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BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Order Instituting Rulemaking to Evaluate
Telecommunications Corporations Service
Quality Performance and Consider
Modification to Service Quality Rules.

Rulemaking 11-12-001
(Filed December 1, 2011)

**ASSIGNED ADMINISTRATIVE LAW JUDGE'S RULING SETTING DATES
FOR COMMENTS AND REPLY COMMENTS ON PROPOSED REVISIONS TO
GENERAL ORDER 133, SECTION 4**

Attachment A to this ruling is a newly-revised proposed General Order 133-D, Section 4. This new revision differs from the earlier version in that it applies the Major Service Interruption Reporting obligations set out in Section 4 to entities subject to Public Utilities Code § 285.

Parties may file and serve comments on this Revised Section 4 no later than January 22, 2016, and reply comments no later than February 12, 2016.

This ruling is being served on all entities registered with the Commission pursuant to Public Utilities Code § 285.

IT IS SO RULED.

Dated December 29, 2015, at San Francisco, California.

/s/ MARIBETH A. BUSHEY

Maribeth A. Bushey
Administrative Law Judge

Attachment A

Proposal for Modifications to G.O. 133-D, Section 4

4. MAJOR SERVICE INTERRUPTION REPORTING

- a. Applicability. This section applies to:
 - i. Telephone corporations that have been granted either a franchise or a Certificate of Public Convenience and Necessity (CPCN) pursuant to Public Utilities Code §1001,
 - ii. Telephone corporations that are registered under Public Utilities Code §1013,
 - iii. Telephone corporations that are registered with this Commission pursuant to Wireless Identification Registration (WIR) process, and
 - iv. Any entity subject to Public Utilities Code § 285.
- b. Description. The Commission adopts for its major service interruption reporting the Federal Communications Commission's (FCC) Part 4 rules concerning communications disruption and outages, the FCC's Network Outage Reporting System (NORS) reporting requirements, and the annual ETC (Eligible Telecommunications Carrier) outage report, as modified by FCC over time. The FCC's Part 4 rules and NORS user manual can be found at the following FCC website link:
<http://www.fcc.gov/pshs/services/cip/nors/nors.html>
- c. Reporting Procedures:
 - (i) Written reports are normally satisfactory. In cases where large numbers of customers are impacted or that are otherwise of great severity, a telephone report should be made promptly.
 - (ii) Concurrent reports shall be submitted to the Communications Division (CD) and the Office of Ratepayer Advocates (ORA) or their successor divisions when the carrier files its reports with FCC's NORS system. Carriers shall submit a report to the Commission when the communication disruption or outage meets the FCC's reporting threshold and that disruption or outage involves communications in California, regardless of whether the affected communications in California independently meet the FCC's reporting threshold. Reports shall be filed with the CD per CD's directed method/media.
 - (iii) Final NORS reports shall be made confirming that service has been restored.

- (iv) ETCs, concurrent with their FCC filing, shall submit the annual outage report that provides detailed information on any outage lasting at least 30 minutes and potentially affecting 10% of their customers in a designated service area.
- d. Confidentiality. Major Service Interruption reports submitted to the Commission pursuant to these rules shall be treated as confidential in accordance with Pub. Util. Code § 583 and General Order 66-C.

(End of Attachment A)