

PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA  
717 14<sup>TH</sup> STREET, N.W., WASHINGTON, DC 20005

ORDER

February 11, 2000

**FORMAL CASE NO. 962, IN THE MATTER OF THE IMPLEMENTATION OF THE DISTRICT OF COLUMBIA TELECOMMUNICATIONS COMPETITION ACT OF 1996 AND IMPLEMENTATION OF THE TELECOMMUNICATIONS ACT OF 1996; FORMAL CASE NO. 990, IN THE MATTER OF DEVELOPMENT OF LOCAL EXCHANGE CARRIER QUALITY OF SERVICE STANDARDS FOR THE DISTRICT, Order No. 11605**

By this Order, the Public Service Commission of the District of Columbia ("Commission") removes the quality of service issues from the Formal Case No. 962 proceeding and opens a new proceeding to resolve these issues. The Commission also directs that the parties involved in Formal Cases 962 and 892 form a Local Exchange Carrier Quality of Service Working Group to develop proposed quality of service standards for all local exchange carriers in the District.

**I. OPENING OF FORMAL CASE NO. 990**

The District of Columbia Telecommunications Competition Act of 1996 required the Commission to initiate a proceeding to resolve issues regarding the deregulation of the telecommunications marketplace.<sup>1</sup> By Order No. 10855,<sup>2</sup> the Commission opened Formal Case No. 962 to implement this Act. Pursuant to D.C. Code Ann. § 43-1452(k)(8) and (11), one of the issues to be addressed in Formal Case No. 962 was the development of quality of service standards to govern the provision of telecommunications services.

The Commission has previously studied a range of issues involved in quality of service standards through the Bell Atlantic – Washington, DC (BA-DC) Quality of Service Working Group established in Formal Case No. 814. Based on evaluations of the complexity of the issues involved in developing these standards for all local exchange carriers, the Commission has decided to open a new formal proceeding to deal solely with creating these standards. A separate proceeding would minimize any potential confusion among the quality of service issues and the other issues to be decided in Formal Case No. 962, and focus full attention on the important issues of service quality.

**II. ESTABLISHMENT OF LOCAL EXCHANGE CARRIER QUALITY OF SERVICE WORKING GROUP**

Due to the nature of this proceeding, the Commission has decided to establish a Local Exchange Carrier Quality of Service Working Group. This working group will be responsible

<sup>1</sup> D.C. Code Ann. § 1452(k) (1998 Repl.).

<sup>2</sup> Formal Case 962, Order 10855, 962-T-1, October 9, 1996.

for developing proposed quality of service standards for all local exchange carriers for submission to the Commission. The working group will be composed of any interested parties, including but not limited to, the Office of the People's Counsel (OPC), BA-DC, all competitive local exchange carriers (CLECs) certificated in the District of Columbia, and the Commission. The working group will meet at mutually agreed upon times and places to develop statements, proposals, and draft regulations as directed by the Commission.

### **III. STATEMENT OF LOCAL EXCHANGE CARRIER QUALITY OF SERVICE STANDARDS PARAMETERS**

The Commission first directs the Local Exchange Carrier Quality of Service Working Group (Working Group) to establish the parameters for any quality of service standards in the District. The working group should develop a joint statement responding to the following questions:

1. Whether the Commission should adopt symmetrical quality of service standards encompassing both BA-DC and CLECs, or whether the Commission should adopt asymmetrical quality of service standards, applying one set of quality of service standards for BA-DC's service to their customers and a different set of standards for CLECs' relationship to their customers.
2. Whether the Commission should adopt quality of service standards pertaining to the relationship between BA-DC and CLECs as well as the relationship between CLECs and CLECs.
3. For which procedures and functions should quality of service standards be adopted? Should the new quality of service standards developed for BA-DC in Formal Case No. 814 be revised to include additional procedures and functions, and, if so, should the standards be applied symmetrically to CLECs as well?
4. For each procedure and function subject to the quality of service standards, what should the standard be? Should the Commission set standards that reflect the minimal standard of acceptable service, or seek to establish a higher quality standard?
5. How will the performance of procedures and functions be measured to determine whether they meet the quality of service standards? Which entity will perform these measurements?
6. What type of reporting requirements should be established? What types of data should be reported to the Commission? How often should quality of service reports be submitted to the Commission?
7. How should the Commission evaluate local exchange carriers to determine whether they are in compliance with the quality of service standards?

8. What penalties should apply to local exchange carriers that are not in compliance with the quality of service standards?

In responding to these questions, the Working Group should consider any possible effects these standards would have on the promotion of a competitively neutral local telecommunications marketplace in the District. The Working Group should also evaluate how to develop standards that do not discriminate among technologies or providers.

Commission staff will convene a preliminary meeting of the Working Group on February 17, 2000 at 2:00 p.m. at the Postal Rate Commission Hearing Room, located at 1333 H Street, N.W., 3<sup>rd</sup> Floor.<sup>3</sup> The Working Group is requested to file its joint statement by April 17, 2000. Parties participating in the Working Group that do not join in the statement may file their individual statements by April 17, 2000, identifying the points in the joint statement with which they do not concur.

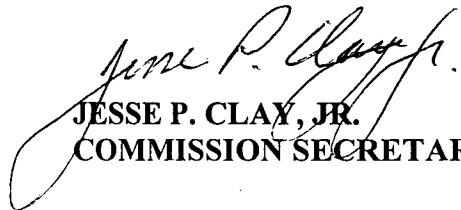
**THEREFORE, IT IS ORDERED THAT**

1. Formal Case No. 990 is opened to establish quality of service standards for all local exchange carriers operating in the District;
2. All interested parties shall join the Local Exchange Carrier Quality of Service Working Group and jointly develop responses to the Commission's questions listed in section III of this Order by April 17, 2000; and
3. Any party unable to join in the Local Exchange Carrier Quality of Service Working Group's consensus for developing responses to the Commission's questions listed in section III of this Order may submit individual responses by April 17, 2000.

**A TRUE COPY:**

**BY DIRECTION OF THE COMMISSION:**

**CHIEF CLERK**

  
**JESSE P. CLAY, JR.**  
**COMMISSION SECRETARY**

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<sup>3</sup> This preliminary meeting will actually be held immediately after the assessment meeting already scheduled for February 17, 2000, at 2:00 p.m. Since many of the participants in the assessment meeting will also be members of the Local Exchange Carrier Quality of Service Working Group, the Commission has decided to schedule these two meetings consecutively.