

From: KCC, Janet Buchanan in response to a question raised by Senate Utilities Committee

Quality of Service Standards

Pursuant to K.S.A. 66-2002(l) the Commission opened a proceeding to establish quality of service standards for all facilities-based providers of telecommunications services. The Commission adopted quality of service standards through an order issued on December 24, 1996 (Docket Number 191,206-U) The intent of the Commission was to adopt measures which provide a broad gauge of customer satisfaction with the technical quality and reliability of service. Carriers collect data on a monthly basis and report that data to the Commission on a quarterly basis. The current measures are:

Customer Trouble Reports – the number of trouble conditions reported to the service provider. The benchmark is 6/100 access lines for larger carriers and 8/100 access lines for smaller carriers.

% of Repeat Trouble Reports – the number of repeat reports of trouble on a service that had a trouble report in the previous 10 days as a percentage of the total customer trouble reports for the month. The benchmark is 20% or less.

Average Customer Repair Interval – the average time to complete repair or restore service. The benchmark is an average of 30 hours or less.

% of Appointments met -- the number of appointments that are kept as scheduled divided by the total number of scheduled appointments for the month. The benchmark is 90% or greater.

On August 26, 2004, Staff submitted a memo to the Commission recommending that a docket be opened to review the existing quality of service standards and investigate whether it would be appropriate to adopt new standards. Staff recommended that the Commission seek comment on the NARUC Service Quality White Paper. On September 13, 2004, the Commission opened Docket No. 05-GIMT-187-GIT to review the quality of service standards. Comments were received. Workshops have been held. A hearing has been held permitting legal argument on whether the Commission has jurisdiction to make changes to the existing standards. The Commission is considering that legal question. If the Commission finds that it does have jurisdiction, the Commission will then determine whether to continue the investigation.