

STATE OF MICHIGAN

BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

In the matter, on the Commission's own motion,)	
to establish service quality standards, including)	Case No. U-12598
enforcement provisions, for Ameritech Michigan.)	
_____)	

At the September 7, 2000 meeting of the Michigan Public Service Commission in Lansing, Michigan.

PRESENT: Hon. John G. Strand, Chairman
Hon. David A. Svanda, Commissioner
Hon. Robert B. Nelson, Commissioner

ORDER AND NOTICE OF HEARING

On August 17, 2000, the Commission issued an order in Case No. U-12571 in which it noted the deterioration of Ameritech Michigan's monthly average time for completing repairs and the substantial increase in the number of consumer complaints regarding Ameritech Michigan's service quality. The Commission commenced a legislative-type inquiry into Ameritech Michigan's service quality problems, and ordered Ameritech Michigan to file by August 31, 2000 a business plan to address those problems. That legislative inquiry continues, with public comment opportunities available through October 9, 2000, as provided in the August 17, 2000 order.

In the August 31, 2000 filing required by the Commission's August 17 order, Ameritech Michigan indicates that the likely monthly average time to complete repairs during August will exceed 115 hours, a greater than 30% increase over June's monthly average and more than 300%

above the standard that triggers corrective action pursuant to R 484.52(4). Moreover, complaints concerning Ameritech Michigan's service quality have risen dramatically, with about 2000 such complaints received in August. The Commission is persuaded that, in addition to the inquiry commenced in Case No. U-12571, it should commence a contested case proceeding, pursuant to MCL 484.2203; MSA 22.1469(203), concerning Ameritech Michigan's quality of service. The Commission intends that this case will establish enhanced standards and enforcement provisions for Ameritech Michigan's service quality. The Commission commences this contested case to fulfill its duty to establish and enforce quality standards for the provision of telecommunications services in this state and to preserve the provision of high quality basic local exchange service. MCL 484.2202(c); MSA 22.1469(202)(c). Although this proceeding is focused on Ameritech Michigan, the Commission anticipates that the standards and enforcement provisions adopted in this case will form the basis of similar future proceedings for other basic local exchange providers.

The Commission finds that the case should follow a schedule that allows for expeditious resolution of the issues. Therefore, the Commission directs that no later than September 28, 2000, Ameritech Michigan shall file its proposed service quality standards and enforcement provisions, with supporting testimony. The Commission notes that Ameritech Michigan has identified Project Pronto as an important component of its plan for improving the quality of its service, but the Commission is also aware that some of Ameritech Michigan's competitors have indicated that the technology is not one that they can use. Ameritech Michigan's filing shall therefore demonstrate that its proposed standards, and the means by which it intends to achieve those standards, are consistent with the competitive policies of the Michigan Telecommunications Act and do not confer an anticompetitive advantage on Ameritech Michigan.

Thereafter, interested parties may file petitions to intervene no later than October 3, 2000. On October 5, 2000, at 9:00 a.m., a prehearing will be held at the Commission's offices at 6545 Mercantile Way, Lansing, before Administrative Law Judge George Schankler (ALJ). Intervening parties may file their proposed service quality standards and enforcement provisions no later than October 19, 2000. The Commission Staff (Staff) and other parties may incorporate in their respective testimony any lessons learned from the legislative inquiry in Case No. U-12571. The ALJ shall set a schedule for this case that permits it to be submitted to the Commission with briefs and reply briefs, if any, no later than November 15, 2000. No proposal for decision is necessary because the Commission will read the record.

The Commission has selected this case for participation in its Electronic Filings program. All documents filed in this case should be submitted in both paper and electronic versions.¹ An original and four paper copies and an electronic copy in the portable document format (PDF) should be filed with the Commission. Requirements for filing electronic documents can be found in the Commission's Electronic Filings Users Manual at: ermisbbs.cis.state.mi.us/efile/usersmanual.pdf. Contact the Staff at 800.292.9555, 517.241.6170, or by E-mail at efile@ermisbbs.cis.state.mi.us prior to filing to obtain access privileges and for any questions.

The Commission FINDS that:

- a. Jurisdiction is pursuant to 1991 PA 179, as amended, MCL 484.2101 et seq.; MSA 22.1469(101) et seq.; 1969 PA 306, as amended, MCL 24.201 et seq.; MSA 3.560(101)

¹ Because many customers have been without service for a considerable length of time, written comments from the public will be accepted without an electronic filing.

et seq.; and the Commission's Rules of Practice and Procedure, as amended, 1992 AACRS,
R 460.17101 et seq.

b. A contested case should be commenced to establish enhanced service quality standards,
including enforcement provisions, for Ameritech Michigan.

THEREFORE, IT IS ORDERED that:

A. No later than September 28, 2000, Ameritech Michigan shall file its proposal for enhanced
service quality standards, including enforcement provisions, with supporting testimony.

B. No later than October 3, 2000, interested parties may file petitions to intervene.

C. A prehearing conference shall be held on October 5, 2000 at 9:00 a.m. in the Commis-
sion's offices located at 6545 Mercantile Way, Lansing. The Administrative Law Judge shall set a
schedule for this case that permits it to be submitted to the Commission no later than
November 15, 2000.

D. Intervenors may file their proposed service quality standards and enforcement provisions,
with supporting testimony, no later than October 19, 2000.

The Commission reserves jurisdiction and may issue further orders as necessary.

MICHIGAN PUBLIC SERVICE COMMISSION

/s/ John G. Strand
Chairman

(S E A L)

/s/ David A. Svanda
Commissioner

/s/ Robert B. Nelson
Commissioner

By its action of September 7, 2000.

/s/ Dorothy Wideman
Its Executive Secretary

The Commission reserves jurisdiction and may issue further orders as necessary.

MICHIGAN PUBLIC SERVICE COMMISSION

Chairman

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By its action of September 7, 2000.

Its Executive Secretary

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Case No. U-12598

Suggested Minute:

“Adopt and issue order dated September 7, 2000 commencing a proceeding to establish service quality standards and enforcement provisions for Ameritech Michigan, as set forth in the order.”