



# ***Public Service Commission Of West Virginia***

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**For Immediate Release**

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## **PSC orders Verizon to place \$72.4 million in escrow to improve quality of service**

The Public Service Commission of West Virginia issued an order today determining Verizon's quality of service is not yet at an acceptable level and expressing dissatisfaction with past measures taken by Verizon-West Virginia (Company) to remedy customer service problems. The Commission ruled that a significant additional investment in the Verizon system is necessary and directed Verizon to place \$72.4 million into an irrevocable escrow account to be used over the next several years exclusively to improve the Company's quality of service.

The money will be drawn out of the escrow account, following approval by the Commission, for eligible expenditures including restoring copper infrastructure, maintenance, additional employees, right-of-way maintenance and vegetation control.

The Commission issued an order in December 2008, which directed Verizon to address various problems in providing acceptable service to its customers in West Virginia. This Order determined that Verizon's efforts have been neither sufficient nor consistent.

More information may be obtained by accessing the Commission's website, [www.psc.state.wv.us](http://www.psc.state.wv.us), and referencing Case Number 08-0761-T-GI.

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