

**SENATE . . . . . No. 1483**

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**The Commonwealth of Massachusetts**

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**In the Year Two Thousand Nine**  
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An Act relative to service quality standards..

*Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:*

1 SECTION 1. Chapter 166 of the General Laws is hereby amended by inserting after  
2 section 44 the following section:-

3 Section 45. The department is hereby authorized to promulgate rules and regulations to  
4 establish and require performance based rates for each telephone and telegraph company  
5 organized and doing business in the Commonwealth and subject to the jurisdiction of the  
6 department. In promulgating such performance based rate schemes, the department shall  
7 establish service quality standards each the telephone and telegraph transmission, including, but  
8 not limited to, standards for customer satisfaction service outages, facility upgrades, repairs and  
9 maintenance, customer service, billing service, proposed capital projects, amount actually spent  
10 on capital projects, employee staffing levels, and public safety provided, however, that such  
11 service quality standards shall include benchmarks for employee staff levels and employee  
12 training programs for each company.

13 Each telephone and telegraph company shall file a report with the department by March  
14 first of each year comparing its performance during the previous calendar year to the

15 department's service quality standards and any applicable national standards as may be adopted  
16 by the department. The department shall be authorized to levy a penalty against any telephone  
17 and telegraph company which fails to meet the service quality standards in an amount up to and  
18 including the equivalent of 4 per cent of such company's revenues for the previous calendar year.