

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Nebraska) Application No. C-2940
Public Service Commission, on)
its own motion, seeking to) ORDER CLOSING DOCKET
determine whether the retail)
service quality provided by)
ALLTEL is adequate.) Entered: June 29, 2004

BY THE COMMISSION:

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

The Nebraska Public Service Commission (Commission), on its own motion, upon notice from Alltel that it intended to close its call center in Lincoln and reduce technical personnel, commenced this proceeding on May 7, 2003, to determine whether the retail service quality provided by Alltel is adequate.

This proceeding re-instituted the wireline service quality standards with appropriate benchmarks and reporting requirements that began with the Commission's findings in the investigation of Alltel's service quality in Application No. C-2483/PI-43 and required Alltel to once again file service quality data on a monthly basis, to enable the Commission to appropriately monitor Alltel's performance.¹ The reporting requirements established in Application No. C-2483/PI-43 and the present docket included customer service standards such as speed-of-answer times, repair times, commitments met and the timely response to trouble reports.

Alltel has filed its service quality data as required on a monthly basis for the requisite 12-month period set forth in the May 7, 2003, order. In February and March of 2004, the Commission staff audited the performance data filed by Alltel. The audit team filed its report with the Commission on June 25, 2004. Alltel has met or exceeded the benchmarks established by the Commission with exceptions noted for operator services as explained more fully below.

The audit report indicates that Alltel has substantially met each of the 12 service quality standards, however, Commission staff could not make a conclusive determination

¹ The performance indicator definitions have been modified slightly as ALLTEL previously filed reports in conformance with a compliance plan, which was formulated, by the Commission staff and ALLTEL. In this instance, there is no compliance plan; accordingly, we made some slight modifications in Appendix A-1 for clarification purposes. Moreover, the Commission will not use the rolling average process for reasons set forth in this order.

regarding Operator Services. Alltel outsourced its Operator Services to Southwestern Bell Corporation ("SBC"). Call volumes from SBC for the Operator Services data included Nebraska, Kansas, Western Missouri and Oklahoma. Audit staff was unable to obtain disaggregated data for the purposes of analyzing data specific to Nebraska as SBC does not report data for each individual state. Although the combined results meet the Nebraska standards, there is no way to conclusively assess performance results in any one state on an individual basis. Although the Commission would like to see this data disaggregated for the purpose of analyzing Nebraska-specific performance, the Commission finds that SBC's inability to provide Nebraska specific data under the present circumstances, does not justify a continuing reporting requirement for Alltel.

The Commission therefore finds that Alltel has satisfied its reporting requirements under this docket and sufficiently met the benchmarks established to assess Alltel's service quality and that this docket should be closed.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that Alltel has satisfied the reporting requirements set forth in this docket and has sufficiently met the benchmarks established to assess Alltel's service quality.

IT IS FURTHER ORDERED that Alltel be relieved of any further obligation under Docket No. C-2940 and that this docket be closed.

MADE AND ENTERED at Lincoln, Nebraska, this 29th day of June, 2004.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Chairman

ATTEST:

Executive Director