

Resolution on Telephone Service Quality Reporting

WHEREAS, State and federal regulatory agencies have historically collaborated on issues related to telephone service quality; *and*

WHEREAS, The Federal Communications Commission (FCC) adopted a Notice of Proposed Rulemaking (NPRM) on November 9, 2000, seeking comment on proposals to streamline the current method of service quality reporting by large local phone companies; *and*

WHEREAS, The NPRM generally proposes to reduce the number of categories of information gathered, seeks comment on additional information that may be useful, whether information on advanced services would be of benefit, and whether customers should have access to service quality data from carriers other than ILECs; *and*

WHEREAS, Service quality reporting is a vital part of the monitoring that should be performed by State and federal regulators in order to protect customers in situations where no competitive alternatives are available; *and*

WHEREAS, Further reductions in the level of reporting will reduce the ability of State and federal regulators to determine whether inadequacies exist and should be addressed by regulatory or other means; *and*

WHEREAS, Large local phone companies have made no evidentiary showing that the current reporting levels cause significant burdens on the reporting carriers; *now, therefore, be it*

RESOLVED, That the National Association of Regulatory Utility Commissioners (NARUC), assembled in its 2000 Annual Convention in San Diego, California, supports the FCC's attempts to further target service quality data collection; *and be it further*

RESOLVED, That the NARUC generally supports the reporting of telephone service quality information at no less than its current level unless a showing can be made that the reporting is not crucial to the monitoring of service quality; *and be it further*

RESOLVED, That the NARUC urge its membership to provide comments to the FCC, with supporting evidence of the benefits of service monitoring reports; *and be it further*

RESOLVED, That the NARUC General Counsel be authorized to file comments with the FCC to support this position.

Sponsored by the Committee on Telecommunications

Recommended by the Board of Directors

Adopted by the Committee of the Whole, November 15, 2000