



ADMINISTRATIVE RULES OF MONTANA



38.5.3360 CUSTOMER TROUBLE REPORTS

- (1) Each carrier shall provide for the receipt of customer trouble reports at all hours and make a full and prompt investigation of and response to all complaints. The carrier shall maintain an accurate record of trouble reports made by its customers for a period of two years. This record shall include appropriate identification of the customer or service affected, the time, date, and nature of the report, the action taken to clear trouble or satisfy the complaint, and the date and time of trouble clearance or other disposition. This record shall be available to the commission or its authorized representatives upon request at any time within the period prescribed for retention of such records. Trouble reports shall be cleared in accordance with service objectives listed in ARM 38.5.3371(7) .
- (2) Provision shall be made to clear all out of service trouble of an emergency nature at all hours, consistent with the bona fide needs of customers and the personal safety of utility personnel. All out of service trouble reports shall be cleared and service restored in accordance with ARM 38.5.3371(7) of these rules.
- (3) If unusual repairs are required, or other factors preclude clearing of reported trouble promptly, reasonable efforts shall be made to notify affected customers. Commitments to customers for repair service shall be met in accordance with ARM 38.5.3371(7) (c) of these rules.

Authorizing statute(s): 69-3-103, MCA

Implementing statute(s): 69-3-102, 69-3-201, MCA

History: NEW, 1989 MAR p. 1515, Eff. 9/29/89; AMD, 2006 MAR p. 2967, Eff. 12/8/06.