

Service Quality and Outage Reporting Requirements

All carriers are subject to service quality standards at a state level and are required to report service outages to federal and/or state regulators.

TMI Service Quality and Outage publication is designed to help competitive carriers identify service quality and outage reporting requirements and comply with any reporting obligations.

Key elements include:

Service Quality Requirements that enable you to identify . . .

- what metrics you must measure
- which specific performance standards you are required to meet
- when customer credits must be issued
- related reporting or record retention requirements

Service Outage Reporting Requirements to help you clarify . . .

- which outages are reportable in each state and at the FCC
- what has to be reported, when, and by what means
- related associated record retention requirements

This publication summarizes rules for CLECs and IXC's and provides rule citations!

Recommended For . . .

CLECs migrating to their own switches & associated network facilities. Network managers, regulatory managers, & customer services organizations will find this publication useful.