

# RULE REVIEW

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## PUBLIC SERVICE COMMISSION

Pursuant to Section 207 of the State Administrative Procedure Act; Review of Existing Rules, notice is hereby provided of the following rule, which the Public Service Commission wishes to continue without modification. Comments are welcome on proposed continuation of the rule. Five copies of comments should be sent to: Jaclyn A. Brillig, Secretary, Public Service Commission, Three Empire State Plaza, Albany, New York 12223-1350 no later than 45 days from the date of this publication. Information about the rule may be obtained from: Maureen E. Parley, Assistant Counsel, 3 Empire State Plaza, Albany, New York 12223-1350. (518) 474-1634.

1. 16 NYCRR Part 602, 603, and 644.2

a. Description of rule:

Part 602 covers consumer relations and operations management for telephone companies. It includes requirements for: customer service centers, public information, service orders, billing, consumer complaints, trouble reports, operator services and directories.

Part 603 covers telephone company local exchange service standards. It specifies the measurements for which service data must be kept, sets forth metrics and performance thresholds related to maintenance service, installations, network performance and answer time. It deals with telephone service quality reporting requirements and service interruptions.

Part 644.2 governs preservation of telephone service records.

b. Statutory authority: PSL Sections 4(1) and 94(2).

c. No hearings or public meetings are scheduled.

d. The rule is in effect and will continue.

e. Need for and legal bases of rule:

The rule was adopted to provide consumer protections to telephone customers and to ensure that local exchange service quality standards are maintained for telephone companies. The rule is needed to continue protection of consumers and telephone service quality. The legal basis of the rule is PSL Sections 4(1) and 94(2).