

**ISSUE 25: SERVICE QUALITY**

The Governor's Budget requests \$1 million to allow PUC to examine telephone service quality

**BACKGROUND**

The Governor's Budget proposes \$1 million to hire a network engineering consulting firm to examine AT&T's and Verizon's network facilities, and evaluate company policies and practices regarding network construction, maintenance, and repair.

The PUC regulates public utilities to provide for safe and reliable service at reasonable rates (Public Utilities Code §451). General Order (G.O.) 133-C is the CPUC's service quality program and contains five service quality measures and related standards for assessing the quality of telephone service. The Out-of-Service (OOS) metric is to repair 90 percent of outages within 24 hours. The results for this metric are collected monthly and reported quarterly. Neither provides has met this performance metric since it was adopted in 2009.

The proposed \$1 million would fund a consultant to evaluate this performance.

**STAFF COMMENTS**

AT&T has argued that it could never meet the performance standard set by PUC in 2009. The company notes that it has met the previous service standard that was in place prior to 2009.

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**Staff Recommendation: No Recommendation**

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