

DEPARTMENT OF CONSUMER AND INDUSTRY SERVICES

PUBLIC SERVICE COMMISSION

TELECOMMUNICATION SERVICES

Filed with the Secretary of State on

These rules take effect 760 days after filing with the Secretary of State

(By authority conferred on the public service commission by sections 202 and 213 of 1991 PA 179, MCL 484.2202 and 484.2213)

PART 1. GENERAL PROVISIONS

R 484.401 Applicability.

Rule 1. These rules apply to telecommunication services regulated by the Michigan public service commission.

R 484.401~~2~~ Definitions.

Rule 1~~2~~. (1) As used in these rules:

(a) "Act" means 1991 PA 179, MCL 484.2101 et seq.

(b) "Answer" means that a provider's representative, voice response unit, or automated operator system is ready to render assistance or ready to accept information necessary to process a call.

(c) "Average busy season, busy hour traffic" means the average traffic volume for the busy season, busy hour.

(d) "Business day" means those days which the provider's offices are open for business.

(~~e~~) "Busy hour" means the hour when a telecommunication switching system carries the greatest volume of traffic (typically the busiest hour of the busiest day of a normal week).

(~~f~~) "Busy season" means the period of the year during which a telecommunication switching system carries the greatest volume of traffic.

(~~g~~) "Call" means the action by a customer to obtain a telephone connection whether the connection is completed or not.

(~~h~~) "Central office" means a switching unit in a telecommunication system which provides service to the general public, and which has the necessary

February 6, 2002

equipment and operating arrangements for terminating and interconnecting customer lines and trunks or trunks only.

(~~h~~i) "Commission" means the Michigan public service commission.

(~~i~~j) "Customer" means any person, firm, partnership, corporation, municipality, cooperative, organization, or governmental agency using regulated telecommunication services furnished by a provider.

(~~j~~k) "Customer trouble report" means any oral or written report from a customer relating to a physical defect, difficulty, or dissatisfaction with the operation or facilities of a provider.

(~~k~~l) "Emergency" means the loss ~~or impairment~~ of service ~~or service below a quality that is reasonably usable~~ to any of the following entities:

~~(i) A business that relies on the service to do business~~ (i) A hospital, medical care facility, or any other facility providing health or public safety services.

(ii) An employee of a public safety, emergency medical, or professional trade who is on call during the service loss or impairment.

(iii) A person who has a medical need that is life-threatening.

(iv) A school while in session.

(v) An adult care facility.

(vi) A child care facility.

~~(vii) Fifty or more customers in a given geographic area.~~

~~(l) "Line" or "loop" means any of the following:~~

~~(i) The conductor or conductors and supporting structures extending between a customer's location and the central office or between central offices whether they are in the same or different communities.~~

~~(ii) The conductors and circuit apparatus associated with a particular communication channel.~~

~~(iii) Any communication channel between 2 points, regardless of the method of its derivation.~~

~~(m) during business hours.~~

(~~m~~) "Facilities-based provider" means a telecommunication provider that provides basic local exchange service to end user customers by means of network facilities that it owns. Where the term facilities-based provider is used throughout these rules, the rule shall only apply to a provider to the extent that the rule applies to the network facilities that the provider owns and does not lease from another provider and uses to provision service to the affected end-user.

(~~n~~) "Installation" means the provision of service to the provider's interface device or equivalent equipment.

(~~o~~) "Out of service" means a condition of a customer's telecommunication service that prevents the customer from either making or receiving calls ~~or connecting to the customer's internet service provider due to a noisy line.~~

~~crossed lines, static that makes normal conversation impractical, or any other condition that prevents the use of all services or features that are associated with basic local exchange service and switched data service.~~

~~(n.)~~

(p) "Provider" means a person, firm, partnership, corporation, or other entity that provides basic local exchange service as defined by section 102(b) of 1991 PA 179, MCL 484.2102(b).

~~(eq)~~ "Small business customer" means a business with 20 or fewer access lines or any business not having a contract, tariff, or agreement covering service installation and repair terms and conditions.

(r) "Tariff" means the compilation of all rates, charges, classifications, and rules adopted by a provider and filed with the commission.

~~(ps)~~ "Technical specifications" means sufficiently detailed electrical and mechanical specifications to allow the customer to measure the service performance for each service offering.

~~(qt)~~ "Traffic" means telephone call volume, based on the number and duration of messages.

(2) A term defined in the act has the same meaning when used in these rules.

PART 2. RECORDS, REPORTS, AND TARIFFS

R 484.421 Availability of records.

Rule 21. (1) A provider shall make available to the commission or its staff, upon request, all records, reports, and other information required to determine compliance with these rules and to permit the commission and its staff to investigate and resolve quality of service issues related to regulated telecommunication services.

(2) A provider shall make records, reports, and other information available to the commission or its staff ~~by the next~~ in 5 business days (preferably in an electronic format available through the internet, accessible with standard browser software, identification, and password) or as soon thereafter as feasible.

(3) Records constituting or incorporating trade secrets or commercial or financial information that are made available to the commission or its staff - may be made exempt from disclosure, pursuant to section 210 of 1991 PA 179, MCL 484.2210.

R 484.422 Retention of records.

Rule 22. A provider shall preserve, in detail, all records required by these rules for the immediate past 12 months, and shall preserve, in summary form, all records for not less than 3 years, unless otherwise ordered by the commission.

R 484.423 Reports of service disruptions.

Rule 23. (1) A facilities-based provider shall report promptly to the commission any specific occurrence or development on its network that disrupts service to a substantial number of ~~its~~ customers or that may impair its ability to furnish service to a substantial number of ~~its~~ customers. A facilities-based provider shall report all disruptions that affect the lesser of 25% or 2,000 of the ~~provider's~~ access lines in any exchange for 1 hour or more. It shall notify the commission and post the information on the provider's internet website, if the provider has an internet website, within 90 minutes of the beginning becoming aware of the disruption during normal business hours, or, if the disruption occurs during the evening or a weekend, within 90 minutes of the commencement of the next business day. The facilities-based provider shall also notify other providers dependent on the facilities-based provider's network within 90 minutes of becoming aware of the occurrence, unless interconnection agreements specify other notice requirements.

(2) A facilities-based provider shall file a final report with the commission in electronic form within 30 days of any service disruption subject to subrule (1) of this rule. The report shall contain all of the following information:

- (a) The reason for the disruption.
- (b) The geographic area affected.
- (c) The number of customers affected.
- (d) The type of services affected.
- (e) The effect upon the provider.
- (f) Whether the service disruption was avoidable.
- (g) An explanation of the provider's remedy for the service disruption.
- (h) A description of the actions that the provider has taken or could take to avoid similar disruptions in the future.

R 484.424 Service measurements.

Rule 24. Upon request of the commission or its staff, a provider shall make measurements to determine the level of its compliance with these rules.

R 484.425 Tariffs.

Rule 25. A provider shall file its tariff with the commission in accordance with applicable laws and commission orders governing the filing of tariffs. A provider's bills and telephone directories shall ~~include~~ prominently display an internet URL address at which its tariff is available or a phone number to call for information.

PART 3. CUSTOMER RELATIONS

R 484.431 Rate and special charges information.

Rule 31. (1) Upon the request of a customer or an applicant for service, a provider shall explain the rates, charges, and provisions under which it provides service and shall provide ± copy of the applicable tariff section or pages for the regulated telecommunication services. This requirement may be satisfied by referring a customer to an internet website containing tariffs if the customer states that ~~are furnished~~ he or she has access or ~~available~~ any other means acceptable to the customer ~~or applicant.~~

(2) A provider shall furnish reasonable access to information and assistance necessary to enable the customer or applicant to obtain the most economical service available to meet the customer's or applicant's stated needs, including state or federal "lifeline" programs that may be available. The provider shall advise the customer or applicant about any of the provider's alternative services that are available to meet those needs. This information may include printed explanations of alternative services and rates.

(3) Before changing or installing a service, a provider shall furnish to the customer or applicant an estimate of the amount of any service connection charges and an estimate of the initial bill for basic monthly service, ~~including any fractional monthly amounts,~~ and any other applicable charges.

(4) Upon request, a provider shall furnish to the customer or applicant ~~with~~ a written, detailed estimate of any special charges not specifically set forth in the provider's tariff. Special charges include any of the following:

- (a) Extraordinary construction, maintenance, and replacement costs.
- (b) Expenses for overtime work at the customer's or applicant's request.
- (c) Special installations, equipment, and assemblies.

(5) Upon request of the customer or applicant, a provider shall furnish ~~detailed~~ technical specifications.

R 484.432 Identity verification.

Rule 32. (1) A provider shall require proof of identity ~~and~~ or residency, or both, from a person requesting residential telephone service except that a carrier is not required to obtain proof of identity or residency under any of the following circumstances:

(a) The services requested are totally prepaid by the customer.

(b) The customer is transferring existing service to another provider.

(c) The customer is moving from one address to another address.

(d) The customer is adding an additional access line to his or her present location.

(e) The customer is attempting to restore service after the service has been disconnected.

(2) A provider shall attempt to ~~match~~ verify the applicant's social security number to the applicant's name identity through information available from a credit reporting agency. ~~If it cannot do so, then the provider shall notify the applicant and obtain photographic identification, make a positive identification check, and obtain an explanation for the lack of a match between the social security number and name~~ or other source.

(3) A provider shall check all ~~of its~~ available customer account records to verify that there is not an account open under in the applicant's name or ~~social security number~~ address and that there is not a prior outstanding balance under in the applicant's name or ~~social security number~~ address in the last ~~60~~ 18 months for any other telephone number or at any other location. If there is an open account or prior outstanding balance, then the provider shall notify the customer that a new account has been requested.

(4) If a customer asserts an identity fraud dispute, then the provider shall ~~not open the new account until it has affirmatively verified that the new account is being established legitimately.~~

~~(4)~~ investigate promptly and completely. A provider shall give a customer or applicant ~~an~~ the opportunity to furnish ~~government~~ identification in person. ~~A, at a convenient business location, by appointment at the customer's premises or at a mutually agreed upon location. If the customer provides evidence creating a reasonable doubt that the account was established by the customer, then the provider shall make provision for a customer to present proof of identification during the hours of 8 a.m. to 6 p.m., Monday through Friday, and 8 a.m. to noon, Saturday, at a location within the county where the customer or applicant resides~~ cease all attempts to collect from the customer, and shall not provide information related to the account to credit reporting agencies, and shall correct any information already provided unless the provider establishes that the account was opened by the customer.

R 484.433 Disputed credit information.

Rule 33. If a provider receives notice from a customer, applicant, or credit reporting agency that credit information for the customer or applicant related to the provider or its services is in dispute, then the provider shall do all of the following, within 1530 days of first receiving notice of the dispute:

(a) Conduct an investigation of the disputed information.

~~(b) Review all relevant information provided by the reporting agency.~~

~~(c) Report the results of the investigation to the reporting agency.~~

~~(d) If the investigation finds that the information is incomplete or inaccurate, report the results to all other reporting agencies to which the provider furnished the information.~~

~~(e)~~ Advise the customer or applicant, in writing, of the results of the investigation.

(c) If the investigation finds that information provided to the credit reporting agency is incomplete or inaccurate, take remedial action with all credit reporting agencies to which the provider furnished the information.

R 484.434 Public information.

Rule 34. (1) A provider shall make available to a customer or applicant all of the following information for inspection and shall provide copies upon request:

~~(a) Tariffs for regulated telecommunication services.~~

~~(b) Maps showing exchange boundaries, base rate areas,~~ Maps or npa-nxx data showing local calling areas and zone boundaries, if applicable, in sufficient size and detail to permit all the customer's locations to be determined.

~~(e)~~ Publicly announced information as to the present and intended future availability of specific classes of service at a customer's or applicant's location.

~~(c)~~ Publicly announced information concerning plans for major service changes at a customer's or applicant's location.

(2) A provider shall ~~furnish~~ make available to a customer a list of all exchanges within the customer's local calling area upon request and when the customer first establishes service. A provider shall notify a customer if the customer is located in an area in which the dialing of a 7-digit number may result in toll charges.

(3) A provider shall prominently display on its bills and other messages to its customers the provider's phone numbers to be used for customer inquiries, disputes, repairs, and other contacts.

R 484.435 Business offices.

Rule 35. (1) A provider shall maintain business offices that are adequately staffed with qualified persons to do all of the following:

(a) Provide ~~convenient access to~~ information relating to its services and rates.

(b) Accept and process applications for service.

(c) Explain charges on bills.

(d) Adjust erroneous charges.

(e) Enter into payment arrangements.

(f) Act as a representative of the provider.

(2) A provider shall maintain a local or toll-free telephone number by which all customers ~~located in the community~~ served by a business office may call that office at no charge.

(3) A provider shall maintain sufficient staffing to ensure that customers and others who call a business office are permitted to talk to a person who is able to provide assistance within 3 minutes a monthly average of 60 seconds of calling the office during normal business hours.

(4) A provider shall ensure that all information provided to customers and others is accurate and in compliance with commission rules and the provider's tariff. A provider shall not make a statement to a customer that the provider knows to be untrue.

(5) A provider shall make reasonable arrangements to assist those who do not speak English.

~~R 484.436 Customer billing.~~

~~Rule 36. (1) A provider's bill to each customer shall contain a listing of all charges and the period of time covered by the billing. The bill shall itemize all usage sensitive charges by date, duration, and number called unless the customer waives an itemization or the provisions of subrule (3) of this rule apply.~~

~~(2) A provider shall furnish a customer with a written explanation of local service charges and applicable technical specifications upon request.~~

~~(3) When a minimum monthly rate includes a usage allowance, a provider shall show on the customer's bill the portion of the allowance used for any billing period in which the full allowance is not exceeded. Usage in excess of the allowance shall be shown as a separate item. A provider shall keep supporting usage detail for not less than 90 days, and shall furnish the usage detail to the customer upon request.~~

~~(4) A provider shall include, on the customer's bill in the next billing month, or as soon thereafter as feasible, any credit required by these rules without requiring the customer to request the credit or to take any other action. A provider is not required to give a credit if the service problem is caused by~~

~~the negligence or willful act of the customer, but the provider shall provide to the customer a written explanation of the negligence or other act that excuses the provision of a credit.~~

~~R 484.437 Billing accuracy.~~

~~Rule 37. A provider shall develop accounting and billing procedures to ensure that all of its customers receive accurate bills for basic local exchange service. If a customer has multiple accounts, then a provider shall bill all accounts accurately, both as to service and equipment, where applicable, on an exchange basis. A provider shall reimburse a customer for all erroneous charges and shall give the customer a credit of \$25.00 for each billing error.~~

R 484.438 Advertising.

Rule 38. If a regulated service is not generally available, then a provider's advertising of that service without clearly disclosing the limits on its availability is false, misleading, or deceptive within the meaning of section 502(1)(a) of 1991 PA 179, MCL 484.2502(1)(a).

R 484.439 Directories.

Rule 39. (1) A provider shall furnish to ~~each customer~~new customers and annually to existing customers, at no additional charge, ~~an up-to-date telephone directory for the customer's local calling area, and shall revise and print the directory annually.~~ an up-to-date telephone directory for the customer's local calling area, and shall revise and print the directory annually. Each directory shall list the name, address, and telephone number of all customers in the local calling area, except for public telephones and any customer who has requested not to be included in the directory. A provider may omit an address at the customer's request. A customer may specify how his or her name shall appear in the directory.

~~(2) Dual name listings at the same number (limited to 1 additional name) shall be provided at no additional cost if both persons requesting a dual name listing have the same surname. A customer shall have the option of paying for additional listings in the same or a different directory. A provider shall include the customer's listing in all directories for which the customer has paid for an extra listing.~~

~~(3) Upon publishing each~~ unless the provider and customer agree otherwise.

~~(2) If it publishes a directory, a provider shall furnish a copy to the commission and all of the provider's customers served by that directory.~~

(43) The front cover of each directory shall indicate the area included in the directory, ~~the name of the provider or providers serving that area,~~ and the month and year of issue. The front portion of the directory shall conspicuously feature information about placing calls to emergency services, police and fire departments, 9-1-1 service, 2-1-1 service, and dual party relay service.

(54) Each directory shall contain instructions concerning the placing of local and long distance calls, obtaining repair and directory assistance services, the locations and telephone numbers of the provider's business office or offices for the area served by the directory, and the means to determine which numbers are in the local calling area.

R 484.440 Directory errors and omissions.

Rule 40. (1) If an error in the listed number of a customer occurs, which resides in its switch, then the provider shall intercept all calls to the listed number for the remaining life of the directory, if the existing central office equipment permits it to do so and the number is not in service for another customer.

(2) If an error or omission in the name listing of a customer occurs, then the provider shall include in the files of the directory assistance and intercept operators the customer's correct name and telephone number. ~~The provider shall arrange for the correct number to be furnished to the calling party at no charge either upon request or interception.~~

(3) If a customer's telephone number is changed, then the provider shall intercept all calls to the former number for a minimum of 3 months and give the calling party the new number unless the previous number has been reassigned.

(4) If additions or changes to plant or any other operations necessitate changing telephone numbers assigned to a group of customers, then a provider shall give reasonable notice to all customers affected, even though the change in numbers may coincide with the issuance of a directory.

R 484.440a Directory assistance and intercept calls.

Rule 40a. (1) Directory assistance operators shall have access to all telephone numbers, except telephone numbers not listed or published at the customer's request, for the area for which they are responsible for furnishing directory assistance service.

(2) If a provider's directory assistance operator provides an incorrect number, then the provider shall not bill for the call or shall give a credit equal to the charge, and the provider shall not count the call against the customer's monthly call allowance.

(3) A provider shall furnish a customer up to 32 numbers per call to directory assistance.

R 484.440b Operator services.

Rule 40b. A provider shall assure that operators answer ~~all~~ calls within a monthly average of 10 seconds. An acknowledgment that the customer is waiting on the line is not an answer.

R 484.440c Complaints and appeals.

Rule 40c. (1) Within 10 business days after receiving an oral or written complaint from a customer or applicant, a provider shall investigate and respond fully and promptly. A provider shall notify the customer or applicant of its proposed disposition of the complaint after having made a good faith attempt to resolve the complaint. Upon request by the customer or applicant, a provider shall furnish its proposed disposition of the complaint in writing.

(2) A provider shall prominently include on all of its bills and in each telephone directory ~~the mailing address and~~ the telephone number to which a customer or applicant can direct a complaint. ~~The~~A mailing address shall be provided upon request and shall include the name distinctive entity of ~~a~~ person designated by the company to handle receive written complaints.

(3) A provider shall require the personnel who have initial contact with a customer or applicant making a complaint to inform him or her of the right to have the problem considered and acted upon by the supervisory personnel of the provider if requested by the customer.

(4) A provider shall require its supervisory personnel to provide upon request the name, address, and telephone number of the commission for further review of an unresolved problem.

(5) Upon receipt of a complaint, whether oral or written, from the commission or its staff, a provider shall do all of the following:

(a) ~~Contact~~ Attempt to contact the affected customer within 48 hours.

(b) Promptly investigate the complaint and report the results of its investigation.

(c) Provide a final response to the commission or its staff within 10 business days, unless an extension is requested and granted by the commission staff.

(6) Failure to respond to a customer or applicant or to the commission or its staff within 30 days of a complaint, unless an extension is granted, will constitute acknowledgment that the complaint is valid and the requested remedies shall be implemented.

PART 4. ENGINEERING AND PLANNING

R 484.441 Construction.

Rule 41. (1) A provider shall design, engineer, construct, maintain, and operate its telecommunication plant and facilities in accordance with generally accepted industry standards and R 460.813, except as may be modified by the commission by order ~~or by applicable regulations adopted by a municipality~~. A provider shall comply with these requirements in the manner that best accommodates the public and prevents, to the extent practical, interference with and from services furnished by other telecommunication service providers and public utilities.

(2) A provider shall design its telecommunication plant in accordance with industry standards to prevent electromagnetic interference from alternating current power systems. A provider shall engage in prior coordination with an electric utility before placing new plant or making major changes in existing plant likely to be affected by the electric utility's facilities.

(3) To minimize the occurrence of voltage and grounding problems, a provider shall consult and coordinate with existing electric and natural gas utilities in the general vicinity of planned telecommunication plant construction before construction.

~~(4) A provider shall not interconnect service to lines and equipment that do not comply with the provisions of this rule and the rules of the federal communications commission.~~

(5) A provider shall comply with the provisions of 1974 PA 53, as amended, MCL 460.701 et seq.

R 484.442 General practices.

Rule 42. (1) A provider shall employ prudent management and engineering practices, including the use of reliable procedures for forecasting future demand for services. It shall conduct studies and maintain records to determine whether regulated telecommunication services will comply with these rules.

(2) A provider shall make traffic studies and maintain records as required to determine if sufficient equipment and an adequate operating force are provided at all times, including the average busy hour, busy season. It shall seek to provide service so that customers do not experience more than a 1% call failure rate during any 1-hour period.

(3) A provider shall install sufficient central office capacity and equipment to permit customers to obtain dial tone within 3 seconds 98.5% of the time and complete not less than 99% of dialed calls without encountering an equipment blockage or irregularity ~~during any period~~.

(4) A provider shall engineer, construct, and maintain the trunk and related switching components in the provider's network that connect to the switched access network so that not less than 99% of properly dialed switched access calls (outgoing trunks) during the average busy season do not encounter equipment blockage or irregularity.

~~(5) If customers experience a call failure rate of more than 1%, then the provider shall take immediate steps to reduce the call failure rate to that level.~~

R 484.443 Customer line transmission requirements.

Rule 43. A provider shall comply with the following standards for all customer loops, except inside wiring and customer premises equipment:

(a) A circuit loss of less than 8.5 decibels measured to a milliwatt reference.

(b) A circuit current of ~~more than~~ 20 milliamperes or more.

(c) A circuit noise level of less than 20 decibels-reference noise calibration.

(d) A power influence level of less than 80 decibels-reference noise calibration.

(e) A data rate of 56 kilobits per second.

R 484.444 IntraLATA trunk transmission requirements.

Rule 44. A facilities-based provider shall comply with both of the following standards for all intraLATA trunks:

(a) Interoffice trunks shall have an objective of +/- 3.6 decibels of the engineered measured loss.

(b) End office to end office testing shall have an objective of +/- 3.6 decibels per switched leg of the engineered measured loss.

R 484.445 Inspections and tests.

Rule 45. (1) A facilities-based provider shall adopt and implement a written program, including, but not limited to, periodic and routine testing and inspection of all of the following:

(a) Interoffice trunking, before and after being placed in service.

(b) Central office switching equipment connections.

(c) A sample of customer loops in each exchange.

(2) The written program shall be developed so as to achieve an efficient operation of the provider's system and the rendering of safe, adequate, and continuous service for both routine testing and inspection activities and for the testing and inspection of trouble locations.

(3) A facilities-based provider shall maintain, or have access to, test facilities enabling it to determine the operating and transmission capabilities of all equipment and facilities specified in subrule (1) of this rule.

R 484.446 Emergency operation.

Rule 46. (1) A facilities-based provider shall make reasonable provision to provide service notwithstanding emergency power interruptions, unusual and prolonged increases in traffic, illness of its personnel, and fires, storms, or other emergencies. It shall inform its employees of the procedures to be followed for an emergency to prevent or minimize interruption and impairment of telecommunication service.

(2) A facilities-based provider shall equip each central office, remote switch, remote line unit, and interexchange toll switching office or access tandem with a minimum of 43 hours of peak load battery reserve, if permanent auxiliary power is installed, and 85 hours of battery reserve, if permanent emergency power is not installed, or 8 hours of battery reserve if the central office is in a remote location. It shall have available a mobile power unit to be delivered and connected to central offices, remote switches, and remote line units within 8 hours.

(3) A provider shall maintain current, written emergency procedures that are directed to the prompt restoration of telecommunication service during abnormal conditions.

(4) A 9-1-1 service supplier shall provide 24-hour, 7-day-a-week data base access so as to permit information to be acquired or corrected.

~~(5) A provider, 9-1-1 service supplier, public safety answering point, or any entity providing or maintaining 9-1-1 data base information shall be liable for errors or omissions in any 9-1-1 system or data base notwithstanding any tariff, interconnection agreement, or contract provision.~~

~~(6) A provider, 9-1-1 service supplier, public safety answering point, or any entity providing or maintaining 9-1-1 data base information shall correct each error in the 9-1-1 system or data base within 1 business day.~~

PART 5. REPAIR AND INSTALLATION

R 484.451 Maintenance of plant and equipment.

Rule 51. (1) A facilities-based provider shall adopt and implement a maintenance program designed to achieve efficient operation of its system consistent with the rendering of safe, adequate, and continuous service in compliance with applicable codes. ~~Within 48 hours, a provider shall repair plant that is in an unsafe condition.~~

(2) A facilities-based provider shall test, as needed, and maintain all plant and equipment up to and including the network interface device at the customer's location in safe and serviceable repair at no charge to the customer beyond the normal monthly charge for basic local exchange service. A provider shall do at least all of the following:

- (a) Repair or replace broken, damaged, or deteriorated parts.
- (b) Readjust adjustable apparatus and equipment when found to be in unsatisfactory operating condition.
- (c) Correct electrical faults, such as leakage or poor insulation, noise induction, cross talk, or poor transmission characteristics.

R 484.452 Customer trouble reports.

Rule 52. A facilities-based provider shall maintain service so that the average monthly rate of all customer trouble reports ~~in any exchange~~ does not exceed 4 per 100 access lines, excluding reports concerning interexchange calls and trouble found in equipment other than the provider's equipment, such as inside wiring and customer premises equipment. ~~For purposes of this rule, each party line customer shall be considered to have 1 access line. Each customer line reported or found to have trouble shall be counted as a separate trouble report.~~

R 484.453 Customer repair requests.

Rule 53. (1) A provider shall make provision for the receipt of customer repair requests at all hours. A provider shall maintain adequate personnel ~~so that a person able to help answer~~ customer will answer a repair calls within ~~3 minutes~~ a monthly average of 25 seconds. An acknowledgment that the customer is waiting on the line is not an answer.

(2) A provider shall arrange to have a representative available at all times to accept calls from providers and users of 9-1-1 and emergency services to report trouble with its telecommunication services to those providers.

(3) A provider shall make a full and prompt investigation of all repair requests and shall render reasonable assistance to the customer to identify a cause for the outage that may be corrected by the customer.

(4) A provider shall maintain an accurate record of repair requests by telephone number or circuit number, as appropriate. The record shall include all of the following information:

- (a) The customer or service affected.
- (b) The time, date, and nature of the repair request.
- (c) The action taken to clear the repair request or satisfy the complaint.

(d) The date and time the repair was completed or the request was otherwise closed.

(5) A provider shall not attempt to market new services to a customer calling to report a ~~service problem~~ repair request.

(6) If access to a customer's premises is necessary to complete the repair and the customer is not available, then a tag shall be left on the customer's door indicating the date, an explanation of the repair problem necessitating entry into the customer's premises, and the technician's name and signature.

~~(7) If a customer's line is out of service more than 24 hours, then the provider shall place a recording on the line stating that the line is being checked for trouble.~~

R 484.454 Emergency repairs.

Rule 54. (1) A provider shall ~~arrange~~ attempt to clear all emergency out-of-service trouble within 4 hours after being reported to or found by the provider, except in any of the following situations:

(a) The safety of the provider's personnel would be at risk.

(b) Access to the customer's premises is required but not available.

(c) The repair is necessitated by an unavoidable occurrence affecting a large number of customers.

(d) The repair is technically infeasible to accomplish.

(2) A provider shall expedite a repair for a customer who ~~has~~ reports a medical emergency. Unless it has a specific, identifiable reason to doubt a customer's claim, a provider shall accept the customer's claim that there is a medical condition requiring expedited restoration of service.

~~(3) In addition to any credit required by R 484.455, a provider shall give the customer a credit of \$25.00 if the repair is not completed within 4 hours.~~

R 484.455 Out-of-service repairs.

Rule 55. (1) ~~A~~ A provider shall arrange to clear all out-of-service trouble of a non-emergency nature within the following time frames, unless the customer agrees to ~~another schedule~~:

~~(a) Monday through Friday, excluding holidays, all out of service trouble shall be cleared within 24 hours after being reported to or found by the provider.~~

~~(b) On weekends and holidays, all out of service~~ alternative arrangements:

(a) Out-of-service trouble shall be cleared within ~~48~~ a monthly average of 36 hours after being reported to or found by the provider.

(b) R The same repeat trouble reported or found within 45 days of a prior repair shall be repaired within 8 hours after being reported to or found by the provider and identified as a repeat trouble.

(2) For the ~~first 3~~second and third days of a ~~service interruption~~ out-of-service incident, a provider shall give ~~the~~ a residential or small business customer a credit equal to 1/30 of the customer's monthly charge for basic local exchange service for each day or portion thereof, commencing when the out-of-service trouble is reported to or found by the provider, until service is restored. After the third day, a provider shall give the customer a credit of \$10.00 per day for the fourth and succeeding days until service is restored.

(3) For the same repeat trouble within 45 days of the first occurrence, a provider shall give ~~the~~ a residential or small business customer a credit of \$10.00 for each day or portion thereof, commencing when the repeat trouble is reported to or found by the provider, until service is restored.

R 484.456 Other repairs.

Rule 56. ~~(1)~~ A provider shall arrange to clear trouble that does not involve an emergency or out-of-service condition within ~~the following time frames, unless the customer agrees to another schedule:~~

~~(a) Monday through Friday, excluding holidays, all trouble shall be cleared within 48 hours after being reported to or found by the provider.~~

~~(b) On weekends and holidays, all trouble shall be cleared within 96 hours after being reported to or found by the provider.~~ a monthly average of 36 hours.

R 484.457 Repair appointments and commitments.

Rule 57. (1) For all repair requests requiring a customer to be present, a provider shall give ~~the~~ a residential or small business customer a 4-hour time period within which the repair will be completed. Otherwise, the commitments will specify a 24-hour period.

(2) A provider shall keep all repair commitments unless it contacts the customer at least 24 hours ~~before the confirmed time~~ in advance and reschedules the appointment or commitment. If unusual repairs are required or other factors preclude completing repairs promptly, then a provider shall make reasonable efforts to notify the customer.

(3) If a provider misses a time commitment, then it shall give the customer a credit of \$25.00 for each missed commitment.

R 484.458 Installation commitments.

Rule 58. (1) A provider shall install service for a residential or small business customer or applicant within a monthly average of 5 working days (10 days for a migration) of the installation request, unless a later date is

requested or agreed to by the customer or applicant ~~or~~, the customer or applicant misses the appointment, or government permits are required prior to installation.

(2) A provider shall keep records of all installations not completed by the commitment date.

(3) If a provider does not complete an installation by the fifth day (tenth day for a migration) or commitment date, then the provider shall give the customer or applicant a credit of \$10.00 for each day or portion thereof beyond the commitment date until service is installed and shall waive the installation fee, unless the customer or applicant misses the appointment.

(4) A provider shall provide for the reclassification of service at the request of a customer not later than the date mutually agreed to between the provider and the customer. A provider shall report to the commission orders for reclassification of service being held more than 60 days.

R 484.459 Return calls.

Rule 59. (1) A provider is required to return a call to a customer if ~~either of the following occurs:~~

~~(a) A customer requests to speak with a supervisor and a supervisor is not immediately available.~~

~~(b) The~~the provider's representative tells the customer to expect a return phone call.

(2) The provider shall give the customer a credit of ~~\$50~~\$25.00 if it fails to ~~do either of the following:~~

~~(a) Have a supervisor~~ return a call by the end of the next business day unless a documented extreme event occurs.

~~(b) Have its telecommunication corporation representative return a call by the end of the next business day unless a documented extreme event occurs.~~

R 484.460 Planned service interruptions.

Rule 60. If a provider must interrupt service to work on lines or equipment, then it shall arrange to do the work in a manner that will cause minimal inconvenience to its customers. When it reasonably expects that service will be interrupted for more than 15 minutes, the provider shall attempt to notify each affected customer, including wholesale customers, in advance of the interruption. It shall make emergency service available, as required, for the duration of the interruption.

PART 6. MONITORING

R 484.461 Key measures of performance.

Rule 61. (1) A provider shall ~~submit to the commission staff monthly reports detailing its performance on all of the following~~ compile a report on the following performance measures:

(a) Completing ~~an~~the investigation and contacting the customer within a monthly average of 10 days of the receipt of a complaint.

(b) Restoring service in a monthly average of 2436 hours ~~(48 hours on weekends and holidays)~~ of the receipt of a trouble report.

(c) Answering calls to a business office in ~~an~~ a monthly average of 3 minutes.

~~(d)~~ 60 seconds.

(d) Answering calls to a repair office in a monthly average of 25 seconds.

(e) Meeting new installation commitments.

~~(e) Meeting the technical specifications of a product or service offering~~ within a monthly average of 5 business days.

(f) An average monthly rate of customer trouble reports of greater than 4%.

(2) The format of the report shall be developed in consultation with the commission staff.

(3) If a provider fails to meet any of the measures specified in subrule (1) ~~of this rule 95% of the time for any 30 day period~~ two consecutive months, then the provider shall file the performance measure report and a remedial plan with the commission.

PART 7. WAIVERS AND EXCEPTIONS

R 484.471 Waivers and exceptions.

Rule 71. (1) A provider may ~~request a~~ petition for a permanent or temporary waiver or exception from these rules when specific circumstances beyond the control of the provider render compliance impossible or when compliance would be unduly economically burdensome or technologically infeasible.

(2) ~~A~~ A provider may request a ~~waiver or exception from 1 or more of these rules when the provider, together with any affiliates, serves fewer than 5,000 customers if compliance would not be economically or technologically feasible~~ temporary waiver in order to have sufficient time to implement procedures and systems to comply with these rules.

(3) A provider may request a waiver or exception from some or all of these rules if ~~a competitive market for basic local exchange service exists. For purposes of this subrule, a market is competitive if 3 or more providers serve the market and no provider serves more than 60% of the market~~ it has obtained a competitive service classification from the commission pursuant to section 208 of 1991 PA 179, MCL 484.2208.

(4) A provider shall be exempt from the provisions of these rules related to directory assistance to the extent the commission determines that the service is competitive under section 207 of 1991 PA 179, MCL 484.2207.

(5) A provider need not meet the standards or grant the credits required by R 484.455, R 484.457, R 484.458, or R 484.459 under any of the following circumstances:

(a) The problem is or was caused by the customer.

(b) The problem is or was attributable to an "act of God." The term "act of God" shall include events such as flood, lightning, tornado, earthquake, fire, blizzard, ice storm, or other unusual natural or man-made disasters.

(c) There is a work stoppage or other work action by the provider's employees, beyond the control of the provider, that causes or caused a significant reduction in employee hours worked.

(d) The problem occurs or occurred during a major failure. A "major failure" is a single event or occurrence that is not the direct result of action taken by the provider and that generates out-of-service reports affecting 100 or more access lines.

(6) The provider shall notify the commission in writing within 10 business days of its intent to invoke the occurrence of an event described in subrule (5) of this rule. The notification to the commission shall include all of the following information:

(a) Specific description of the event and general impact.

(b) Date or dates of the event.

(c) Location affected (exchanges, wire centers, etc.).

(d) Estimated number of customers affected.

The commission staff shall have 10 business days following the notification to advise the provider in writing if it disputes the provider's reliance on the occurrence of an event described in rule (5) of this rule and the reasons for such dispute. If the dispute cannot be resolved within 10 business days of the commission staff's advice, the provider shall file an application with the commission within 10 business days thereafter for resolution of the dispute.

PART 8. RECOURSE

R 484.481 Recourse.

Rule 81. Unless the terms of a written agreement between two providers specifically state otherwise, in any situation where an underlying provider has contracted to provide a service to a customer's provider, if the failure of the underlying provider to support the service results in the customer's provider paying any credit or waiving any charges to comply with R 484.454 through R 484.459, then the customer's provider shall have recourse against the underlying provider for the amount of any credits or charges which were waived.