

TITLE 4: ECONOMIC RESOURCES
DIVISION 8: UTILITIES

§ 8463. Compliance: Standards of Service and Facilities.

(a) *General Standard.* Every telecommunications company shall supply and maintain adequate and efficient telecommunications services, where economically feasible, on all Commonwealth islands. Unjust or unreasonable discriminations in rendering telecommunications services are prohibited. Every telecommunications company shall adopt and present to the Commission the quality criteria it will utilize to achieve the aforementioned standards and objectives.

(b) *Quality Criteria.* For local telecommunications services, such criteria shall include, but without being limited to, the following:

- (1) Installation and repair of facilities;
- (2) Management of calls by operators;
- (3) Completed calls;
- (4) Transmission and noise;
- (5) Suspension of service for failure to pay;
- (6) Invoices to customers and disputes on invoicing; and
- (7) Interruptions in the service.

For local telecommunications services, the standards adopted by the Commission shall ensure that such services are provided to all customers on all Commonwealth islands where technically feasible and at the lowest possible cost in keeping with good service.

(c) *Specification of Services and Facilities.* If it is determined that such is reasonably necessary to achieve the purposes hereof, the Commission shall have the authority to require the telecommunications company to carry out the repairs, changes, alterations, additions, extensions, and improvements needed to achieve the quality standards and objectives.

Source: PL 15-35, § 2 (8444), modified.