

WAC 480-120-411

Network maintenance and outage restoration.

(1) Each local exchange company (LEC) must:

(a) Provide adequate maintenance to ensure that all facilities are in safe and serviceable condition;

(b) Correct immediately hazardous conditions endangering persons, property, or the continuity of service when found, reported, or known to exist;

(c) Promptly repair or replace broken, damaged, or deteriorated equipment, when found to be no longer capable of providing adequate service; **and**

(d) Correct promptly transmission problems on any channel when located or identified, including noise induction, cross-talk, or other poor transmission characteristics; **and-**

(e) Repair all out-of-service interruptions within forty-eight hours, excluding Sundays and legal holidays, except in the following circumstances when the company must repair the interruption as soon as practicable:

(i) the out-of-service interruption is part of a major outage as defined in WAC 480-120-412;

(ii) the customer's inside wiring or customer premises equipment is the cause of the interruption;

(iii) the company is unable to make the repair due to circumstances beyond the company's control, including but not limited to severe adverse weather conditions, inability to physically access the repair site, labor disruptions that directly and significantly impact the company's provision of service in Washington, or other force majeure events;
or

(iv) the repair requires construction or other activities for which local government authority or approval is required; provided that the company contacts the local government as soon as practicable to obtain the necessary authority or approval and the company repairs the interruption within forty-eight hours of receiving that authority or approval.

(2) Each LEC must install and maintain test apparatus at appropriate locations to determine the operating characteristics of network systems and provide sufficient portable power systems to support up to the largest remote subscriber carrier site. For the safe and continuous operation of underground cables, each LEC must establish air pressurization policies and an air pressurization alarm-monitoring program where appropriate.

(3) Central offices equipped with automatic start generators must have three hours' reserve battery capacity. Central offices without automatic start generators must have a minimum of five hours' reserve battery capacity. Central offices without permanently installed emergency power facilities must have access to readily connectable mobile power units with enough power capacity to carry the load and that can be delivered within one half of the expected battery reserve time. The company must retain a reasonable inventory of portable generators to maintain peripheral electronic equipment that is not connected to standby generation, for example, digital loop carrier, servers, etc.

[Statutory Authority: Chapter **19.122** RCW, RCW **19.122.053**, **80.01.040**, and **80.04.160**. WSR 15-08-043 (Docket UT-140680, General Order R-580), § 480-120-411, filed 3/26/15, effective 4/26/15. Statutory Authority: RCW **80.01.040** and **80.04.160**. WSR 03-01-065 (Docket No. UT- 990146, General Order No. R-507), § 480-120-411, filed 12/12/02, effective 7/1/03.]