

**§7225. Service quality**

**1. Service quality reporting.** The commission by rule shall establish service quality indicators with respect to which service providers shall regularly report. The service quality indicators may relate only to:

- A. Network trouble rates; [PL 2011, c. 623, Pt. A, §18 (NEW).]
- B. The percentage of network troubles not resolved within 24 hours; [PL 2011, c. 623, Pt. A, §18 (NEW).]
- C. The percentage of installation appointments not met; [PL 2011, c. 623, Pt. A, §18 (NEW).]
- D. The average delay, in days, for missed installation appointments; and [PL 2011, c. 623, Pt. A, §18 (NEW).]
- E. Service outages. [PL 2011, c. 623, Pt. A, §18 (NEW).]

[PL 2011, c. 623, Pt. A, §18 (NEW).]

**2. Commission review of service quality.** The commission by rule shall establish provider of last resort service quality standards. The commission may impose penalties or require a service provider to provide rebates or rate reductions if the commission finds, after investigation, that a service provider has failed to meet service quality standards.

[PL 2011, c. 623, Pt. A, §18 (NEW).]

**3. Rules.** Rules adopted under this section may establish appropriate penalties, rebates or rate reductions that may be applied if the commission finds, after investigation, that a service provider has failed to meet service quality standards. Rules adopted under this section are major substantive rules as defined in Title 5, chapter 375, subchapter 2-A.

[PL 2011, c. 623, Pt. A, §18 (NEW).]

**SECTION HISTORY**

PL 2011, c. 623, Pt. A, §18 (NEW).

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