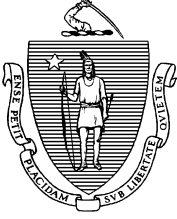


SENATE, No. 2693

[SIMILAR MATTER FILED DURING PAST SESSION
SEE NO. OF]



The Commonwealth of Massachusetts

IN THE YEAR OF TWO THOUSAND AND EIGHT

AN ACT RELATIVE TO SERVICE QUALITY STANDARDS

*Be it enacted by the Senate and House of Representatives in General Court assembled,
And by the authority of the same, as follows:*

- 1 **SECTION 1.** Chapter 166 of the General Laws, as appearing in the 2006 official edition,
2 is hereby amended by inserting after section 44 the following section:-
3 Section 45. The department is hereby authorized to promulgate rules and regulations to
4 establish and require performance based rates for each telephone and telegraph company
5 organized and doing business in the Commonwealth and subject to the jurisdiction of the
6 department. In promulgating such performance based rate schemes, the department shall
7 establish service quality standards for telephone and telegraph transmission, including,
8 but not limited to, standards for customer satisfaction service outages, facility upgrades,
9 repairs and maintenance, customer service, billing service, proposed capital projects,

10 amount actually spent on capital projects, employee staffing levels, and public safety
11 provided, however, that such service quality standards shall include benchmarks for
12 employee staff levels and employee training programs for each company.

13 Each telephone and telegraph company shall file a report with the department by March
14 first of each year comparing its performance during the previous calendar year to the
15 department's service quality standards and any applicable national standards as may be
16 adopted by the department. The department shall be authorized to levy a penalty against
17 any telephone and telegraph company which fails to meet the service quality standards in
18 an amount up to and including the equivalent of 4 per cent of such company's revenues
19 for the previous calendar year.

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