

APPENDIX A

GENERAL ORDER 152-A

PUBLIC UTILITIES COMMISSION OF THE
STATE OF CALIFORNIA

RULES GOVERNING PRIVATE LINE ALARM SERVICE

(The provisions of this General Order supersede the provisions of General Order 152 adopted October 20, 1982, effective November 19, 1982, by Decision 82-10-069; amended December 7, 1983, effective December 7, 1983, by Decision 83-12-006; amended March 7, 1984, effective March 7, 1984, by Decision 84-03-006 in Application 59849 et al.)

Adopted November 9, 1988. Effective December 9, 1988.
Decision 88-11-018, Application 87-09-025.

1. GENERAL

1.1. *Intent.*

- 1.1.1. **Reason for Adoption.** These rules are adopted by the Commission as a result of and in compliance with Ordering Paragraph 3 of Decision 93367 dated August 4, 1981.
- 1.1.2. **Purpose.** The purpose of these rules is to establish uniform standards for the installation and maintenance of private line alarm service provided by telephone utilities on file with this Commission.
- 1.1.3. **Limits of Order.** These rules are not intended to revise or modify any of the provisions, rules, or special conditions contained in the tariffs of the telephone utilities on file with this Commission. It is desirable that the alarm companies and utilities work together at the local level to resolve mutual concerns.
- 1.1.4. **Revision of Scope.** These rules may be revised in scope on the basis of experience gained in their application and as changes in the art of telephony may require. Revisions in scope shall be proposed by a joint committee comprised of the Commission staff, telephone utilities, and alarm industry representatives.
- 1.1.5. **Absence of Civil Liability.** The establishment of these rules shall not impose upon the telephone utilities and they shall not be subject to any civil liability for damages, which liability would not exist at law if these rules had not been adopted.

1.2. **Applicability.** These rules are applicable to all telephone utilities providing service within California having more than 100 private line alarm company serving links.

1.3. *Definitions.*

- 1.3.1. **Addition.** Adding a new customer to an existing private line alarm service, typically a new segment added to a bridged or multi-point private line alarm service.

- 1.3.2. **Alarm Company.** A company engaged in providing the monitoring of electronic and electrical protection systems for burglary, fire and holdup detection systems using private line alarm services.
- 1.3.3. **Alarm Company Subscriber.** A subscriber of alarm company services that is billed for private line alarm services by the alarm company and *not* the telephone utility.
- 1.3.4. **Alarm Held Order.** An order for a new service or an addition which is not completed on or before the commitment date not due to the fault of the customer (e.g., an order delayed due to a lack of telephone utility facilities).
- 1.3.5. **Alarm Service Order.** An order placed with a telephone utility by a customer or an alarm company for a new service or an addition to a private line alarm service.
- 1.3.6. **Alarm Trouble Report.** A customer's communication to a telephone utility indicating dissatisfaction with the operations of a private line alarm service.
- 1.3.7. **Commission.** The Public Utilities Commission of the State of California.
- 1.3.8. **Customer.** The party billed by the telephone utility for a private line alarm service. Said party may be an alarm company or a private party that is serviced by an alarm company but is billed directly by the telephone utility for private line alarm services.
- 1.3.9. **Due Date.** The latest date agreed to by the customer and the telephone utility for the completion of an installation of a new service or an addition. Same as commitment date.
- 1.3.10. **Elapsed Time.** The time used within a 24-hour clocking system that represents the total time involved in a trouble report, from the time reported to the utility to the time closed out with the alarm company.
- 1.3.11. **Interexchange Carrier.** A post-divestiture telephone utility whose purpose is to serve as an inter-LATA (Local Access Transport Area) interconnect for local telephone utilities when a private line alarm service appears in more than one LATA.
- 1.3.12. **Jeopardy Notice.** Notification to the customer by the utility of an anticipated delay in the completion of their private line alarm service order.
- 1.3.13. **Joint Meet.** Date and time of an agreed meet between utility and alarm company technicians.
- 1.3.14. **Local Telephone Utility.** The telephone utility which provides the local facilities to reach the customer and/or subscriber premises.

- 1.3.15. **New Service.** The establishment of a new private line alarm service.
- 1.3.16. **Plant Control Office (PCO).** The telephone utility office responsible for tracking provisioning and maintenance of a primary alarm service order. This lead party designation is assigned by the utility and designates that area serving the primary circuit location with the exception of orders dealing with an interexchange carrier. The interexchange carrier assumes PCO responsibilities whenever a private line alarm service uses its facilities. If a multi-point or bridged service contains at least one segment which uses interexchange carrier facilities and the entire service is billed by the interexchange carrier, then the interexchange carrier assumes PCO responsibilities over all segments on that service, including those segments not using its facilities which segments are provided and maintained by a local telephone utility.
- Examples:
1. GTE to GTE—Intra-LATA: Regional GTE entity serving the alarm company master station is PCO.
 2. Pacific Bell to Pacific Bell—Intra-LATA: Regional Pacific Bell entity serving the alarm company master station is PCO.
 3. GTE to Pacific Bell—Intra-LATA: Where billed party is in GTE serving area, GTE is PCO.
 4. Pacific Bell to GTE—Intra-LATA: Where alarm company master station is in Pacific Bell serving area, Pacific Bell is PCO.
 5. GTE to interexchange carrier to GTE, or Pacific Bell to interexchange carrier to Pacific Bell—Inter-LATA: Interexchange carrier is PCO.
 6. GTE to interexchange carrier to Pacific Bell, or Pacific Bell to interexchange carrier to GTE—Inter-LATA: Interexchange carrier is PCO.
- 1.3.17. **Private Line Alarm Service.** For the purposes of this general order, a private line alarm service shall be defined as a private line service provided by a telephone utility for the transmission of customer-generated alarm signals. This encompasses services that are monitored by alarm companies as well as fire and police departments, but excludes any service that is connected to the public (switched) exchange network.
- 1.3.18. **Regional Reporting Units.** Units assigned by geographic location to compile and record data in accordance with the service measurements of General Order 152. See Figure A for the Pacific Bell Company, Figure B for the General Telephone Company of California,

and Figure C for the Continental Telephone Company of California. American Telephone and Telegraph will report on a statewide basis.

- 1.3.19. **Service Measurement.** A specified service category to be measured by the telephone utility reporting units and reported to the Commission when set service levels are not met.
- 1.3.20. **Serving Link.** The local cable pair from the telephone utility's serving central office to a customer's or alarm company subscriber's premise.
- 1.3.21. **Telephone Utility.** A public utility telephone corporation providing telephone service as further defined by Public Utilities Code Sections 216 and 234.
- 1.4. **Information Available to the Public.** Telephone utilities shall maintain, open for public inspection at their main offices in California, copies of all reports submitted to this Commission in compliance with these rules. Reports shall be held available for one year. Copies of these reports shall also be maintained and be available for public inspection at the Commission's San Francisco and Los Angeles offices. Copies of such reports shall be sent to interested parties by the telephone utilities upon request.
- 1.5. **Location of Records.** All records required by these rules shall be made available to representatives, agents, or employees of the Commission and to interested parties upon reasonable notice.
- 1.6. **Reports to the Commission.** Telephone utilities shall furnish to the Commission at such times and in such form as the Commission may require, the results of summaries of any measurements required by these rules. Telephone utilities shall furnish the Commission with any information concerning telephone utility facilities or operations which the Commission may request and need for determining quality of service.
- 1.7. **Deviations From These Rules.** In those cases where the application of any of the incorporated rules results in undue hardship or expense to a telephone utility, it may request specific relief by filing a formal application in accordance with the Commission's Rules of Practice and Procedure, except that where the relief to be requested is of minor importance or temporary in nature, the Commission may accept an application and showing of necessity by letter. All requests for deviations from any of these rules shall also be mailed to interested parties.
- 1.8. **Interested Parties.** A person wishing to become an interested party under these rules shall notify the telephone utilities and Commission in writing.

1.9. *Revisions of Rules.* Telephone utilities subject to these rules may, individually or collectively, file application with this Commission for the purpose of amending these rules. The application shall clearly set forth the changes proposed and the reasons for them, and shall be served upon all interested parties. Interested parties shall have the same rights to propose modifications by appropriate procedure.

1.10. *Meetings.* Representatives of the telephone utilities, the Commission staff, and the alarm industry shall meet periodically to discuss generic problems associated with the installation and maintenance of private line alarm service.

2. STANDARDS OF SERVICE

2.1. *General.* These rules establish uniform standards of service for the installation, maintenance, and operation of private line alarm services. The four service levels listed below are applicable to each of the service measurements. The service measurements established are as follows:

<i>Service Measurement</i>	<i>Type of Service</i>
Alarm Held Orders	Installation
Installation Due Date	Installation
Service Trouble Report	Maintenance
Repair Response	Maintenance

2.2. *Description of Service Levels.*

2.2.1. **Standard Service Level.** The standard service level reflects the average or basic level of service provided to the customer. Service within this level is considered adequate. Performance below the standard service level that is on the verge of becoming a reporting service level will be given immediate attention by the telephone utility.

2.2.2. **Reporting Service Level.** This level has been established to indicate reporting units which are performing significantly below the standard service level. Service that falls within this level will be considered inadequate and will require a report to be made to the Commission. Reporting service levels are applicable to each individual reporting unit.

2.3. *Plant Control Office (PCO).*

2.3.1. **PCO responsibilities are as follows:**

1. Oversee and assure that alarm service orders are completed on time.
2. Be the main contact for the customer for provisioning and maintenance.
3. Oversee the repair of any network problem in a

timely manner.

4. Report the completion of alarm service orders and the repair of troubled service to the customer or reporting party.

2.3.2. **Determining PCO/Reporting Unit.** The telephone utility will designate a PCO/Reporting Unit within the area serving the alarm company master station, except for alarm services involving an interexchange carrier. When private line, multi-point, or bridged alarm service is ordered from or billed by an interexchange carrier, the interexchange carrier assumes PCO/Reporting Unit responsibilities.

2.4. *Installation Trouble Reports.*

2.4.1. **Description.** Any operational trouble reported on a new or rearranged service within 7 business days of the order completion date.

2.4.2. **Procedure.** The utility shall be notified by the alarm company of an installation trouble report problem 30 days in advance of the GO 152 committee meeting. Sufficient details will be furnished to enable the utility to investigate the complaint and be prepared to reply. The item will be placed on the agenda of the next GO 152 meeting.

3. **PRIVATE LINE ALARM SERVICE MEASUREMENTS**

3.1. *Alarm Held Orders.*

3.1.1. **Description.** This measurement indicates the total number of alarm service orders not installed within 30 days of the due date. The reason for an order being held shall be determined as soon as the due date has been missed. Due dates missed as a result of a customer's action or request (i.e., building not ready or access-related delays) will not be counted as a missed order for this measurement.

3.1.2. **Procedure.** A tracking function will collect data as well as track the held order's status. An alarm service order given an immediate held-order status, (i.e., no available facilities determined at order processing center) will have a Jeopardy Notice drawn up at that time and the alarm company will be notified prior to the order's due date of the expected relief date.

3.1.3. **Measurement.** Count once a month for each reporting unit the total alarm orders not installed within 31 to 60 days, 61 to 90 days, and over 90 days of the due date. Divide by the monthly average of the alarm service orders due for the month being measured, plus the five previous months.

- 3.1.4. **Standard Service Level.**
 - 31 days to 60 daysless than 3%
 - 61 days to 90 daysless than 2%
 - Over 90 days.....less than 1%
- Reporting Service Level.**
 - 31 days to 60 daysmore than 5%
 - 61 days to 90 daysmore than 4%
 - Over 90 daysmore than 3%

3.1.5. **Installation Due-date Intervals.** The Alarm Held Orders measurement is based, in part, upon the telephone utilities' installation due-date intervals that are in effect at the time the Standard and Reporting Service Levels are adopted. A utility that elects to change its installation due-date intervals shall notify the Interested Parties of such a change. A change of an installation due-date interval may result in a modification of the performance levels set forth in Section 3.1.4.

3.1.6. **Reporting Unit. Regional reporting entity.**

3.1.7. **Reporting Frequency.** Compiled monthly. Reports submitted quarterly to the Commission for any reporting unit which does not meet the reporting service level for any month during the quarter.

3.2. *Installation Commitments.*

3.2.1. **Description.** This measurement indicates the number of new services and additions that are installed on or before the due date. Requests for disconnects and inside-move orders (i.e., a request to move the private line alarm service termination within the premises) are not included in this measurement. Due dates missed as a result of a customer's action, such as a building not being ready or access-related delays, will not be counted. This measurement will be expressed as a percent of the orders completed.

3.2.2. **Measurement.** Count once a month the total alarm service orders completed, the due dates missed, and the due dates met. Divide the due dates met by the total orders completed.

3.2.3. **Standard Service Level**at or above 90%.

3.2.4. **Reporting Service Level**.....at or below 85%.

3.2.5. **Reporting Entity.** Regional reporting unit.

3.2.6. **Reporting Frequency.** Compiled monthly. Reports submitted to the Commission quarterly for any reporting unit which performs at or inferior to the reporting service level for any month during the quarter.

3.3. *Service Trouble Reports.*

3.3.1. **Trouble Reporting Number.** The telephone utility will provide the alarm company with a toll-free trouble reporting number to report service operation problems.

- 3.3.2. **Description.** This measurement indicates the rate of service alarm trouble reports from customers relating to dissatisfaction with the operation of a private line alarm service. Reports received during the reporting month will be counted and related to the total serving links in place in terms of per 100 serving links. Trouble that is found to be caused by customer error or customer provided equipment will not be counted in this measurement.
 - 3.3.3. **Procedure.** Upon reception, alarm trouble reports are entered into a computerized data base. At month's end, applicable trouble reports will be tallied and related to the total serving links in place for the reporting month. The total serving links in place shall be updated each quarter to provide an accurate service measurement.
 - 3.3.4. **Measurement.** Count the total number of service trouble reports received by the reporting unit during the reporting month and divide by the total number of serving links in place during the reporting month.
 - 3.3.5. **Standard Service Level...**at or below 6.5 per 100 serving links in place.
 - 3.3.6. **Reporting Service Level....**at or above 8 per 100 serving links in place.
 - 3.3.7. **Reporting Entity.** By company, by region.
 - 3.3.8. **Reporting Frequency.** Compiled monthly. Reports submitted to the Commission quarterly for any reporting unit which performs at or inferior to the reporting service level for any month during the quarter.
- 3.4. *Repair Response.*
- 3.4.1. **Description.** The average time taken by a telephone utility to clear an alarm trouble report is indicated by this measurement and is expressed in hours per trouble report. This measurement is intended to further indicate the number of alarm trouble reports which require greater than 48 hours to clear, and is expressed in percent of total alarm trouble reports received during the reporting month. Alarm trouble reports determined to be caused by customer error or customer provided equipment, as identified by standard trouble isolation and identification techniques, will not be included in this measurement.
 - 3.4.2. **Procedure.** For the purposes of GO 152, alarm trouble reports can be said to be of three basic dispositions: (1) Involves found trouble attributable to the telephone utility's facilities or equipment and will be counted in this measurement as well as in the reports per hundred measurement, (2) trouble reports that involve non-found trouble (test okay; found okay in; found okay out)

will also be counted in this measurement as well as in the reports per hundred measurement, and (3) trouble isolated to customer provided equipment. CPE disposition will not be counted in this measurement.

Duration time will start with the reception of a trouble notification by the utility. The time will be continuously tracked via a computerized system until closed out by the alarm company. (Reports concerning chronic, intermittent-type trouble will be escalated to management at the alarm company and utility for resolution.)

The utility will test the circuit and report the results to the alarm company. The alarm company will elect to dispatch their technician or request a utility dispatch.

If the alarm company does not elect a utility dispatch, the trouble report will be closed by the utility.

If the alarm company elects a utility dispatch:

1. The protected premises open-hours will be furnished.

If out of these hours, the alarm company must arrange access to test the circuit (end of the utility's facility).

2. If access cannot be arranged, the report may be held open until the normal business hours for the protected premise.

Should this interval extend beyond 6 hours, the report will be closed out and the alarm company will be required to initiate a new report when access is obtained.

3.4.3. **Measurement.** Compile the total elapsed time to clear all alarm trouble reports received by the reporting unit during the reporting month using a 24-hour clock. Such amount will then be divided by the total number of alarm trouble reports received by the reporting unit during the reporting month. The reporting unit will also count the total number of alarm trouble reports received for each reporting month which require more than 48 hours to clear. That amount will be divided by the total number of alarm trouble reports received by the reporting unit during each reporting month. This 48-hour measurement will be expressed as a percentage.

3.4.4. **Standard Service Level.** Average elapsed time of 8 hours or less.

More than 48 hours in elapsed time. . . . less than 2%.

3.4.5. **Reporting Service Level.** Average elapsed time of 10 hours or more.

More than 48 hours in elapsed time. . . . over 5%.

3.4.6. **Reporting Entity.** By company, by region.

3.4.7. **Reporting Frequency.** Compiled monthly. Reports submitted to the Commission quarterly for any reporting

unit which performs at or inferior to the reporting service level for any month during the quarter.

4. RECORDS AND REPORTS

- 4.1. *Reporting Units.* Service measurements shall be maintained by reporting units. Reporting units will be regional reporting entities. A description of the reporting units for Pacific Bell, General Telephone and Continental Telephone is shown on Figures A, B and C, respectively. Telephone utilities with more than 100 but less than 2,000 serving links shall file one statewide report. Those utilities reporting on a statewide basis shall show the actual number of occurrences for missed installation commitments and held orders.
- 4.2. *Report Levels.* Reporting levels are established by these rules as set forth in Section 3. Service measurements with levels of service at or inferior to the reporting levels in any given month will be considered inadequate service.
- 4.3. *Reporting Requirements.* Quarterly Reports shall be made to the Commission for all reporting units providing service at or below the reporting service level on any measurement for any month during the quarter. Reports shall be filed within 30 days after the end of each quarter. Reports to the Commission of performance at or below a reporting level shall state the levels of service for each such measurement, the month being reported, a description of the cause of performance at the reporting level, a statement of action being taken to improve such performance, and the estimated date of completion of the improvement.
- 4.4. *Retention of Records.* Monthly summary records of service measurements for each reporting unit will be retained for three years. All summary records will be available for examination by the Commission and other interested parties during the retention period; special summaries of service measurements may be requested by the Commission.

Dated November 9, 1988, at San Francisco, California.

PUBLIC UTILITIES COMMISSION
STATE OF CALIFORNIA

By VICTOR WEISSER
Executive Director