**§7225-A. Price cap ILEC service quality requirements**

**1. Service quality metrics reporting.**  A price cap ILEC shall report to the commission quarterly on service quality using the following metrics, using rolling one-year averages, in areas where provider of last resort service is available:

A. Network trouble rates; [PL 2015, c. 462, §5 (NEW).]

B. The percentage of network troubles not cleared in 48 hours; [PL 2015, c. 462, §5 (NEW).]

C. The percentage of installation appointments not met; and [PL 2015, c. 462, §5 (NEW).]

D. The average delay, in days, for missed installation appointments. [PL 2015, c. 462, §5 (NEW).]

A report submitted under this subsection is confidential and not a public record under Title 1, section 402, subsection 3 and may not be disclosed to any person outside the commission, except as provided in subsection 3.

[PL 2015, c. 462, §5 (NEW).]

**2. Minimum requirements.**  A price cap ILEC shall provide service that meets the following minimum requirements, based on rolling one-year averages, in the areas in which it serves as provider of provider of last resort service:

A. Less than 3 network troubles per 100 customers; [PL 2015, c. 462, §5 (NEW).]

B. Less than 20% of network troubles not cleared within 48 hours; [PL 2015, c. 462, §5 (NEW).]

C. Less than 12% of all installation appointments not met; and [PL 2015, c. 462, §5 (NEW).]

D. Less than a 9-day average delay for missed installation appointments. [PL 2015, c. 462, §5 (NEW).]

[PL 2015, c. 462, §5 (NEW).]

**3. Failure to meet service quality requirements.**  If a price cap ILEC fails to meet any service quality requirement in this section for any 2 consecutive quarters, the results for these service quality requirements for these quarters are no longer confidential and become public records. The commission shall investigate a failure to meet a service quality requirement. If the commission concludes after investigation that the failure to meet a service quality requirement is due to factors within the control of the price cap ILEC, the commission shall, by order, direct the price cap ILEC to take such steps as the commission determines necessary to meet the requirement. If the provider fails to comply with the commission's order, the commission shall impose a penalty in accordance with section 1508‑A, subsection 1, paragraph A in an amount sufficient to ensure compliance with that order. Nothing in this subsection limits the commission's authority to direct a price cap ILEC to act to improve service under any other provision of this chapter.

[PL 2015, c. 462, §5 (NEW).]

SECTION HISTORY

PL 2015, c. 462, §5 (NEW).

The State of Maine claims a copyright in its codified statutes. If you intend to republish this material, we require that you include the following disclaimer in your publication:

*All copyrights and other rights to statutory text are reserved by the State of Maine. The text included in this publication reflects changes made through the Second Regular Session of the 131st Maine Legislature and is current through January 1, 2025
 . The text is subject to change without notice. It is a version that has not been officially certified by the Secretary of State. Refer to the Maine Revised Statutes Annotated and supplements for certified text.*

The Office of the Revisor of Statutes also requests that you send us one copy of any statutory publication you may produce. Our goal is not to restrict publishing activity, but to keep track of who is publishing what, to identify any needless duplication and to preserve the State's copyright rights.

PLEASE NOTE: The Revisor's Office cannot perform research for or provide legal advice or interpretation of Maine law to the public. If you need legal assistance, please contact a qualified attorney.