

§7225. Service quality

1. Service quality reporting. The commission by rule shall establish service quality indicators with respect to which service providers shall regularly report. The service quality indicators may relate only to:

- A. Network trouble rates; [PL 2011, c. 623, Pt. A, §18 (NEW).]
- B. The percentage of network troubles not resolved within 24 hours; [PL 2011, c. 623, Pt. A, §18 (NEW).]
- C. The percentage of installation appointments not met; [PL 2011, c. 623, Pt. A, §18 (NEW).]
- D. The average delay, in days, for missed installation appointments; and [PL 2011, c. 623, Pt. A, §18 (NEW).]
- E. Service outages. [PL 2011, c. 623, Pt. A, §18 (NEW).]

[PL 2011, c. 623, Pt. A, §18 (NEW).]

2. Commission review of service quality. The commission by rule shall establish provider of last resort service quality standards. The commission may impose penalties or require a service provider to provide rebates or rate reductions if the commission finds, after investigation, that a service provider has failed to meet service quality standards.

[PL 2011, c. 623, Pt. A, §18 (NEW).]

3. Rules. Rules adopted under this section may establish appropriate penalties, rebates or rate reductions that may be applied if the commission finds, after investigation, that a service provider has failed to meet service quality standards. Rules adopted under this section are major substantive rules as defined in Title 5, chapter 375, subchapter 2-A.

[PL 2011, c. 623, Pt. A, §18 (NEW).]

SECTION HISTORY

PL 2011, c. 623, Pt. A, §18 (NEW).

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