PUBLIC UTILITIES COMMISSION
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298

April 27, 2011

GRC ILECs and URF Carriers

Re: Clarification of Service Quality Rules and Reporting Requirements

To ensure that all carriers are reporting service quality measures on a consistent basis in compliance with Decision (D.) 09-07-019 and General Order (G.O.) 133-C, the Communications Division (CD) provides this summary of the service quality rules and reporting requirements, as well clarification of those rules relative to calculation methodology and the reporting of raw data.

Summary of Service Quality Requirements

The Commission adopted five standards to measure service quality for telephone voice service provided to small business and residential customers. The measures are:

1. Telephone service installation intervals,
2. Installation commitments,
3. Customer Trouble Reports,
4. Out of Service (OOS) repair intervals, and
5. Answer time for customers to speak with a live agent.

Measures 1 to 5 apply to all incumbent local exchange carriers (ILEC) regulated under rate of return regulation, referred to as GRC ILECs. Measures 3 to 5 apply to facilities based URF Carriers that have more than 5,000 customers. These three measures also apply to any URF Carrier with less than 5,000 customers and is a Carrier of Last Resort (COLR). A URF Carrier is any ILEC, Competitive Local Exchange Carrier (CLEC), or Interexchange Carrier (IEC) regulated under the Uniform Regulatory Framework.

All certificated and registered facilities based public utility telephone corporations are required to provide staff with copies of Major Service Interruption reports filed with the FCC under the Network Outage Reporting System (NORS) concurrently with the filing with the FCC.

Clarification of Raw Data Format

Measures 1 to 4 require carriers to submit raw data, which is the detailed information that a carrier uses to calculate a reported service quality measurement. The raw data must have sufficient specificity so that the calculation of a carrier's reported measurement can be replicated. Raw data for trouble reports and OOS restoration times shall include a line for each trouble ticket and OOS ticket. The OOS raw data shall include all reported outages, including those that are within a period that is excluded from calculating the % of OOS conditions repaired within 24 hours measure. If a carrier includes trouble tickets together with OOS tickets in the same raw data, the carrier needs to include an explanation with the raw data as to how trouble tickets and OOS tickets can be distinguished from each other.

Clarification of OOS Reporting Calculation Methodology

The OOS reporting on the G.O. 133-C report is to be at the state-wide level. Carriers must also report the underlying data at the exchange or wire center level, whichever is smaller. The G.O. 133-C template should be used for reporting at the state-wide level and reporting the individual exchange or wire center OOS results. The OOS measurement only reflects voice service for small business and residential customers and shall not include any service restorations related to data and video services that are bundled with telephone service.

In addition, the corresponding OOS raw data must have indicators for each trouble ticket to identify dates or events that are excluded from the calculation, such as, but not limited to: Sunday's, Federal Holidays, Customer Requested Appointments, and circumstances beyond a carrier's control. G.O. 133-C § 3.4 Out of Service Repair Intervals - describes conditions that qualify as circumstances beyond a carrier's control and the type of supporting detail to be provided. All delays in restoring service due to circumstances that are beyond a carrier's control shall be excluded from the calculation of the OOS minimum reporting standard regardless of whether service was restored in less than 24 hours.

Supporting Data Requirements

When a delay in restoring service is a result of a customer changing their scheduled appointment time, the carrier shall report these delays separately by identifying the number of such changed appointments and the time (in hours and minutes) associated with these appointments.

When OOS reporting includes a delay in restoring service that lasts for one or more months due to circumstances beyond the carrier's control, the carrier shall provide supporting information explaining why the month should be excluded, identify the date(s) of the catastrophic event and/or widespread outage, and explain how the adjusted figure was calculated. During periods that have qualifying catastrophic events, the carriers shall exclude the specific areas affected (e.g. named in either a Federal or State declared State of Emergency).

The practices and policies discussed above apply to the 2010 reporting year, and subsequent filings. Any carrier that in one or more month shown in the cumulative 4th Quarter 2010 report does not comply with the reporting and calculation methodologies discussed above, must revise each month to comply and re-submit the revised 4th Quarter 2010 report and raw data with the 1st Quarter 2011 report. Carriers are to include a cover letter that explains what errors were made in the initial 4th Quarter report and how the errors were corrected. If you believe that the reports filed for 2010 comply with the policies and methodologies discussed above, indicate so through a letter addressed to me from a duly authorized representative of the company confirming compliance.

Follow-up Questions

If you have questions regarding this letter, please email them to Telcoservicequality@cpuc.ca.gov or contact Michael Evans at (415) 703-2438 or mde@cpuc.ca.gov. Templates for the G.O. 133-C report can be obtained on the Commission's Communications Division web page: http://www.cpuc.ca.gov/PUC/Telco/Information+for+providing+service/Service+Quality.htm.

Sincerely,

Jack Leutza

Jack Leutza, Director
Communications Division

cc: Lester Wong – Advisor, President Peevey
Cristhian Escobar – Advisor, Commissioner Simon
Christopher Witteman –Advisor, Commissioner Sandoval
Robert Wullenjohn –Advisor, Commissioner Ferron
Melissa Slawson – Advisor, Commissioner Florio
Jeannette Low – Program Manager, Consumer Protection and Safety Division
Michael Amato – Branch Chief, Communications Division
Charles Christiansen – Supervisor, Communications Division
Ed Randolph – Office of Government Affairs
Nick Zanjani – Office of Government Affairs