

# Administrative Rule Analysis

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## **BASIC LOCAL EXCHANGE SERVICE CUSTOMER SERVICE**

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**Rule Set No.: 2015-048 LR**

**Department: Licensing and Regulatory Affairs**

**Agency: Public Service Commission**

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**Analysis Complete to: 04/08/2016**

## **BACKGROUND AND SUMMARY OF PROPOSED RULES**

2015-048 LR would amend rules pertaining to “quality standards for...the timely and complete transfer of an end user from 1 provider of basic local exchange service to another provider” pursuant to the Michigan Telecommunications Act, which stipulates that such rules expire within three years of their effective date. These rules were promulgated in June 2013, and are being proposed for re-promulgation with minor modification prior to their expiration in June 2016. The rules stipulate the minimum quality standards for customer migration, specifically governing provider-to-provider conduct and designed to ensure that relevant information is transferred and notifications are transmitted within certain timelines and subject to particular remedies or waivers for noncompliance.

## **FISCAL IMPACT OF PROPOSED RULES**

The rules amended by 2015-048 LR would not have a significant fiscal impact on the department since the rules are already in effect and are being proposed for re-promulgation with minor modifications.

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