

ORDER NO. 19-184

ENTERED May 23 2019

**BEFORE THE PUBLIC UTILITY COMMISSION
OF OREGON**

UM 2012

In the Matter of

AT&T CORP.,

Petition for Exemption from All Service
Quality Reporting Requirements Under
OAR 860-032-0012.

ORDER

DISPOSITION: STAFF'S RECOMMENDATION ADOPTED

At its public meeting on May 21, 2019, the Public Utility Commission of Oregon adopted Staff's recommendation in this matter. The Staff Report with the recommendation is attached as Appendix A.

BY THE COMMISSION:



Nolan Moser

Chief Administrative Law Judge



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 Circuit Court for Marion County in compliance with ORS 183.484.

PUBLIC UTILITY COMMISSION OF OREGON
STAFF REPORT
PUBLIC MEETING DATE: May 21, 2019

REGULAR CONSENT EFFECTIVE DATE _____ N/A _____

DATE: May 15, 2019

TO: Public Utility Commission

FROM: Malia Brock MB

THROUGH: Jason Eisdorfer, Bryan Conway, and Bruce Hellebuyck
EP JAC BH

SUBJECT: AT&T CORPORATION: (Docket No. UM 2012) Petition for exemption of service quality reporting requirements under OAR 860-032-0012(15)(c).

STAFF RECOMMENDATION:

The Public Utility Commission of Oregon (Commission) should approve the petition filed by AT&T Corporation (AT&T or Company) but expressly reserve the authority to withdraw the exemption for cause as explained in this Staff report.

DISCUSSION:

Issue

Whether the Commission should approve AT&T's petition for exemption from service quality reporting requirements.

Applicable Law

The Commission establishes minimum service quality standards to ensure safe and adequate services for telecommunications carriers pursuant to Oregon Revised Statute (ORS) 759.450. Oregon Administrative Rule (OAR) 860-032-0012 provides the statutorily required retail service quality standards for competitive telecommunications providers and also mirrors much of the relevant statute ORS 759.450.

Under OAR 860-032-0012(15)(c) the Commission may grant an exemption from service quality reporting requirements if the competitive telecommunications provider meets all service quality objective service levels set forth in the rule for the 12 months prior to the month in which the petition is filed.

AT&T Corporation's Service Quality Exemption
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Analysis

On April 30, 2019, AT&T filed a petition pursuant to Oregon Administrative Rule (OAR) 860-032-0012(15)(c) requesting exemption from the rule's monthly Service Quality Reporting requirements. AT&T is certified as a Competitive Telecommunications Provider in the state of Oregon.

AT&T 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 2019. See Attachment A for Staff's cumulative yearly report of AT&T's metrics that is posted to the OPUC website.

Staff has reviewed the Consumer Services Division archives of complaints relating to AT&T and found no complaints within the study period. Staff does not oppose the petition.

Staff notes that granting an exemption request under the rule does not vacate AT&T's continuing obligation 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.

Conclusion

AT&T's request, if granted, would only exempt AT&T from submitting Service Quality Reports to the Commission on a monthly basis. Any exemption from Service Quality Reporting may be withdrawn for cause, such as a showing by Staff that service has degraded, primarily by a resumption of service complaints.

PROPOSED COMMISSION MOTION:

Approve AT&T's request for an exemption to from service quality reporting requirements, conditioned upon the Commission's continuing authority to withdraw the exemption for cause.

UM 2012. AT&T's Service Quality Exemption



AT&T CORPORATION SERVICE QUALITY REPORT

CHARTS

Business Office Center Answer Time (Seconds)

	2018	2019
January		29
February		20
March		22
April	14.0	
May	41.0	
June	13.0	
July	6.0	
August	7.0	
September	5.0	
October	7.0	
November	10.0	
December	42.0	

Repair Service Center Answer Time (Seconds)

	2018	2019
January		18
February		6
March		24
April	18.0	
May	3.0	
June	32.0	
July	49.0	
August	47.0	
September	20.0	
October	8.0	
November	21.0	
December	28.0	

Standard: Average Speed of Answer Time of 50 Seconds or Less

DID NOT MEET OAR STANDARD

Commitments for Service - Provisioning

	2018	2019
January		100.0%
February		100.0%
March		100.0%
April	100.0%	
May	100.0%	
June	100.0%	
July	100.0%	
August	100.0%	
September	100.0%	
October	100.0%	
November	100.0%	
December	100.0%	

OAR Standard: 90%

DID NOT MEET OAR STANDARD

Repair Cleared Within 48-Hours*

	2018	2019
January		83%*
February		94.0%
March		94.0%
April	71%**	
May	100.0%	
June	100.0%	
July	100.0%	
August	100.0%	
September	90.0%	
October	100.0%	
November	100.0%	
December	92.0%	

*AT&T cannot track exclusions as allowed by the Commission rules, month

OAR Standard: 90%

DID NOT MEET OAR STANDARD

Trouble Report Rate Monthly State Average



MONTHLY TROUBLE REPORT RATE

Service Area	MO > 2.00 ¹	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
AT&T Communications	0	0.34	0.25	0.69	0.25	0.54	0.49	0.74	0.40	0.65	0.30	1.10	0.86
Statewide Average		0.34	0.25	0.69	0.25	0.54	0.49	0.74	0.40	0.65	0.30	1.10	0.86
Service Area Count ²	0	0	0	0	0	0	0	0	0	0	0	0	0

NOTE 1: The "MO > 2.00" column is the number of times a designated service area of over 1,000 access lines exceeded a 2.00 trouble report rate during the reported twelve month period. The "Designated Service Area Count" is the number the designated service area did not meet standard for the reported month.

NOTE 2: The number at the bottom of the monthly columns are the number of times the designated service area exceeded 2.00 for the reported month.