



General Assembly

January Session, 2009

**Raised Bill No. 6608**

LCO No. 4120

\*04120\_\_\_\_\_ET\_\*

Referred to Committee on Energy and Technology

Introduced by:  
(ET)

**AN ACT CONCERNING CONSUMER PROTECTION IN  
TELECOMMUNICATIONS COMPANIES.**

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. Section 16-247p of the general statutes is repealed and the  
2 following is substituted in lieu thereof (*Effective from passage*):

3 (a) Not later than [April 1, 2000] August 1, 2009, the Department of  
4 Public Utility Control shall, by regulations adopted pursuant to  
5 chapter 54, establish quality-of-service standards that shall apply to all  
6 telephone companies and certified telecommunications providers and  
7 to all telecommunications services offered in the state, whether  
8 competitive, noncompetitive or emerging competitive. All standards  
9 shall apply to both business and residential customers, but shall be  
10 measured and met for business and residential customers separately.  
11 Such standards shall be measured monthly and include, but not be  
12 limited to: [, measures relating to] (1) For customer trouble [reports,  
13 service outages,] report calls and customer service center calls, a  
14 specified maximum allowable average holding time before a call is  
15 answered by a live representative or, for customers choosing to use an  
16 automated system, a maximum allowable holding time before the

17 system takes the caller's information, (2) for number of customer  
18 troubles, a maximum allowable number of troubles per one hundred  
19 lines, (3) for installation intervals, a maximum allowable time between  
20 ordering and the in-service date, (4) for installation appointments met,  
21 a maximum allowable percentage of missed appointments based on  
22 the number of installation service orders for the time period, (5) for  
23 [and] repeat problems, [as well as] a maximum number of times within  
24 three months that a customer shall experience line troubles or billing  
25 and customer service errors, (6) for response timeliness, [in  
26 responding] a specified maximum amount of time for the company to  
27 respond to complaints or reports, whether from the customer, the  
28 department or the Office of Consumer Counsel, and (7) for out-of-  
29 service repair, a requirement that ninety per cent of such repairs shall  
30 be made within twenty-four hours of the company's or provider's first  
31 notification of the outage. Such standards shall also include a  
32 requirement for each company or provider to include on its monthly  
33 bills the telephone number for the department's customer service unit.  
34 The department shall [include with the quality of service standards  
35 methodologies for monitoring] monitor compliance with and  
36 [enforcement of] enforce such standards. Such monitoring shall  
37 include, but not be limited to, monthly reports by the companies and  
38 providers to the department containing performance results for each  
39 standard, an explanation of any failure to meet a standard with plans  
40 to improve performance, and a section for input from employees of  
41 telephone companies and certified telecommunications providers,  
42 including a specific section for input from members of collective  
43 bargaining units.

44 (b) Not later than [April 1, 2000] August 1, 2009, the department  
45 shall, by regulations adopted pursuant to chapter 54, establish and  
46 enforce comprehensive performance standards and performance based  
47 reporting requirements for functions provided by a telephone  
48 company to a certified telecommunications provider, including, but  
49 not limited to, telephone company performance relating to customer  
50 ordering, preordering, provisioning, billing, maintenance and repair, [.

51 Such service standards shall be sufficiently comprehensive to ensure  
52 that a telephone company meets its obligations under 47 USC 251.  
53 Such regulations may also contain provisions the] number portability  
54 and infrastructure make-ready. The department [deems] shall also take  
55 all actions necessary to prevent anticompetitive actions by any  
56 telephone company or certified telecommunications provider. No  
57 company providing wholesale service in the state shall require any  
58 customer to waive such customer's rights to participate in department  
59 proceedings.

60 (c) After failing to meet any standard established pursuant to  
61 subsection (a) or (b) of this section for any consecutive two-month  
62 period or any three months in a twelve-month period, the department  
63 shall impose a significant daily fine equal to a standard percentage of  
64 the company's annual gross revenue earned in the state. The fine shall  
65 continue to be assessed until the company meets the standard. The  
66 department shall transfer the proceeds from such fines to the General  
67 Fund. Any company providing wholesale service that causes its  
68 wholesale customer to fail to meet the retail standards established  
69 pursuant to subsection (a) of this section shall pay any fines incurred  
70 by such wholesale customer pursuant to this subsection.

This act shall take effect as follows and shall amend the following sections:		
Section 1	<i>from passage</i>	16-247p

**Statement of Purpose:**

To promote service quality for retail and wholesale telecommunications in the state.

*[Proposed deletions are enclosed in brackets. Proposed additions are indicated by underline, except that when the entire text of a bill or resolution or a section of a bill or resolution is new, it is not underlined.]*