

STATE OF NEW YORK  
PUBLIC SERVICE COMMISSION

At a session of the Public Service  
Commission held in the City of  
Albany on February 18, 1998

COMMISSIONERS PRESENT:

John F. O'Mara, Chairman  
Maureen O. Helmer  
Thomas J. Dunleavy

CASE 97-C-0139 - Proceeding on Motion of the Commission to  
Review Service Quality Standards for Telephone  
Companies

ORDER APPROVING INTERIM GUIDELINES FOR  
CARRIER-TO-CARRIER PERFORMANCE STANDARDS AND REPORTS

(Issued and Effective March 16, 1998)

BY THE COMMISSION:

INTRODUCTION

On February 5, 1997, we instituted this proceeding to assess whether our service quality standards are appropriate for current and future market conditions, whether those conditions warrant relaxation of our oversight, and whether inter-carrier service quality and network reliability standards are needed.<sup>1</sup> The proceeding was structured in four modules: End User Standards, Uniform Measurements, Carrier-to-Carrier standards, and Network Reliability. This order addresses the Carrier-to-Carrier standards.

The proceeding incorporated a collaborative process, a modified negotiated regulation process, whereby smaller working groups met between monthly Plenary Meetings to explore the issues and to determine whether new standards were needed. Their consensus agreements were brought for approval to the Plenary Group. The goal was to produce a consensus document outlining

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<sup>1</sup> Case 97-C-0139, Order Instituting Proceeding (issued February 5, 1997).

agreement on as many issues as possible for later presentation to us.

The attached Interim Guidelines for Carrier-to-Carrier Standards and Reports ("Interim Guidelines") is the consensus product of the Carrier-to-Carrier Working Group. The Interim Guidelines, a comprehensive document, include baseline standards, and their definitions, the measurement methodology, reporting levels, and product intervals.

Discussion

We approve use of the Interim Guidelines by the parties on a trial basis while they monitor the implementation of the interim guidelines, analyze reported data, and evaluate of the need for further modifications. This trial period will extend through December 1998. Thereafter, in the first quarter of 1999, the participants should submit their final recommendations to us, including whether the Interim Guidelines (including any modifications) should be adopted as rules and regulations.

The Commission orders:

1. The Interim Guidelines attached to this order are hereby approved for implementation for a trial period extending through December 1998.

2. These Interim Guidelines may be modified, as needed, by the Carrier-to-Carrier Working Group in accord with their consensus process.

3. The participants in the Carrier-to-Carrier and Plenary Working Groups shall submit their final recommendations concerning the Interim Guidelines in the first quarter of 1999.

4. This proceeding is continued.

By the Commission,

(SIGNED)

JOHN C. CRARY  
Secretary