

BEFORE THE PUBLIC UTILITY COMMISSION

OF OREGON

UM 1333

In the Matter of)	
)	ORDER
INTEGRA TELECOM OF OREGON, INC.)	
)	
Petition for Exemption of Service Quality)	
Reporting Requirements.)	

DISPOSITION: PETITION GRANTED

At its Public Meeting on September 20, 2007, the Public Utility Commission of Oregon (Commission) adopted Staff's recommendation to grant Integra Telecom of Oregon, Inc.'s petition requesting an exemption from the monthly service quality reporting requirements (SQR) of OAR 860-032-0012(16). OAR 860-032-0012(16)(d) authorizes the Commission to grant an exemption from the SQR for any Competitive Telecommunications Provider who meets or exceeds the service quality standards for the twelve successive months immediately preceding the filing of the petition.

Staff's recommendation is attached as Appendix A and is incorporated by reference.

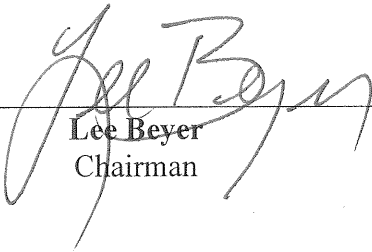
ORDER

IT IS ORDERED that:

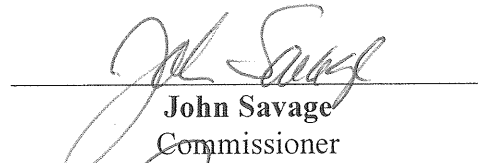
1. Integra Telecom of Oregon, Inc.'s petition for exemption of service quality reporting requirements is granted.

2. The Public Utility Commission of Oregon reserves the right to revoke the exemption should a staff investigation reveal poor Integra Telecom of Oregon, Inc. network performance.

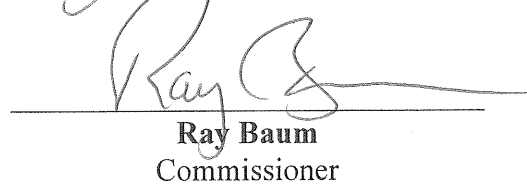
Made, entered, and effective SEP 26 2007



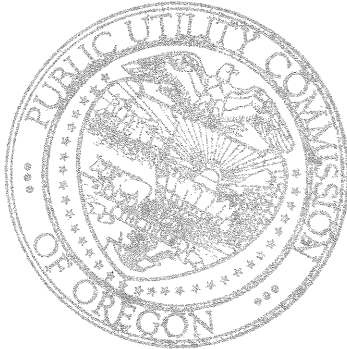
Lee Beyer
Chairman



John Savage
Commissioner



Ray Baum
Commissioner



A party may request rehearing or reconsideration of this order pursuant to 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 860-014-0095. A copy of any such request must also be served on each party to the proceeding as provided by OAR 860-013-0070(2). A party may appeal this order by filing a petition for review with the Court of Appeals in compliance with ORS 183.480-183.484.

PUBLIC UTILITY COMMISSION OF OREGON
STAFF REPORT
PUBLIC MEETING DATE: September 20, 2007

REGULAR X CONSENT EFFECTIVE DATE N/A

DATE: September 10, 2007

TO: Public Utility Commission

FROM: Rick Carter *RC*

THROUGH: *LS* Lee Sparling, *CV for* Dave Booth and Dave Sloan *DS*

SUBJECT: INTEGRA TELECOM OF OREGON INC: (Docket No. UM 1333) Petition for exemption of service quality reporting requirements.

STAFF RECOMMENDATION:

In support of the petition filed by Integra Telecom of Oregon, Inc. (Integra), staff recommends that the Commission grant the petition but expressly reserve the authority to revoke the exemption for poor network performance.

DISCUSSION:

On July 30, 2007, Integra filed a petition pursuant to OAR 860-032-0012(16) requesting an exemption from the rule's monthly service quality reporting requirements (SQR).¹

In 2005, staff initiated Docket AR 492² to update and modify the service quality rules found in OAR 860-023-0055, 860-032-0012 and 860-034-0390, as applied to: Large Telecommunications Utilities, Competitive Telecommunications Providers (CTP) and Small Telecommunications Utilities, respectively. These rules govern reporting requirements, service standards, service objective levels and the retention of records for quality of service performance indicators.

¹ SQRs are routinely posted to the Commission's website. The website, and specific CTP service quality information page, can be found at: <http://www.puc.state.or.us/PUC/telecom/squality/clec/integra.pdf>

² Order 05-1260 was signed 12/21/2005.

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Importantly, OAR 860-032-0012(16)(d) authorizes the Commission to grant an exemption from the SQR reporting requirements for any CTP who meets or exceeds the service quality standards for the twelve successive months immediately preceding the filing of the petition.

Staff notes that granting an exemption under the rule does not vacate the CTP's continuing requirement to measure service quality metrics, gather information and retain a complete record of service quality data. The CTP's request, if granted, would only exempt the CTP from submitting the SQR to the Commission on a monthly basis.

SERVICE QUALITY REPORTING EXEMPTION REQUIREMENTS MET

Staff has reviewed the petition and concludes that Integra has met or exceeded the service quality objectives within the study period of July 2006 to June 2007, as required by OAR 860-032-0012((16)(d) relevant to the objective service levels found in OAR 860-032-0012(4)-(8):

- OAR 860-032-0012(4)- Provisioning, Held Orders and Held Orders over 30 days, Due to Lack of Facilities,
- OAR 860-032-0012(5)- Trouble Reports,
- OAR 860-032-0012(6)- Repair Clearing Time,
- OAR 860-032-0012(7)- Blocked Calls³, and
- OAR 860-032-0012(8)- Access to Representative in the Sales (Business) Office and Repair Centers.

Additionally, staff reviewed Consumer Services Division's complaint archive relating to Integra and found only one informal complaint relating to service quality within the study period. In that matter the CTP and the incumbent local exchange carrier providing network facilities failed to coordinate their efforts in resolving a service order issue.

POTENTIAL REPORTING RESUMPTION CONDITIONS or CONCERNS

Staff further recommends that the Commission, should it decide to grant the petition, include a statement in its Order expressly reserving the right to revoke the exemption should a staff investigation reveal poor Integra network performance.

³ The Blocking report does not appear on the SQR posted to OPUC website. Respondents are only required to submit data when they fail to meet the threshold of greater than 1% blocking in the final trunk group, during the normal busy hour.

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Staff, with Commission authorization, would initiate such an inquiry on the basis of, but not limited to, the following network performance concerns.

- The filing of complaints, by existing service patrons or potential subscribers, lodged with the Commission's Consumer Services Division, against a specific CTP regarding:
 - Service Denial: Due to Lack of Network Facilities (Held Orders and Held Orders over 30 Days, Due to Lack of Facilities),
 - Multiple Network Trouble Reports (resulting from a single cause or equipment failure on a repetitive basis), Repeat Trouble Reports, or a significant volume of Trouble Report complaints, or both, which can be analyzed and calculated to be above the service quality standard based on the service area and the appropriate objective service level⁴ (Trouble Report Rate),
 - Lack of Responsiveness to Service Concerns, delayed service interruption resolution (Trouble Reports Cleared within 48 hours),
 - A Company's inability to meet its Service Commitments, due to, but not limited to, a lack of workforce (Commitments Met/Provisioning).
- Complaint(s) lodged by a connecting Carrier(s), alleging a CTP is at fault in its network management of traffic volumes resulting in intermittent or repetitive Blocking incidents, or both.

The examples illustrated above, or other service concerns would have to be contributing factors within reasonable control of the CTP, and a trend that could be identified and quantified through data gathering and field analysis, as deemed appropriate. Additionally, staff recommends that the Commission not initiate any CTP investigation, resulting in the resumption of service quality reporting, based on billing issues or claims that an account is in arrears for non-payment, which could include a disconnection or termination of a customer's service.

⁴ OAR 860-032-0012(5)(b), Objective Service Level: A competitive telecommunications provider must maintain service so that the monthly trouble report rate, after approved trouble report exclusions, does not exceed:(A) For wire centers, or designated service areas with more than 1,000 access lines: two per 100 working access lines per wire center, or designated service area, more than three times during a sliding 12-month period. (B) For wire centers, or designated service area, with 1,000 or less access lines: three per 100 working access lines per wire center, or designated service area, more than three times during a sliding 12-month period.

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PROPOSED COMMISSION MOTION:

Integra Telecom's request for the exemption from certain monthly service quality reporting requirements be approved with the caveat that the Commission may revoke the exemption for poor Integra network performance.

Integra request for SQR reporting exemption