

ORDER NO. 12 300

ENTERED JUL 31 2012

**BEFORE THE PUBLIC UTILITY COMMISSION  
OF OREGON**

UM 1609

In the Matter of

EASTERN OREGON TELECOM, INC.

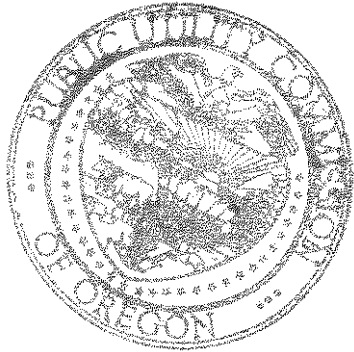
Petition for Exemption from  
OAR 860-32-0012

ORDER

DISPOSITION: STAFF'S RECOMMENDATION ADOPTED

At its Public Meeting on July 31, 2012, the Public Utility Commission of Oregon adopted Staff's recommendation in this matter, attached as Appendix A.

BY THE COMMISSION:



*Becky L. Beier*

**Becky L. Beier**  
Commission Secretary

A party may request rehearing or reconsideration of this order under ORS 756.561. A request for rehearing or reconsideration must be filed with the Commission within 60 days of the date of service of this order. The request must comply with the requirements in OAR 860-001-0720. A copy of the request must also be served on each party to the proceedings as provided in OAR 860-001-0180(2). A party may appeal this order by filing a petition for review with the Court of Appeals in compliance with ORS 183.480 through 183.484.

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ITEM NO. CA8

PUBLIC UTILITY COMMISSION OF OREGON  
STAFF REPORT  
PUBLIC MEETING DATE: July 31, 2012

REGULAR \_\_\_\_\_ CONSENT X EFFECTIVE DATE \_\_\_\_\_ N/A \_\_\_\_\_

DATE: July 3, 2012

TO: Public Utility Commission

FROM: Malia Brock *MB*

THROUGH: Jason Eisdorfer, Bryan Conway, and Irv Emmons *JE*

SUBJECT: EASTERN OREGON TELECOM INC.: (Docket No. UM 1609) Petition for exemption of service quality reporting requirements under OAR 860-032-0012(15)(c).

**STAFF RECOMMENDATION:**

Staff recommends the Commission grant the petition for exemption from certain Service Quality Reporting filed by Eastern Oregon Telecom Inc. (EOT), but expressly reserve the authority to revoke the exemption for cause as explained in this Staff report.

**DISCUSSION:**

On June 26, 2012, EOT filed a petition pursuant to OAR 860-032-0012(15)(c) requesting exemption from the rule's monthly Service Quality Reporting. EOT is certified as a Competitive Telecommunications Provider in the state of Oregon.

OAR 860-032-0112 outlines service quality reporting requirements for Competitive Telecommunications Providers that maintain more than 1,000 access lines on a statewide basis.

EOT had to meet all service quality objective service levels as set forth in sections (4) through (8) of OAR 860-032-0012 for twelve consecutive months. The EOT service level thresholds met were:

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- Provisioning standard of 90 percent; EOT exceeded Commission provisioning standards, reporting a 99 percent provisioning average during the past year.
- Held Orders for Lack of Facilities (no more than two held orders per wire center); EOT reported no held orders during the study period.
- Trouble Report Rate (2.0 no more than three times during a sliding twelve-month period); EOT trouble report rates were within standard averaging .57 percent per month during the past year.
- Repair Clearing Within 48 Hours (95 percent); EOT reported 99 percent of repairs were cleared in the 48-hour window.
- Blocked Calls (maximum blockage of one percent for interoffice final trunk groups no more than three consecutive months); EOT does not own or manage interoffice trunk groups.
- Access to Competitive Telecommunications Provider Representatives (EOT does not have an automated answering system or capabilities to measure this parameter).

EOT has met and exceeded all service thresholds for the twelve month period ending May 2012. Staff reviewed the Consumer Services Division archives of complaints relating to EOT and found one complaint within the twelve month period relating to a long distance call completion issue; the issue was resolved promptly.

Staff notes that granting an exemption request under the rule does not vacate EOT's continuing requirement to measure service quality metrics, gather information, and retain a complete record of service quality data for at least one year as outlined in OAR 860-032-0012. EOT's request, if granted, would only exempt EOT from submitting Service Quality Reports to the Commission on a monthly basis. Any exemption from Service Quality Reporting may be revoked upon a showing by Staff that service has degraded, primarily by a rise in the level of service complaints.

#### **PROPOSED COMMISSION MOTION:**

The Commission grant EOT's petition to cease reporting service quality results subject to revocation upon a showing by Staff that service has degraded.

Eastern Oregon Telecom, Inc. exemption