

**PUBLIC UTILITY COMMISSION OF OREGON
STAFF REPORT
PUBLIC MEETING DATE: March 6, 2001**

REGULAR AGENDA X **CONSENT AGENDA** **EFFECTIVE DATE**

DATE: February 9, 2001

TO: Bill Warren through Phil Nyegaard and Lance Ball

FROM: Woody Birko

SUBJECT: UM 1010-AT&T COMMUNICATIONS OF THE PACIFIC NORTHWEST, INC.'s (AT&T) petition for a limited waiver of the repair clearing time reporting requirements under Rule 860-023-0055(6).

SUMMARY RECOMMENDATION:

I recommend that the Commission deny AT&T's request for a limited waiver of the Commission's reporting requirements for repair clearing time under rule OAR 860-023-0055(6) through June 30, 2001, and require AT&T to continue reporting this service measurement.

DISCUSSION:

On December 20, 2000, AT&T filed its petition for a limited waiver of the Commission's reporting requirements for repair clearing time under rule OAR 860-023-0055(6) through June 30, 2001. OAR 860-023-0055(5)(a)(F) permits a telecommunications carrier to exclude from its report of customer trouble those trouble reports caused by lack of access to the customer premise. Similarly, OAR 860-023-0055(6) requires carriers to measure and report the clearing time for trouble reports. The carrier must measure and report the percentage of trouble reports cleared within 48 hours.

AT&T does not currently have the ability to differentiate those trouble reports that could legitimately be excluded from the trouble report requirement due to the inability to access customer premises. AT&T's systems do not code those trouble reports that cannot be resolved due to lack of access to the customer's premise. In delivering residential service, AT&T requires access to the customer premise, including entry into the home, as part of the installation or repair process.

Staff engineers witnessed an installation of telephone service over coaxial cable on January 17, 2001, and observed the necessity for access to the customer premise. AT&T provides local telecommunications services over coaxial cable along with cable TV services and high speed internet access. The repair clearing times for AT&T local telecommunications service on these trouble reports would improperly include those reports that could not be cleared within 48 hours because AT&T did not have access to the customer premise. Consequently, AT&T's repair clearing time percentages reported would be skewed and would understate AT&T's compliance with the repair clearing time standard.

A&T seeks only a temporary waiver that would end June 30, 2001. Staff is recommending that the Commission deny AT&T's petition because of the short time frame before AT&T corrects its software problem. Staff recommends that the Commission not post AT&T's results on its website until AT&T corrects its reports and until the Commission has determined whether AT&T's service reports are confidential. AT&T has asserted that such reports are confidential. Staff has sought detailed support for this assertion.

STAFF RECOMMENDATIONS:

Staff recommends that the Commission deny AT&T's request for a waiver of the repair clearing time reporting requirement under OAR 860-023-0055(6) through June 30, 2001, and require AT&T to continue reporting this service measurement. Staff also recommends that the service data in question not be reported on the agency website for periods prior to June 30, 2001.