

REGULATIONS OF CONNECTICUT STATE AGENCIES

Department of Energy and Environmental Protection

Public Utilities Regulatory Authority

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TABLE OF CONTENTS

**Quality of Service Regulations for Connecticut Telephone and
Certified Telecommunications Providers**

Definitions	16-247g-1
Quality of service standards	16-247g-2
Notice of rates	16-247g-3
Billing practices	16-247g-4
Information on bills	16-247g-5
Telephone answering standards	16-247g-6
Company complaints	16-247g-7
Department complaints	16-247g-8
Remedies	16-247g-9

Quality of Service Regulations for Connecticut Telephone and Certified Telecommunications Providers

Sec. 16-247g-1. Definitions

(1) "Basic service" means basic monthly service, intrastate toll service provided by the same company, FCC-authorized access, white pages listings, message units, and such other items as the department may designate.

(2) "Company" means any telecommunications provider.

(3) "Company complaint" means any matter that is communicated by telephone, letter, facsimile, e-mail, in person or by any other means to a telecommunications provider by any person expressing dissatisfaction with the company's information or services and such matter is escalated to the telecommunications provider's next level of complaint resolution.

(4) "Customer" means any person who has contracted with a telecommunications provider for telecommunications service.

(5) "Department" means the Department of Public Utility Control.

(6) "Department complaint" means any matter that is communicated to the department by any person who has contacted a telecommunications service provider concerning information or service in the categories of billing, security deposit, installation, line extension, outage, payment arrangement, quality of service, termination, workmanship, employee attitude in serving the public, or other complaint, and such person remains dissatisfied with the company's handling of the complaint.

(7) "Facilities-based provider" means a telecommunications provider that provides telecommunications services using its own or leased facilities.

(8) "Non-basic service" means intrastate toll provided by a company other than that providing basic service, interstate toll, special circuits, terminal equipment, directory advertising, inside wire maintenance, operator service providers, 900-calls, purchased equipment, internet service, voice mail, and such other items as the department may designate.

(9) "Reseller provider" means a telecommunications provider that provides telecommunications services using the facilities of underlying carriers.

(10) "Telecommunications provider" means any telephone company, certified local exchange carrier or certified telecommunications provider as defined in section 16-1 of the Connecticut General Statutes.

(Adopted effective November 8, 2000)

Sec. 16-247g-2. Quality of service standards

(a) Each telecommunications provider, shall meet the following monthly quality of service standards:

(1) Trouble Reports Per Hundred Lines measures customer service trouble reports when customers are isolated from the network, including but not limited to intermittent no dial tone, cross-talk, static noises, error in termination calls, and repeat reports on customer lines that had a prior trouble report cleared within the last 14 calendar days. Service trouble found to be located on the side of network interface including customer premise equipment and subsequent trouble report are excluded from the calculation. Trouble Reports Per Hundred Lines is calculated in terms of customer service trouble reports per 100 working access lines. The minimum standard requirement shall be 2.25.

(2) Maintenance Appointment Met measures service repairs by percentage of customer appointments missed and is calculated by dividing the number of appoint-

ments missed by the company by the total number of initial service trouble reports. The minimum standard requirement shall be 90 percent of appointments met.

(3) Installation Appointments Met measures the percentage of missed appointments to the number of service orders. It is calculated by dividing the number of appointments missed by the company by the total number of service orders. The minimum standard requirement shall be 90 percent of appointments met.

(4) Installation Interval standard upon customer request requires 95 percent of all service orders to be completed by the company within 5 business days.

(5) Out of Service Repair standard requires 90 percent of all service repairs received by the company in any given 24-hour period shall be cleared within 24 hours.

(b) 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.

(c) 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. 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.

(d) If a telecommunications provider experiences a service outage that affects either more than ten percent of its access lines or more than 5,000 access lines, for a duration of more than three hours, it shall as soon as possible inform the department and the local police authority by telephone, facsimile or other means of such outage. Such information shall include the cause of the outage, expected duration of the outage, the company's corrective actions, including E-911 and other emergency services availability. The department may require additional information as it deems necessary.

(e) In the case of extraordinary circumstances, emergency situations and for any service standard failure that is beyond the control of the telecommunications provider, the company, upon determination of the department, shall not be held accountable for the failure to achieve the minimum standards.

(Adopted effective November 8, 2000)

Sec. 16-247g-3. Notice of rates

Each company shall by first class mail, or other written means acceptable to the department confirm in writing to the customer, within thirty days of the inception of service, a simple and clear description of the rates and services that the customer has chosen.

(Adopted effective November 8, 2000)

Sec. 16-247g-4. Billing practices

Each telecommunications provider shall provide each customer with a description of the company's billing practices at the time of initial subscription and at least annually thereafter. The description shall at a minimum, include information on the following: (1) billing period and frequency; (2) security deposit requirements; (3) late payment charges; (4) returned check charges; (5) credits for service outages; and (6) whether the company provides customer credit reports to credit agencies.

(Adopted effective November 8, 2000)

Sec. 16-247g-5. Information on bills

In addition to the information required by section 16-247c-4 of the Regulations of Connecticut State Agencies, and section 16-256j of the General Statutes of Connecticut, each telecommunications provider shall provide with all bills to customers: (1) the date on which any individually chargeable service is rendered; (2) the basic and non-basic amount due for the current billing period, identified separately from any prior basic and non-basic balances due; (3) the date by which payment must be received in order to avoid late payment charges; and (4) the current rates being charged for services.

(Adopted effective November 8, 2000)

Sec. 16-247g-6. Telephone answering standards

(a) Each company shall have sufficient employees on duty to respond promptly and accurately to all inquiries, complaints and other service requests made to it by telephone.

(b) Each company shall provide for an answering service or other means to receive emergency calls during non-business hours.

(Adopted effective November 8, 2000)

Sec. 16-247g-7. Company complaints

(a) Each company shall promptly acknowledge receipt of any person's complaint relating to the provision of its telecommunications services and provide a substantive response to the complainant within ten business days of receipt of the complaint.

(b) Each company shall maintain accurate electronic records of complaints, showing the name, address and telephone number of the complainant, the telephone number complained of if different, the date, the category of the complaint, a description of the problem and a description of the company's response thereto.

(c) Retrievable records of all such complaints, grouped by complaint category, including service quality reporting, shall be kept for not less than three years and shall be provided to the department within a reasonable period of time after request for such record is made by the department.

(Adopted effective November 8, 2000)

Sec. 16-247g-8. Department complaints

(a) Each company shall assist the department in resolving department complaints and shall provide the department as soon as possible with the name, address,

telephone number, facsimile number and e-mail address of primary and secondary employees who are responsible for resolving department complaints.

(b) Each telecommunications provider shall timely submit to the department any report, record, or data deemed necessary by the department, in its review of department complaints.

(Adopted effective November 8, 2000)

Sec. 16-247g-9. Remedies

The Department may initiate a proceeding pursuant to Sections 16-41 and 16-247g of the General Statutes of Connecticut to investigate any telecommunications provider that repeatedly fails to meet the minimal service standards or fails to comply with the service quality reporting requirements.

(Adopted effective November 8, 2000)