



State of the Telecommunications Industry

ATP Meeting
June 13, 2007

Presented By:

Commissioner Valerie A. Lemmie



The PUCO “Working For You”

- May 2006 Business Roundtable
- PUCO Business Outreach
 - PUCO’s Business Information Center:
www.PUCO.ohio.gov
 - Ohio Business Portal: www.business.ohio.gov
- File informal complaints with the PUCO online or by calling (800) 686-PUCO.
- Intervene in formal PUCO cases by filing a letter in the case docket.





Regulated by PUCO

- Traditional landline telephone service
- Long distance calling (jointly regulated by state and federal govt)



Not Regulated by PUCO

- Wireless
- VoIP
- Broadband
- Broadband over power lines
- Internet Service
- Cable Service



Hot Topics

- Regulation of VoIP
- Rule Reviews/Updates
 - Minimum Telephone Service Standards (MTSS)
 - Telephone Retail Rules
- Where do we go from here?
 - Evolution of the telecommunications industry



VoIP Update

- Court Decisions

- 8th Circuit on Federal/State Jurisdiction: “Nomadic VoIP” is FCC’s jurisdiction. “Fixed VoIP” is “not ripe for a decision”.
- DC Circuit on USF Contribution: VoIP providers must pay into the Universal Service Fund.

- FCC Decisions

- VoIP providers and equipment manufacturers have to meet disability access requirements.



The Ohio Commission on VoIP

- Consumer Expectations
 - Marketed as substitute for traditional telephone service.
 - Reasonable consumer expectation of similar protections.
- Specific Areas of Concern
 - CPNI
 - Slamming
 - Truth-In-Billing
 - Section 214 Notice



MTSS

- The MTSS apply to all telephone service providers regulated by the PUCO and establish a minimum level of telephone service that companies must provide to their customers.
- The standards ensure that regardless of competitive market conditions, the quality of telephone services in Ohio, for both residential and business customers, is adequate and reliable.



MTSS

- In the rule review the Commission has maintained basic consumer protections for both residential and business consumers.
- Among other things the rules address:
 - unfair and deceptive practices
 - service installation and repairs
 - disconnection and reconnection policies
 - additional consumer protections
 - credits to customers (changed from previous rules)



Telephone Retail Rules

- Pricing
 - No significant changes resulting from Retail Rules review.
 - Most changes are already in place, as a result of the availability of Alternative Regulation for Basic Local Exchange Services.



Telephone Retail Rules

- Tariffs
 - Business customers with more than 4 lines:
 - All service terms and conditions are now required to be fully disclosed, and may be on the company's Web Page.
 - Residential and business customers with 4 lines or less:
 - Long distance service terms and conditions are now required to be similarly fully disclosed.



Telephone Retail Rules

- Contracts
 - Business:
 - Under the old rules, contracts had to be on file (in tariff form) with the Commission. Under the revised rules contracts are permitted for all services.
 - Contracts for certain optional competitive services still must be filed with the Commission.
 - Residential:
 - Contracts are permitted for certain optional competitive services and long distance services (including Packages).
 - All Residential Contracts must be filed with the Commission.



Where do we go from here?

- More Alternative Regulation Applications
- Monitoring and commenting to the FCC regarding Universal Service Reform
- Wireless 9-1-1
- Monitoring Video Franchising Legislation





??Questions??