

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF HAWAII

----- In the Matter of -----)
)
 PUBLIC UTILITIES COMMISSION)
)
 Instituting an Investigation)
 Into the Availability of)
 Experienced Providers of)
 Quality Telecommunications)
 Relay Services, Pursuant to)
 Section 16.6, Hawaii Revised)
 Statutes.)
 _____)

Docket No. 03-0058
Order No. 20067

ORDER NO. 20067

Filed March 7, 2003
At 1:30 o'clock P.M.

Karen Higashi
Chief Clerk of the Commission

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2003 MAR -7 P 4: 18
DIV. OF CONSUMER ADVOCACY
DEPT. OF COMMERCE AND
CONSUMER AFFAIRS
STATE OF HAWAII

ATTEST: A True Copy
KAREN HIGASHI
Chief Clerk, Public Utilities
Commission, State of Hawaii.
K. Higashi

Order No. 11731, allowing Verizon to continue providing TRS until August 31, 1992. By Order No. 11764, filed on August 31, 1992, the commission selected Verizon to continue providing TRS in Hawaii.

By letter, dated and filed on February 24, 2003, Verizon Hawaii Inc. (Verizon) gave the commission its formal 90 days prior written notice that it was exercising its option, pursuant to Order No. 11645¹ to terminate its TRS service in Hawaii. Verizon intends to terminate its TRS service in July, 2003.

II.

Hawaii Revised Statutes (HRS) § 269-16.6 requires the commission to investigate the availability of experienced providers of quality TRS and select the best qualified provider of such services. Hawaii Administrative Rules (HAR) § 6-61-71 allows the commission to investigate any matters subject to its jurisdiction. Accordingly, in light of Verizon's recent notice to terminate its TRS service in Hawaii, and pursuant to HRS § 269-16.6 and HAR § 6-61-71, the commission will institute an investigation into the availability of experienced providers of quality TRS.

Moreover, to assist the commission in among other things, ensuring uninterrupted provision of relay services for the deaf, hearing-impaired, and speech-impaired, the commission

¹See RFP attached as Exhibit I, Section II, Paragraph C.3 to Order No. 11645.

concludes that the Division of Consumer Advocacy of the Department of Commerce and Consumer Affairs (Consumer Advocate) and Verizon should be made parties to this proceeding.

To aid in the efficient and expedited disposition of the instant proceeding, we find it also necessary to establish certain procedures immediately such as protective orders. Thus, if the parties desire to protect the confidentiality of information that is protected from disclosure under chapter 92F, HRS, or by law, the parties should meet informally to formulate a stipulated protective order, pursuant to HAR § 6-61-50, that shall be submitted for commission approval within 5 days from the date of this order. In the alternative, if the parties are unable to stipulate to such order, we conclude that each party shall submit a proposed protective order for the commission's consideration within 5 days from the date of this order.

III.

THE COMMISSION ORDERS:

1. A proceeding is instituted to investigate the availability of quality TRS providers.
2. The Consumer Advocate and Verizon shall be parties to this proceeding.
3. If desired, the Consumer Advocate and Verizon shall meet informally to formulate a stipulated protective order, pursuant to HAR § 6-61-50, that shall be submitted for commission approval within 5 days from the date of this order. If the parties to this docket are unable to stipulate to such an order,

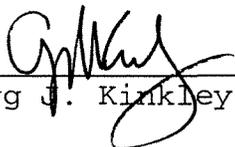
each party shall submit a proposed protective order for the commission's consideration by the same date. A "qualified person" as defined in the stipulated protective order or proposed protective order shall include, among other persons, actual and potential bidders interested in providing TRS services in Hawaii in accordance with the new specifications and requirements to be established in this docket.

DONE at Honolulu, Hawaii this 7th day of March, 2003.

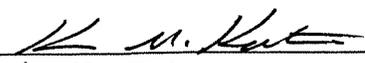
PUBLIC UTILITIES COMMISSION
OF THE STATE OF HAWAII

By _____ (EXCUSED)
Wayne H. Kimura, Chairman

By  _____
Janet E. Kawelo, Commissioner

By  _____
Gregg J. Kirkley, Commissioner

APPROVED AS TO FORM:



Kevin M. Katsura
Commission Counsel

CERTIFICATE OF SERVICE

I hereby certify that I have this date served a copy of the foregoing Order No. 20067 upon the following parties, by causing a copy hereof to be mailed, postage prepaid, and properly addressed to each such party.

DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
DIVISION OF CONSUMER ADVOCACY
P. O. Box 541
Honolulu, HI 96809

JOEL K. MATSUNAGA
VICE PRESIDENT-EXTERNAL AFFAIRS
VERIZON HAWAII INC.
P. O. Box 2200
Honolulu, HI 96841



Karen Higashi

DATED: March 7, 2003