

ORDER NO. 12 301

ENTERED JUL 31 2012

**BEFORE THE PUBLIC UTILITY COMMISSION
OF OREGON**

UM 1608

In the Matter of

PRIORITY ONE
TELECOMMUNICATIONS

Petition for Exemption from the Service
Quality Reporting Requirements under
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.

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

REGULAR _____ CONSENT X EFFECTIVE DATE _____ N/A

DATE: June 29, 2012

TO: Public Utility Commission

FROM: Malia Brock *MB*

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

SUBJECT: PRIORITYONE TELECOMMUNICATIONS, INC.: (Docket No. UM 1608)
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 PriorityOne Telecommunications Inc. (PriorityOne) but expressly reserve the authority to revoke the exemption for cause as explained in this Staff report.

DISCUSSION:

On June 21, 2012, PriorityOne filed a petition pursuant to Oregon Administrative Rule (OAR) 860-032-0012(15)(c) requesting exemption from the rule's monthly Service Quality Reporting. PriorityOne 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.

PriorityOne 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 PriorityOne service level thresholds met were:

PriorityOne Telecommunications Inc.
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- Provisioning standard of 90 percent; PriorityOne exceeded Commission provisioning standards, reporting 100 percent provisioning met during the past year.
- Held Orders for Lack of Facilities (no more than two held orders per wire center); PriorityOne reported no held orders during the past year.
- Trouble Report Rate (2.0 no more than three times during a sliding twelve-month period); PriorityOne's trouble report rate was consistently less than .12 percent during the past year.
- Repair Clearing Within 48-Hours (95 percent); PriorityOne reported 100 percent of repairs were cleared in the 48 hour window.
- Blocked Calls (maximum blockage of 1 percent for interoffice final trunk groups no more than three consecutive months); PriorityOne reported no blockages.
- Access to Competitive Telecommunications Provider Representatives (PriorityOne does not have an automated answering system nor capabilities to measure this parameter).

PriorityOne met and exceeded all service thresholds for the twelve month period ending April 2012. Staff reviewed the Consumer Services Division archives of complaints relating to PriorityOne and found no complaints within the twelve month period.

Staff notes that granting an exemption request under the rule does not vacate PriorityOne'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. PriorityOne's request, if granted, would only exempt PriorityOne 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 PriorityOne's petition to cease reporting service quality results subject to revocation upon a showing by Staff that service has degraded.

PriorityOne exemption