

ORDER NO. 12 203

ENTERED JUN 05 2012

**BEFORE THE PUBLIC UTILITY COMMISSION  
OF OREGON**

UM 1599

In the Matter of

GRANITE TELECOMMUNICATIONS, LLC

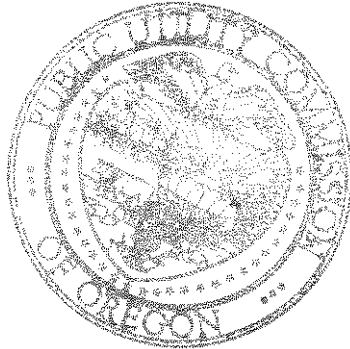
Petition for Exemption of Service Quality  
Reporting Requirements under  
OAR 860-32-0012(15)(c).

ORDER

DISPOSITION: STAFF'S RECOMMENDATION ADOPTED

At its Public Meeting on June 5, 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: June 5, 2012**

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

**DATE:** May 15, 2012

**TO:** Public Utility Commission

**FROM:** Malia Brock <sup>mb</sup>

**THROUGH:** Jason Eisdorfer, Bryan Conway, and Irv Emmons <sup>E</sup> <sup>BC</sup> <sup>IE</sup>

**SUBJECT:** GRANITE TELECOMMUNICATIONS, LLC: (Docket No. UM 1599)  
Petition for exemption of service quality reporting requirements under  
OAR 860-032-0012(15)(c).

**STAFF RECOMMENDATION:**

In support of the petition filed by Granite Telecommunications, LLC. (Granite), Staff recommends that the Commission grant the petition but expressly reserve the authority to revoke the exemption for cause as explained in this Staff report.

**DISCUSSION:**

On May 10, 2012, Granite filed a petition pursuant to Oregon Administrative Rule (OAR) 860-032-0012(15)(c) requesting exemption from the rule's monthly Service Quality Reporting requirement. Granite is certified as a Competitive Telecommunications Provider in the state of Oregon.

Granite has met all service quality objective service levels as set forth in sections (4) through (8) of OAR 860-032-0012 for the 12 consecutive months ending in March 2012. Staff has reviewed Consumer Services Division archives of complaints relating to Granite and found one complaint relating to a billing issue within the study period.

Staff notes that granting an exemption request under the rule does not vacate Granite's continuing requirement to measure service quality metrics, gather information, and retain a complete record of service quality data for up to one year as outlined in OAR 860-032-0012. Granite's request, if granted, would only exempt Granite from submitting Service Quality Reports to the Commission on a monthly basis. Any

Granite Telecommunications, LLC  
May 15, 2012  
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exemption from Service Quality Reporting may be revoked upon a showing by Staff that service has degraded, primarily by a resumption of service complaints.

**PROPOSED COMMISSION MOTION:**

Granite's request for the exemption to cease reporting service quality results be approved subject to revocation upon a showing by Staff that service has degraded.

Granite exemption