

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Commission     ) Application No. C-2483/PI-43  
on its own Motion, to re-examine     )  
its retail quality of service         )  
standards for all local exchange     ) PROGRESSION ORDER  
carriers operating within the         )  
state of Nebraska.                     )  
  )  
  ) Entered: February 20, 2002

BY THE COMMISSION:

On January 8, 2002, the Commissioners, the Commission staff of the Communications Department and representatives of ALLTEL Nebraska, Inc. (ALLTEL) met in accordance with the requirement of Section 3.1 of the Retail Service Compliance Plan (the Plan) approved by the Commission on September 19, 2001, for the purpose of reviewing the status of ALLTEL's progress to meet the service measures set forth in Appendix A-1 to the Plan. At the meeting, Mr. Bill Ashburn, an ALLTEL representative reported to the Commission its progress on achieving the service measures set forth in Appendix A-1. The Commissioners and Commission staff presented questions to ALLTEL regarding the various service measures and ALLTEL's expected compliance date. The Commission requested additional information with respect to call center employees, abandoned calls in call centers, the volume of operator service calls, and capital expenditures. A response to the Commission was filed by ALLTEL on January 28, 2002.

Mr. Ashburn reported that based on the November 2001 data, ALLTEL had met or exceeded 10 of the 12 compliance standards specified in the plan. The two remaining compliance standards, Speed of Answer-Operator Services and Repair Appointments Met, showed improvements based on prior month data, but the service standards had not been attained. ALLTEL reported that its average answer time for operator service calls was 3.2 seconds in November and that 93 percent of repair appointments had been met in November. The requirements for these two service standards are 2.5 and 95 percent respectively.

Mr. Ashburn was asked when ALLTEL projected compliance with all 12 service standards. He responded that such compliance was expected by February 2002. The February results will be reported to the Commission in late March.

O P I N I O N S     A N D     F I N D I N G S

The Commission has received and hereby adopts the evidence presented by ALLTEL through its service quality reports and through its testimony in the January 8, 2002, meeting into the record. ALLTEL represented to the Commission that it expects to meet all 12 benchmark service measurements by the February 2002 measurement period. The February report is due by the last day of March. The Commission fully expects ALLTEL to meet all service quality measurements in its March filing.

Based on such projections and the requirement of Section 3.1 of the Retail Service Compliance Plan, a further meeting of ALLTEL and the Commission shall be scheduled for April at which time a further review of ALLTEL's progress with plan compliance will occur. This meeting is therefore set for April 30, 2002, at 2:30 p.m. in the Commission Hearing Room, Lincoln, Nebraska.

O R D E R

IT IS THEREFORE ORDERED that the next meeting on ALLTEL's progress with plan compliance will be held on April 30, 2002, at 2:30 p.m. the Commission Hearing Room, Lincoln, Nebraska.

IT IS FURTHER ORDERED that pursuant to the statements made by the ALLTEL representative, ALLTEL shall demonstrate to the Commission in its March report that it has met the 12 service standards as specified in the plan.

MADE AND ENTERED at Lincoln, Nebraska, this 20th day of February, 2002.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Chair

ATTEST:

Executive Director