

Docket UT-140680
Proposed Changes to CR-102

WAC 480-120-439 Service quality performance reports. (1)

~~((Class A companies. Each Class A company must report monthly the information required in subsections (3), (4), and (6) through (10) of this section. Each company must report within thirty days after the end of the month in which the activity reported on takes place (e.g., a report concerning missed appointments in December must be reported by January 30).~~

~~(2) Class B companies. Class B companies need not report to the commission as required by subsection (1) of this section. However, these)~~ All companies must retain, for at least three years from the date they are created, all records that would be relevant, in the event of a complaint or investigation, to a determination of the company's compliance with the service quality standards established by WAC ~~480-120-105 (Company performance standards for installation or activation of access lines), 480-120-112 (Company performance for orders for nonbasic services),~~ 480-120-133 (Response time for calls to business office or repair center during regular business hours), 480-120-

401 (Network performance standards), 480-120-411 (Network maintenance), and 480-120-440 (Repair standards for service interruptions and impairments, excluding major outages).

~~((3) **Missed appointment report.** The missed appointment report must state the number of appointments missed, the total number of appointments made, and the number of appointments excluded under (b), (c), or (d) of this subsection. The report must state installation and repair appointments separately.~~

~~(a) A LEC is deemed to have kept an appointment when the necessary work in advance of dispatch has been completed and the technician arrives within the appointment period, even if the technician then determines the order cannot be completed until a later date. If the inability to install or repair during a kept appointment leads to establishment of another appointment, it is a new appointment for purposes of determining under this subsection whether it is kept or not.~~

~~(b) When a LEC notifies the customer at least twenty four hours prior to the scheduled appointment that a new appointment is necessary and a new appointment is made, then the appointment that was canceled is not a missed appointment for purposes of~~

~~this subsection. A company initiated changed appointment date is not a change to the order date for purposes of determining compliance with WAC 480-120-105 (Company performance standards for installation or activation of access lines) and 480-120-112 (Company performance for orders for nonbasic services).~~

~~(c) A LEC does not miss an appointment for purposes of this subsection when the customer initiates a request for a new appointment.~~

~~(d) A LEC does not miss an appointment for purposes of this subsection when it is unable to meet its obligations due to force majeure, work stoppages directly affecting provision of service in the state of Washington, or other events beyond the LEC's control.~~

~~**(4) Installation or activation of basic service report.** The report must state the total number of orders taken, by central office, in each month for all orders of up to the initial five access lines as required by WAC 480-120-105 (Company performance standards for installation or activation of access lines). The report must include orders with due dates later than five days as requested by a customer. The installation or activation of~~

~~basic service report must state, by central office, of the total orders taken for the month, the number of orders that the company was unable to complete within five business days after the order date or by a later date as requested by the customer.~~

~~(a) The company must file a separate report each calendar quarter that states the total number of orders taken, by central office, in that quarter for all orders of up to the initial five access lines as required by WAC 480-120-105 (Company performance standards for installation or activation of access lines). The installation or activation of basic service ninety day report must state, of the total orders taken for the quarter, the number of orders that the company was unable to complete within ninety days after the order date.~~

~~(b) The company must file a separate report each six months that states the total number of orders taken, by central office, in the last six months for all orders of up to the initial five access lines as required by WAC 480-120-105 (Company performance standards for installation or activation of access lines). The installation or activation of basic service one hundred eighty day report must state, of the total orders taken for six months,~~

~~the number of orders that the company was unable to complete within one hundred eighty days.~~

~~(c) A company may exclude from the total number of orders taken and the total number of uncompleted orders for the month:~~

~~(i) Orders for which customer-provided special equipment is necessary;~~

~~(ii) When a later installation or activation is permitted under WAC 480-120-071 (Extension of service);~~

~~(iii) When a technician arrives at the customer's premises at the appointed time prepared to install service and the customer is not available to provide access; or~~

~~(iv) When the commission has granted an exemption under WAC 480-120-015 (Exemptions from rules in chapter 480-120 WAC), from the requirement for installation or activation of a particular order.~~

~~(d) For calculation of the report of orders installed or activated within five business days in a month, a company may exclude from the total number of orders taken and from the total number of uncompleted orders for the month, orders that could not be installed or activated within five days in that month due~~

~~to force majeure if the company supplies documentation of the effect of force majeure upon the order.~~

~~(5))~~ (2) **Major outages report.** Notwithstanding subsection~~s~~ (1) ~~and (2)~~ of this section, any company experiencing a major outage that lasts more than forty-eight hours must provide a major outage report to the commission within ten business days of the major outage. The major outages report must include a description of each major outage and a statement that includes the time, the cause, the location and number of affected access lines, and the duration of the interruption or impairment. When applicable, the report must include a description of preventive actions to be taken to avoid future outages. This reporting requirement does not include company-initiated major outages that are in accordance with the contract provisions between the company and its customers or other planned interruptions that are part of the normal operational and maintenance requirements of the company.

The commission staff may request oral reports from companies concerning major outages at any time and companies must provide the requested information.

~~((6) **Summary trouble reports.** Each month companies must submit a report reflecting the standard established in WAC 480-120-438 (Trouble report standard). The report must include the number of reports by central office and the number of lines served by the central office. In addition, the report must include an explanation of causes for each central office that exceeds the service quality standard established in WAC 480-120-438. The reports, including repeated reports, must be presented as a ratio per one hundred lines in service. The reports caused by customer provided equipment, inside wiring, force majeure, or outages of service caused by persons or entities other than the local exchange company should not be included in this report.~~

~~(7) **Switching report.** Any company experiencing switching problems in excess of the standard established in WAC 480-120-401 (2) (a) (Switches Dial service), must report the problems to the commission. The report must identify the location of every switch that is performing below the standard.~~

~~(8) **Interoffice, intercompany and interexchange trunk blocking report.** Each company that experiences trunk blocking in excess of the standard in WAC 480-120-401 (3) (Interoffice~~

~~facilities) and (5) (Service to interexchange companies) must report each trunk group that does not meet the performance standards. For each trunk group not meeting the performance standards, the report must include the peak percent blocking level experienced during the preceding month, the number of trunks in the trunk group, the busy hour when peak blockage occurs, and whether the problem concerns a standard in WAC 480-120-401 (3) or (5). The report must include an explanation of steps being taken to relieve blockage on any trunk groups that do not meet the standard for two consecutive months.~~

~~(9) **Repair report.**~~

~~(a) For service-interruption repairs subject to the requirements of WAC 480-120-440 (Repair standards for service interruptions and impairments, excluding major outages), each company must report the number of service interruptions reported each month, the number repaired within forty-eight hours, and the number repaired more than forty-eight hours after the initial report. In addition, a company must report the number of interruptions that are exempt from the repair interval standard as provided for in WAC 480-120-440.~~

~~(b) For service impairment repairs subject to the requirements of WAC 480-120-440, each company must report the number of service impairments reported each month, the number repaired within seventy two hours, and the number repaired more than seventy two hours after the initial report. In addition, a company must report the number of impairments that are exempt from the repair interval standard as provided for in WAC 480-120-440.~~

~~(10) **Business office and repair answering system reports.**~~

~~When requested, each company must report compliance with the standard required in WAC 480-120-133 (Response time for calls to business office or repair center during regular business hours). If requested, each company must provide the same reports to the commission that company managers receive concerning average speed of answer, transfers to live representatives, station busies, and unanswered calls.~~

~~(11))~~ (3) The commission may choose to investigate matters to protect the public interest, and may request further information from companies that details geographic area and type

of service, and such other information as the commission requests.

~~((12))~~ (4) If consistent with the purposes of this section, the commission may, by order, approve for a company an alternative measurement or reporting format for any of the reports required by this section, based on evidence that:

(a) The company cannot reasonably provide the measurement or reports as required;

(b) The alternative measurement or reporting format will provide a reasonably accurate measurement of the company's performance relative to the substantive performance standard; and

(c) The ability of the commission and other parties to enforce compliance with substantive performance standard will not be significantly impaired by the use of the alternative measurement or reporting format.

~~((13))~~ (5) Subsection ~~((12))~~ (4) of this section does not preclude application for an exemption under WAC 480-120-015 (Exemptions from rules in chapter 480-120 WAC).

[Statutory Authority: RCW 80.01.040 and 80.04.160. WSR 05-03-031 (Docket No. UT 040015, General Order No. R-516), § 480-120-439, filed 1/10/05, effective 2/10/05. Statutory Authority: RCW 80.01.040, 80.04.160, 81.04.160, and 34.05.353. WSR 03-22-046 (Docket No. A-030832, General Order No. R-509), § 480-120-439, filed 10/29/03, effective 11/29/03. Statutory Authority: RCW 80.01.040 and 80.04.160. WSR 03-01-065 (Docket No. UT-990146, General Order No. R-507), § 480-120-439, filed 12/12/02, effective 7/1/03.]

WAC 480-123-070 Annual certifications and reports. Not

later than July (~~(31)~~) 1 of each year, every ETC that receives federal support from any category in the federal high-cost fund must certify or report as described in this section. The certifications and reports are for activity related to Washington state in the period January 1 through December 31 of the previous year. A company officer must submit the certifications in the manner required by RCW 9A.72.085.

Note: ~~Information already on file with the commission. To the extent a company has already filed any of the information required under this rule the company need not reprove that same information so long as the company identifies the docket number, documents, and location within those documents in which the company has already provided that information.~~

(1) Report on use of federal funds and benefits to customers.

(a) (~~(For an ETC that receives support based only on factors other than the ETC's investment and expenses,~~) The report must provide a substantive description of investments made and expenses paid with support from the federal high-cost fund.

(~~(For ETCs that receive any support based on the ETC's investment and expenses,~~ the report must provide a substantive

~~description of investment and expenses, such as the NECA-1 report, the ETC will report as the basis for support from the federal high-cost fund.)~~ The report must include the company's gross capital expenditures and ~~maintenance~~operating expenses made with federal high-cost support received by the ETC in the preceding calendar year along with a description of major projects and affected exchanges. A rate of return wireline ETC must also include a copy of its NECA-1 report for the preceding calendar year.

(b) Every ETC must provide a substantive description of the benefits to consumers that resulted from the investments and expenses reported pursuant to (a) of this subsection.

(2) **Local service outage report.** ~~((ETCs not subject to WAC 480-120-412 and 480-120-439(5) are required to report local service outages pursuant to this subsection.))~~

(a) The report must include detailed information on ((every local service outage thirty minutes or longer in duration experienced by the ETC. The report)) any outage in the service area (during the prior calendar year) of at least thirty minutes

in duration in which the ETC owns, operates, leases, or otherwise utilizes facilities, that potentially affect:

(i) At least ten percent of the end users; or

(ii) A 911 special facility, as defined in 47 C.F.R. Sec.

4.5(e).

(b) Specifically, the eligible telecommunications carrier's annual report must include information detailing:

~~((a))~~ (i) The date and time of onset and duration of the outage;

~~((b))~~ (ii) A brief description of the outage and its resolution;

~~((c))~~ (iii) The particular services affected ~~((including whether a public safety answering point (PSAP) was affected))~~;

~~((d))~~ (iv) The geographic areas affected by the outage;

~~((e))~~ (v) Steps taken to prevent a similar situation in the future; and

~~((f))~~ (vi) The ~~((estimated))~~ number of customers affected.

(3) Report on failure to provide service. ~~((ETCs not subject to WAC 480-120-439 are required to report failures to~~

~~provide service pursuant to this subsection.))~~ The report must include ~~((detailed information on))~~ the number of requests for service from ~~((applicants))~~ potential customers within its designated service area~~((s))~~ that were unfulfilled ~~((for))~~ during the ~~((reporting period))~~ prior calendar year. The ETC must also ~~((describe in))~~ detail how it attempted to provide service to those ~~((applicants))~~ potential customers.

(4) **Report on complaints per one thousand ~~((handsets or lines))~~ connections (fixed or mobile)**. The report must provide separate totals for the number of complaints that the ETC's customers made to the Federal Communications Commission~~((, or))~~ and the consumer protection division of the office of the attorney general of Washington. ~~((The report must also generally describe the nature of the complaints and outcome of the carrier's efforts to resolve the complaints.))~~ The ETC must also report the number of consumer complaints in each general category (for example, billing disputes, service quality).

(5) **Certification of compliance with applicable service quality standards and consumer protection rules**. Certify that it

met substantially the applicable service quality standards and consumer protection rules found in WAC 480-123-030 (1) (h).

(6) **Certification of ability to function in emergency situations.** Certify that it had the ability to function in emergency situations based on continued adherence to the standards found in WAC 480-123-030 (1) (g).

(7) **Advertising certification, including advertisement on Indian reservations.** Certify it has publicized the availability of its applicable telephone assistance programs, such as Lifeline, in a manner reasonably designed to reach those likely to qualify for service, including residents of federally recognized Indian reservations within the ETC's designated service area. Such publicity should include advertisements likely to reach those who are not current customers of the ETC within its designated service area.

(8) **Report filing alternatives.** To the extent the company has filed a report with a federal agency that provides the data requested by the commission, the company can refer to that docket number and the date the information was filed with the commission.

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[Statutory Authority: RCW 80.01.040, 80.04.160, 80.36.600, and 80.36.610. WSR 06-14-051 (Docket No. UT-053021, General Order No. R-534), § 480-123-070, filed 6/28/06, effective 7/29/06.]
AMENDATORY SECTION (Amending WSR 06-14-051, filed 6/28/06, effective 7/29/06)

WAC 480-123-080 Annual plan for universal service support expenditures. (1) Not later than July (~~(31)~~) 1 of each year, every ETC that receives federal support from any category in the federal high-cost fund must report (~~(on~~

~~(a))~~) the planned use of federal support related to Washington state that will be received during the (~~(period~~ period ~~October 1 of the current year through the following September,~~ or

~~(b) The planned investment and expenses related to Washington state which the ETC expects to use as the basis to request federal support from any category in the federal high-cost fund)~~) coming calendar year. The report must include the

company's ~~budgeted~~planned gross capital expenditures and maintenanceoperating expenses made with federal high-cost support received by the ETC for the coming calendar year along with a description of major projects and affected exchanges.

(2) The report must include a substantive plan of the investments and expenditures to be made with federal support and a substantive description of how those investments and expenditures will benefit customers.

(3) As part of the (~~filing required by this section to be submitted in 2007~~) initial ETC petition for federal high-cost support, and at least once every three years thereafter, a wireless ETC must submit a map in .shp format that shows the general location where it provides commercial mobile radio service signals.

[Statutory Authority: RCW 80.01.040, 80.04.160, 80.36.600, and 80.36.610. WSR 06-14-051 (Docket No. UT-053021, General Order No. R-534), § 480-123-080, filed 6/28/06, effective 7/29/06.]
AMENDATORY SECTION (Amending WSR 13-05-023, filed 2/11/13, effective 3/14/13)