Prevention (“CDC”) to determine the level of “wireless substitution.”¹⁰ The latest CDC survey determined

⁹ FCC Wireline Competition Bureau, Local Telephone Competition Status as of June 30, 2013, Tables 9 and 18. Available from <https://docs.fcc.gov/public/attachments/DOC-327830A1.pdf>. These tables show 4.4 million switched lines, 2.1 million VoIP and 12 million mobile.

¹⁰ Blumberg SJ, Luke JV. Wireless substitution: Early release of estimates from the National Health Interview Survey, July–December 2017. National Center for Health Statistics. Available from: <https://www.cdc.gov/nchs/data/nhis/earlyrelease/wireless201806.pdf>. A slightly different CDC state-level study

that, as of July-December 2017, 53.9 percent of households nationally had only wireless phones (no landline at all, regulated or unregulated), and an additional 15.1 percent of American homes reported that they received all or almost all calls on wireless telephones (“wireless mostly”). In other words, in nearly 70 percent of American households today, wireless phones are either the exclusive or predominant form of voice communication. And based on the FCC’s local competition statistics, even for the approximately 30 percent of households that may use a wired landline, more than half are likely to be using unregulated VoIP services such as cable telephony. Again it is notable and startling that the wireless only/mostly percentage reported by the CDC has increased by 13 percentage points since the 2013 data cited in Verizon’s 2014 Reclassification Petition – from 57 percent just four years earlier to 70 percent in 2017.¹¹ At the current rate of growth, nearly all households will be wireless only/mostly in less than 10 years.

In addition to this huge expansion in consumers’ use of unregulated technologies that enable voice communication, the FCC also reports that Pennsylvanians are increasingly relying on the Internet to communicate, which allows instantaneous voice and non-voice communication through platforms such as Skype-like services, e-mail or social media. As of December 31, 2016, Pennsylvanians had 14.7 million broadband Internet connections, including mobile broadband, DSL, cable modem, and fiber to the home.¹² Again this is a tremendous increase in

from 2016 reports that 54 percent of Pennsylvania adults and 66 percent of Pennsylvania children under 18 live in wireless only/mostly households. https://www.cdc.gov/nchs/data/nhis/earlyrelease/Wireless_state_201712.pdf

¹¹ Reclassification Petition, October 5, 2014 at 4 (citing a CDC report for 2013 showing the wireless only/mostly percentage to be 57 percent).

¹² FCC Internet Access Service as of December 31, 2016, available at <https://docs.fcc.gov/public/attachments/DOC-349074A1.pdf>. Of those broadband connections, approximately 700,000 are DSL, 2.7 million are cable modems and 10.3 million are mobile wireless. *Id.* Figure 34.

broadband connections from the statistics cited in Verizon’s 2014 Reclassification Petition, which showed that as of 2013 there were about 10 million Internet connections.¹³

The influx of unregulated technologies and providers is not limited to the urban areas of the state or to the 153 wire centers that the Commission classified as competitive in 2015. The data that the Commission required Verizon to report in compliance with the *Reclassification Order* is instructive on this point. The Commission asked Verizon to provide its access line counts by month for the years 2015 and 2016, broken out by the competitive exchanges versus the other exchanges. Over the two year period from January of 2015 to December of 2016 Verizon Pennsylvania LLC’s access line counts declined by 23 percent in the competitively classified exchanges, but they also declined by 21 percent in all of the other exchanges, which include the more rural areas of its service territory. Verizon North LLC’s access line counts declined by 20 percent in the competitively classified exchanges, and by 24 percent in all of the other exchanges. This data indicates that there is as much or more competitive pressure in the wire centers that were not classified competitive and that competitive pressure and the decline in regulated lines is a state-wide and industry-wide trend.

III. The Commission Should Fundamentally Rethink Its Entire Set of Telephone Regulations.

Robust competition is the best “regulator” of service standards for consumers and there is no doubt that robust competition exists in Pennsylvania. The Commission should eliminate outdated mandates designed for the landline-only world of the past and instead rely on the powerful forces of competition to deliver high quality service and reasonable billing practices for consumers. Any new regulations should narrowly address only what is absolutely necessary, and eliminate outdated and overly prescriptive rules that do not reflect customer expectations in

¹³ Reclassification Petition, October 5, 2014 at 4 (citing FCC statistics as of June 2013).

today's world. As this Commission recognized, “[r]egulation does not exist for regulation's sake. Rather, regulation seeks to produce a competitive result where there is no competition to do the same. Where sufficient competition exists, regulation is not needed and should be reduced or perhaps even discontinued.”¹⁴ In a world where less than 15 percent of voice connections are regulated at all, and where as many as 70 percent of households have abandoned wireline technology altogether in favor of unregulated wireless phones, there can be no doubt that sufficient competition exists and regulations are not needed to produce a “competitive result.”

In its 2015 *Reclassification Order*, the Commission determined that “the burdens of complying with outdated Regulations with which Verizon’s competitors do not have to comply is an ‘unreasonable hardship’” and waived a large number of its Chapter 63 and 64 regulations in the competitive exchanges. Verizon respectfully suggests that these burdens and hardships are not limited to the competitive exchanges, and the Commission should rethink its rules entirely. As the Commission found in a 2008 order waiving equal access scripting requirements, “[i]n our opinion, in an increasingly competitive telecommunications market, one in which a significant percentage of customers makes voice calls – and particularly long distance calls – using the services of wireless providers and/or VoIP, *it is important that this Commission not unnecessarily distort the marketplace by perpetuating asymmetrical regulations.*”¹⁵ In a 2012 order waiving call answer time requirements, the Commission recognized that keeping in place

¹⁴ *Reclassification Order* at 75

¹⁵ *Joint Petition of Verizon Pennsylvania Inc. and Verizon North Inc. for a Waiver of the Commission's Regulation Governing Toll Presubscription, 52 Pa. Code Section 64.191(e), P-00072348* (Opinion and Order entered September 24, 2008) at 7, 9 (emphasis added).

regulatory standards that do not “comport with customer expectations in today’s competitive telecommunications marketplace,” would “constitute enforcement for enforcement’s sake.”¹⁶

Even with a shorter and more streamlined set of regulations, the Commission will retain its statutory authority over service quality and customer interactions for regulated services under 66 Pa. C.S. § 1501. Companies still will be statutorily required to “furnish and maintain adequate, efficient, safe, and reasonable service and facilities,” and the Commission still can take action if it determines that a provider has not done so. But instead of applying outdated and overly prescriptive regulations that do not reflect customer expectations, the Commission will be able to evaluate any issue that is brought before it in light of the “emergence of new industry participants, technological advancements, service standards and consumer demand,” as Chapter 30 directs. 66 Pa. C.S § 3019(b)(2).

IV. Verizon’s Proposal.

A. Certain Provisions of Chapter 63 Should Be Retained.

While Verizon encourages the Commission to overhaul thoroughly its monopoly-era retail regulations, there are some subchapters and provisions in Chapter 63 and 64 that were enacted more recently and/or address industry issues that seem to be beyond the scope of the current undertaking. If other parties wish to update these provisions, Verizon is willing to engage in any necessary discussions or work groups. But Verizon’s initial proposal is to exempt the following provisions from this rulemaking and leave them as is for now:

- Section 63.37 (Operation of the Telecommunications Relay Service System and Relay Service Fund).
- Chapter 63 L, Sections 63.161, etc. (Universal Service)

¹⁶ *PUC v. Verizon Pennsylvania Inc.*, Docket No. M-2008-2077881 (Opinion and Order entered October 12, 2012) at 33.

- Chapter 63 M, Sections 63.191, etc. (Changing Local Service Providers)
- Chapter 63 N, Sections 63.301, etc. (Local Service Provider Abandonment Process)
- Chapter 63 O, Sections 63.321, etc. (Abbreviated Procedures for Review and Approval of Transfer of Control for Telecommunications Public Utilities)
- Section 64.23 (Slamming and Cramming)

B. Certain Provisions Outside Chapters 63/64 Should Be Included in the Rulemaking.

The Commission should include in this rulemaking any other portions of its regulations that may not appear in Chapters 63 or 64, but that also constitute outdated regulation of the telephone industry.

One such provision is the telephone portion of the Chapter 53 tariff filing requirements (Sections 53.57-60).¹⁷ These rules specifically reference and incorporate provisions of the old Chapter 30 that expired in 2003. Some of these provisions are directly contrary to the current Chapter 30. As a result, the Commission has issued a number of waivers to comport with applicable law. The Commission should replace these provisions with simplified guidelines regarding tariffs, product guides and price lists that comport with the current Chapter 30 and with the Commission’s recent orders on detariffing of competitive services. At a minimum, the new provisions should clarify the following:

- Any regulated service classified as “competitive” under Chapter 30 may be detariffed at the option of the provider.

¹⁷ The Commission already concluded that it would address these Chapter 53 regulations in the current rulemaking docket. *Petition of MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services for a Waiver of the Commission’s Regulations at 52 Pa. Code §§ 53.58 and 53.59 to Permit Detariffing of Services to Enterprise and Large Business Customers*, Docket No. P-2016-2556207, (Opinion and Order entered September 1, 2016) (“we shall grant Verizon Access an extension of the trial until the Commission conducts a rulemaking on whether 52 Pa. Code §§ 53.58 and 53.59 should be modified to incorporate the terms of the waiver as permanent regulatory changes. The Commission has already decided to conduct a rulemaking regarding the regulations at 52 Pa. Code Chapters 63 and 64 concerning waivers related to the Verizon Petition to reclassify certain wire centers as competitive. We will incorporate the regulations addressed here in the rulemaking established by our February 26, 2015 Opinion and Order wherein we directed that the regulations at 52 Pa. Code Chapters 63 and 64 will be revised and amended.”)

- If a service is detariffed, the provider must maintain its terms in conditions in a product guide that will be made available on the company’s website. The Commission may require an informational price list to be filed for detariffed stand-alone basic residential service, but will not require price lists for other detariffed services.
- For any service that is required to be or chosen to be tariffed, the Commission should streamline to the greatest extent possible the filing process.
- There is no need for these regulations to repeat standards that are clearly stated in Chapter 30, such as the process for competitive classification.

C. The New Regulations Should Supersede Extra-Regulatory Requirements Such As Waivers.

The Commission should ensure that all relevant requirements are captured in the new regulations, so that a reader wishing to know what rules apply to telecommunications providers can find them all in one place. In particular, where in the past there has been a waiver of any regulation then the regulation most likely should be eliminated entirely or replaced with a new regulation that captures any conditions imposed on the waiver, if those conditions are still relevant.

In addition to superseding waivers and waiver conditions, the new regulations should eliminate all regulation-like requirements that are outside of this Commission’s regulations. For example, the new regulations would supersede the outdated sales practice restrictions from “Exhibit F” to the nearly thirty-year-old consent order memorializing a 1990 settlement with the OCA.¹⁸ All companies should be operating with a regulatory clean slate going forward with all obligations clearly stated in the new rules.

¹⁸ *Barasch v. Bell of Pennsylvania*, Docket No.s C-881727; F-8862987; F-8863694, 1990 Pa. PUC LEXIS 37 (Initial Decision dated May 21, 1990), adopted by Opinion and Order at 1990 Pa. PUC LEXIS 36, 73 Pa. PUC 108 (June 15, 1990).

D. The Remainder of Chapters 63 and 64 Should Be Replaced With a Modern, Streamlined, Shorter Set of Regulations.

Attached as **Exhibit 1** to these Comments is a general outline of the issues that Verizon proposes would be addressed in the new set of regulations that would replace all of Chapters 63 and 64 (except for the sections mentioned above). Verizon expects that other parties will also comment with proposals on updating the Commission's regulations and stands ready to work with staff and interested parties on this matter.

V. The Commission Should Extend The Reclassification Waivers Statewide And To All Providers During The Pendency Of This Rulemaking.

Verizon realizes that a major rewriting of the Commission's telephone regulations is likely to be a complex and time-consuming undertaking. While the Commission is taking the time to craft a modern set of regulations, it should provide some immediate relief to the industry by extending the waivers that apply to Verizon's competitive exchanges state-wide, to all locations and all providers. This temporary waiver would extend until the Commission completes this rulemaking and issues permanent regulations.

Verizon has been operating with these waivers in place in its competitive wire centers for more than three years now and is not aware of any adverse effects from the waivers. The Commission also has had the benefit of reviewing the data that it required Verizon to report for two years following the waivers, which Verizon believes confirms that there are no adverse effects. Extending the waivers state-wide and to all providers would eliminate the potential administrative difficulties caused by having different rules in different wire centers. It will also decrease the possibility of customer confusion caused by the different sets of rules. By extending the waivers in this manner, the Commission will gain an evaluation period during which it can consider the impact of a somewhat lighter regulatory touch while this rulemaking is pending. In any event, if the Commission determines that any waivers are appropriate pending

the completion of this rulemaking, it should grant those waivers in a competitively neutral manner, state-wide and for all providers.

VI. Conclusion

Verizon stands ready to work with the Commission, staff and interested parties to update the Commission's regulations to provide the lighter, more streamlined regulatory touch more appropriate for today's environment.

Respectfully submitted,



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Attorney for the Verizon Companies

Dated: October 3, 2018

**EXHIBIT 1 TO THE VERIZON COMPANIES' COMMENTS:
OUTLINE OF ISSUES TO BE ADDRESSED IN NEW REGULATIONS**

- A. Definitions: Include any necessary definitions to ensure clarity regarding the following requirements.
- B. Reporting Requirements
 1. Streamlined annual financial reports: All regulated companies shall provide annual financial reports with sufficient information regarding regulated revenues and line counts necessary to allow the Commission to assess and/or administer its annual regulatory assessments, the universal service fund, and the telecommunications relay service fund.
 2. Additional information for basic residential service: Any provider offering stand-alone residential voice service that is classified as “non-competitive” shall also annually report the number of such residential non-competitive lines and the rates for the service. This information may be provided through an annual Price Stability Mechanism filing, if relevant. This requirement sunsets on December 31, 2023.
 3. No other reporting required.
- C. Service
 1. All regulated service is subject to the standard set forth in 66 Pa. C.S. § 1501 to furnish and maintain adequate, efficient, safe, and reasonable service and facilities.
 2. No other specific service quality standards are to be set forth in regulations, but the Commission retains the discretion upon complaint or investigation (i) to enforce the statutory standards, and (ii) to seek information on the service quality and performance of regulated service classified as “non-competitive.”
 3. Facilities providing regulated service shall comply with the safety standards as set forth in the most up-to-date version of the National Electrical Safety Code.
 4. Companies shall include in their Tariffs or Product Guide (as applicable) a statement of their commitments regarding:
 - a. The timing of service installations.
 - b. Keeping customer appointments and notification of changes.

D. Billing, Collection and Customer Interaction

1. All providers of regulated service are required to abide by 66 Pa. C.S. § 1501 to provide reasonable service pertaining to interactions with customers, including billing and payment, credit and deposit, suspension, termination, and restoration of service, and complaint handling among other items.
2. No other specific customer interaction, billing or collection standards are to be set forth in regulations, but the Commission retains the discretion upon complaint or investigation (i) to enforce the statutory standards, and (ii) to seek information on the billing and collection practices for regulated service classified as “non-competitive.”
3. Companies shall include in their tariffs or detariffed product guide (as applicable) a statement of the following:
 - a. The company’s credit and deposit requirements.
 - b. The company’s policies regarding notifications prior to termination for non-payment and late payment charges.
 - c. The reasons upon which the company is entitled to terminate service and the notice that will be provided.
4. For any residential stand-alone basic service classified as non-competitive, the following additional requirements will apply until December 31, 2023:
 - a. If the company intends to terminate service for non-payment it will provide at least 10 days’ written notice and will extend the disconnection date by thirty days if the customer provides a written medical certification from a physician.
 - b. The company will offer payment arrangements.

E. Complaints

1. BCS will continue to accept informal complaints only with respect to residential, stand-alone basic service classified as non-competitive. For any such informal complaints, BCS shall make the “warm transfer” option available if the company offers to accept warm transfers. After December 31, 2023 BCS will no longer accept informal complaints related to telephone providers and all such complaints received will be treated under number 2 below.

2. For complaints received regarding any other regulated service, BCS shall refer the complaint to the service provider. The service provider may respond to that customer and no further Commission action or reporting by the provider will be required.
3. All formal complaints related to regulated retail telecommunications service will be subject to mandatory mediation process. The case will be referred to mediation without the need for pleadings, formalities or attorney representation, for a period of at least 2 months (to continue indefinitely by agreement of the parties) unless emergency circumstances exist.

F. Tariffs and Product Guides

1. Any regulated service classified as “competitive” under Chapter 30 may be detariffed at the option of the provider.
2. If a regulated service is detariffed, the provider must maintain its terms in conditions in a product guide that will be made available on the company’s website.
3. The Commission may require an informational price list to be filed for detariffed stand-alone basic residential service, but will not require price lists for other detariffed services.
4. For any service that is required to be or chosen to be tariffed, the Commission should streamline to the greatest extent possible the filing process.

G. Superseding all Regulatory Mandates

1. These regulations contain all regulatory mandates applicable to jurisdictional telephone companies and supersede all waivers, waiver conditions and other regulatory compliance requirements such as sales practice consent orders.

H. Forbearance and waiver

1. The Commission for good cause shall waive a regulation for an individual provider or forbear from enforcing a regulation for the whole industry.