



The National Regulatory Research Institute

Survey of State Retail Telephone Quality of Service Regulations for Selected Categories of Service: Metrics, Penalties and Reports

Prepared by
Lilia Pérez-Chavolla

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**SURVEY OF STATE RETAIL TELEPHONE QUALITY OF SERVICE REGULATIONS FOR SELECTED CATEGORIES
OF SERVICE: METRICS, PENALTIES AND REPORTS**

by Lilia Perez-Chavolla, Ph.D.
Research Associate

The National Regulatory Research Institute
at the Ohio State University
1080 Carmack Road
Columbus, Ohio 43210-1002
Phone: 614/292-9404
Fax: 614/292-7196
www.nrri.ohio-state.edu

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INTRODUCTION

At the request of the Service Quality Subgroup of the NARUC Telecommunications Subcommittee, the National Regulatory Research Institute prepared this report to support the Subgroup's activities regarding the promotion of uniformity among states on the definitions and measurements used to evaluate the service quality performance of their retail telephone providers.

The report provides information on the objective and surveillance levels established by each state to evaluate the performance of its retail telephone providers on three areas of service included in the 2004 *Service Quality White Paper*: Primary service order installation, out-of-service clearing time and repair commitments met. The report also includes information on potential penalties and reports required by the state commission for each area of service.

Two additional reports were developed to provide information on the definitions, standards and measurements used in each state for the three categories of service mentioned above. This information is presented by state in one report and by category of service in the other.

Alabama	Category	Company	Periodicity	No. of lines
	Primary service order installation	All LECs and IXC's	Monthly	

Objective Level	Comments	Subjective Level	Comments
90 Percent 5 working days	residential service Report:		
90 Percent 5 days	residential regrade Report:		
90 Percent 5 working days	business service Report:		
90 Percent 5 days	business regrade Report:		

Exclusions

Residential service and residential regrades:
When applicant specifically requests a later date.

Business customers:
Service objective is contingent upon availability of special equipment and special design requirements.

Penalties and Credits

Records for Commission

Held orders - Each telephone utility shall keep a record of held orders by exchanges showing the name and address of each applicant for service, the date of application, date service is desired, the class and grade of service applied for, together with the reason for the inability to provide the new or regraded service to the applicant. A monthly "Held Order" report will be furnished to the Commission listing each applicant by exchange, name, address, date of application, reason for the inability to serve, and the estimated completion date for each order, for all held orders for both new and regraded service.

Retention: FCC required limit

Reference

State of Alabama, Telephone Rules of the Alabama Public Service Commission. Docket 15957. Rule T-21 (M)(1)-(8) Minimum Service Standards: Provision of Service
<http://www.psc.state.al.us/Administrative/Revtelephonerulesoct6.pdf>

Alabama	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All LECs and IXC's		N/A

Objective Level	Comments	Subjective Level	Comments
90 Percent 24 hrs	Not requiring unusual repair Report:		
8 Percent 0	Repeat report (line or eq) w/in 1 month; per exch. Report:		

Exclusions

Trouble report:
Any trouble report that is eventually found to be caused by customer provided equipment will be excluded from the count of "customer trouble reports" as herein defined.

OOS:
Unless the customer specifically requests a later time (except Sundays and holidays).

Penalties and Credits

Records for Commission

Each telephone utility shall maintain an accurate record of trouble reports made by its customers. This record shall include appropriate identification of the customer, of service affected, the time, date and nature of the report, and action taken to clear trouble or satisfy the complaint and the date and time of trouble clearance or other disposition.

Each telephone utility shall maintain an accurate record of customer trouble reports and repeated repair reports for each exchange for the service objectives (N) (5) and (6)
Each telephone utility shall report promptly to the Commission any specific occurrence or development which disrupts the service of a substantial number of its customers or which may impair the utility's ability to furnish service to a substantial number of customers within a 48-hour period.

Retention: Minimum 12 months

Reference

State of Alabama, Telephone Rules of the Alabama Public Service Commission. Docket 15957. Rule T-21 (N)(1)-(7) Minimum Service Standards: Service Interruption
<http://www.psc.state.al.us/Administrative/Revtelephonerulesoct6.pdf>

Alabama	Category	Company	Periodicity	No. of lines
	Repair commitments met	All LECs and IXCs		N/A

Objective Level	Comments	Subjective Level	Comments
100 Percent 0			

Report:

Exclusions

Unless customers are timely notified of unavoidable delays.

Penalties and Credits

Records for Commission

Retention: FCC required limit

Reference

State of Alabama, Telephone Rules of the Alabama Public Service Commission. Docket 15957. Rule T-21 (N)(3) Minimum Service Standards: Service Interruption
<http://www.psc.state.al.us/Administrative/Revtelephonerulesoct6.pdf>

Alaska	Category	Company	Periodicity	No. of lines
	Primary service order installation	All LECs and IXCs	Monthly	N/A
Objective Level	Comments		Subjective Level	Comments
85 Percent 5 working days	After receipt of application, where central office and outside plant facilities are readily available. Report: Monthly		80 percent 100 working days	Failure to meet surveillance indicates a need for corrective action by the utility. Report: Monthly

Exclusions

Except where special equipment or services are involved. Commitments are not considered missed when the failure to complete the requested installation or the service request results from subscriber action.

Penalties and Credits

Records for Commission

When a utility is unable to supply telecommunications service as required by (a) of this section, the utility shall keep records by exchange or central office building identifying each applicant, the date of application, the date service was requested for, the class of service applied for, the reason for the inability to provide the service, a statement of the plans to provide service including a probable provision date, and copies of all correspondence with the applicant until service is provided.

Each telephone utility shall report to the commission all instances where the quality of service it provides fails to meet the surveillance levels specified in these standards for three consecutive months. That report must be filed with the commission within 30 days following the three-month period during which the surveillance levels have not been attained.

Retention: FCC required limit

Reference

Alaska Administrative Code Title 3 Community and Economic Development, Part 7 Alaska Public Utilities Commission, Chapter 52 Operation of Public Utilities, Article 3 Telephone Utilities, Section 220. Held Applications
3 Alaska Administrative Code 052.290. Installation Service

Alaska	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All LECs and IXCs		N/A

Objective Level	Comments	Subjective Level	Comments
100 Percent 48 hrs	At locations accessible by maintained highway from a manned utility repair facility. Report:	95 percent 48 hrs	At locations accessible by maintained highway from a manned utility repair facility. Report:
100 Percent 5 days	All other locations Report:	95 percent 5 days	All other locations Report:

Exclusions

(Sundays and holidays excepted)

200 - 340 of this chapter does not include service difficulties such as slow dial tone, circuits busy or other network or switching capacity shortages, nor may it be construed to apply where service is interrupted by the negligence or willful act of the subscriber, emergency situation, unavoidable casualties and acts of God, or where the company, under provisions of its tariff, suspends or terminates service because of nonpayment of bills payable to the utility, unlawful or improper use of the facilities or service, or any other reason covered by filed and approved tariffs or regulations of the commission.

Penalties and Credits

Records for Commission

Retention: FCC required limit

Reference

Alaska Administrative Code Title 3 Community and Economic Development, Part 7 Alaska Public Utilities Commission, Chapter 52 Operation of Public Utilities, Article 3 Telephone Utilities, Section 280. Customer reports

Alaska	Category	Company	Periodicity	No. of lines
	Repair commitments met	All LECs and IXCs		N/A
Objective Level	Comments	Subjective Level	Comments	

Exclusions

Penalties and Credits

Records for Commission

Retention: FCC required limit

Reference

Alaska Administrative Code Title 3 Community and Economic Development, Part 7 Alaska Public Utilities Commission, Chapter 52 Operation of Public Utilities, Article 3 Telephone Utilities, Section 280. Customer reports.

Arizona	Category	Company	Periodicity	No. of lines
	Primary service order installation	All LECs and IXC		N/A

Objective Level	Comments	Subjective Level	Comments
0 Percent 10 working days	Of the date the customer has been accepted for service. For single line residence and business installations only. Report:		

Exclusions

Except in those instances when the customer requests service establishment beyond the 10 working day limitation.

Penalties and Credits

Records for Commission

Retention: FCC required limit

Reference

Arizona Administrative Code, Title 4, Chapter 2: Corporation Commission Fixed Utilities. ARTICLE 5. TELEPHONE UTILITIES. R14-2-505. Service connections and establishments.
http://www.sosaz.com/public_services/Title_14/14-02.htm

Arizona	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All LECs and IXCs		N/A
Objective Level	Comments	Subjective Level	Comments	

Exclusions

Penalties and Credits

Records for Commission

Retention: FCC required limit

Reference

Arizona Administrative Code, Title 4, Chapter 2: Corporation Commission Fixed Utilities. ARTICLE 5. TELEPHONE UTILITIES. R14-2-507. Provision of Service
http://www.sosaz.com/public_services/Title_14/14-02.htm

Arkansas	Category	Company	Periodicity	No. of lines
	Primary service order installation	All LECs and IXC		N/A

Objective Level	Comments	Subjective Level	Comments
95 Percent	5 business days		Per exchange. Unless a later date is requested by the applicant. Report: Monthly

Exclusions

Unless a later date is requested by the applicant.
Exchanges of 2000 lines or less will be evaluated on an average of three consecutive monthly results.

Penalties and Credits

Records for Commission

Each LEC must keep a record of each written or verbal application for service. If an application is still active at the end of the 2 year period, it must be kept until it is served or until the application is canceled or withdrawn.

Retention: At least 2 years unless canceled or withdrawn

Reference

Telecommunications Providers Rules . Rule 9.01. Service Connections Docket 97-040-R
http://170.94.29.3/rules/telecommunications_providres_rules.pdf

Arkansas	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All LECs and IXCs	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
95 Percent 24 hrs	Per each exchange Report: Monthly		
100 Percent 5 days	Per each exchange Report: Monthly		

Exclusions

Excluding Sundays and New Year's Day, Independence Day, Thanksgiving Day, and Christmas Day, when those holidays are not on Monday or Saturday. Outages which are not logically chargeable to the operation of the LEC, such as the results of major storms and other major events beyond the control of the LEC, may be excluded from the evaluation calculations.

Penalties and Credits

Records for Commission

Each LEC shall maintain accurate records of trouble reports. The records shall be organized by month for each exchange service area.

Retention: At least 2 years

Reference

Telecommunications Providers Rules. Rule 10.01. Restoration of Service Docket 97-040-R
http://170.94.29.3/rules/telecommunications_providres_rules.pdf

California	Category	Company	Periodicity	No. of lines
	Primary service order installation	All LECs and IXC's	Monthly	N/A
Objective Level	Comments	Subjective Level	Comments	

Exclusions

Penalties and Credits

Records for Commission

Reports shall be made to the Commission quarterly of all reporting units providing service not meeting the reporting service level on any measure in any month during the quarter. Summaries of held primary service orders by reporting unit shall be submitted quarterly for each month during the quarter. Small reporting units will be excepted from reporting on certain service measures as set forth in Section 3 and summarized in Appendix B. Reports shall be filed within 30 days of the end of each quarter. Reports to the Commission of performance not meeting the reporting level shall state the levels of service for each service measure and the months being reported; reports on reporting units for two or more consecutive months shall also include a description of the cause of performance at the reported level, a statement of action being taken to improve service, and the estimated date of completion of the improvements.

Retention: 2 years

Reference

GENERAL ORDER NO. 133-B
PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA: RULES GOVERNING TELEPHONE SERVICE. 3. TELEPHONE SERVICE MEASURES, 3.1 Held Primary Service Orders.
<http://www.cpuc.ca.gov/PUBLISHED/Graphics/591.PDF>

California	Category	Company	Periodicity	No. of lines
	Out of service clearing time			N/A
Objective Level	Comments	Subjective Level	Comments	

Exclusions

Penalties and Credits

Records for Commission

Retention: FCC required limit

Reference

GENERAL ORDER NO. 133-B
PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA: RULES GOVERNING TELEPHONE SERVICE
<http://www.cpuc.ca.gov/PUBLISHED/Graphics/591.PDF>

Colorado	Category	Company	Periodicity	No. of lines
	Primary service order installation	All LECs and IXCs		N/A
Objective Level	Comments	Subjective Level	Comments	

Exclusions

Except when the customer requests a later date of service.

Penalties and Credits

Penalty / Credit

Amount

0

Comments

Failure to provide basic local exchange service within the time set forth in this Rule 24.4.2 shall constitute a violation of this Rule 24.4.2. Each day for which basic local exchange service is not provided to a customer as set forth in this Rule 24.4.2 shall constitute a separate violation of this Rule 24.4. Rule 723-2-24.4.3 Temporary Alternatives to Basic Local Exchange Service: Rule 24.4.3 shall apply to requests for the first residential and the first business line at a residential premise, and to the first two lines at a business premise. When the LEC fails to provide basic local exchange service within 30 calendar days, the customer automatically will receive a waiver of any and all installation charges for each eligible basic local exchange service line and credit to the customer's account in an amount at least equal to the pro rata monthly local exchange charge for each day thereafter that service is not provided. Further, the customer shall be entitled to choose either Option 1 or Option 2 as described below: Option 1) Reimbursement of up to \$150 per month or any part of a month for alternative services, chosen by the customer, that are not regulated by the Commission. Option 2) Alternative service offered by the LEC and regulated by the Commission, such as remote call forwarding.

Records for Commission

Held Service Applications.

723-2-6.2.1 During periods of time when the LEC may not be able to supply service to customers in areas of an exchange currently served by the LEC within the time frames established in Rule 2.26, the LEC shall keep a record for each wire center serving area showing the name and address of each applicant for service, the date of application, the class type and grade of service applied for, (e.g., first line or additional line), together with the reason for the delay in providing the service to the applicant, and the expected date of service. When the number of held service orders exceeds 50 access lines at a wire center providing service to 2,000 or more access lines, or 20 held service orders at a wire center serving fewer than 2,000 access lines, the LEC shall maintain a summary of applications for each affected wire center showing the total number categorized by various causes for delay and by dates of application.

The LEC shall, within five (5) working days submit to the Commission a report showing the information required by Rule 6.2.1, and the number of days service has been delayed, when the lesser of 50 or 5 percent of the total number of service applications in a wire center in a consecutive three-month period are held service orders. The LEC shall further submit, within 14 calendar days, a report of its proposed action to reduce the number of those held service orders to fewer than the lesser of 50 or five percent of the total number of service applications in that wire center.

Retention: 2 years at least

Reference

4 Code of Colorado Regulations. 723-2. Rules regulating telecommunications service providers and telephone utilities.

Colorado	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All LECs and IXCs		N/A

Objective Level	Comments	Subjective Level	Comments
85 Percent 24 hrs	per wire center Report: Monthly		

Exclusions

This criteria excludes the following conditions to the extent the LEC can separately document the number of such occurrences:

- 1) Reports for nonjurisdictional services or services of another provider.
- 2) Situations where access to the customers premise is required but not available.

The measurement records for determining the maximum acceptable number of reports (Rule 22.1), or the allowable response time (Rule 22.2) may be adjusted, as allowed under Rule 16.1.4, for the circumstances specifically described within Rules 10.2.3.2 and 16.1.4.

Penalties and Credits

Penalty / Credit	Amount
	0

Comments

723-2-22.6 Appropriate adjustments to the customer's bill shall be automatically made by the LEC for jurisdictional service interruptions pursuant to Rule 10.2.3.

Records for Commission

When fewer than the percent listed in the table for any month for any wire center are not cleared within 24 hours, a written report listing each offending wire center will be submitted to the Commission within twenty-one (21) calendar days from the end of the month in which the standard is not met. For each violation listed, the report shall identify the percent of trouble reports cleared within 24 hours, the reason for falling below the standard, the remedial action the LEC has taken, and the date the wire center is expected to meet or exceed the standard.

Retention: FCC required limit

Reference

4 Code of Colorado Regulations. 723-2. Rules regulating telecommunications service providers and telephone utilities.
723-2-22. TROUBLE REPORT RESPONSE.

Connecticut	Category	Company	Periodicity	No. of lines
	Primary service order installation	All LECs and IXCs	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
95 Percent	5 business days		
	Report: Monthly		

Exclusions

Penalties and Credits

Records for Commission

No later than January 30 and July 30 of each year, each telecommunications provider shall submit to the department semi-annual reports disaggregated by monthly performance on both a company-wide and wire center or regional levels. Reports of performance below the minimum standard level must be accompanied by a specific explanation of the reasons and the steps necessary to bring performance to an acceptable level. The semi-annual reports shall include, in addition to actual performance data, a summary report of the company's overall past performance segmented by technical services, such as, outside plant, switching, and repair, and by customer services, such as installation, billing and answering time, including the company's plans for future improvement in service quality. Each telecommunications provider shall in preparing such reports, consider comments from its employees or members of collective bargaining units. Such reports filed by a telecommunications provider shall be considered public records as defined in section 1-200 of the General Statutes of Connecticut subject to the exemptions provided in section 1-210 of the General Statutes of Connecticut. If performance on any standard falls below the minimum level for three consecutive months, the company shall file with the department an exception report no later than 30 days following the end of the period in question. Any exception report filed in such circumstances shall have appended to it an explanation of the reasons for the result and proposed solution, including the steps necessary to bring performance up to the minimum level, and a timetable for such improvement.

Retention: FCC required limit

Reference

Regulations of Connecticut State Agencies, Section 16-247g-2 Quality of Service Standards
<http://www.dpuc.state.ct.us/DPUCinfo.nsf/f17596944e54b1f985256b5100704d92/f8011f6a3c8960a585256b870053d691?OpenDocument>

Connecticut	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All LECs and IXCs	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
90 Percent 24 hrs			
	Report: Monthly		

Exclusions

Penalties and Credits

Records for Commission

No later than January 30 and July 30 of each year, each telecommunications provider shall submit to the department semi-annual reports disaggregated by monthly performance on both a company-wide and wire center or regional levels. Reports of performance below the minimum standard level must be accompanied by a specific explanation of the reasons and the steps necessary to bring performance to an acceptable level. The semi-annual reports shall include, in addition to actual performance data, a summary report of the company's overall past performance segmented by technical services, such as, outside plant, switching, and repair, and by customer services, such as installation, billing and answering time, including the company's plans for future improvement in service quality. Each telecommunications provider shall in preparing such reports, consider comments from its employees or members of collective bargaining units. Such reports filed by a telecommunications provider shall be considered public records as defined in section 1-200 of the General Statutes of Connecticut subject to the exemptions provided in section 1-210 of the General Statutes of Connecticut. If performance on any standard falls below the minimum level for three consecutive months, the company shall file with the department an exception report no later than 30 days following the end of the period in question. Any exception report filed in such circumstances shall have appended to it an explanation of the reasons for the result and proposed solution, including the steps necessary to bring performance up to the minimum level, and a timetable for such improvement.

Retention: FCC required limit

Reference

Regulations of Connecticut State Agencies, Section 16-247g-2 Quality of Service Standards
<http://www.dpuc.state.ct.us/DPUCinfo.nsf/f17596944e54b1f985256b5100704d92/f8011f6a3c8960a585256b870053d691?OpenDocument>

Connecticut	Category	Company	Periodicity	No. of lines
	Repair commitments met	All LECs and IXCs	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
90 Percent 0			
	Report: Monthly		

Exclusions

Penalties and Credits

Records for Commission

No later than January 30 and July 30 of each year, each telecommunications provider shall submit to the department semi-annual reports disaggregated by monthly performance on both a company-wide and wire center or regional levels. Reports of performance below the minimum standard level must be accompanied by a specific explanation of the reasons and the steps necessary to bring performance to an acceptable level. The semi-annual reports shall include, in addition to actual performance data, a summary report of the company's overall past performance segmented by technical services, such as, outside plant, switching, and repair, and by customer services, such as installation, billing and answering time, including the company's plans for future improvement in service quality. Each telecommunications provider shall in preparing such reports, consider comments from its employees or members of collective bargaining units. Such reports filed by a telecommunications provider shall be considered public records as defined in section 1-200 of the General Statutes of Connecticut subject to the exemptions provided in section 1-210 of the General Statutes of Connecticut. If performance on any standard falls below the minimum level for three consecutive months, the company shall file with the department an exception report no later than 30 days following the end of the period in question. Any exception report filed in such circumstances shall have appended to it an explanation of the reasons for the result and proposed solution, including the steps necessary to bring performance up to the minimum level, and a timetable for such improvement.

Retention: FCC required limit

Reference

Regulations of Connecticut State Agencies, Section 16-247g-2 Quality of Service Standards
<http://www.dpuc.state.ct.us/DPUCinfo.nsf/f17596944e54b1f985256b5100704d92/f8011f6a3c8960a585256b870053d691?OpenDocument>

Delaware	Category	Company	Periodicity	No. of lines
	Primary service order installation	All LECs and IXCs	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
95 Percent 5 working days	Measured as monthly average. For orders of less than 20 lines. Report: Monthly		
98 Percent 20 days	Measured as monthly average. For non-primary service orders Report: Monthly		

Exclusions

Excluding those orders where a later date was specifically requested by the customer. The installation interval and commitment requirements of subparagraphs A) - G) of this paragraph do not include service orders either to disconnect service or to make record changes on a customer's account.

Penalties and Credits

Records for Commission

Telecommunications utilities shall make measurements to determine the level of service for each item included in these rules. Each telecommunications utility shall provide the Commission with the measurements and summaries thereof for any of the items included herein on request of the Commission.

In the event that residential service is delayed in excess of ninety (90) days after an applicant has met credit requirements and made satisfactory arrangements for payment of any required construction charge, a report shall be made to the Commission listing the name, location and cause for delay. Unless such delays are due to causes which are reasonably beyond the control of the utility, delay in excess of ninety (90) days shall constitute refusal to serve, and consideration may be given to revoking the certificate of convenience and necessity or to granting a certificate to another utility to serve the applicant or refusal may be considered in arriving at a proper equity return or the Commission may take such further action as it deems appropriate.

Retention: At least 2 years

Reference

Public Service Commission of Delaware (1991), Telephone Rules, PSC Regulation Docket No. 20: In the matter of the proposed adoption of regulations governing the minimum service requirements for the provision of telephone service for public use within the state of Delaware. 5.5 Service objectives.
<http://www.state.de.us/delpsc/orders/reg20.txt>

Delaware	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All LECs and IXCs		N/A

Objective Level	Comments	Subjective Level	Comments
90 Percent 24 hrs	The objective service levels are based on monthly average. Report:		

Exclusions

Penalties and Credits

Records for Commission

Telecommunications utilities shall make measurements to determine the level of service for each item included in these rules. Each telecommunications utility shall provide the Commission with the measurements and summaries thereof for any of the items included herein on request of the Commission.

Retention: At least 2 years

Reference

Public Service Commission of Delaware (1991), Telephone Rules, PSC Regulation Docket No. 20: In the matter of the proposed adoption of regulations governing the minimum service requirements for the provision of telephone service for public use within the state of Delaware. 5.5 Service objectives.
<http://www.state.de.us/delpsc/orders/reg20.txt>

Delaware	Category	Company	Periodicity	No. of lines
Repair commitments met		All LECs and IXCs	Monthly	N/A
Objective Level	Comments	Subjective Level	Comments	

Exclusions

Penalties and Credits

Records for Commission

Retention: At least 2 years

Reference

Public Service Commission of Delaware (1991), Telephone Rules, PSC Regulation Docket No. 20: In the matter of the proposed adoption of regulations governing the minimum service requirements for the provision of telephone service for public use within the state of Delaware. 5.5 Service objectives.
<http://www.state.de.us/delpsc/orders/reg20.txt>

Florida	Category	Company	Periodicity	No. of lines
	Primary service order installation	All LECs	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
90 Percent 3 working days	Where central office and outside plant facilities are readily available, after receipt of application when all tariff requirements relating thereto have been complied with. Report: Monthly		
95 Percent 30 days	Of all applications for new service in each exchange. Report:		

Exclusions

Except those instances where a later installation date is requested by the applicant or where special equipment or services are involved.

Penalties and Credits

Records for Commission

25-4.024 Held Applications for Service.

(1) Each local exchange telecommunications company shall accept and shall maintain a record of each application for access lines received during periods when a telecommunications company is unable to supply initial or additional telephone service to applicants within 30 days after the date applicant desires service. The telecommunications company shall keep a record, by exchanges, showing the name and address of each applicant for service, the date of application, date service desired, date service was promised, and the reason for the inability to provide the new service or additional access lines to the applicant.

(2) Upon request, each company shall prepare and furnish to the Commission a report, by exchanges, of such held applications.

Retention: Minimum of 3 years

Reference

Florida Department of State, Division of Elections. Florida Administrative Code, Chapter 25-4 on Telephone Companies. 25-4.066 Availability of Service.
<http://www.psc.state.fl.us/rules/Chap04.pdf>

Florida	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All LECs	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
95 Percent 24 hrs	For service interruption; per exchange Report: Monthly		
95 Percent 72 hrs	For service affecting; per exchange. Report: Monthly		

Exclusions

"Out of Service" shall not include:

- (a) Service difficulties such as slow dial tone, circuits busy, or other network or switching capacity shortages;
- (b) Interruptions caused by a negligent or willful act of the subscriber; and
- (c) Situations in which a company suspends or terminates service because of nonpayment of bills, unlawful or improper use of facilities or service, or any other reason set forth in approved tariffs or Commission rules.

The service objectives of this rule shall not apply to subsequent customer reports (not to be confused with repeat trouble reports), emergency situations, such as unavoidable casualties where at least 10 percent of an exchange is out of service.

Penalties and Credits

Penalty / Credit

Amount

0

Comments

In the event a subscriber's service is interrupted other than by a negligent or willful act of the subscriber and it remains out of service in excess of 24 hours after being reported to the company, an appropriate adjustment or refund shall be made to the subscriber automatically, pursuant to Rule 25-4.110 (Customer Billing). Service interruption time will be computed on a continuous basis, Sundays and holidays included. Also, if the company finds that it is the customer's responsibility to correct the trouble, it must notify or attempt to notify the customer within 24 hours after the trouble was reported. Sundays and Holidays: (a) Except for emergency service providers, such as the military, medical, police, and fire, companies are not required to provide normal repair service on Sundays. Where any repair action involves a Sunday or holiday, that period shall be excepted when computing service objectives, but not refunds for OOS conditions.

Records for Commission

25-4.022 Complaint - Trouble Reports, Etc.

(1) Each telephone company shall maintain for at least six (6) months a record of all signed written complaints made by its subscribers regarding service or errors in billing, as well as a record of each case of trouble or service interruption that is reported to repair service. This record shall include the name and/or address of the subscriber or complainant, the date (and for reported trouble, the time) received, the nature of the complaint or trouble reported, the result of any investigation, the disposition of the complaint or service problem, and the date (and for reported trouble, the time) of such disposition.

(2) Each signed letter of complaint shall be acknowledged in writing or by contact by a representative of the company.

Retention: Minimum of three years

Reference

Florida Department of State, Division of Elections. Florida Administrative Code, Chapter 25-4 on Telephone Companies. 25-4.070 Customer Trouble Reports.
<http://www.psc.state.fl.us/rules/Chap04.pdf>

Georgia	Category	Company	Periodicity	No. of lines
	Primary service order installation	All facilities-based LECs		N/A

Objective Level	Comments	Subjective Level	Comments
85 Percent 5 working days	If construction is not required. Report:		
85 Percent 30 days	If construction is required. Report:		
0 Percent 30 days	Regrade order, if constructions is not required. Report:		
0 Percent 180 days	Regrade order, if construction is required. Report:		

Exclusions

Competitive Local Exchange Carriers that provide local exchange service through resold telecommunication services, unbundled network elements and/or special access are exempt from the provisions of this rule.

Penalties and Credits

Records for Commission

Each utility shall provide the Commission or its staff with the measurements and summaries thereof for any of the items included on request of the Commission or its staff.

Retention: FCC required limit

Reference

Administrative Rules and Regulations of the Georgia Public Service Commission, Chapter 515-12-1: Telephone Service. Rule 515-12-1-.18 Service Objectives.
<http://www.psc.state.ga.us/utilityrules/chapters/515-12-1.htm>

Georgia	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All facilities-based LECs		N/A

Objective Level	Comments	Subjective Level	Comments
100 Percent 24 hrs	For OOS not requiring unusual repair, such as cable failure. Report:		

Exclusions

Competitive Local Exchange Carriers that provide local exchange service through resold telecommunication services, unbundled network elements and/or special access are exempt from the provisions of this rule.

Excludes troubles requiring unusual repair, such as cable failure. Sundays excepted; unless the customer agrees to another arrangement.

Penalties and Credits

Records for Commission

Each utility shall provide the Commission or its staff with the measurements and summaries thereof for any of the items included on request of the Commission or its staff.

The utility shall maintain an accurate record of trouble reports made by its customers. This record shall include appropriate identification of the customer or service affected; the time, date and nature of the report; the action taken to clear trouble or satisfy the complaint; and the date and time of trouble clearance or other disposition.

Each utility shall file with the Commission a trouble report summary on a quarterly basis which shall be filed on or before the end of the month following the reporting period. This report shall include 1. The name of each exchange; 2. The number of exchange lines for each exchange; 3. The number of troubles filed that month for each exchange; 4. The Trouble Index (number of reported troubles per 100 lines) for each exchange; and 5. A detailed explanation if the Trouble Index is above the allowable 4% maximum.

Retention: FCC required limit

Reference

Administrative Rules and Regulations of the Georgia Public Service Commission, Chapter 515-12-1: Telephone Service. Rule 515-12-1-.14(3) Customer Trouble Reports.
<http://www.psc.state.ga.us/utilityrules/chapters/515-12-1.htm>

Georgia	Category	Company	Periodicity	No. of lines
	Repair commitments met	All facilities-based LECs		N/A

Objective Level	Comments	Subjective Level	Comments
100 Percent 0	Unless customers are timely notified of unavoidable changes. Report:		

Exclusions

Unless customers are timely notified of unavoidable changes. Competitive Local Exchange Carriers that provide local exchange service through resold telecommunication services, unbundled network elements and/or special access are exempt from the provisions of this rule.

Penalties and Credits

Records for Commission

Each utility shall provide the Commission or its staff with the measurements and summaries thereof for any of the items included on request of the Commission or its staff.

Retention: FCC required limit

Reference

Administrative Rules and Regulations of the Georgia Public Service Commission, Chapter 515-12-1: Telephone Service.
<http://www.psc.state.ga.us/utilityrules/chapters/515-12-1.htm>

Hawaii	Category	Company	Periodicity	No. of lines
	Primary service order installation	All carriers, including mobile radio se		N/A

Objective Level	Comments	Subjective Level	Comments
90 Percent 3 days	For basic service in high cost areas provided by carriers receiving State or federal universal service fund subsidy and for noncompetitive services. Report:		
95 Percent 30 days	For all other requests for service, for service in high cost areas provided by carriers receiving State or federal universal service fund subsidy and for noncompetitive services. Report:		

Exclusions

Except where the carrier is unable to meet its commitment due to customer-caused delays and causes beyond the reasonable control of the carrier. Standards that specifically reference basic service in high cost areas provided by carriers receiving State or federal universal service fund subsidy and noncompetitive services do not apply to fully competitive and partially competitive services, provided that:

- (1) The provider of any such fully competitive or partially competitive services establishes its own standards; and
- (2) The commission, if it deems it appropriate and in the public interest, may require the provider of fully competitive or partially competitive services to observe the minimum standards.

Penalties and Credits

Penalty / Credit	Amount
	0

Comments

Repeated delays in providing service, except delays caused by the customer or by factors beyond the reasonable control of the carrier, may constitute grounds for the revocation of the carrier's CPCN or COA. Service failures may also be considered in arriving at a proper equity return for carriers receiving State or federal universal service fund subsidy for providing basic service in high cost areas, and for providers of noncompetitive services, and may result in further action as the commission deems appropriate.

Records for Commission

6-80-88 Records.

- (a) A telecommunications carrier shall make its records, books, accounts, and other documents available to the commission and the consumer advocate at any time upon request.
- (b) Unless otherwise specified by the commission, a telecommunications carrier shall preserve the records required to be kept and maintained for the period of time specified in the current edition of the FCC's records retention.

The commission may, on a periodic basis or from time to time, require a carrier to file with the commission service quality performance reports, detailing the carrier's compliance history. When filed, the carrier shall serve a copy of any such reports on the consumer advocate.

On a quarterly basis, as specified by the commission, the carrier shall file a report with the commission of all applications for service not met within the time periods specified in the carrier's tariff or in subsections (a) and (b).

Repeated delays in providing service, except delays caused by the customer or by factors beyond the reasonable control of the carrier, may constitute grounds for the revocation of

the carrier's CPCN or COA.

Retention: FCC required limit

Reference

Department of Budget and Finance, Hawaii Administrative Rules, Title 6, Chapter 80: Competition in Telecommunications Services. Rule 6-80-94 Service installation.
<http://www.hawaii.gov/budget/adminrules/har6-80.htm>

Hawaii	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All carriers, including mobile radio se		N/A

Objective Level	Comments	Subjective Level	Comments
95 Percent 24 hrs	For basic service in high cost areas provided by carriers receiving State or federal universal service fund subsidy and for noncompetitive services. Report:		

Exclusions

Standards that specifically reference basic service in high cost areas provided by carriers receiving State or federal universal service fund subsidy and noncompetitive services do not apply to fully competitive and partially competitive services, provided that:

- (1) The provider of any such fully competitive or partially competitive services establishes its own standards; and
- (2) The commission, if it deems it appropriate and in the public interest, may require the provider of fully competitive or partially competitive services to observe the minimum standards.

Penalties and Credits

Penalty / Credit

Amount
0

Comments

Failure to comply with the standards set forth in the carrier's tariff or the standards provided in "6-80-94 to 6-80-98, or otherwise to maintain acceptable level of service, may constitute grounds to revoke a carrier's CPCN or COA. Service failures may also be considered in arriving at a proper equity return for carriers receiving State or federal universal service fund subsidy for providing basic service in high cost areas, and for providers of noncompetitive services, and may result in further action as the commission deems appropriate.

Records for Commission

- (a) A telecommunications carrier shall make its records, books, accounts, and other documents available to the commission and the consumer advocate at any time upon request.
- (b) Unless otherwise specified by the commission, a telecommunications carrier shall preserve the records required to be kept and maintained for the period of time specified in the current edition of the FCC's records retention.

The carrier shall maintain an accurate record of trouble reports made by its customers. The record must include the identity of the customer or service affected, the time, date, and nature of the report, the action taken to clear the trouble, and the date and time the trouble was cleared or other disposition was made of the trouble report. The carrier shall make the record available to the commission and the consumer advocate at any time upon request.

On a quarterly basis, as specified by the commission, a telecommunications carrier shall file a tabulation of complaints and information on the resolution of complaints, classified by subject area. The tabulation, filed with the commission, shall be available for public inspection, except where the customer has requested confidentiality.

The commission may, on a periodic basis or from time to time, require a carrier to file with the commission service quality performance reports, detailing the carrier's compliance

history. When filed, the carrier shall serve a copy of any such reports on the consumer advocate.

Retention: FCC required limit

Reference

Department of Budget and Finance, Hawaii Administrative Rules, Title 6, Chapter 80: Competition in Telecommunications Services. Rule 6-80-95 Disruption of service.
<http://www.hawaii.gov/budget/adminrules/har6-80.htm>

Hawaii	Category	Company	Periodicity	No. of lines
	Repair commitments met	All carriers, including mobile radio se		N/A

Objective Level	Comments	Subjective Level	Comments
90 Percent 0	For basic service in high cost areas provided by carriers receiving State or federal universal service fund subsidy and for noncompetitive services. Report:		

Exclusions

Standards that specifically reference basic service in high cost areas provided by carriers receiving State or federal universal service fund subsidy and noncompetitive services do not apply to fully competitive and partially competitive services, provided that:

- (1) The provider of any such fully competitive or partially competitive services establishes its own standards; and
- (2) The commission, if it deems it appropriate and in the public interest, may require the provider of fully competitive or partially competitive services to observe the minimum standards.

Penalties and Credits

Penalty / Credit

Amount

0

Comments

Failure to comply with the standards set forth in the carrier's tariff or the standards provided in "6-80-94 to 6-80-98, or otherwise to maintain acceptable level of service, may constitute grounds to revoke a carrier's CPCN or COA. Service failures may also be considered in arriving at a proper equity return for carriers receiving State or federal universal service fund subsidy for providing basic service in high cost areas, and for providers of noncompetitive services, and may result in further action as the commission deems appropriate.

Records for Commission

- (a) A telecommunications carrier shall make its records, books, accounts, and other documents available to the commission and the consumer advocate at any time upon request.
- (b) Unless otherwise specified by the commission, a telecommunications carrier shall preserve the records required to be kept and maintained for the period of time specified in the current edition of the FCC's records retention.

The commission may, on a periodic basis or from time to time, require a carrier to file with the commission service quality performance reports, detailing the carrier's compliance history. When filed, the carrier shall serve a copy of any such reports on the consumer advocate.

The carrier shall maintain an accurate record of trouble reports made by its customers. The record must include the identity of the customer or service affected, the time, date, and nature of the report, the action taken to clear the trouble, and the date and time the trouble was cleared or other disposition was made of the trouble report. The carrier shall make the record available to the commission and the consumer advocate at any time upon request.

Retention: FCC required limit

Reference

Department of Budget and Finance, Hawaii Administrative Rules, Title 6, Chapter 80: Competition in Telecommunications Services. Rule 6-80-95 Disruption of service.
<http://www.hawaii.gov/budget/adminrules/har6-80.htm>

Idaho	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All LECs and IXC's	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
90 Percent 16 hrs	If outage creates an emergency for customer. Report: Monthly	89 percent 0	Utility shall notify the Commission whenever the ninety percent (90%) level has not been met for a period of three (3) consecutive months. Report:
90 Percent 24 hrs	If no emergency exists. Report: Monthly		

Exclusions

Outages reported between noon on Saturday and 6:00 p.m. on the following Sunday must be restored within forty-eight (48) hours or by 6:00 p.m. on the following Monday, which ever is sooner.

Extenuating Circumstances.

Following disruption of telephone service caused by natural disaster or other causes not within the telephone company's control and affecting large groups of customers, or in conditions where the personal safety of an employee would be jeopardized, the telephone company is not required to provide the credit referred to in Subsection 503.01 as long as it uses reasonable judgment and diligence to restore service, giving due regard for the needs of various customers and the requirements of the telecommunications service priority (TSP) program ordered in FCC Docket 88-341 (47 C.F.R. Part 64 Appendix A).

When a customer causes the customer's own service outage or does not make a reasonable effort to arrange a repair visit within the service restoration deadline, or when the telephone company determines that the outage is attributable to the customer's own equipment or inside wire, the telephone company is not required to provide to that customer the credit referred to in Subsection 503.01.

Penalties and Credits

Penalty / Credit

Monthly rate for one (1) month of basic local exchange service.

Amount

0

Comments

Customer's bills must be appropriately and automatically credited pursuant to the terms of Rule 503, if the telephone company does not restore service within the times required by this subsection.

Records for Commission

The telephone company shall maintain an accurate record of trouble reports made by its customers. This record shall include accurate identification of the customer or service affected, the time, date and nature of the report, the action taken to clear the trouble or satisfy the customer, and the date and time of trouble clearance or other disposition. This record shall be available to the Commission or its authorized representatives upon request at any time within two (2) years of the date of the record.

The telephone company shall keep a monthly service record as described in Subsection 502.01 and shall notify the Commission whenever the record indicates the ninety percent (90%) level has not been met for a period of three (3) consecutive months.

Retention: At least 2 years

Reference

Idaho Public Utilities Commission Rules: The Telephone Customer Relations Rules (IDAPA 31.41.01). 501. QUALITY OF SERVICE (Rule 501) & 503. REPAIR SERVICE STANDARDS (Rule 503)
http://www.puc.state.id.us/webrules/telecust_02.pdf

Idaho	Category	Company	Periodicity	No. of lines
	Repair commitments met	All LECs and IXC's		N/A
Objective Level	Comments	Subjective Level	Comments	

Exclusions

Credits are required unless the customer fails to keep an appointment the customer agreed to when the original commitment was made.

Penalties and Credits

Penalty / Credit

Amount

0

Comments

Failure to meet a repair commitment does not relieve the telephone company of the credit provisions in Rule 503.01, unless the customer fails to keep an appointment the customer agreed to when the original commitment was made.

Records for Commission

Retention: FCC required limit

Reference

Idaho Public Utilities Commission Rules: The Telephone Customer Relations Rules (IDAPA 31.41.01).502. RESPONSE TO SERVICE OUTAGE (Rule 502).
http://www.puc.state.id.us/webrules/telecust_02.pdf

Illinois	Category	Company	Periodicity	No. of lines
	Primary service order installation	LECs using the network or network e	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
0 Percent 3 business days	After provisioning of the line or lines, by the carrier whose network or network elements are being utilized, is complete. Report: Monthly		

Exclusions

This subsection (a) does not apply to the migration of a customer between telecommunications carriers, so long as the customer maintains dial tone.

An installation that is not performed within the intervals referred to in subsections (a) and (d) will not be considered a violation of subsection (a) and (d) for the period of delay if the installation is delayed due to the following:

- 1) as a result of a negligent or willful act on the part of the customer;
- 2) as a result of a malfunction of customer-owned telephone equipment or inside wire;
- 3) as a result of, or extended by, an emergency situation;
- 4) as a result of the carrier's inability to gain access to the customer's premises due to the customer missing an appointment, provided that the violation is not further extended by the carrier;
- 5) as a result of a customer request to change the scheduled appointment, provided that the violation is not further extended by the carrier;
- 6) as a result of a carrier's right to refuse service to a customer as provided in 83 Ill. Adm. Code 735; or
- 7) as a result of a lack of facilities where a customer requests service at a geographically remote location, a customer requests service in a geographic area where the carrier is not currently offering service, or there are insufficient facilities to meet the customer's request for service, subject to carrier's obligation for reasonable facilities planning.

Notwithstanding anything in this subsection (f) to the contrary, in those situations where an installation cannot be completed at all as a result of the occurrence of any of the causes identified in this subsection (f), the failure to complete such installation shall not be deemed to be a violation of subsection (a).

Penalties and Credits

Records for Commission

Whenever a local exchange carrier fails to meet the monthly requirements contained in this Section, it shall file a monthly report identifying the installation performance relating to the failed requirement to the Staff of the Illinois Commerce Commission, Telecommunications Division, as well as a statement of the reasons for such failure, within 15 days after the end of the month in which the failure occurred.

Retention: FCC required limit

Reference

Administrative Code, TITLE 83: PUBLIC UTILITIES, CHAPTER I: ILLINOIS COMMERCE COMMISSION, PART 730 STANDARDS OF SERVICE FOR LOCAL EXCHANGE TELECOMMUNICATIONS CARRIERS. SUBPART E: STANDARDS OF QUALITY OF SERVICE. Section 730.540 Installation Requests.
<http://www.legis.state.il.us/commission/jcar/admincode/083/08300730sections.html>

Illinois	Category	Company	Periodicity	No. of lines
	Primary service order installation	All facilities-based LECs	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
90 Percent 5 business days	After the customer requests installation or by such later date as requested by applicant. Report: Monthly		

Exclusions

This subsection (a) does not apply to the migration of a customer between telecommunications carriers, so long as the customer maintains dial tone. An installation that is not performed within the intervals referred to in subsections (a) and (d) will not be considered a violation of subsection (a) and (d) for the period of delay if the installation is delayed due to the following:

- 1) as a result of a negligent or willful act on the part of the customer;
- 2) as a result of a malfunction of customer-owned telephone equipment or inside wire;
- 3) as a result of, or extended by, an emergency situation;
- 4) as a result of the carrier's inability to gain access to the customer's premises due to the customer missing an appointment, provided that the violation is not further extended by the carrier;
- 5) as a result of a customer request to change the scheduled appointment, provided that the violation is not further extended by the carrier;
- 6) as a result of a carrier's right to refuse service to a customer as provided in 83 Ill. Adm. Code 735; or
- 7) as a result of a lack of facilities where a customer requests service at a geographically remote location, a customer requests service in a geographic area where the carrier is not currently offering service, or there are insufficient facilities to meet the customer's request for service, subject to carrier's obligation for reasonable facilities planning.

Notwithstanding anything in this subsection (f) to the contrary, in those situations where an installation cannot be completed at all as a result of the occurrence of any of the causes identified in this subsection (f), the failure to complete such installation shall not be deemed to be a violation of subsection (a).

Penalties and Credits

Records for Commission

Whenever a local exchange carrier fails to meet the monthly requirements contained in this Section, it shall file a monthly report identifying the installation performance relating to the failed requirement to the Staff of the Illinois Commerce Commission, Telecommunications Division, as well as a statement of the reasons for such failure, within 15 days after the end of the month in which the failure occurred.

Retention: FCC required limit

Reference

Administrative Code, TITLE 83: PUBLIC UTILITIES, CHAPTER I: ILLINOIS COMMERCE COMMISSION, PART 730 STANDARDS OF SERVICE FOR LOCAL EXCHANGE TELECOMMUNICATIONS CARRIERS. SUBPART E: STANDARDS OF QUALITY OF SERVICE. Section 730.540 Installation Requests.
<http://www.legis.state.il.us/commission/jcar/admincode/083/08300730sections.html>

Illinois	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All LECs	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
95 Percent 24 hrs			
	Report: Monthly		

Exclusions

- f = Exclusion Due to No Access to the Property (when access is required)
- g = Exclusion Due to Customer Requested Later Appointment
- h = Exclusion Due to Emergency Situations
- i = Exclusion Due to Negligent or Willful Act on Part of Customer
- o = Adjusted Number of Out of Service Conditions not Repaired Within 24 Hours

Penalties and Credits

Records for Commission

Each telecommunications carrier shall provide to the Commission, on a quarterly basis and in a form suitable for posting on the Commission's website, a public report that includes monthly performance data for basic local exchange service quality of service as required to be collected and reported pursuant to this Part. The performance data shall be disaggregated for each geographic area and each customer class of the State for which the telecommunications carrier internally monitored performance data as of March 2, 2001.

Whenever a local exchange carrier fails to meet the monthly requirements contained in this Section, it shall file a monthly report relating to the failed requirement to the Staff of the Illinois Commerce Commission, Telecommunication Division, with a statement of the reasons for such failure, within 15 business days after the end of each month in which such failure occurred.

Retention: FCC required limit

Reference

Administrative Code, TITLE 83: PUBLIC UTILITIES, CHAPTER I: ILLINOIS COMMERCE COMMISSION, PART 730 STANDARDS OF SERVICE FOR LOCAL EXCHANGE TELECOMMUNICATIONS CARRIERS. SUBPART E: STANDARDS OF QUALITY OF SERVICE. Section 730.535 Interruptions of Service
<http://www.legis.state.il.us/commission/jcar/admincode/083/08300730sections.html>

Illinois	Category	Company	Periodicity	No. of lines
	Repair commitments met	All LECs		N/A
Objective Level	Comments	Subjective Level	Comments	

Exclusions

Customer-caused delays or customer-missed appointments shall not be subject to the time restrictions of this subsection.

Penalties and Credits

Records for Commission

Each local exchange carrier shall maintain a record of repair appointments as reported by its customers. This record shall include appropriate identification of the customer or service affected, the time, date and nature of the repair appointment, the action taken, the date and time of repair appointments, and whether the appointments were kept, cancelled with at least 24 hours notice to the customer, or missed without at least 24 hours notice to the customer.

Retention: FCC required limit

Reference

Administrative Code, TITLE 83: PUBLIC UTILITIES, CHAPTER I: ILLINOIS COMMERCE COMMISSION, PART 730 STANDARDS OF SERVICE FOR LOCAL EXCHANGE TELECOMMUNICATIONS CARRIERS. SUBPART E: STANDARDS OF QUALITY OF SERVICE. Section 730.535 Interruptions of Service; Section 730.545 Trouble Reports.
<http://www.legis.state.il.us/commission/jcar/admincode/083/08300730sections.html>

Indiana	Category	Company	Periodicity	No. of lines
	Primary service order installation	All LECs	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
92 Percent 5 business days	After receipt of application, where central office and outside plan available, tariff requirements have been fulfilled by customer, and customer is prepared to accept service. Report: Monthly		

Exclusions

This section applies to new primary service installations by LECs and does not apply to service migrations from one LEC to another LEC.

Penalties and Credits

Penalty / Credit

20% of nonrecurring installation fess associated

Amount

0

Comments

If the LEC fails to install primary service within five (5) business days of the date the request was placed, the LEC shall, without the customer's request, credit the customer's billing account; credit on fees for the sixth day and each day thereafter until the LEC completes installation of trouble free primary service, provided, however, that the credit for failure to install primary service within five (5) business days shall not exceed the total amount of the installation fee. If the LEC fails to install trouble free primary service within ten (10) business days of the date the request was placed, the LEC shall provide the customer with alternative service free of charge. 170 IAC 7-1.2-1: Any LEC subject to the service quality standards set forth in this rule that fails to meet such standards shall be subject to all legal remedies provided by law. Upon complaint or its own motion and after notice and a hearing, the commission may order lawful enforcement mechanisms against a carrier that fails to meet the requirements or standards established in this rule. If the LEC fails to install primary service within five (5) business days of the date the request was placed, the LEC shall, without the customer's request, credit the customer's billing account; credit on fees for the sixth day and each day thereafter until the LEC completes installation of trouble free primary service, provided, however, that the credit for failure to install primary service within five (5) business days shall not exceed the total amount of the installation fee. If the LEC fails to install trouble free primary service within ten (10) business days of the date the request was placed, the LEC shall provide the customer with alternative service free of charge. Credits issued pursuant to this section shall be applied as soon as practicable but no later than two (2) billing cycles after the date of the completed installation.

Records for Commission

If any ILEC fails to satisfy any primary service request within thirty (30) days of the requested in-service date, the ILEC shall do the following:

- (1) File a report of any failure with the commission at the end of each calendar quarter. The report shall include an explanation of relevant circumstances and shall identify any factors outside the ILEC's control that prevented it from providing the requested service within thirty (30) days of the requested in-service date.
- (2) Waive the nonrecurring installation charges upon installation of the requested service unless the ILEC requests and the commission grants a waiver for installation beyond thirty (30) days of the requested in-service date.

Retention: At least 18 months

Reference

Indiana Administrative Code, Title 170, Article 7. Telephone Utilities, Rule 1.2-9 Availability of service
<http://www.state.in.us/legislative/iac/T01700/A00070.PDF>

Indiana	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All LECs	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
92 Percent 24 hrs	Report: Monthly		
90 Percent 48 hrs	Service-affecting problems. Report:		

Exclusions

OOS reports shall not include service difficulties such as slow dial tone, circuits busy, or other network or switching capacity shortages. Excluding weekends and legal holidays for service-affecting problems.

Penalties and Credits

Penalty / Credit

Amount
0

Comments

170 IAC 7-1.2-1. Any LEC subject to the service quality standards set forth in this rule that fails to meet such standards shall be subject to all legal remedies provided by law. Upon complaint or its own motion and after notice and a hearing, the commission may order lawful enforcement mechanisms against a carrier that fails to meet the requirements or standards established in this rule.

Penalty / Credit

33% of the recurring monthly service charge.

Amount
0

Comments

If the LEC fails to restore service to a customer within twenty-four (24) hours, the LEC shall, without the customer's request, issue the customer a bill credit. Credits shall be in the form of either:

(1) a credit to the customer's account made within the next two (2) billing periods; or (2) direct payment to the customer made within the next two (2) billing periods if the customer's account is current and the credit exceeds one (1) month's recurring charges.

Penalty / Credit

Additional 33% of the recurring monthly service charge.

Amount
0

Comments

The LEC shall issue the customer additional credits for each twenty-four (24) hour period after the initial twenty-four (24) hour period until the customer's service is restored.

Records for Commission

Retention: At least 18 months

Reference

Indiana Administrative Code, Title 170, Article 7. Telephone Utilities, Rule 1.2-13 Trouble reports.
<http://www.state.in.us/legislative/iac/T01700/A00070.PDF>

Indiana	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All LECs	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
92 Percent 24 hrs	Report: Monthly		
90 Percent 48 hrs	Service-affecting problems. Report:		

Exclusions

OOS reports shall not include service difficulties such as slow dial tone, circuits busy, or other network or switching capacity shortages. Excluding weekends and legal holidays for service-affecting problems.

Penalties and Credits

Penalty / Credit

Amount
0

Comments

170 IAC 7-1.2-1. Any LEC subject to the service quality standards set forth in this rule that fails to meet such standards shall be subject to all legal remedies provided by law. Upon complaint or its own motion and after notice and a hearing, the commission may order lawful enforcement mechanisms against a carrier that fails to meet the requirements or standards established in this rule.

Penalty / Credit

33% of the recurring monthly service charge.

Amount
0

Comments

If the LEC fails to restore service to a customer within twenty-four (24) hours, the LEC shall, without the customer's request, issue the customer a bill credit. Credits shall be in the form of either:

(1) a credit to the customer's account made within the next two (2) billing periods; or (2) direct payment to the customer made within the next two (2) billing periods if the customer's account is current and the credit exceeds one (1) month's recurring charges.

Penalty / Credit

Additional 33% of the recurring monthly service charge.

Amount
0

Comments

The LEC shall issue the customer additional credits for each twenty-four (24) hour period after the initial twenty-four (24) hour period until the customer's service is restored.

Records for Commission

Retention: At least 18 months

Reference

Indiana Administrative Code, Title 170, Article 7. Telephone Utilities, Rule 1.2-13 Trouble reports.
<http://www.state.in.us/legislative/iac/T01700/A00070.PDF>

Indiana	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All LECs	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
92 Percent 24 hrs	Report: Monthly		
90 Percent 48 hrs	Service-affecting problems. Report:		

Exclusions

OOS reports shall not include service difficulties such as slow dial tone, circuits busy, or other network or switching capacity shortages. Excluding weekends and legal holidays for service-affecting problems.

Penalties and Credits

Penalty / Credit

Amount
0

Comments

170 IAC 7-1.2-1. Any LEC subject to the service quality standards set forth in this rule that fails to meet such standards shall be subject to all legal remedies provided by law. Upon complaint or its own motion and after notice and a hearing, the commission may order lawful enforcement mechanisms against a carrier that fails to meet the requirements or standards established in this rule.

Penalty / Credit

33% of the recurring monthly service charge.

Amount
0

Comments

If the LEC fails to restore service to a customer within twenty-four (24) hours, the LEC shall, without the customer's request, issue the customer a bill credit. Credits shall be in the form of either:

(1) a credit to the customer's account made within the next two (2) billing periods; or (2) direct payment to the customer made within the next two (2) billing periods if the customer's account is current and the credit exceeds one (1) month's recurring charges.

Penalty / Credit

Additional 33% of the recurring monthly service charge.

Amount
0

Comments

The LEC shall issue the customer additional credits for each twenty-four (24) hour period after the initial twenty-four (24) hour period until the customer's service is restored.

Records for Commission

Retention: At least 18 months

Reference

Indiana Administrative Code, Title 170, Article 7. Telephone Utilities, Rule 1.2-13 Trouble reports.
<http://www.state.in.us/legislative/iac/T01700/A00070.PDF>

Indiana	Category	Company	Periodicity	No. of lines
	Repair commitments met	All LECs		N/A
Objective Level	Comments	Subjective Level	Comments	

Exclusions

Penalties and Credits

Penalty / Credit

Fifty dollars

Amount

50

Comments

If the LEC fails to notify the customer by 6:00 p.m. on the day prior to the scheduled repair appointment and the LEC fails to keep the repair visit, the LEC shall, without the customer's request, credit the customer's account.

Records for Commission

Each LEC shall be responsible for maintaining the trouble report information required by this section for its Indiana operations and by exchange. The records of the LEC shall record, at a minimum for each trouble report, the date and time the report was received, whether the trouble report was for out-of-service or service-affecting, whether the complaint was upgraded to out-of-service, when service was restored (date and time), whether the trouble report was a repeat trouble report, the amount of the credit, and the date the credit was issued.

Retention: At least 18 months

Reference

Indiana Administrative Code, Title 170, Article 7. Telephone Utilities, Rule 1.2-13 Trouble reports.
<http://www.state.in.us/legislative/iac/T01700/A00070.PDF>

Iowa	Category	Company	Periodicity	No. of lines
	Primary service order installation	All LECs and IXC's		N/A

Objective Level	Comments	Subjective Level	Comments
85 Percent 5 business days	or the customer-requested date, whichever is later Report: Three-month rollin		
95 Percent 10 business days	or the customer-requested date, whichever is later Report: Three-month rollin		

Exclusions

Penalties and Credits

Penalty / Credit

The customer will receive one month's primary local service free of charge; per each app. missed.

Amount
0

Comments

When utility misses app. over an hour. The expense incurred as a result of a missed appointment in providing free primary local service shall not be included in rates.

Records for Commission

22.6(2) Held orders

During such period of time as a local exchange utility using its facilities to provide service may not be able to supply primary telephone service to prospective customers within five business days after the date applicant desires service, the telephone utility shall keep a record, by exchanges, showing the name and address of each applicant for service, the date of application, the date that service was requested, the class and grade of service applied for, together with the reason for the inability to provide new service to the applicant.

Retention: FCC required limit

Reference

Iowa Administrative Code, Title 199, Ch 22: RATES CHARGED AND SERVICE SUPPLIED BY TELEPHONE UTILITIES, Section 6(1) Service connection.

Iowa Administrative Code, Title 199, Ch 22: RATES CHARGED AND SERVICE SUPPLIED BY TELEPHONE UTILITIES, Section 6(2) Held Orders.

Iowa Administrative Code, Title 199, Ch 22: RATES CHARGED AND SERVICE SUPPLIED BY TELEPHONE UTILITIES, Section 6(4) Repair—missed appointments.

<http://www.legis.state.ia.us/Rules/2003/iac/199iac/19922/19922pp1.pdf>

Iowa	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All LECs and IXCs	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
100 Percent 72 hrs		0 percent 0 hrs	
	Report:		Report:
85 Percent 24 hrs			
	Report: Three-month rollin		
95 Percent 48 hrs			
	Report: Three-month rollin		

Exclusions

For adjustments - This rule does not apply if the outage occurs as a result of:

- (1) A negligent or willful act on the part of the subscriber;
- (2) A malfunction of subscriber-owned telephone equipment;
- (3) Disasters or acts of God; or
- (4) The inability of the company to gain access to the subscriber's premises.

The adjustment, either a direct payment or a bill credit, shall be the proportionate part of the monthly charges for all services and facilities rendered inoperative during the interruption. The adjustment shall begin with the hour of the report or discovery of the interruption. Adjustments not in dispute shall be rendered within two billing periods after the billing period in which the interruption occurred.

Penalties and Credits

Records for Commission

Each utility shall compile a monthly record by exchange central office, and outside trouble reports and held orders. Each call or written statement received shall be considered a separate report, even though it may duplicate a previous report or merely involve an inquiry concerning progress on a previous report. This information shall be supplied on forms approved by the board. The records shall be compiled not later than 30 days after the end of the month covered and shall, upon and after compilation, be kept available for inspection by the board or its staff. A summary of the 12 monthly records shall be attached to and submitted with the utility's annual report to the board.

Retention of record - Each telephone utility shall keep a written record showing all interruptions affecting service in a major portion of an exchange area for a minimum of six years. This record shall show the date, time, duration, time cleared and extent and cause of the interruption. This record shall be available to the board upon request

Retention: FCC required limit

Reference

Iowa Administrative Code, Title 199, Ch 22: RATES CHARGED AND SERVICE SUPPLIED BY TELEPHONE UTILITIES, Section 6 (3) - Service Interruption.
<http://www.legis.state.ia.us/Rules/2003/iac/199iac/19922/19922pp1.pdf>

Iowa	Category	Company	Periodicity	No. of lines
	Repair commitments met	All LECs and IXCs		N/A
Objective Level	Comments	Subjective Level	Comments	

Exclusions

Penalties and Credits

Penalty / Credit

The customer will receive one month's primary local service free of charge; for each app. missed

Amount

0

Comments

When a utility misses the appointment by over an hour. The expense incurred as a result of a missed appointment in providing free primary local service shall not be included in rates.

Records for Commission

Retention: FCC required limit

Reference

Iowa Administrative Code, Title 199, Ch 22: RATES CHARGED AND SERVICE SUPPLIED BY TELEPHONE UTILITIES, Section 6(4) Repair—missed appointments.
<http://www.legis.state.ia.us/Rules/2003/iac/199iac/19922/19922pp1.pdf>

Kansas	Category	Company	Periodicity	No. of lines
	Repair commitments met	All facilities-based LECs	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
90 Percent 0	or greater Report: Monthly	0 percent 0	Failing benchmark level for 2 consecutive months constitutes a jeopardy condition; corrective action plan required with monthly report. Failing benchmark for 4 out of 6 rolling months constitute "noncompliance" and fines might be assessed. Report:

Exclusions

Allowed appointment exclusions:
Marketing/Sales calls.
Appointment made for reasons other than providing service.
Appointment expectation times should be adjusted when requested by the customer or with the prior agreement of the customer.

Penalties and Credits

Penalty / Credit

1996 Kansas Act provides for fines between \$100 and \$5,000 per violation

Amount
0

Comments

Failing benchmark for 4 out of 6 rolling months constitute "noncompliance" and fines might be assessed.

Records for Commission

Failing benchmark level for 2 consecutive months constitutes a jeopardy condition and requires a corrective action plan to be filed with the monthly report. Failing benchmark for 4 out of 6 rolling months constitute "noncompliance" and fines might be assessed.

Retention: FCC required limit

Reference

Kansas Corporation Commission, In the Matter of the General Investigation into Universal Service, Telecommunications infrastructure and Quality of Service. ORDER SETTING FORTH QUALITY OF SERVICE PLAN, Docket No. 191,206-U
<http://www.kcc.state.ks.us/telecom/aps/191206qos.pdf>

Kentucky	Category	Company	Periodicity	No. of lines
	Primary service order installation	All LECs		N/A

Objective Level	Comments	Subjective Level	Comments
90 Percent 5 working days	Regular service Report:		
90 Percent 30 days	Regular regrades Report:		

Exclusions

Unless applicant specifically requests a later date.

Penalties and Credits

Records for Commission

Each utility shall maintain records of various service objectives by exchange, district, or as otherwise approved by the commission. A records summary shall be submitted monthly to the commission. If the utility's performance falls below the service objective for two (2) consecutive months, the utility shall submit to the commission a report setting forth action taken or planned to correct performance levels.

The utility shall keep a record by exchanges showing name and address of each applicant, date of application, date service desired, class and grade of service applied for, and any reason for inability to provide new or regrade service to applicant.

Retention: FCC required limit

Reference

Kentucky Administrative Regulations (KAR), PSC Regulations, Title 807, Chapter 5: Utilities, Section 061: Telephone. Section 10. Provision of Service.
<http://www.lrc.state.ky.us/kar/807/005/061.htm>

Kentucky	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All LECs		N/A

Objective Level	Comments	Subjective Level	Comments
85 Percent 24 hrs			

Report:

Exclusions

Unless the customer specifically requests a later time.

Penalties and Credits

Penalty / Credit

Pro rata part of that month's charges

Amount

0

Comments

When a customer's access line is reported to be out of order and remains out of order in excess of twenty-four (24) consecutive hours, the utility shall refund to the customer upon request; for the period of days during which the telephone was out of order. This refund may be accomplished by a credit on a subsequent bill for telephone service.

Records for Commission

Each utility shall maintain records of various service objectives by exchange, district, or as otherwise approved by the commission. A records summary shall be submitted monthly to the commission. If the utility's performance falls below the service objective for two (2) consecutive months, the utility shall submit to the commission a report setting forth action taken or planned to correct performance levels.

Each telephone utility shall maintain an accurate record of trouble reports made by its customers. This record shall include appropriate customer identification; service affected; time, date and nature of report; action taken to clear trouble or satisfy complaint; and date and time of trouble clearance or other disposition. This record shall be available to the commission or its authorized representatives upon request, and shall be retained for at least one (1) year.

Retention: At least 1 year

Reference

Kentucky Administrative Regulations (KAR), PSC Regulations, Title 807, Chapter 5: Utilities, Section 061: Telephone. Section 25. Service Interruption.
<http://www.lrc.state.ky.us/kar/807/005/061.htm>

Kentucky	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All facilities-based LECs	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
0 Percent 30 hrs	On average, or less Report: Monthly	0 percent 0	Failing benchmark level for 2 consecutive months constitutes a jeopardy condition and requires a corrective action plan to be filed with the monthly report. Failing benchmark for 4 out of 6 rolling months constitute "noncompliance" and fines are possible. Report:

Exclusions

Allowed exclusions:
 Troubles which locate in another network.
 Troubles which locate on the customer's side of the demarcation point.
 Trouble which are the result of inappropriate customer action.
 Time during which access to the demarcation point is denied.

Penalties and Credits

Penalty / Credit

1996 Kansas Act provides for fines between \$100 and \$5,000 per violation.

Amount

0

Comments

Failing benchmark for 4 out of 6 rolling months constitutes a noncompliance condition. Staff will evaluate the provided action plan, current results and make a recommendation to the Commission regarding the assessment of fines.

Records for Commission

Failing benchmark level for 2 consecutive months constitutes a jeopardy condition and requires a corrective action plan to be filed with the monthly report. Failing benchmark for 4 out of 6 rolling months constitutes a noncompliance condition. Staff will evaluate the provided action plan, current results and make a recommendation to the Commission regarding the assessment of fines.

Retention: FCC required limit

Reference

Kansas Corporation Commission, In the Matter of the General Investigation into Universal Service, Telecommunications infrastructure and Quality of Service. ORDER SETTING FORTH QUALITY OF SERVICE PLAN, Docket No. 191,206-U
<http://www.kcc.state.ks.us/telecom/aps/191206qos.pdf>

Louisiana	Category	Company	Periodicity	No. of lines
	Primary service order installation	All ILECs	Sermeister	N/A

Objective Level	Comments	Subjective Level	Comments
0 Percent	5 days		

Report:

Exclusions

Penalties and Credits

Penalty / Credit

May impose penalty for substandard SQ

Amount

10000

Comments

If the Commission finds as a result of monitoring that the ILEC's service quality is substandard in any one of the above listed categories, the Commission may, after notice and hearing, take action as it deems necessary and proper to assure a desirable level of service quality, including imposing a monetary penalty not exceeding ten thousand dollars (\$10,000) per violation.

Records for Commission

One year from the date of obtaining its Certificate of Authority, and semi-annually thereafter, all CLECs shall file with the Commission, service standard reports. ILECs regulated pursuant to the Price Plan shall furnish the Commission the following service quality data on a semi-annual basis for monitoring by the Commission and its Staff. The data described above shall be segregated by the ILEC so that the Commission can monitor and evaluate separately the ILEC's service quality performance for Basic Services.

Retention: FCC required limit

Reference

LPSC General Order, Ex parte – In re: Regulations for Competition in the Local Telecommunications Market, Appendix B (July 24, 2002)
<http://www.lpsc.org/GeneralOrder07-24-02AppendixB.pdf>

Louisiana	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All ILECs	Sermeister	N/A

Objective Level	Comments	Subjective Level	Comments
0 Percent 24 hrs			

Report:

Exclusions

Penalties and Credits

Penalty / Credit

May impose penalty for substandard SQ

Amount

10000

Comments

If the Commission finds as a result of monitoring that the ILEC's service quality is substandard in any one of the above listed categories, the Commission may, after notice and hearing, take action as it deems necessary and proper to assure a desirable level of service quality, including imposing a monetary penalty not exceeding ten thousand dollars (\$10,000) per violation.

Records for Commission

One year from the date of obtaining its Certificate of Authority, and semi-annually thereafter, all CLECs shall file with the Commission, service standard reports. ILECs regulated pursuant to the Price Plan shall furnish the Commission the following service quality data on a semi-annual basis for monitoring by the Commission and its Staff. The data described above shall be segregated by the ILEC so that the Commission can monitor and evaluate separately the ILEC's service quality performance for Basic Services.

Retention: FCC required limit

Reference

LPSC General Order, Ex parte – In re: Regulations for Competition in the Local Telecommunications Market, Appendix B (July 24, 2002)
<http://www.lpsc.org/GeneralOrder07-24-02AppendixB.pdf>

Maine	Category	Company	Periodicity	No. of lines
	Out of service clearing time	Verizon AFOR	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
79 Percent 24 hrs	residential customers Report:		
91 Percent 24 hrs	business customers Report:		

Exclusions

Penalties and Credits

Records for Commission

Retention: FCC required limit

Reference

Verizon Maine's Alternative Form of Regulation: Service Quality Index and Baselines.

Maine	Category	Company	Periodicity	No. of lines
	Repair commitments met	Verizon AFOR		N/A

Objective Level	Comments	Subjective Level	Comments
84 Percent 0	Baseline for premise repairs, for company reasons Report:		
93 Percent 0	Baseline for mechanized repairs, for company reasons Report:		

Exclusions

Penalties and Credits

Records for Commission

Retention: FCC required limit

Reference

Verizon Maine's Alternative Form of Regulation: Service Quality Index and Baselines.

Maryland	Category	Company	Periodicity	No. of lines
	Primary service order installation	All providers under state jurisdiction	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
85 Percent 5 working days	Regular service orders Report:		
0 Percent 30 days	Regrade service Report:		
0 Percent 14 days	Special communications Report:		

Exclusions

For regular service, unless a later date is requested by the applicant.
For regrade orders, except when the customer requests or accepts a later date.

Penalties and Credits

Records for Commission

When a utility fails to meet any of the standard service levels listed below in an exchange or reporting entity in any month, the service data for the standard not met in that exchange shall be reported to the Commission.

When a utility is unable to supply telephone service as requested by an applicant, the utility shall have available information showing the serving Central Office, the name and address of each applicant for service, the date of application, the class of service applied for, and the reason for the inability to provide service. The information shall also include a statement of plans to provide service, including a probable date when it will be provided. Information shall be maintained regarding correspondence and telephone or personal contacts with the customer concerning the inability to meet the customer's request.

Retention: At least 1 year

Reference

Code of Maryland Regulations (COMAR), Title 20 Public Service Commission, Subtitle 45 Service Supplied by Telephone Companies. Rule 05.02 Installation of Service and 04.09. Held applications.

Maryland	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All providers under state jurisdiction	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
100 Percent 8 hrs	OOS reports not requiring unusual repairs Report:		
100 Percent 24 hrs	Non-OOS not requiring unusual repairs Report:		

Exclusions

Excluding clock hours between 5 p.m. and 9 a.m. weekdays and Saturdays, Sundays, and holidays.

Penalties and Credits

Penalty / Credit	Amount
	0
Comments Appropriate adjustment or refunds shall be made for a telephone out of service longer than 24 hours, per utility's tariff.	

Records for Commission

Each utility shall keep records of interruptions of service and shall make an analysis of the records for the purpose of determining steps to be taken to prevent recurrence of the interruptions. These records should include the following information concerning the interruptions: (1) Cause; (2) Date and time; and (3) Duration. The records for each unattended central office shall show interruptions which required attention to restore service, with the estimated time of interruption. The utility shall keep such records of customer complaints and trouble reports as will enable it to review and analyze its procedures and actions as an aid in rendering improved service.

Retention: FCC required limit

Reference

Code of Maryland Regulations (COMAR), Title 20 Public Service Commission, Subtitle 45 Service Supplied by Telephone Companies, Rule 05.09 Interruption of Service and 04.08 Trouble Reports.

Maryland	Category	Company	Periodicity	No. of lines
	Repair commitments met	All providers under state jurisdiction	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
80 Percent 0	Within a district service center Report: Monthly		

Exclusions

Penalties and Credits

Records for Commission

Retention: FCC required limit

Reference

Code of Maryland Regulations (COMAR), Title 20 Public Service Commission, Subtitle 45 Service Supplied by Telephone Companies, Rule 04.08 Trouble Reports.

Massachusetts	Category	Company	Periodicity	No. of lines
	Out of service clearing time	Verizon AFOR	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
70 Percent 24 hrs	Target level residential Report:		
60 Percent 24 hrs	Standard level residential Report:		
85 Percent 24 hrs	Target level business Report:		
75 Percent 24 hrs	Standard level business Report:		

Exclusions

All troubles reported on residence and business lines that are scored as a network trouble (as defined for Network Trouble Report Rate) are counted toward this measure.

Penalties and Credits

Penalty / Credit

1/12 of 1% of total annual retail revenue per month with SQ req failure

Amount

0

Comments

At the conclusion of each calendar year the company will incur a financial penalty if it did not meet the plan's requirements in any of the preceding 12 months. The penalty will be one-twelfth of one percent of total annual retail revenue for each month of the year in which the plan's requirements were not met. The penalty will be paid as a one-time credit on each residence and business line in service at the time of credit.

Records for Commission

The Service Quality Index ("SQI") is an overall service score that is determined based on the level of service achieved on each of the 12 measures under the plan. The plan requires that Verizon MA achieve a level of 33 SQI points in each month. If the required 33 point level is not achieved, Verizon faces the financial penalty described below. The SQI is determined on a monthly basis as follows:

* Calculate Performance - performance for each measure is calculated on a 12-month, rolling basis. This requires that 12 months of data is always used in calculating performance for each measure. For example, the reported results for a given month will be based on performance in that month and the preceding 11 months. Results for May will capture performance from the preceding June through May; results for June will capture performance from the preceding July through June.

* Score Performance - the reported performance for each measure will then be scored against the established thresholds for "standard" and "target " performance and given a point value of either zero, one or two points. The five service response items are reported and scored on a statewide basis and thus represent a maximum of 10 available points under the plan (five measures X two points). For SQI purposes, the seven Installation and Maintenance items are reported and scored based on three operations geographies used by Verizon MA. Thus, the Installation and Maintenance items represent a maximum of 42 possible SQI points under the plan (seven measures X two points X three geographies.)

* Determine Total SQI Points – all of the points scored on the Maintenance, Installation and Service Response measures are added to determine the overall SQI score for the given month. If the total SQI score for a given month is less than 33 points, the financial penalty described in the plan is assessed.

The Company will provide a monthly Quality of Service ("QOS") report to the Department outlining its performance under the plan. A copy of the report is included in Section 3. The report will include both the official 12 month rolling results and current, stand alone monthly results for the 12 performance measures defined in the plan on a statewide and geographic basis. The QOS report may also include other sections containing data required to fulfill commitments the Company has for reporting service performance items to the Department such as specific wire center report rates, major service failures, etc.

Retention: FCC required limit

Reference

Verizon-MA Quality of Service Report 2001 (Current plan will be revised by August 2004)

<http://www.state.ma.us/dpu/telecom/01%2D31/appendixbsqi%5Fplan.htm>

Michigan	Category	Company	Periodicity	No. of lines
	Primary service order installation	All providers under state jurisdiction	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
0 Percent 5 business days	On average, for residential or small business service Report: Monthly	0 percent 0	If a provider fails to meet any of the measures specified in subrule (1) of this rule for 2 consecutive months, then the provider shall file a performance measure report and a remedial plan with the commission. Report:
0 Percent 10 business days	On average, after a customer is released for a migration. Report: Monthly		

Exclusions

Unless a later date is requested or agreed to by the customer or applicant, the customer or applicant misses the appointment, or government permits or right-of-way access are required before installation.

Penalties and Credits

Penalty / Credit

Credit for portion of day or day beyond commitment date

Amount

10

Comments

If a provider does not complete an installation by the fifth day, tenth day for a migration, or commitment date, then the provider shall give the customer or applicant a credit of \$10.00 for each day or portion of each day beyond the commitment date until service is installed and shall waive the installation fee, unless the customer or applicant misses the appointment.

Records for Commission

If a provider fails to meet any of the measures specified in subrule (1) of this rule for 2 consecutive months, then the provider shall file a performance measure report and a remedial plan with the commission.

R 484.421 Availability of records.

Rule 21. (1) A provider shall make available to the commission or its staff, upon request, all records, reports, and other information required to determine compliance with these rules and to permit the commission and its staff to investigate and resolve quality of service issues related to regulated telecommunication services.

R 484.422 Retention of records.

Rule 22. A provider shall preserve, in detail, all records required by these rules for the immediate past 12 months, and shall preserve, in summary form, all records for not less than 3 years, unless otherwise ordered by the commission.

A provider shall keep records of all installations not completed by the commitment date. A provider shall report to the commission orders for reclassification of service being held more than 60 days.

Retention: At least 3 years

Reference

In the matter, on the Commission's own motion, to promulgate rules governing the quality of telecommunications services. Case No. U-13013, March 31, 2003. Order adopting rules on telecommunication services. Rule 484.458 Installation commitments.
<http://www.cis.state.mi.us/mpsc/comm/rules/13013.pdf>

Michigan	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All providers under state jurisdiction	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
100 Percent 4 hrs	Emergency OOS Report:	0 percent 0	If a provider fails to meet any of the measures specified in subrule (1) of this rule for 2 consecutive months, then the provider shall file a performance measure report and a remedial plan with the commission. Report:
100 Percent 36 hrs	Non-emergency OOS, on average Report: Monthly		
0 Percent 1 business days	Same repeat OOS trouble w/in 30 days of initial trouble Report:		

Exclusions

Emergency OOS, excludes the following situations:

(a) The safety of the provider's personnel would be at risk. (b) Access to the customer's premises is required but not available. (c) The repair is necessitated by an unavoidable occurrence affecting a large number of customers. (d) The repair is technically infeasible to accomplish.

For non-emergency OOS:

Unless the customer agrees to alternative arrangements

Penalties and Credits

Penalty / Credit

Amount

0

Comments

For the second and third days of an out-of-service incident, a provider shall give a residential or small business customer a credit equal to 1/30 of the customer's monthly charge for basic local exchange service for each day or portion of each day, commencing when the out-of-service trouble is reported to or found by the provider, until service is restored. After the third day, a provider shall give the customer a credit of \$10.00 per day for the fourth and succeeding days until service is restored.

(3) For the same repeat trouble within 30 days of the first occurrence, a provider shall give a residential or small business customer a credit of \$10.00 for each day or portion of each day, commencing when the repeat trouble is reported to or found by the provider, until service is restored.

Records for Commission

If a provider fails to meet any of the measures specified in subrule (1) of this rule for 2 consecutive months, then the provider shall file a performance measure report and a remedial plan with the commission.

R 484.421 Availability of records.

Rule 21. (1) A provider shall make available to the commission or its staff, upon request, all records, reports, and other information required to determine compliance with these rules and to permit the commission and its staff to investigate and resolve quality of service issues related to regulated telecommunication services.

R 484.422 Retention of records.

Rule 22. A provider shall preserve, in detail, all records required by these rules for the immediate past 12 months, and shall preserve, in summary form, all records for not less than 3 years, unless otherwise ordered by the commission.

Retention: FCC required limit

Reference

In the matter, on the Commission's own motion, to promulgate rules governing the quality of telecommunications services. Case No. U-13013, March 31, 2003. Order adopting rules on telecommunication services. R 484.455 Out-of-service repairs.
<http://www.cis.state.mi.us/mpsc/comm/rules/13013.pdf>

Michigan	Category	Company	Periodicity	No. of lines
	Repair commitments met	All providers under state jurisdiction	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
100 Percent 0	Report:	0 percent 0	If a provider fails to meet any of the measures specified in subrule (1) of this rule for 2 consecutive months, then the provider shall file a performance measure report and a remedial plan with the commission. Report:

Exclusions

Unless provider contacts the customer not less than 24 hours in advance and reschedules the appointment or commitment.

Penalties and Credits

Penalty / Credit

Credit for each missed commitment

Amount

25

Comments

If a provider misses a time commitment and subrule (2) of this rule does not apply, then the provider shall give the customer a credit of \$25.00 for each missed commitment.

Records for Commission

If a provider fails to meet any of the measures specified in subrule (1) of this rule for 2 consecutive months, then the provider shall file a performance measure report and a remedial plan with the commission.

R 484.421 Availability of records.

Rule 21. (1) A provider shall make available to the commission or its staff, upon request, all records, reports, and other information required to determine compliance with these rules and to permit the commission and its staff to investigate and resolve quality of service issues related to regulated telecommunication services.

R 484.422 Retention of records.

Rule 22. A provider shall preserve, in detail, all records required by these rules for the immediate past 12 months, and shall preserve, in summary form, all records for not less than 3 years, unless otherwise ordered by the commission.

A provider shall maintain an accurate record of repair requests by telephone number or circuit number, as appropriate. The record shall include all of the following information:

- (a) The customer or service affected.
- (b) The time, date, and nature of the repair request.
- (c) The action taken to clear the repair request or satisfy the complaint.
- (d) The date and time the repair was completed or the request was otherwise closed.

(5) A provider shall not attempt to market new services to a customer calling to report a repair request, unless such services would assist in resolving the problem.

(6) If access to a customer's premises is necessary to complete the repair and the customer is not available, then a tag shall be left on the customer's door indicating the date, an explanation of the repair problem necessitating entry into the customer's premises, and the technician's name and signature.

Retention: FCC required limit

Reference

In the matter, on the Commission's own motion, to promulgate rules governing the quality of telecommunications services. Case No. U-13013, March 31, 2003. Order adopting rules on telecommunication services. R 484.457 Repair appointments and commitments.

<http://www.cis.state.mi.us/mpsc/comm/rules/13013.pdf>

Minnesota	Category	Company	Periodicity	No. of lines
	Primary service order installation	All providers under state jurisdiction		N/A
Objective Level	Comments	Subjective Level	Comments	

Exclusions

Penalties and Credits

Records for Commission

During such periods of time as telephone utilities may not be able to supply initial telephone service to an applicant or upgrade existing customers within 30 days after the day applicant desires service, the telephone utility shall keep a record by exchanges showing the name and address of each applicant for service, the date of application, date service desired, the class and grade of service applied for, together with the reason for the inability to provide the new service or higher grade to the applicant.

Retention: FCC required limit

Reference

Minnesota Rules, Public Utilities Commission, Chapter 7810, 2800 DELAY IN INITIAL SERVICE OR UPGRADE
<http://www.revisor.leg.state.mn.us/arule/7810/>

Minnesota	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All providers under state jurisdiction		N/A

Objective Level	Comments	Subjective Level	Comments
95 Percent 24 hrs			
	Report:		

Exclusions

Penalties and Credits

Records for Commission

7810.1200 RECORD OF COMPLAINT.

Each utility shall keep a record of all complaints received by it from its customers which shall be classified as directed by the Public Utilities Commission. The record shall show the name and address of the customer, the date and nature of the complaint, and its disposition and date thereof. The utility shall keep records of the customer complaints in such a manner as will enable it to review and analyze its procedures and actions.

Retention: FCC required limit

Reference

Minnesota Rules, Public Utilities Commission, Chapter 7810, 5800 INTERRUPTIONS OF SERVICE.
<http://www.revisor.leg.state.mn.us/arule/7810/>

Mississippi	Category	Company	Periodicity	No. of lines
	Primary service order installation	All providers under state jurisdiction	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
0 Percent 10 days			
	Report: Monthly		

Exclusions

Penalties and Credits

Records for Commission

During periods when a telephone company is unable to supply telephone service to applicants within ten (10) days following application, the telephone company shall keep a record of each exchange showing the name and address of each applicant, the date of application, the class and rate of service applied for, and the reason for inability to provide such service. Each company shall prepare reports to the Commission of such held applications in any month in which the number of held applications exceeds five (5%) per cent of the number of stations in any central office. Such report shall show the number of held applications, the class of service applied for, and the reason in general, for the inability to provide such service. The term, applicant, as used herein shall mean a prospective customer who has applied for service using the company's regular application form.

Retention: FCC required limit

Reference

Mississippi Public Service Commission, Rules and Regulations Governing Public Utility Service, Special Rules: Telephone Companies Rule 41. Held Applications for Service
<http://www.psc.state.ms.us/regs/contents.html>

Mississippi	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All providers under state jurisdiction		N/A
Objective Level	Comments	Subjective Level	Comments	

Exclusions

Penalties and Credits

Penalty / Credit

Pro-rata part of that month's charges for days OOS

Amount

0

Comments

In the event a subscriber's telephone remains out of order in excess of forty-eight (48) consecutive hours after knowledge by the company of the interruption, the utility shall, upon request, refund to the subscriber the pro rata part of that month's charges for the period of days during which the telephone was out of order. This refund may be accomplished by a credit on a subsequent bill for telephone service.

Records for Commission

Retention: FCC required limit

Reference

RULE 38. SERVICE INTERRUPTIONS

Missouri	Category	Company	Periodicity	No. of lines
	Primary service order installation	All providers under state jurisdiction	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
90 Percent 5 working days	by exchange Report: Daily	85 percent 5 working days	By exchange Report: Daily
95 Percent 30 days	Regrade service, by exchange Report: Daily	90 percent 30 days	By exchange Report: Daily

Exclusions

Basic telecommunications services and regrades:
Except for customer-caused delays and natural disaster.

Penalties and Credits

Records for Commission

Each company shall make at least monthly measurements to determine the level of service for each applicable category. Any category that cannot be monitored continuously shall be tested during normal business hours. Since technology will continue to change the way telecommunications companies provide and monitor service and because of the vast range of central office sizes, a company may find it is not technically feasible to collect data for some categories.

Retention: FCC required limit

Reference

Missouri Revised Statutes, Code of State Regulations, Title 4: Department of Economic Development, Rules of the Department of Economic Development, Division 240, Chapter 32: Telecommunications Service, 080 Service Objectives and Surveillance Levels
<http://www.sos.state.mo.us/adrules/csr/current/4csr/4c240-32.pdf>

Missouri	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All providers under state jurisdiction	Monthly	N/A
Objective Level	Comments	Subjective Level	Comments	
90 Percent 24 hrs	OOS not requiring unusual repairs; by exchange. Report: Monthly	85 percent 24 hrs	OOS not requiring unusual repairs; by exchange Report: Monthly	

Exclusions

Penalties and Credits

Records for Commission

The company shall maintain an accurate record of trouble reports made by its customers. This record shall include an appropriate identification of the customer; the service affected; the time, date and nature of the report; the action taken to clear the trouble or satisfy the complaint; and the date and time of trouble clearance or other disposition. If customer trouble reports are relayed to a recorder after business hours and on weekends, the recorder must be capable of automatically recording the date and time so that company personnel can determine the exact time the trouble was reported to the company.

Each company shall make at least monthly measurements to determine the level of service for each applicable category. Any category that cannot be monitored continuously shall be tested during normal business hours. Since technology will continue to change the way telecommunications companies provide and monitor service and because of the vast range of central office sizes, a company may find it is not technically feasible to collect data for some categories.

Retention: FCC required limit

Reference

Missouri Revised Statutes, Code of State Regulations, Title 4: Department of Economic Development, Rules of the Department of Economic Development, Division 240, Chapter 32: Telecommunications Service, 070 Quality of Service & 080 Service Objectives and Surveillance Levels
<http://www.sos.state.mo.us/adrules/csr/current/4csr/4c240-32.pdf>

Missouri	Category	Company	Periodicity	No. of lines
	Repair commitments met	All providers under state jurisdiction	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
90 Percent 0	By exchange Report: Monthly	85 percent 0	By exchange. Report: Monthly

Exclusions

Except for customer-caused delays and natural disasters

Penalties and Credits

Records for Commission

Each company shall make at least monthly measurements to determine the level of service for each applicable category. Any category that cannot be monitored continuously shall be tested during normal business hours. Since technology will continue to change the way telecommunications companies provide and monitor service and because of the vast range of central office sizes, a company may find it is not technically feasible to collect data for some categories.

Retention: FCC required limit

Reference

Missouri Revised Statutes, Code of State Regulations, Title 4: Department of Economic Development, Rules of the Department of Economic Development, Division 240, Chapter 32: Telecommunications Service. 070 Quality of Service, 080 Service Objectives and Surveillance Levels.
<http://www.sos.state.mo.us/adrules/csr/current/4csr/4c240-32.pdf>

Montana	Category	Company	Periodicity	No. of lines
	Primary service order installation	All providers under state jurisdiction	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
90 Percent 3 business days	Not requiring construction or special engineering; after pre-installation fees are paid. Report: Monthly	85 percent 0	In an exchange area. Surveillance levels indicate need for provider to investigate, take appropriate corrective action, and provide a report to the commission. Report: Quarterly
95 Percent 30 days	Orders requiring construction or special engineering; after pre-installations fees are paid. Report: Monthly	90 percent 0	In an exchange area. Report: Quarterly

Exclusions

Unless a later date is requested by the applicant

Penalties and Credits

Records for Commission

38.5.3320 Service reports.

Each carrier must furnish to the commission, at such times and in such form as the commission requires, the results of any service-related tests, summaries or records in its possession. The carrier shall also furnish the commission with any information concerning the utility's facilities or operations which may be requested.

Retention: At least 2 years

Reference

Administrative Rules of Montana, Sub-Chapter 33: Telecommunications Service Standards.
<http://arm.sos.state.mt.us/38/38-929.htm>

Montana	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All providers under state jurisdiction	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
90 Percent 24 hrs	Report: Monthly	85 percent 0	In an exchange area. Surveillance levels indicate need for provider to investigate, take appropriate corrective action, and provide a report to the commission. Report: Quarterly

Exclusions

Excluding Sunday (except where access to the customer's premises is required but not available, or where interruptions are caused by unavoidable causalities and acts of God affecting large groups of customers).

Penalties and Credits

Records for Commission

38.5.3320 Service reports.

Each carrier must furnish to the commission, at such times and in such form as the commission requires, the results of any service-related tests, summaries or records in its possession. The carrier shall also furnish the commission with any information concerning the utility's facilities or operations which may be requested.

38.5.3360

The telecommunications utility shall maintain an accurate record of trouble reports made by its customers for a period of two years. This record shall include appropriate identification of the customer or service affected, the time, date and nature of the report, the action taken to clear trouble or satisfy the complaint, and the date and time of trouble clearance or other disposition.

Retention: At least 2 years

Reference

Administrative Rules of Montana, Sub-Chapter 33: Telecommunications Service Standards.
<http://arm.sos.state.mt.us/38/38-929.htm>

Montana	Category	Company	Periodicity	No. of lines
	Repair commitments met	All providers under state jurisdiction	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
90 Percent 0	Report: Monthly	85 percent 0	In an exchange area. Surveillance levels indicate need for provider to investigate, take appropriate corrective action, and provide a report to the commission. Report: Quarterly

Exclusions

Excepting customer caused delays and acts of God affecting large groups of customers.

Penalties and Credits

Records for Commission

38.5.3320 Service reports.

Each carrier must furnish to the commission, at such times and in such form as the commission requires, the results of any service-related tests, summaries or records in its possession. The carrier shall also furnish the commission with any information concerning the utility's facilities or operations which may be requested.

Retention: At least 2 years

Reference

Administrative Rules of Montana, Sub-Chapter 33: Telecommunications Service Standards.
<http://arm.sos.state.mt.us/38/38-929.htm>

Nebraska	Category	Company	Periodicity	No. of lines
	Primary service order installation	All LECs		N/A
Objective Level	Comments	Subjective Level	Comments	

Exclusions

Penalties and Credits

Records for Commission

002.15B

Each exchange carrier shall keep a record of held applications by exchange, showing the name and address of each applicant for service, the date of application, the date service is desired, the class and grade of service applied for, together with the reasons for the inability to provide the new service or higher grade of service to the applicant. The exchange carrier shall furnish reports to the Commission upon request.

Retention: FCC required limit

Reference

Nebraska Administrative Code, Title 291, Chapter 5- Telecommunications Rules and Regulations.

<http://www.psc.state.ne.us/home/NPSC/rules/rules.htm>

http://www.psc.state.ne.us/home/NPSC/rules/rules_pdf/comm_rules.pdf

Nebraska	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All LECs		N/A
Objective Level	Comments	Subjective Level	Comments	

Exclusions

Penalties and Credits

Penalty / Credit

Pro rata portion of month's charge for period of days without service.

Amount

0

Comments

The carrier shall, upon request, or pursuant to direction of the Commission, refund the pro rata portion of the month's charge for the period of days during which such access line service was interrupted. Provided, however, if access line service is interrupted as the result of widespread disaster, and other than by the negligence or willful act of the exchange carrier, no refund shall be required unless the access line service remains interrupted for a period in excess of seven (7) days. This refund may be accomplished by a credit on a subsequent bill for local exchange service.

Records for Commission

002.03B

Each exchange carrier shall keep a record of all access line service interruptions or acute irregularities of access line service whenever reported to it or whenever the duration of a found access line service interruption exceeds twenty-four (24) hours. The record shall include appropriate identification of the customer or access line service affected, the date, time, duration, extent and cause of the interruption.

002.04B Each exchange carrier shall keep a record of trouble reports made by its customers. This record shall include appropriate identification of the customers or access line service affected, the time, date and nature of the report, the action taken, the date and time of trouble clearance or other disposition and the identification of the person making final disposition. The carrier shall furnish reports to the Commission upon request.

Retention: FCC required limit

Reference

Nebraska Administrative Code, Title 291, Chapter 5- Telecommunications Rules and Regulations.

<http://www.psc.state.ne.us/home/NPSC/rules/rules.htm>

http://www.psc.state.ne.us/home/NPSC/rules/rules_pdf/comm_rules.pdf

Nebraska	Category	Company	Periodicity	No. of lines
Repair commitments met		All LECs		N/A
Objective Level	Comments	Subjective Level	Comments	

Exclusions

Penalties and Credits

Records for Commission

Retention: FCC required limit

Reference

Nebraska Administrative Code, Title 291, Chapter 5- Telecommunications Rules and Regulations.
<http://www.psc.state.ne.us/home/NPSC/rules/rules.htm>
http://www.psc.state.ne.us/home/NPSC/rules/rules_pdf/comm_rules.pdf

Nevada	Category	Company	Periodicity	No. of lines
	Primary service order installation	Sprint		N/A

Objective Level	Comments	Subjective Level	Comments
94 Percent 3 days		93 percent 3 days	
	Report:		Report:

Exclusions

Penalties and Credits

Records for Commission

Retention: FCC required limit

Reference

Sprint's Plan of Alternative Regulation: Service Quality Standards. Dockets 95-8034 & 8035

Nevada	Category	Company	Periodicity	No. of lines
	Primary service order installation	Nevada Bell		N/A

Objective Level	Comments	Subjective Level	Comments
90 Percent 5 days			
	Report:		

Exclusions

Penalties and Credits

Records for Commission

Retention: FCC required limit

Reference

Nevada Bell's Alternative Plan of Regulation: Quality of Service Standards. Docket 96-3002

Nevada	Category	Company	Periodicity	No. of lines
	Out of service clearing time	Nevada Bell		N/A

Objective Level	Comments	Subjective Level	Comments
90 Percent 24 hrs			
	Report:		

Exclusions

Penalties and Credits

Records for Commission

Retention: FCC required limit

Reference

Nevada Bell's Alternative Plan of Regulation: Quality of Service Standards. Docket 96-3002

New Hampshire	Category	Company	Periodicity	No. of lines
	Primary service order installation	Verizon		

Objective Level	Comments	Subjective Level	Comments
90 Percent	3 days		

Report:

Exclusions

Penalties and Credits

Records for Commission

Retention:

Reference

NHPUC's measurements for Verizon as a result of the order approving the Bell Atlantic NYNEX merger - Order #22,484 issued in January 1997

New Hampshire	Category	Company	Periodicity	No. of lines
	Primary service order installation	All LECs		N/A

Objective Level	Comments	Subjective Level	Comments
0 Percent 10 days			
	Report:		

Exclusions

Puc 400 shall not apply to a competitive local exchange carriers (CLEC), as defined in Puc 1302.03, except as provided in (c) below.
(c) The provisions of Puc 400 which apply to CLECs shall be as provided in Puc 1304.03(n)(1).

Penalties and Credits

Records for Commission

Puc 403.02 Application for Service.

- (a) A utility shall keep a record as to each instance in which it is not able to supply telephone service to prospective customers within 10 days following application for service.
- (b) The record required by (a) above shall include:
 - (1) The name and address of each applicant who was not provided service within 10 days;
 - (2) The date of application for service;
 - (3) The class of service applied for; and
 - (4) The reason the utility was unable to provide service within 10 days of application.

Retention: 2 years

Reference

New Hampshire Code of Administrative Rules, Chapter Puc 400: Rules for Telephone Service.
<http://www.puc.state.nh.us/Regulatory/Rules/puc400.pdf>

New Hampshire	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All LECs		N/A
Objective Level	Comments	Subjective Level	Comments	

Exclusions

Puc 400 shall not apply to a competitive local exchange carriers (CLEC), as defined in Puc 1302.03, except as provided in (c) below.
(c) The provisions of Puc 400 which apply to CLECs shall be as provided in Puc 1304.03(n)(1).

Penalties and Credits

Penalty / Credit

Pro rata part of that month's flat charges for the days without service.

Amount

0

Comments

A utility shall refund, to an affected customer, the pro rata part of that month's flat-rated charges for the period of days during which telephone service was not available, when a utility is aware of the following: (1) The utility has not cleared a trouble report from a customer within 24 hours; or (2) The utility has not cleared, within 24 hours: a. An internal report; or b. An alarm of trouble affecting a specific customer or customers. (e) The refund required by (d) above may be accomplished by a credit on a subsequent bill of the customer for telephone service.

Records for Commission

Each utility shall keep a record of all interruptions or acute malfunction of service. The record required shall show:

- (1) The date and time at which the interruption or irregularity occurred or is reported;
- (2) The nature of the trouble; and
- (3) The date and time cleared.

Puc 407.05 E-26T Report of Customer Troubles.

(a) Each utility shall file once each month an E-26T report summarizing complaints reported by customers of the utility on quality of service standards.

(b) The utility shall include on the "Report of Customer Troubles":

- (1) The total number of reports of trouble made to the utility during the month;
- (2) The total number of access lines affected by the trouble reported during the month;
- (3) The number of calculated customer trouble reports per 100 access lines of the utility; and
- (4) Total figures for troubles reported: a. For which the utility was responsible; and b. Which the utility referred to another carrier for corrective action such as to an interexchange carrier.

Retention: 2 years

Reference

New Hampshire Code of Administrative Rules, Chapter Puc 400: Rules for Telephone Service.
<http://www.puc.state.nh.us/Regulatory/Rules/puc400.pdf>

New Hampshire	Category	Company	Periodicity	No. of lines
	Out of service clearing time	Verizon		

Objective Level	Comments	Subjective Level	Comments
90 Percent 24 hrs			

Report:

Exclusions

Penalties and Credits

Records for Commission

Retention:

Reference

NHPUC's measurements for Verizon as a result of the order approving the Bell Atlantic NYNEX merger - Order #22,484 issued in January 1997

New Hampshire	Category	Company	Periodicity	No. of lines
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Repair commitments met		Verizon		
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Objective Level	Comments	Subjective Level	Comments
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90 Percent	0		
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Report:

Exclusions

Penalties and Credits

Records for Commission

Retention:

Reference

NHPUC's measurements for Verizon as a result of the order approving the Bell Atlantic NYNEX merger - Order #22,484 issued in January 1997

New Jersey	Category	Company	Periodicity	No. of lines
Primary service order installation				N/A

Objective Level	Comments	Subjective Level	Comments
75 Percent 5 working days	After receipt of application; basic service Report:		
0 Percent 30 days	Regrade, after receipt of application Report:		

Exclusions

Penalties and Credits

Records for Commission

Retention: FCC required limit

Reference

New Jersey Rules, Title 14, Chapter 10: Telephone.14:10-1.10.1

New Jersey	Category	Company	Periodicity	No. of lines
	Out of service clearing time			N/A

Objective Level	Comments	Subjective Level	Comments
0 Percent 24 hrs	Troubles not requiring unusual repairs. Report:		

Exclusions

Penalties and Credits

Records for Commission

Retention: FCC required limit

Reference

New Jersey Rules, Title 14, Chapter 10: Telephone. 14:10-1.7, 1.10.4

New Jersey	Category	Company	Periodicity	No. of lines
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Repair commitments met

N/A

Objective Level	Comments	Subjective Level	Comments
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100 Percent 0

Report:

Exclusions

Except when unavoidable.

Penalties and Credits

Records for Commission

Retention: FCC required limit

Reference

New Jersey Rules, Title 14, Chapter 10: Telephone. 14:10-1.7, 1.10.4

New Mexico	Category	Company	Periodicity	No. of lines
	Primary service order installation	All ILECs		N/A

Objective Level	Comments	Subjective Level	Comments
96 Percent 5 business days	Premises within 1000 feet of a distribution terminal Report:		
0 Percent 30 business days	Premises 1000 feet or more from a distribution terminal. Report:		
0 Percent 0	Held orders rate for primary service Report: Yearly		

Exclusions

Excluding installations not completed for reasons attributable to customers.

Penalties and Credits

Penalty / Credit

Waive service charge for the first month

Amount

0

Comments

In addition to providing alternate service, an ILEC shall: (1) For each customer whose order is held, waive the service charge for the first month of service once service is provided; and (2) for each customer whose premises is outside the reliable coverage area for wireless phone service, provide a credit of two (2) times the basic local exchange service rate for every month or partial month the customer's order is held. For any calendar year in which a large ILEC failed to achieve, on a statewide basis, the ninety-six (96) percent installation standard for primary local exchange lines, the ILEC shall incur credit obligations included in 17.11.22.22 and 17.11.22.22.

Records for Commission

Installation of primary local exchange lines within established time frames.

An ILEC shall calculate and report by wire center the percentage of orders for primary local exchange lines installed within the time frames established in 17.11.22.12 NMAC, excluding installations not completed for reasons attributable to customers.

Non-designed services. An ILEC shall report, by wire center and on a statewide average basis, the number of held orders for non-designed services in each of the following categories, and shall, upon request of the Commission, provide an explanation for the level of held orders in any particular category. For primary local exchange lines, an ILEC shall also report the number of held orders as a percentage of the total switched access lines in service each month.

- (a) total;
- (b) business customers;
- (c) residence customers;
- (d) primary local exchange lines;
- (e) additional lines;
- (f) orders held for 15-30 days;
- (g) orders held 31-90 days;
- (h) orders held 91-180 days;

- (i) orders held over 180 days;
- (j) orders for which waiver petitions are pending or have been granted; and
- (k) orders cancelled by the customer.

(2) Designed services. An ILEC shall report the number of held orders for designed services in each of the following categories and shall, upon request of the Commission, provide an explanation for the level of held orders in any particular category:

- (a) wire center;
- (b) orders held for 15-30 days;
- (c) orders held for 31-90 days;
- (d) orders held for 91-180 days;
- (e) orders held for over 180 days;
- (f) orders for which waiver petitions are pending or have been granted; and
- (g) orders cancelled by the customer.

Retention: FCC required limit

Reference

NMPRC Rules, New Mexico Administrative Code, Title 17, Chapter 11-Telecommunications, Part 22- Quality of Service Standards, 12. INSTALLATION OF BASIC LOCAL EXCHANGE SERVICE

<http://www.nmcpr.state.nm.us/nmac/parts/title17/17.011.0022.htm>

New Mexico	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All ILECs	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
85 Percent 24 hrs	Wire center basis. Report: Monthly		
0 Percent 20 hrs	Average repair interval in a wire center Report: Monthly		

Exclusions

Penalties and Credits

Penalty / Credit

Amount
0

Comments

For any calendar year in which a large ILEC failed to achieve, on a statewide basis, an average out-of-service clearance rate of eighty-five (85) percent in twenty-four (24) hours, the ILEC shall incur the credit obligations stated in 17.11.22.22 and 17.11.22.23.

Records for Commission

17.11.22.8 REPORTING REQUIREMENTS FOR ILECS

Unless otherwise specified, an ILEC shall provide data both by wire center listed alphabetically by name, and on a statewide average basis. An ILEC shall submit all reports to the Commission in printed and electronic spreadsheet format. An ILEC shall file separate reports for nondesignated and designated services for the categories specified in subsections A through F. Large ILECs shall file reports quarterly, except for held order reports, which shall be filed monthly, but shall compile data on a monthly basis.

Small ILECs shall file reports semi-annually, but shall compile data on a quarterly basis. Reports shall be filed with the Commission within one (1) month of the period covered by the report.

Trouble reports. An ILEC shall maintain an accurate and complete record of all trouble reports, categorized as out-of-service trouble reports or all other trouble reports, and shall note the wire center associated with each trouble report. Each ILEC shall report the number of trouble reports in each category received at each wire center and the number of access lines in service at each wire center.

Trouble report rate

An ILEC shall report the trouble report rate for out-of-service and all other trouble reports for each wire center (number of trouble reports per hundred access lines per wire center) and, where applicable, the reason a wire center exceeded the trouble report rate.

Trouble reports cleared

An ILEC shall report the percentage of out-of-service and all other trouble reports cleared by each repair center within twenty-four (24) hours, and the average repair interval for out-of-service trouble reports.

Repeat trouble report rate

An ILEC shall report the repeat trouble report rate for out-of-service and all other trouble reports for each wire center (number of repeat trouble reports per hundred access lines per wire center) and, where applicable, the reason a wire center exceeded the applicable repeat trouble report rate.

Retention: FCC required limit

Reference

NMPRC Rules, New Mexico Administrative Code, Title 17, Chapter 11-Telecommunications, Part 22- Quality of Service Standards, 19.QUALITY OF SERVICE STANDARDS FOR NON-DESIGNED SERVICES

<http://www.nmcpr.state.nm.us/nmac/parts/title17/17.011.0022.htm>

New Mexico	Category	Company	Periodicity	No. of lines
	Repair commitments met	All ILECs		N/A
Objective Level	Comments	Subjective Level	Comments	

Exclusions

Penalties and Credits

Records for Commission

Average repair interval.
 An ILEC shall report, by wire center, the average interval for repairing service.

Retention: FCC required limit

Reference

NMPRC Rules, New Mexico Administrative Code, Title 17, Chapter 11-Telecommunications, Part 22- Quality of Service Standards
<http://www.nmcpr.state.nm.us/nmac/parts/title17/17.011.0022.htm>

New York	Category	Company	Periodicity	No. of lines
	Primary service order installation	All LECs	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
80 Percent	5 working days or greater for each installation administrative entity.		
	Report: Monthly		

Exclusions

603.4(c)(1) Service providers with 500,000 or fewer access lines in service. Exclude any service orders that add additional lines to an existing customer's service, add additional features and/or discontinue service. Exclude orders for PBX, Centrex and special services (e.g., non-switched data circuits, WATS). Exclude those service orders where a customer has requested an installation date beyond the five day interval.

Penalties and Credits

Records for Commission

603.4(c)(1) Service providers with 500,000 or fewer access lines in service shall only report on Customer Trouble Report Rate.
603.4(c)(2) Service providers with over 500,000 access lines in service shall report on all of the service metrics of Subsection 603.3.

Whenever a performance measure is not at or better than the performance threshold for the current month and any two of the previous four months, a service provider shall automatically submit to the Commission staff a Service Inquiry Report, as defined in Subsection 603.4(e).

Retention: FCC required limit

Reference

Memorandum and Resolution Adopting Revision of Parts 602, 603, and Section 644.2 of 16 NYCRR. Case 97-C-0139- Proceeding on Motion of the Commission to review Service Quality Standards for Telephone Companies. Issued and Effective Oct. 6, 2000.
<http://www.dps.state.ny.us/fileroom/doc8601.pdf>

NYPSC. Service Quality Standards for Telephone Companies, Notice Of Issuance Of Uniform Measurement Guidelines. Case No. 97-C-0139, Issued October 6, 2000.
[http://www3.dps.state.ny.us/pscweb/WebFileRoom.nsf/ArticlesByCategory/F1F99E0C9A229CC685256DF1004CC36D/\\$File/doc8602.pdf?OpenElement](http://www3.dps.state.ny.us/pscweb/WebFileRoom.nsf/ArticlesByCategory/F1F99E0C9A229CC685256DF1004CC36D/$File/doc8602.pdf?OpenElement)

New York	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All LECs	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
80 Percent 24 hrs	or less; for each maintenance administrative entity. Report: Monthly		

Exclusions

603.4(c)(1) Service providers with 500,000 or fewer access lines in service. Other service difficulties (slow dial tone, busy circuits, etc.) shall not be considered out-of-service conditions. Sundays and holidays (i.e., those holidays during which the company is generally closed) are excluded (i.e., the timeframe from the close of normal operations on the day before the excluded day until resumption of normal operations on the day following the excluded day) from calculating the length of time that a customer is out-of service.

Penalties and Credits

Records for Commission

603.3(b)(2) Reports included in the Customer Trouble Report Rate are limited to troubles associated with the regulated components of residential, business, Centrex and pay telephone service of the service provider's customers, and also includes all regulated features associated with these services except voice mailboxes. Customer trouble reports received as a result of any network failure are included in the report rate.

603.3(b)(4) Separate trouble reports should be recorded and included in the customer trouble report rate for multiple-line customers, for each access line identified by the customer.

Retention: FCC required limit

Reference

Memorandum and Resolution Adopting Revision of Parts 602, 603, and Section 644.2 of 16 NYCRR. Case 97-C-0139- Proceeding on Motion of the Commission to review Service Quality Standards for Telephone Companies. Issued and Effective Oct. 6, 2000.
<http://www.dps.state.ny.us/fileroom/doc8601.pdf>

NYPSC. Service Quality Standards for Telephone Companies, Notice Of Issuance Of Uniform Measurement Guidelines. Case No. 97-C-0139, Issued October 6, 2000.
[http://www3.dps.state.ny.us/pscweb/WebFileRoom.nsf/ArticlesByCategory/F1F99E0C9A229CC685256DF1004CC36D/\\$File/doc8602.pdf?OpenElement](http://www3.dps.state.ny.us/pscweb/WebFileRoom.nsf/ArticlesByCategory/F1F99E0C9A229CC685256DF1004CC36D/$File/doc8602.pdf?OpenElement)

New York	Category	Company	Periodicity	No. of lines
Repair commitments met		All LECs		N/A
Objective Level	Comments	Subjective Level	Comments	

Exclusions

Penalties and Credits

Records for Commission

Retention: FCC required limit

Reference

Memorandum and Resolution Adopting Revision of Parts 602, 603, and Section 644.2 of 16 NYCRR. Case 97-C-0139- Proceeding on Motion of the Commission to review Service Quality Standards for Telephone Companies. Issued and Effective Oct. 6, 2000.
<http://www.dps.state.ny.us/fileroom/doc8601.pdf>

North Carolina	Category	Company	Periodicity	No. of lines
	Primary service order installation	All LECs	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
90 Percent 5 working days	Reported for the provider's state service area as a whole and, whenever possible, by exchange or district. Report: Monthly		

Exclusions

Penalties and Credits

Records for Commission

Each local exchange telephone company actually providing basic local residential and/or business exchange service to customers in North Carolina shall file an original and five (5) copies of a report each month with the Chief Clerk of the Commission detailing the results of its compliance with each of the uniform service objectives set forth in this rule.

Retention: FCC required limit

Reference

Rules and Regulations of the North Carolina Utilities Commission: Chapter 9: Telephone and Telegraph.
<http://www.ncuc.commerce.state.nc.us/ncrules/chap9.htm>

North Carolina	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All LECs	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
95 Percent 24 hrs	Reported for the provider's state service area as a whole and, whenever possible, by exchange or district. Report: Monthly		

Exclusions

Penalties and Credits

Records for Commission

Each local exchange telephone company actually providing basic local residential and/or business exchange service to customers in North Carolina shall file an original and five (5) copies of a report each month with the Chief Clerk of the Commission detailing the results of its compliance with each of the uniform service objectives set forth in this rule.

Retention: FCC required limit

Reference

Rules and Regulations of the North Carolina Utilities Commission: Chapter 9: Telephone and Telegraph.
<http://www.ncuc.commerce.state.nc.us/ncrules/chap9.htm>

North Dakota	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All LECs		N/A
Objective Level	Comments	Subjective Level	Comments	

Exclusions

Penalties and Credits

Records for Commission

Retention: FCC required limit

Reference

North Dakota Administrative Code, Chapter 69-09-05: Standards of Service-Telephone.
<http://www.state.nd.us/lr/information/acdata/pdf/69-09-05.pdf>
<http://www.state.nd.us/lr/information/acdata/html/69-09.html>

Ohio	Category	Company	Periodicity	No. of lines
	Primary service order installation	All providers under state jurisdiction	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
0 Percent 5 days	For new access line service Report: Monthly		

Exclusions

The minimum telephone service standards, as they exist today and as subsequently modified by this commission, apply to the regulated services and operations of all telephone companies except to the extent otherwise noted in Chapter 4901:1-5 of the Administrative Code.

Penalties and Credits

Penalty / Credit

Credits and some form of alternative service required if no service after 15 bus. days of inst. Date

Amount

0

Comments

The local service provider shall apply credits to subscriber bills in accordance with paragraph (D) of rule 4901:1-5-16 of the Administrative Code, for failure to install new access line service by such requested date. To the extent that credits are not required under paragraph (D)(1) to (D)(4) of Rule 4901:1-5-16 of the Administrative Code, they are likewise not required under this rule. If initial access line service is not installed within fifteen business days after the scheduled installation date, the company shall provide some form of alternative service (e.g., cellular service, voice mail, or remote call forwarding). The alternative service requirement applies only to the installation of the applicant's first access line.

Records for Commission

4901:1-5-03 Records and reports.

Unless otherwise specified by the commission, all records required by this chapter shall be preserved for the respective periods of time specified in the current edition of the federal communications commission's record retention schedule. Each local service provider shall maintain and furnish to the commission, at such times and in such form as the commission may require, records of the company's operations. These records shall comply with the following criteria:

- (1) Contain sufficient detail to permit review of the company's service performance; and
- (2) Include the results of pertinent service-related tests and an analysis of such results.

Each local service provider shall develop and maintain records regarding its compliance with rule 4901:1-5-20 and rule 4901:1-5-16 of the Administrative Code. Such records shall:

- (1) Demonstrate the local service provider's compliance with the provisions of such rules;
- (2) Measure the extent and severity of any noncompliance;
- (3) Document the application of any exceptions on a customer-specific basis. accordingly, any exception applied by the local service provider shall be reflected in the individual customer's installation or repair records; and
- (4) Support any investigations of individual subscriber complaints.

Retention: At least 18 months

Reference

Ohio's Minimum Telephone Service Standards. 4901:1-5-01 to 1-5-20
<http://www.puco.ohio.gov/apps/rules/rulefinder.cfm?rulekeyword=tp&printer=1#415>
<http://www.puc.state.oh.us/puco/rules/index.cfm>

Ohio	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All providers under state jurisdiction	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
0 Percent 24 hrs	For OOS reports, following receipt of the report. Report: Monthly		
0 Percent 48 hrs	For service affecting reports, following receipt of report. Report: Monthly		

Exclusions

Excluding Sundays and holidays.
The minimum telephone service standards, as they exist today and as subsequently modified by this commission, apply to the regulated services and operations of all telephone companies except to the extent otherwise noted in Chapter 4901:1-5 of the Administrative Code.

Penalties and Credits

Penalty / Credit

Amount
0

Comments

The local service provider shall apply credits for out-of-service conditions to subscriber bills in accordance with paragraphs (A) and (B) of rule 4901:1-5-16 of the Administrative Code.

Records for Commission

4901:1-5-03 Records and reports.
Unless otherwise specified by the commission, all records required by this chapter shall be preserved for the respective periods of time specified in the current edition of the federal communications commission's record retention schedule. Each local service provider shall maintain and furnish to the commission, at such times and in such form as the commission may require, records of the company's operations. These records shall comply with the following criteria:

- (1) Contain sufficient detail to permit review of the company's service performance; and
- (2) Include the results of pertinent service-related tests and an analysis of such results.

Each local service provider shall develop and maintain records regarding its compliance with rule 4901:1-5-20 and rule 4901:1-5-16 of the Administrative Code. Such records shall:

- (1) Demonstrate the local service provider's compliance with the provisions of such rules;
- (2) Measure the extent and severity of any noncompliance;
- (3) Document the application of any exceptions on a customer-specific basis. accordingly, any exception applied by the local service provider shall be reflected in the individual customer's installation or repair records; and
- (4) Support any investigations of individual subscriber complaints.

Retention: At least 18 months

Reference

Ohio's Minimum Telephone Service Standards. 4901:1-5-01 to 1-5-20
<http://www.puco.ohio.gov/apps/rules/rulefinder.cfm?rulekeyword=tp&printer=1#415>
<http://www.puc.state.oh.us/puco/rules/index.cfm>

Ohio	Category	Company	Periodicity	No. of lines
	Repair commitments met	All providers under state jurisdiction		N/A

Objective Level	Comments	Subjective Level	Comments
100 Percent 0			

Report:

Exclusions

The minimum telephone service standards, as they exist today and as subsequently modified by this commission, apply to the regulated services and operations of all telephone companies except to the extent otherwise noted in Chapter 4901:1-5 of the Administrative Code.

Penalties and Credits

Penalty / Credit	Amount
	0

Comments

The local service provider must apply credits for missed repair appointments and commitments to subscriber bills in accordance with paragraph (E)(2) of rule 4901:1-5-16 of the Administrative Code.

Records for Commission

4901:1-5-03 Records and reports.

Unless otherwise specified by the commission, all records required by this chapter shall be preserved for the respective periods of time specified in the current edition of the federal communications commission's record retention schedule. Each local service provider shall maintain and furnish to the commission, at such times and in such form as the commission may require, records of the company's operations. These records shall comply with the following criteria:

- (1) Contain sufficient detail to permit review of the company's service performance; and
- (2) Include the results of pertinent service-related tests and an analysis of such results.

Each local service provider shall develop and maintain records regarding its compliance with rule 4901:1-5-20 and rule 4901:1-5-16 of the Administrative Code. Such records shall:

- (1) Demonstrate the local service provider's compliance with the provisions of such rules;
- (2) Measure the extent and severity of any noncompliance;
- (3) Document the application of any exceptions on a customer-specific basis. accordingly, any exception applied by the local service provider shall be reflected in the individual customer's installation or repair records; and
- (4) Support any investigations of individual subscriber complaints.

Each local service provider shall, upon request, provide such records to the commission or its staff. Such records shall be retained for a minimum of eighteen months.

Retention: At least 18 months

Reference

Ohio's Minimum Telephone Service Standards. 4901:1-5-01 to 1-5-20
<http://www.puco.ohio.gov/apps/rules/rulefinder.cfm?rulekeyword=tp&printer=1#415>
<http://www.puc.state.oh.us/puco/rules/index.cfm>

Oklahoma	Category	Company	Periodicity	No. of lines
	Primary service order installation	All providers under state jurisdiction		N/A

Objective Level	Comments	Subjective Level	Comments
95 Percent	4 working days		where facilities are available
Report:			

Exclusions

This Chapter shall apply to a Telephone Cooperative Corporation only to the extent specifically authorized by 18 O.S. § 438.1 et seq. This Chapter shall not apply to the interexchange portion of an IXC's business, except as set forth in OAC 165:55-1-8.

Penalties and Credits

Records for Commission

165:55-13-2. Unfilled applications

Record of unfilled applications.

The telecommunications service provider shall keep a complete record of unfilled applications for each exchange, showing the name and address of the applicant, date of application, date service desired, estimated date service was promised, class of service applied for, and reason for failure to give service on a timely basis.

Retention: 2 years

Reference

Title 165 Oklahoma Corporation Commission Rules: Chapter 55: Telecommunications Services
<ftp://204.87.70.98/occrules/Ruleshtm/03%20ch%2055%20permanent%20rules.htm>

Oklahoma	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All LECs		N/A

Objective Level	Comments	Subjective Level	Comments
90 Percent	1 working days	Except emergency service	
	Report:		

Exclusions

This Chapter shall apply to a Telephone Cooperative Corporation only to the extent specifically authorized by 18 O.S. § 438.1 et seq. This Chapter shall not apply to the interexchange portion of an IXC's business, except as set forth in OAC 165:55-1-8.

Penalties and Credits

Records for Commission

165:55-13-51. Records of trouble reports

Each telecommunications service provider shall maintain a complete written record of all customer trouble reports of service-affecting defects in telecommunications service provided by that telecommunications service provider. The records shall identify the end-user or service affected, the time and date of the report, the nature of the defect reported, the action taken to correct the trouble, the date and time of trouble clearance or other disposition. Each telecommunications service provider shall make a full and prompt investigation of every trouble report made to it by its end-users, either directly or through the Commission. It shall keep a record of each trouble report received. Each record shall show the name and address of the reporting end-user, the date and character of the trouble reported, and the adjustment or disposal made thereof, which record shall be retained for two (2) years. Records shall be kept of all trouble reports as defined by this Chapter.

Retention: 2 years

Reference

Title 165 Oklahoma Corporation Commission Rules: Chapter 55: Telecommunications Services
<ftp://204.87.70.98/occrules/Ruleshtm/03%20ch%2055%20permanent%20rules.htm>

Oregon	Category	Company	Periodicity	No. of lines
	Primary service order installation	All providers under state jurisdiction	Monthly	Serving >50,000 access lines in Oregon

Objective Level	Comments	Subjective Level	Comments
90 Percent	6 business days		
	Report: Monthly		

Exclusions

The provisions of this section do not apply to:

- (a) Radio communications service, radio paging service, commercial mobile radio service, personal communications service or cellular communications service; or
- (b) A cooperative corporation organized under ORS chapter 62 that provides telecommunications services.

Telecommunications utilities and groups of affiliated telecommunications utilities that serve fewer than 50,000 access lines in Oregon are exempt from any minimum service quality standard adopted under this section that would require the utility or group to measure carrier inquiry response time.

Measurement and Reporting Requirement.

A telecommunications carrier that maintains 1,000 or more access lines on a statewide basis must take the measurements required by this rule and report them to the Commission as specified. A telecommunications carrier that maintains fewer than 1,000 access lines on a statewide basis need not take the required measurements and file the required reports unless ordered to do so by the Commission.

Provisioning exception:

Unless a later date is determined through good faith negotiations between the customer and the telecommunications carrier

Penalties and Credits

Penalty / Credit

Total annual penalties shall not exceed 2% of carrier's gross intrastate revenue for tcom services

Amount

0

Comments

ORS 759.450. The commission shall require a telecommunications carrier, telecommunications utility or competitive telecommunications provider that is not meeting the minimum service quality standards to submit a plan for improving performance to meet the standards. If the carrier, utility or provider does not meet the goals of its improvement plan within six months or if the plan is disapproved by the commission, penalties may be assessed against the carrier and, if assessed, shall be assessed according to the provisions of ORS 759.990.

Records for Commission

Measurement and Reporting Requirement.

A telecommunications carrier that maintains 1,000 or more access lines on a statewide basis must take the measurements required by this rule and report them to the Commission as specified. A telecommunications carrier that maintains fewer than 1,000 access lines on a statewide basis need not take the required measurements and file the required reports unless ordered to do so by the Commission.

Reporting Requirement for Provisioning

Each reporting telecommunications carrier shall report monthly to the Commission the percentage of commitments met for service, total number of held orders, and the total number of primary held orders over 30 days past the initial commitment date;

Retention Requirement

Each reporting telecommunications carrier shall maintain records about held orders for one year. The record shall explain why each order is held and the commitment date.

Retention: 1 year

Reference

Oregon Administrative Rules 860-023-055: Service Standards. http://arcweb.sos.state.or.us/rules/OARS_800/OAR_860/860_tofc.html

Oregon Revised Statutes, Chapter 759 Service Quality Standards and Prohibited Acts. <http://www.leg.state.or.us/ors/759.html>

Oregon	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All providers under state jurisdiction		Serving >50,000 access lines in Oregon

Objective Level	Comments	Subjective Level	Comments
95 Percent 48 hrs	By each repair center Report: Monthly		

Exclusions

The provisions of this section do not apply to:

- (a) Radio communications service, radio paging service, commercial mobile radio service, personal communications service or cellular communications service; or
- (b) A cooperative corporation organized under ORS chapter 62 that provides telecommunications services.

Telecommunications utilities and groups of affiliated telecommunications utilities that serve fewer than 50,000 access lines in Oregon are exempt from any minimum service quality standard adopted under this section that would require the utility or group to measure carrier inquiry response time.

Measurement and Reporting Requirement. A telecommunications carrier that maintains 1,000 or more access lines on a statewide basis must take the measurements required by this rule and report them to the Commission as specified. A telecommunications carrier that maintains fewer than 1,000 access lines on a statewide basis need not take the required measurements and file the required reports unless ordered to do so by the Commission.

Repair clearing time requirement will not apply in situations of natural disasters or other emergencies when approved by the Commission.

Penalties and Credits

Penalty / Credit

Total annual penalties shall not exceed 2% of carrier's gross intrastate revenue for tcom services.

Amount

0

Comments

ORS 759.450. The commission shall require a telecommunications carrier, telecommunications utility or competitive telecommunications provider that is not meeting the minimum service quality standards to submit a plan for improving performance to meet the standards. If the carrier, utility or provider does not meet the goals of its improvement plan within six months or if the plan is disapproved by the commission, penalties may be assessed against the carrier and, if assessed, shall be assessed according to the provisions of ORS 759.990.

Records for Commission

Measurement and Reporting Requirement.

A telecommunications carrier that maintains 1,000 or more access lines on a statewide basis must take the measurements required by this rule and report them to the Commission as specified. A telecommunications carrier that maintains fewer than 1,000 access lines on a statewide basis need not take the required measurements and file the required reports unless ordered to do so by the Commission.

Trouble reports. Reporting Requirement

Each reporting telecommunications carrier shall report monthly to the Commission the percentage of trouble reports cleared within 48 hours by each repair center;

Retention Requirement: None.

Retention: FCC required limit

Reference

Oregon Administrative Rules 860-023-055: Service Standards. http://arcweb.sos.state.or.us/rules/OARS_800/OAR_860/860_tofc.html

Oregon Revised Statutes, Chapter 759 Service Quality Standards and Prohibited Acts. <http://www.leg.state.or.us/ors/759.html>

Pennsylvania	Category	Company	Periodicity	No. of lines
	Primary service order installation	All LECs	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
95 Percent 5 working days	per central office, for primary service Report: Monthly	0 percent 0	Fails to meet a stated average level of operation required by this subchapter for a period of 3 consecutive months. Report:
90 Percent 20 days	per central office, for non-primary service Report: Monthly		

Exclusions

Unless a later date is requested by the applicant or when construction is required.

Penalties and Credits

Records for Commission

If a public utility fails to meet a standard service surveillance level in a reporting entity as described in this subchapter, the service data for the standard not met in that reporting entity shall be filed with the Commission.

§ 63.55. Surveillance levels.

When the level of operation of a public utility fails to meet a stated average level of operation required by this subchapter for a period of 3 consecutive months, the public utility immediately shall:

- (1) Initiate an investigation into the cause of the inadequate performance.
- (2) Inform the Commission of the substandard performance and of steps, studies and investigations commenced and undertaken by the public utility to determine the cause and to remedy the inadequate performance.
- (b) In addition to the requirements set forth in subsection (a), a public utility shall file with the Commission, within 5 working days from its initial contact with the Commission as provided for in subsection (a)(2), a report which contains the following information:
 - (1) The nature of the problem.
 - (2) The cause of the problem.
 - (3) The duration of the problem.
 - (4) The result of studies and investigations which have been taken.
 - (5) The remedial action taken.

A public utility shall monitor the stated service problem area for a period of 1 month. At the end of this 1 month period the public utility shall file an updated status report with the Commission.

A public utility shall establish and maintain a performance record for each central office or other appropriate entity which shall be kept current and shall show applicable service results hourly, daily, monthly, as appropriate.

Records and measurements required by this section shall be retained by the public utility for a minimum period of 3 years.

Retention: At least 3 years

Reference

The Pennsylvania Code, Title 52: Public Utilities: Chapter 63: Telephone Services.
<http://www.pacode.com/secure/data/052/chapter63//chap63toc.html>

Pennsylvania	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All LECs	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
0 Percent 3 hrs	OOS of an emergency nature Report: Monthly	0 percent 0	Fails to meet a stated average level of operation required by this subchapter for a period of 3 consecutive months.
0 Percent 24 hrs	OOS not requiring unusual repair Report: Monthly		Report:

Exclusions

Except for isolated weekend outages affecting fewer than 15 customers in an exchange or where the customer agrees to another arrangement.

Penalties and Credits

Penalty / Credit

Credits apply for services and facilities rendered inoperative, useless or impaired.

Amount

0

Comments

See § 63.24. Service interruptions for details.

Records for Commission

§ 63.22. Service records.

(a) A public utility shall keep sufficient records to reflect the following:

(1) Tests and inspections showing data as to date, facilities tested or inspected, conditions of the facilities and action taken.

(2) Service complaints and trouble reports.

(i) A public utility shall provide for the receipt of trouble reports at all hours and make a full and prompt investigation of, and response to, complaints, with the exception of isolated outages beyond normal working hours affecting fewer than 15 customers in an exchange.

(ii) A public utility shall maintain an accurate record of customer trouble reports which shall include:

(A) Identification of the customer affected.

(B) Service affected.

(C) Time, date and nature of the report.

(D) Results of investigation.

(E) Action taken to remedy the situation.

(F) Time and date of trouble clearance or other disposition.

(3) Service interruptions affecting 300 or more customers, including the date, cause, extent and duration of the interruption.

(4) Location and description of its plant, including maps, as appropriate.

If a public utility fails to meet a standard service surveillance level in a reporting entity as described in this subchapter, the service data for the standard not met in that reporting entity shall be filed with the Commission.

§ 63.55. Surveillance levels.

When the level of operation of a public utility fails to meet a stated average level of operation required by this subchapter for a period of 3 consecutive months, the public utility immediately shall:

- (1) Initiate an investigation into the cause of the inadequate performance.
- (2) Inform the Commission of the substandard performance and of steps, studies and investigations commenced and undertaken by the public utility to determine the cause and to remedy the inadequate performance.

(b) In addition to the requirements set forth in subsection (a), a public utility shall file with the Commission, within 5 working days from its initial contact with the Commission as provided for in subsection (a)(2), a report which contains the following information:

- (1) The nature of the problem.
- (2) The cause of the problem.
- (3) The duration of the problem.
- (4) The result of studies and investigations which have been taken.
- (5) The remedial action taken.

A public utility shall monitor the stated service problem area for a period of 1 month. At the end of this 1 month period the public utility shall file an updated status report with the Commission.

A public utility shall establish and maintain a performance record for each central office or other appropriate entity which shall be kept current and shall show applicable service results hourly, daily, monthly, as appropriate.

Records and measurements required by this section shall be retained by the public utility for a minimum period of 3 years.

Retention: At least 3 years

Reference

The Pennsylvania Code, Title 52: Public Utilities: Chapter 63: Telephone Services.
<http://www.pacode.com/secure/data/052/chapter63//chap63toc.html>

Pennsylvania	Category	Company	Periodicity	No. of lines
	Repair commitments met	All LECs		N/A
Objective Level	Comments	Subjective Level	Comments	

Exclusions

Penalties and Credits

Records for Commission

If a public utility fails to meet a standard service surveillance level in a reporting entity as described in this subchapter, the service data for the standard not met in that reporting entity shall be filed with the Commission.

§ 63.55. Surveillance levels.

When the level of operation of a public utility fails to meet a stated average level of operation required by this subchapter for a period of 3 consecutive months, the public utility immediately shall:

- (1) Initiate an investigation into the cause of the inadequate performance.
- (2) Inform the Commission of the substandard performance and of steps, studies and investigations commenced and undertaken by the public utility to determine the cause and to remedy the inadequate performance.
- (b) In addition to the requirements set forth in subsection (a), a public utility shall file with the Commission, within 5 working days from its initial contact with the Commission as provided for in subsection (a)(2), a report which contains the following information:
 - (1) The nature of the problem.
 - (2) The cause of the problem.
 - (3) The duration of the problem.
 - (4) The result of studies and investigations which have been taken.
 - (5) The remedial action taken.

A public utility shall monitor the stated service problem area for a period of 1 month. At the end of this 1 month period the public utility shall file an updated status report with the Commission.

A public utility shall establish and maintain a performance record for each central office or other appropriate entity which shall be kept current and shall show applicable service results hourly, daily, monthly, as appropriate.

Records and measurements required by this section shall be retained by the public utility for a minimum period of 3 years.

Retention: At least 3 years

Reference

The Pennsylvania Code, Title 52: Public Utilities: Chapter 63: Telephone Services.
<http://www.pacode.com/secure/data/052/chapter63//chap63toc.html>

Rhode Island	Category	Company	Periodicity	No. of lines
	Primary service order installation	Verizon AFOR	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
89 Percent 5 working days	or higher, on a statewide basis Report: Monthly	89.1 percent 5 working days	to 87.86% orders met (10.8 to 12.14% of orders not completed within 5 working days) (1 point) on a statewide basis. Report: Monthly
		87.9 percent 5 working days	or less (Action level: 12.15% or higher orders not completed within 5 working days) (0 points), on a statewide basis. Report: Monthly

Exclusions

Months in which the SQI falls below 28 or Verizon RI receives 0 points in two of the three maintenance/repair areas because of events beyond the control of the Company, such as natural disasters, labor disputes, embargoes, requirements imposed by regulation or decree of any governmental entity, or acts of public enemy, will be excluded from the evaluation period.

Penalties and Credits

Penalty / Credit

One twelfth of .5% of total annual retail revenue per month of noncompliance

Amount

0

Comments

The Annual Service Quality Adjustment Factor will remain at .5%. At the conclusion of each calendar year, the Company will incur a performance payment obligation equal to one twelfth of .5% of total annual retail revenue for each month of the year in which the Plan's requirements were not met. The performance payment obligation will be paid as an annual bill credit to each residence and business line in service at the time of the payment.

Records for Commission

Retention: FCC required limit

Reference

State of Rhode Island and Providence Plantations Public Utility Commission, In Re: Verizon RI Alternative Regulation Plan Docket No. 3445. Settlement Agreement. Appendix B. Part A. Order issued March 31, 2003.
http://www.ripuc.state.ri.us/order/pdfs/3445_VRISettleOrd17417.pdf

Rhode Island	Category	Company	Periodicity	No. of lines
	Out of service clearing time	Verizon AFOR	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
69 Percent 24 hrs	on a statewide basis. Report: Monthly	68.5 percent 24 hrs	to 65.81% cleared (31.5 to 34.19% not cleared within 24 hours) (2 points); on a statewide basis Report: Monthly
		65.8 percent 24 hrs	or lower (Action level: 34.2% or higher not cleared within 24 hours) (0 points); on a statewide basis Report: Monthly

Exclusions

Months in which the SQI falls below 28 or Verizon RI receives 0 points in two of the three maintenance/repair areas because of events beyond the control of the Company, such as natural disasters, labor disputes, embargoes, requirements imposed by regulation or decree of any governmental entity, or acts of public enemy, will be excluded from the evaluation period.

Penalties and Credits

Penalty / Credit

One twelfth of .5% of total annual retail revenue per month of noncompliance

Amount

0

Comments

The Annual Service Quality Adjustment Factor will remain at .5%. At the conclusion of each calendar year, the Company will incur a performance payment obligation equal to one twelfth of .5% of total annual retail revenue for each month of the year in which the Plan's requirements were not met. The performance payment obligation will be paid as an annual bill credit to each residence and business line in service at the time of the payment. Quality Adjustment Factor will remain at .5%. At the conclusion of each calendar year, the Company will incur a performance payment obligation equal to one twelfth of .5% of total annual retail revenue for each month of the year in which the Plan's requirements were not met. The performance payment obligation will be paid as an annual bill credit to each residence and business line in service at the time of the payment.

Records for Commission

Retention: FCC required limit

Reference

State of Rhode Island and Providence Plantations Public Utility Commission, In Re: Verizon RI Alternative Regulation Plan Docket No. 3445. Settlement Agreement. Appendix B. Part A. Order issued March 31, 2003.
http://www.ripuc.state.ri.us/order/pdfs/3445_VRISettleOrd17417.pdf

Rhode Island	Category	Company	Periodicity	No. of lines
	Repair commitments met	Verizon AFOR	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
88 Percent 0	or higher; on a statewide basis Report: Monthly	88.3 percent	to 85.61% met; on a statewide basis Report: Monthly
		85.6 percent	or less met (action level); on a statewide basis. Report: Monthly

Exclusions

Months in which the SQI falls below 28 or Verizon RI receives 0 points in two of the three maintenance/repair areas because of events beyond the control of the Company, such as natural disasters, labor disputes, embargoes, requirements imposed by regulation or decree of any governmental entity, or acts of public enemy, will be excluded from the evaluation period.

Penalties and Credits

Penalty / Credit

One twelfth of .5% of total annual retail revenue per month of noncompliance.

Amount

0

Comments

The Annual Service Quality Adjustment Factor will remain at .5%. At the conclusion of each calendar year, the Company will incur a performance payment obligation equal to one twelfth of .5% of total annual retail revenue for each month of the year in which the Plan's requirements were not met. The performance payment obligation will be paid as an annual bill credit to each residence and business line in service at the time of the payment.

Records for Commission

Retention: FCC required limit

Reference

State of Rhode Island and Providence Plantations Public Utility Commission, In Re: Verizon RI Alternative Regulation Plan Docket No. 3445. Settlement Agreement. Appendix B. Part A. Order issued March 31, 2003.
http://www.ripuc.state.ri.us/order/pdfs/3445_VRISettleOrd17417.pdf

South Carolina	Category	Company	Periodicity	No. of lines
	Primary service order installation	All providers under state jurisdiction	Quarterly	N/A

Objective Level	Comments	Subjective Level	Comments
85 Percent	5 working days		Where all tariff requirements have been met
	Report:		

Exclusions

Excepting those where a later date is requested by the customer or where special equipment or service is involved:

Penalties and Credits

Records for Commission

103-618. Service Reports.

Each telephone utility shall file the following service reports with the Commission on a quarterly basis within thirty (30) days of the end of the each calendar quarter. Reports shall show results by wire center, central office, exchange, or maintenance group.

103-619. Held Applications/Availability of Service.

The following information shall be filed with the Commission on a quarterly basis within thirty (30) days of the end of the each calendar quarter. Reported information which indicates that the Commission's specified objectives have not been met shall be accompanied by explanation. Reports shall show results by wire center, central office, exchange or maintenance group. This information shall be reported as a percentage of work order activity characterized as follows:

- The number of applications for new service held over thirty (30) days.
- The number of applications for regrade held over thirty (30) days.
- The total number of access lines.
- The percentage of service orders for installations and re-installations completed within five (5) working days.
- Commitments fulfilled.

Retention: FCC required limit

Reference

Public Service Commission of South Carolina PSC Rules and Regulations, Chapter 103, Article 6: Telecommunications Utilities.
<http://www.scstatehouse.net/coderegs/c103.htm#103-600>

South Carolina	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All providers under state jurisdiction	Quarterly	N/A

Objective Level	Comments	Subjective Level	Comments
85 Percent 24 hrs	OOS not requiring unusual repair		
	Report:		

Exclusions

Excluding weekends and holidays, unless the customer agrees to another arrangement.

Penalties and Credits

Records for Commission

103-618. Service Reports.

Each telephone utility shall file the following service reports with the Commission on a quarterly basis within thirty (30) days of the end of the each calendar quarter. Reports shall show results by wire center, central office, exchange, or maintenance group.

B. Customer out of service trouble clearing times:

The report shall contain the percentage number of out of service reports cleared within twenty four (24) hours, excluding weekends and holidays. The report shall indicate the total actual number of reported customer out of service reports for each reporting group. Out of service clearing times which exceed the Commission's specified objective (See R.103-663.7) shall be accompanied by written explanation.

Retention: FCC required limit

Reference

Public Service Commission of South Carolina PSC Rules and Regulations, Chapter 103, Article 6: Telecommunications Utilities.103-653. Trouble Reports.
<http://www.scstatehouse.net/coderegs/c103.htm#103-600>

South Dakota	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All providers under state jurisdiction		N/A
Objective Level	Comments	Subjective Level	Comments	

Exclusions

Penalties and Credits

Records for Commission

20:10:33:26. Record of trouble reports. Each local exchange company shall keep a record of trouble reports made by its customers. This record shall include appropriate identification of the customers or access line service affected, the time, date, and nature of the report, the action taken, the date and time of trouble clearance or other disposition, and the identification of the person making final disposition. The records shall be retained by the company for a minimum of two years. The local exchange company shall furnish reports to the commission upon request.

Retention: At least 2 years

Reference

South Dakota Administrative Rules, Article 20:10: Public Utilities.
<http://legis.state.sd.us/rules/rules/2010C.htm#20:10:33>

Tennessee	Category	Company	Periodicity	No. of lines
	Primary service order installation	ETCs	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
0 Percent 3 working days	within all exchanges, where construction is not required Report: Monthly	0 percent 0	Failure to meet this standard during any three months within a calendar year, within an exchange, is deemed a violation. Report:
90 Percent 30 days	Where construction is required Report:		

Exclusions

Penalties and Credits

Records for Commission

Retention: FCC required limit

Reference

Tennessee Regulatory Authority (June 2002): Proposed Telephone Service Standard Rules. Substance of Proposed Rules Amendments.
<http://www.state.tn.us/tra/rules/proposedssrules.pdf>

Tennessee	Category	Company	Periodicity	No. of lines
	Primary service order installation	All providers under state jurisdiction		For exchanges of more than 3000 access lines

Objective Level	Comments	Subjective Level	Comments
85 Percent 5 working days	Regular service orders, where facilities are available Report:	75 percent 5 working days	On a continuing basis Report:

Exclusions

Unless a later date is requested by the applicant.

Penalties and Credits

Records for Commission

All records required by these rules shall be kept within the state or shall be made available to the Commission or its authorized representatives upon request.

Retention: FCC required limit

Reference

RULES OF TENNESSEE PUBLIC SERVICE COMMISSION DIVISION OF PUBLIC UTILITIES.
<http://www.state.tn.us/tra/rules/chapters/1220-04-02.pdf>

Tennessee	Category	Company	Periodicity	No. of lines
	Primary service order installation	All providers under state jurisdiction		For exchanges of less than 3000 access lines

Objective Level	Comments	Subjective Level	Comments
75 Percent 5 working days	Regular service orders, where facilities are available. Report:	65 percent 5 working days	On a continuing basis Report:

Exclusions

Penalties and Credits

Records for Commission

All records required by these rules shall be kept within the state or shall be made available to the Commission or its authorized representatives upon request.

Retention: FCC required limit

Reference

Rules of Tennessee Public Service Commission Division of Public Utilities. <http://www.state.tn.us/tra/rules/chapters/1220-04-02.pdf>

Tennessee	Category	Company	Periodicity	No. of lines
	Out of service clearing time	ETCs	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
90 Percent 30 hrs	Report: Monthly	11 percent	Failure to meet this standard during any three months within a calendar year, within an exchange, is deemed a violation. Report: Quarterly

Exclusions

Penalties and Credits

Records for Commission

All records required by these rules shall be kept within the state or shall be made available to the Commission or its authorized representatives upon request.

Retention: FCC required limit

Reference

Tennessee Regulatory Authority (June 2002): Proposed Telephone Service Standard Rules. Substance of Proposed Rules Amendments.
<http://www.state.tn.us/tra/rules/proposedssrules.pdf>

Texas	Category	Company	Periodicity	No. of lines
	Primary service order installation	All dominant certificated telecommun		N/A

Objective Level	Comments	Subjective Level	Comments
95 Percent 5 working days	primary service instillation Report:	95 percent 0	primary service - below 95% for 3 consecutive months Report:
90 Percent 5 working days	regular service instillations Report:	90 percent 0	regular service - below 90% for 3 consecutive months Report:
99 Percent 30 days	All installations Report:	99 percent 0	all installations - below 99% for 3 consecutive months Report:
100 Percent 90 days	Installation orders Report:		

Exclusions

Customer-caused delays or customer requests for delayed instillation.

Penalties and Credits

Records for Commission

Retention: FCC required limit

Reference

Substantive Rules Applicable to Telecommunications Service Providers. Quality of Service.
<http://www.puc.state.tx.us/rules/subrules/telecom/26.54/26.54.pdf>

Texas	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All dominant certificated telecommun		N/A

Objective Level	Comments	Subjective Level	Comments
90 Percent 8 hrs	working hours Report:	0 percent 90	below 90% for 3 consecutive months Report: Monthly

Exclusions

Exceptions include incidences in which access to the customer's premises is required but not available or interruptions are caused by unavoidable casualties and acts of God affecting large groups of customers.

Penalties and Credits

Records for Commission

Retention: FCC required limit

Reference

Substantive Rules Applicable to Telecommunications Service Providers. Quality of Service.
<http://www.puc.state.tx.us/rules/subrules/telecom/26.54/26.54.pdf>

Utah	Category	Company	Periodicity	No. of lines
	Primary service order installation	All providers under state jurisdiction	Monthly	Corporations with 30,000 or more access lines, not subject to sufficient competition

Objective Level	Comments	Subjective Level	Comments
95 Percent 3 business days	New, transfer, and change orders; on a wire center basis Report: Monthly	94 percent 0	Less than 95% for 3 months Report:
Percent 30 days	.4% new, transfer, and change orders in one month on statewide basis. Report: Monthly	89 percent 0	More than .4% for 3 months. Report:

Exclusions

Later installation dates requested by customer.

Penalties and Credits

Penalty / Credit

Amount

0

Comments

Automatic credit of \$10 to a residential customer, \$40 to a small business customer, for missing an installation commitment.

Records for Commission

Each telecommunications corporation shall make its books and records open to inspection by representatives of the Commission, the Division of Public Utilities, or the Committee of Consumer Services (or any successor agencies) during normal operating hours.

Retention: FCC required limit

Reference

Service Quality for Telecommunications Corporations. <http://www.rules.utah.gov/publicat/code/r746/r746-340.htm#T8>
Telecommunication Service Rules. <http://www.rules.utah.gov/publicat/code/r746/r746-240.htm#T1>

Utah	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All providers under state jurisdiction		Corporations with 30,000 or more access lines, not subject to sufficient competition

Objective Level	Comments	Subjective Level	Comments
85 Percent 1 business days	On a wire center basis Report:	0 percent 84	less than 85% for 3 months Report: Quarterly
90 Percent 2 business days	On a wire center basis. Report:	0 percent 89	less than 90% for 3 months Report: Quarterly

Exclusions

Trouble reports received after 4:00 p.m. Monday through Friday are deemed received at 8:00 a.m. on the following business day.

Penalties and Credits

Penalty / Credit

Amount
0

Comments

Automatic credit of \$10 to a residential customer, \$40 to a small business customer, for missing a repair commitment.

Records for Commission

Each telecommunications corporation shall make its books and records open to inspection by representatives of the Commission, the Division of Public Utilities, or the Committee of Consumer Services (or any successor agencies) during normal operating hours.

Retention: FCC required limit

Reference

Service Quality for Telecommunications Corporations.
<http://www.rules.utah.gov/publicat/code/r746/r746-340.htm#T8>

Telecommunication Service Rules.
<http://www.rules.utah.gov/publicat/code/r746/r746-240.htm#T1>

Vermont	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All providers under state jurisdiction	Quarterly	N/A

Objective Level	Comments	Subjective Level	Comments
70 Percent 24 hrs	By company Report: Monthly	60 percent 24 hrs	By company Report: Monthly

Exclusions

The percentage does not include reports related to customer premise equipment, special services, interexchange carrier access services and unregulated services.

Penalties and Credits

Records for Commission

Retention: FCC required limit

Reference

Vermont Public Service Board. Final Order 5903. RE: Service Quality Standards for Telecommunications Providers. Attachment 1
<http://www.state.vt.us/psb/orders/document/5903final.attch1.pdf>

Virginia	Category	Company	Periodicity	No. of lines
	Primary service order installation	All LECs	Monthly	LECs which exceed 20,000 access lines

Objective Level	Comments	Subjective Level	Comments
90 Percent 5 working days	Satisfactory Report: Monthly	84.9 percent 5 working days	Or less, unsatisfactory Report: Monthly
		89.9 percent 5 working days	85 - 89.9% Weak spot Report: Monthly

Exclusions

Penalties and Credits

Records for Commission

Retention: FCC required limit

Reference

Virginia Administrative Code.
<http://leg1.state.va.us/cgi-bin/legp504.exe?000+reg+20VAC5-400-80>

Washington	Category	Company	Periodicity	No. of lines
	Primary service order installation	All LECs	Monthly	N/A

Objective Level	Comments	Subjective Level	Comments
90 Percent 5 business days	Up to the initial five access lines received during each month. Report: Monthly		
99 Percent 90 days	Up to the initial five access lines received during each month. Report: Quarterly		
100 Percent 80 days	Report:		
0 Percent 180 days	Non-basic service. Report:		

Exclusions

A later appointment requested by customer.

Penalties and Credits

Penalty / Credit

Penalties apply for non-compliance.

Amount

0

Comments

Records for Commission

Retention: FCC required limit

Reference

Washington Administrative Code. <http://www.leg.wa.gov/WAC/index.cfm?section=480-120-105&fuseaction=section>

Washington	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All LECs		N/A

Objective Level	Comments	Subjective Level	Comments
100 Percent 48 hrs			

Report:

Exclusions

If the company is unable to make the repair because it is physically obstructed from doing so or because of force majeure, in which case the repair must be made as soon as practicable. The forty-eight hour requirement does not apply to out-of-service interruptions that are part of a major outage.

The forty-eight-hour and seventy-two-hour standards do not apply during company work stoppages directly affecting provision of service in the state of Washington.

Penalties and Credits

Records for Commission

Retention: FCC required limit

Reference

Washington Administrative Code.
<http://www.leg.wa.gov/WAC/index.cfm?section=480-120-440&fuseaction=section>

West Virginia	Category	Company	Periodicity	No. of lines
	Primary service order installation	All providers under state jurisdiction		N/A

Objective Level	Comments	Subjective Level	Comments
90 Percent 5 working days	After receipt of application, when no special equipment or significant construction is involved. Report:		

Exclusions

Where a later installation date is requested by the applicant, where special equipment or services are involved, where installation personnel are busy restoring services due to interruption caused by emergency situations, where materials cannot be obtained through no fault of the company, and during unusual periods caused by seasonal factors or work stoppage.

Penalties and Credits

Records for Commission

5.3. Service Quality Reports.
Each local exchange carrier shall submit to the Commission appropriate annual reports describing its performance with respect to the standards of service prescribed herein. All statistics and measurements will normally be reported on a West Virginia operations basis and shall be a product of the carrier's normal measurement techniques. These reports shall be due in the Commission's office by no later than March 1 of each year.

A telephone company shall maintain records of its operations in sufficient detail as is necessary to permit review of service quality, and such records shall be made available for inspection by the Commission, upon request, at any time within the period prescribed for retention of such records.

Retention: FCC required limit

Reference

West Virginia Code of State Rules, Title 150-06 Rules and Regulations for the Government of Telephone Utilities.
<http://www.wvsos.com/csrdocs/wordDocs/150-06.doc>

West Virginia	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All providers under state jurisdiction		N/A

Objective Level	Comments	Subjective Level	Comments
0 Percent 24 hrs			

Report:

Exclusions

Except when such service interruptions are caused by emergency situations or acts of God affecting such numbers of customers as to make twenty-four (24) hour service restoration infeasible.

Penalties and Credits

Penalty / Credit

A pro rata adjustment of the fixed monthly charges involved.

Amount

0

Comments

When the use of service or facilities furnished by the telephone company is interrupted due to any cause other than the negligence or willful act of the customer or the failure of the facilities provided by the customer, a pro rata adjustment of the fixed monthly charges involved will be allowed for the service and facilities rendered useless and inoperative by reason of the interruption whenever said interruption continues for a period of twenty-four (24) hours or more from the time it is reported to or known to exist by the telephone company, except as otherwise specified in the telephone company's applicable tariffs. For the purpose of administering this regulation, every month is considered to have thirty (30) days.

Records for Commission

5.3. Service Quality Reports.

Each local exchange carrier shall submit to the Commission appropriate annual reports describing its performance with respect to the standards of service prescribed herein. All statistics and measurements will normally be reported on a West Virginia operations basis and shall be a product of the carrier's normal measurement techniques. These reports shall be due in the Commission's office by no later than March 1 of each year.

A telephone company shall maintain records of its operations in sufficient detail as is necessary to permit review of service quality, and such records shall be made available for inspection by the Commission, upon request, at any time within the period prescribed for retention of such records.

The telephone company shall maintain an accurate record of trouble reports made by its customers. This record shall include appropriate identification of the customer or service affected, the time, date and nature of the report, the action taken to dispose of the report or satisfy the complaint, and the date and time of trouble clearance or other disposition. This record shall be available to the Commission or its authorized representatives upon request during usual business hours within the period prescribed for retention of such records.

Retention: FCC required limit

Reference

West Virginia Code of State Rules, Title 150-06 Rules and Regulations for the Government of Telephone Utilities.
<http://www.wvsos.com/csrdocs/wordDocs/150-06.doc>

West Virginia	Category	Company	Periodicity	No. of lines
	Repair commitments met	All providers under state jurisdiction		N/A
Objective Level	Comments	Subjective Level	Comments	

Exclusions

Penalties and Credits

Records for Commission

Retention: FCC required limit

Reference

West Virginia Code of State Rules, Title 150-06 Rules and Regulations for the Government of Telephone Utilities.
<http://www.wvsos.com/csrdocs/wordDocs/150-06.doc>

Wisconsin	Category	Company	Periodicity	No. of lines
	Primary service order installation	All providers under state jurisdiction		N/A
Objective Level	Comments	Subjective Level	Comments	

Exclusions

Penalties and Credits

Records for Commission

PSC 165.054 Held applications.

Each telecommunications utility shall keep a record of held applications by exchanges showing the name and address of each applicant for service, the date of application, date service desired, the class and grade of service applied for, together with the reason for the inability to provide the new service or higher grade of service to the applicant.

Utilities shall furnish reports to the commission upon request, by exchange or district, showing held applications, by monthly age groupings.

Retention: FCC required limit

Reference

Wisconsin Administrative Code, Chapter PSC 165: Standards for Telecommunications Service.

<http://psc.wi.gov/general/admincd.htm>

Wisconsin	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All providers under state jurisdiction		N/A

Objective Level	Comments	Subjective Level	Comments
95 Percent 24 hrs			
	Report:		

Exclusions

Penalties and Credits

Records for Commission

Each telecommunications utility shall maintain an accurate record of trouble reports made by its customers. This record shall include appropriate identification of the customer or service affected, the time, date and nature of the report, the action taken to clear trouble or satisfy the complaint, the date and time of trouble clearance or other disposition and identification of the employee making final disposition. This record shall be available to the commission or its authorized representatives upon request at any time within the period prescribed for retention of such records.

Retention: FCC required limit

Reference

Wisconsin Administrative Code, Chapter PSC 165: Standards for Telecommunications Service.
<http://psc.wi.gov/general/admincd.htm>

Wyoming	Category	Company	Periodicity	No. of lines
	Primary service order installation	All providers under state jurisdiction		N/A

Objective Level	Comments	Subjective Level	Comments
0 Percent	5 working days		Where adequate facilities to and on the customer's premises exists. Report:

Exclusions

When the customer requests a later date of service, the service shall be provided by the customer's requested date.

Penalties and Credits

Records for Commission

When the number of held service orders divided by the number of access lines in a wire center or exchange exceeds two (2) percent or ten (10) orders, whichever is smaller, the provider shall maintain and file with the Commission on a monthly basis a summary of applications for each affected wire center or exchange showing the total number of held service orders categorized by reason for delay and by dates of application.

Timely Provision of Local Exchange Service.

Providers shall keep adequate records to demonstrate compliance with this section.

Retention: FCC required limit

Reference

Wyoming Statutes, Public Service Commission. Chapter 5: Special Regulations – Telephone Utilities Only.
<http://soswy.state.wy.us/RULES/4463.pdf>

Wyoming	Category	Company	Periodicity	No. of lines
	Out of service clearing time	All providers under state jurisdiction	Quarterly	N/A

Objective Level	Comments	Subjective Level	Comments
90 Percent 24 hrs	Per wire center; during any three month period. Report: Quarterly		

Exclusions

This criteria excludes the following conditions:

- (i) Reports for services of another provider;
- (ii) Situations where access to the customer's premise is required but not available;
- and
- (iii) Customer premise equipment is at fault.

Penalties and Credits

Records for Commission

Required Reports to be Filed with the Commission.

Upon meeting or exceeding Quality of Service goals, as authorized by the Commission, reporting under the following sections may be reduced subject to application and Commission approval.

- (i) A report of Held Service Orders on a quarterly basis.
- (ii) The provider shall, on a quarterly basis commencing with the effective date of this rule, file a summary or a summary exception, showing the information as required by these rules and in a form and format as directed by the Commission.
- (iii) Service Interruptions. The provider shall, as soon as is practical, notify the Commission of all interruptions affecting service in an entire exchange or any major portion of an exchange.

The provider shall file, on a quarterly basis, either: the information required by the Federal Communications Commission (FCC) via the Automated Reporting Management Information System (ARMIS); or, the following specific information, describing switching and network transmission performance:

- (A) T-1 Alarm Rate;
- (B) Network synchronization and clocking failures;
- (C) Network framing losses;
- (D) For each trunk group, all trunk busy count;
- (E) Radio system failures including phase shift or fades rendering the system ineffective;
- (F) All major and catastrophic alarms reported in the preceding quarter;
- (G) Failures of local network to properly interface with other elements of the public switched network;
- (H) Specific card and component failures in switching equipment;
- (I) Total switch outage time for the quarter;
- (J) Longest interval of switch outage in the quarter; and
- (K) Mean time between failures and restoral for switching nodes in the quarter.

Trouble Reports. The provider shall maintain trouble reports by wire center or exchange through which trends for plant improvement may be identified.

Retention: At least 2 years

Reference

Wyoming Statutes, Public Service Commission. Chapter 5: Special Regulations – Telephone Utilities Only.
<http://soswy.state.wy.us/RULES/4463.pdf>

Wyoming	Category	Company	Periodicity	No. of lines
	Repair commitments met	All providers under state jurisdiction	Quarterly	N/A

Objective Level	Comments	Subjective Level	Comments
90 Percent 0	During any three month period. Report: Quarterly		

Exclusions

This criteria excludes situations where the commitment cannot be met due to customer related reasons.

Penalties and Credits

Records for Commission

Retention: FCC required limit

Reference

Wyoming Statutes, Public Service Commission. Chapter 5: Special Regulations – Telephone Utilities Only.
<http://soswy.state.wy.us/RULES/4463.pdf>