

STATE OF MICHIGAN  
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

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In the matter, on the Commission's own motion,	)	
to promulgate rules governing the quality of	)	Case No. U-13013
telecommunication services.	)	
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At the February 6, 2002 meeting of the Michigan Public Service Commission in Lansing,  
Michigan.

PRESENT: Hon. Laura Chappelle, Chairman  
          Hon. David A. Svanda, Commissioner  
          Hon. Robert B. Nelson, Commissioner

**OPINION AND ORDER**

The Commission and the Staff have been working on new rules to govern the quality of telecommunication services. The rules that had governed the quality of telecommunication service, R 484.1 et seq., expired on September 1, 2001. The Commission first published for comment proposed rules on July 11, 2001. On August 16, 2001, it issued an order adopting interim service quality standards to take effect September 1, 2001. Based on the comments received following the July 11, 2001 order, the Commission has developed revised proposed rules, which are attached to this order as Exhibit A. The Commission has scheduled a public hearing as required by Section 41 of the Michigan Administrative Procedures Act of 1969, 1969 PA 306, as amended, MCL 24.241, to receive comments on the proposed rules. Exhibit B, attached to this order, is the notice of the public hearing that has been scheduled for 9:00 a.m. on March 14, 2002 in the offices of the Commission, 6545 Mercantile Way, Lansing, Michigan. Any person may attend the public

hearing to comment on the proposed rules, and the Commission encourages interested parties to become involved in this proceeding.

In addition, any person may submit written comments regarding the proposed rules. Those comments should reference Case No. U-13013, and must be received no later than March 21, 2002 in order to be considered. The proposed effective date of the rules is July 1, 2002.

The Commission FINDS that:

a. Jurisdiction is pursuant to 1991 PA 179, as amended, MCL 484.2101 et seq.; 1969 PA 306, as amended, MCL 24.201 et seq.; and the Commission's Rules of Practice and Procedure, as amended, 1992 AACS, R 460.17101 et seq.

b. A hearing should be held on the revised proposed rules.

THEREFORE, IT IS ORDERED that:

A. A notice of hearing regarding the adoption of rules governing the quality of telecommunication services shall be published in accordance with the requirements of the Administrative Procedures Act of 1969.

B. A public hearing regarding the proposed rules shall be held at 9:00 a.m. on March 14, 2002 in the offices of the Commission, 6545 Mercantile Way, Lansing, Michigan. A notice of hearing is attached as Exhibit B to this order.

C. The public hearing will be legislative in nature and any person may present data, views, questions, and arguments regarding the proposed rules. Statements may be limited in duration by the presiding officer in order to ensure that all interested parties have an opportunity to participate in the proceedings. If necessary, the proceeding will continue on such dates as the presiding officer may schedule until all persons have had a reasonable opportunity to be heard.

D. Any person may file written comments, suggestions, data, views, questions, arguments, and modifications concerning the proposed rules. An original and 15 copies may be filed at the public hearing or with the Office of the Executive Secretary, Michigan Public Service Commission, 6545 Mercantile Way, P.O. Box 30221, Lansing, Michigan 48909. All written comments must be filed no later than 5:00 p.m. on March 21, 2002. All comments should reference Case No. U-13013.

The Commission reserves jurisdiction and may issue further orders as necessary.

MICHIGAN PUBLIC SERVICE COMMISSION

/s/ Laura Chappelle  
Chairman

( S E A L )

/s/ David A. Svanda  
Commissioner

/s/ Robert B. Nelson  
Commissioner

By its action of February 6, 2002.

/s/ Dorothy Wideman  
Its Executive Secretary

D. Any person may file written comments, suggestions, data, views, questions, arguments, and modifications concerning the proposed rules. An original and 15 copies may be filed at the public hearing or with the Office of the Executive Secretary, Michigan Public Service Commission, 6545 Mercantile Way, P.O. Box 30221, Lansing, Michigan 48909. All written comments must be filed no later than 5:00 p.m. on March 21, 2002. All comments should reference Case No. U-13013.

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MICHIGAN PUBLIC SERVICE COMMISSION

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Chairman

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Commissioner

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Commissioner

By its action of February 6, 2002.

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Suggested Minute:

“Adopt and issue order dated February 6, 2002 providing notice of a public hearing regarding revised proposed rules governing the quality of telecommunication services, as set forth in the order.”