## CHAPTER 20:10:33

**SERVICE STANDARDS FOR TELECOMMUNICATIONS COMPANIES**

Section

20:10:33:01 Definitions.

20:10:33:02 Level of service provided by local exchange companies.

20:10:33:03 Level of service applicable to all subscribers within an exchange.

20:10:33:04 Minimum requirements for new or replaced switching systems.

20:10:33:05 Minimum requirements for channel capacity.

20:10:33:06 Minimum levels of trunking facilities provided by interexchange companies.

20:10:33:07 Requirements for good engineering practices.

20:10:33:08 Requirement for sufficient equipment and adequate personnel.

20:10:33:09 Required documentation to show sufficient equipment and adequate personnel.

20:10:33:10 Assignment of facilities.

20:10:33:11 Charges for construction of facilities.

20:10:33:12 Records of tests and inspections.

20:10:33:13 Provisioning of adequate and reliable facilities.

20:10:33:14 Program required for testing, inspecting, and maintenance.

20:10:33:15 Repair of plant and equipment.

20:10:33:16 Leakage, loop resistance, and transmission tests.

20:10:33:17 Emergency planning.

20:10:33:18 Plan required to deal with loss of switch.

20:10:33:19 Auxiliary and battery power requirements.

20:10:33:20 Central office alarms.

20:10:33:21 Prevention of access line service interruptions -- Reestablishment of service -- Priority given to customers with medical condition and certain entities.

20:10:33:22 Maintenance service interruptions -- Notification.

20:10:33:23 Records of access line service interruptions.

20:10:33:24 Reporting of trouble reports.

20:10:33:25 Customer trouble reports.

20:10:33:26 Record of trouble reports.

20:10:33:27 Reporting requirements when 911 service is disrupted or impaired.

20:10:33:28 Reporting of service disruption or impairment.

20:10:33:29 Standards applicable under normal operating conditions.

20:10:33:30 Petition for waiver -- Granting of waiver.

20:10:33:31 Failure to pay for services other than local exchange services not grounds to terminate local exchange service.

20:10:33:32 Exemption from providing local exchange service when toll services terminated.