

## Resolution Adopting Wireless Best Practices

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**WHEREAS**, The service quality provided by wireless telecommunications carriers is of critical importance to consumers throughout the country; and

**WHEREAS**, The lack of uniform minimum standards and practices presents complex challenges for maintaining high quality service in the wireless industry and fails to adequately protect consumers; and

**WHEREAS**, Current trends in service quality provided by wireless carriers raise concern regarding the fairness of their practices and the quality of their networks; and

**WHEREAS**, States have traditionally established specific quality of service standards and monitored compliance for wireline carriers; and

**WHEREAS**, Consumers have come to expect that the state service quality standards and the State oversight imposed on wireline carriers would be applied to wireless carriers; and

**WHEREAS**, In an effort to work with wireless carriers in lieu of a resolution supporting State regulation of wireless service quality, at the invitation of the FCC, carriers, commissioners and staff met at the offices of the FCC in October 2002 to discuss best practices; and

**WHEREAS**, In the 2003 Winter Meeting in Washington, D.C., the Committee on Consumer Affairs discussed and developed the attached wireless best practices list which prioritizes wireless service quality demands based upon the customer's

perspective; now therefore be it

**RESOLVED**, That the Board of Directors of the National Association of Regulatory Utility Commissioners (NARUC) convened in its July 2003 Summer Committee Meetings in Denver, Colorado, supports the use of the Wireless Best Practices as a basis for development of industry-wide best practices; and be it further

**RESOLVED**, That the NARUC supports a joint FCC/State/Industry initiative to consider voluntary customer-focused wireless service quality standards that reflect the principles in the Wireless Best Practices List; and be it further

**RESOLVED**, Appropriate State authorities are encouraged to continue to promote high quality wireless telecommunications service based upon the Wireless Best Practices List; and be it further

**RESOLVED**, Appropriate State authorities are encouraged, at their option, to further consider model terms and conditions of wireless service to ensure that minimum standards are being met; and be it further

**RESOLVED**, That the NARUC General Counsel be directed to file and take any appropriate actions to further the intent of this resolution.

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Sponsored by the Committee on Consumer Affairs

Adopted by the NARUC Board of Directors July 30, 2003

## ***Wireless Best Practices***

Developed at the February 2003 Winter NARUC Meeting in Washington, D.C.

The following is a list of suggested best practices for wireless carriers to incorporate to improve service to their customers.

### **I. Service**

1. Implement thousands block number pooling and local number portability as prescribed in the FCC's most recent orders.
2. Establish best practices at call centers.
3. Allow customer the option to be included in directories as are wireline telephone customers; and, therefore benefit from directory assistance without additional rate or charge.
4. Provide customers with signal strength map throughout carrier's service areas.
5. Within one minute of final prompt a live customer service representative ready to provide assistance.
6. Implement 24/7 PSAP emergency procedures.
7. Nationwide uniform testing for E911.
8. Improve E911 service so wireless phones are capable of utilizing the best service available in area.
9. Provide equal access to interexchange carriers.
10. Prominently display carrier's telephone number on all notices sent to customer.

### **II. Contract Terms**

11. Allow a 30-day customer trial period. If not satisfied with service, the customer is billed only for actual usage with no penalty termination charges.
12. The original contract period shall be for a set time and shall not be extended even though terms within may change.
13. Verify via email or in writing any changes in rates and terms added to the contract after the initial contract is accepted.
14. Delete language in contracts that allow carrier to change terms and conditions without notice to customers.

### **III. Billing**

15. Truth-in-billing. Billing shall be clearly understood, prompt and accurate. Delineate daytime, nighttime, government taxes, surcharges and carrier added charges.
16. Clearly inform customers of directory assistance charges.

17. Clearly explain difference between interstate, intrastate and roaming charges to customers.
18. Clearly explain daytime/nighttime packages and translate minutes into hours per month.
19. Prominently display FCC's email address and phone number to file complaints.
20. At state request, prominently display state PSC/PUC phone number.
21. Charges minutes of use begin when called number is answered, not at the commencement of dialing.
22. Provide credits for dropped calls.
23. Round up minutes of use to five seconds rather than full minute.
24. Carrier should disconnect all associated services attached to the wireless number when service is cancelled or disconnected so reassigned numbers do not carry charges from previous user.

#### IV. Miscellaneous

25. Distribute phones that do not require consumers to purchase new phones when changing providers.