

***Resolution Regarding the Updated NARUC
Service Quality White Paper***

WHEREAS, The quality of telecommunications services and networks is critical to the health, welfare, and economy of the country; *and*

WHEREAS, The transition to competition presents complex challenges for maintaining high quality service; *and*

WHEREAS, The Federal Communications Commission (“FCC”) ARMIS data, as well as service quality investigations conducted in numerous States, have indicated trends in service quality that raise concern regarding the quality of the network; *and*

WHEREAS, The States have traditionally established the specific quality of service standards in their jurisdictions, determined applicability, and monitored compliance; *and*

WHEREAS, Extensive studies by the National Regulatory Research Institute of the quality of service available to consumers demonstrate the need for improving the monitoring of telecommunications service quality by requiring standardized reports, conducting service quality audits, and expanding the data collected by the FCC and the States; *and*

WHEREAS, In response to the NARUC Committee on Telecommunications’ directive, the NARUC Service Quality Subgroup has updated the 1998 Service Quality White Paper, and recommends a wireline service quality reporting format with new, more up-to-date metrics; *now therefore be it*

RESOLVED, That the Board of Directors of the National Association of Regulatory Utility Commissioners (NARUC), convened in its 2004 Winter Meetings in Washington, D.C., recognizes the updated NARUC Service Quality Subgroup White Paper; *and be it further*

RESOLVED, That NARUC recommends that States and the FCC consider the recommended metrics as a means to improve a customer-focused service quality reporting program, and, where appropriate, consider these metrics on a multi-State basis, *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.

*Sponsored by the Committee on Telecommunications
Adopted by the NARUC Board of Directors March 10, 2004*