

## §7225-A. Price cap ILEC service quality requirements

**1. Service quality metrics reporting.** A price cap ILEC shall report to the commission quarterly on service quality using the following metrics, using rolling one-year averages, in areas where provider of last resort service is available:

- A. Network trouble rates; [PL 2015, c. 462, §5 (NEW).]
- B. The percentage of network troubles not cleared in 48 hours; [PL 2015, c. 462, §5 (NEW).]
- C. The percentage of installation appointments not met; and [PL 2015, c. 462, §5 (NEW).]
- D. The average delay, in days, for missed installation appointments. [PL 2015, c. 462, §5 (NEW).]

A report submitted under this subsection is confidential and not a public record under Title 1, section 402, subsection 3 and may not be disclosed to any person outside the commission, except as provided in subsection 3.

[PL 2015, c. 462, §5 (NEW).]

**2. Minimum requirements.** A price cap ILEC shall provide service that meets the following minimum requirements, based on rolling one-year averages, in the areas in which it serves as provider of provider of last resort service:

- A. Less than 3 network troubles per 100 customers; [PL 2015, c. 462, §5 (NEW).]
- B. Less than 20% of network troubles not cleared within 48 hours; [PL 2015, c. 462, §5 (NEW).]
- C. Less than 12% of all installation appointments not met; and [PL 2015, c. 462, §5 (NEW).]
- D. Less than a 9-day average delay for missed installation appointments. [PL 2015, c. 462, §5 (NEW).]

[PL 2015, c. 462, §5 (NEW).]

**3. Failure to meet service quality requirements.** If a price cap ILEC fails to meet any service quality requirement in this section for any 2 consecutive quarters, the results for these service quality requirements for these quarters are no longer confidential and become public records. The commission shall investigate a failure to meet a service quality requirement. If the commission concludes after investigation that the failure to meet a service quality requirement is due to factors within the control of the price cap ILEC, the commission shall, by order, direct the price cap ILEC to take such steps as the commission determines necessary to meet the requirement. If the provider fails to comply with the commission's order, the commission shall impose a penalty in accordance with section 1508-A, subsection 1, paragraph A in an amount sufficient to ensure compliance with that order. Nothing in this subsection limits the commission's authority to direct a price cap ILEC to act to improve service under any other provision of this chapter.

[PL 2015, c. 462, §5 (NEW).]

### SECTION HISTORY

PL 2015, c. 462, §5 (NEW).

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