

Service Quality Report

General Order March 11, 2014 Section 302.B

Louisiana Public Service Commission

In re: Regulations for Competition in the Local Telecommunications Market.

Company Name _____
Contact Name: _____
Address: _____
Telephone Number: _____
e-mail Address: _____
Date: _____

SECTION 302. Reporting Requirements of Telecommunications Services Providers

B. One year from the date of obtaining its Certificate of Authority, and semi-annually thereafter, all LECs shall file with the Commission retail service quality reports as follows: Commission Complaints per 10,000 access lines for LECs with more than 100,000 access lines; or Commission Complaints per 100 access lines for LECs with less than 100,000 access lines regarding residential telecommunications service.

REPORTING PERIOD: (Select)

January thru June _____
(Year)

Or

July thru December _____
(Year)

Local Exchange Carriers with more than 100,000 access lines:

Number of Complaints per 10,000 access lines: _____

Percent of Complaints per 10,000 access lines: _____:

Local Exchange Carriers with less than 100,000 access lines:

Number of Complaints per 100 access lines: _____

Percent of Complaints per 100 access lines: _____:

If the Commission finds as a result of monitoring that the LEC's service quality is substandard as compared to other LECs, the Commission may, after notice and hearing, take action as it deems necessary and proper to assure a desirable level of service quality, including imposing a monetary penalty not exceeding ten thousand dollars (\$10,000) per violation.

C. The Commission may modify these reporting requirements as technology and customer needs change and as competition in the local market develops.

Semi-Annual Service Quality Reports are to be addressed to the:

Louisiana Public Service Commission

P.O. Box 91154

Baton Rouge Louisiana 70821-9154

Attention: Local Competition Docket; "Service Quality Reports"