

DECISION MEMORANDUM

**TO: COMMISSIONER KJELLANDER
COMMISSIONER REDFORD
COMMISSIONER SMITH
COMMISSION SECRETARY
LEGAL
WORKING FILE**

FROM: GRACE SEAMAN

DATE: DECEMBER 19, 2013

**RE: POTLATCH TELEPHONE COMPANY'S ADVICE LETTER 13-05 TO
REMOVE THE LOCAL SERVICE GUARANTEE CREDIT PROGRAM.**

BACKGROUND

Effective March 27, 2013, the Commission revised the Telephone Customer Relations Rules and established modified Rules 500 through 502 related to Quality of Service, Response to Service Outages, and Repair Service Standards.

On December 16, 2013, Potlatch Telephone Company ("Potlatch" or "Company") filed Advice Letter 13-05 seeking Commission approval to remove the Local Service Guarantee Credit Program. In the filing, Potlatch states that this is an outdated program that the Company no longer wishes to offer. The Company's revised language states that the Company understands and will comply with the Telephone Customer Relations Rules on service found in IDAPA 31.41.01, Rules 500-502. Potlatch requests an effective date of January 15, 2014.

STAFF ANALYSIS

Staff has reviewed the filing and recommends Commission approval with an effective date of January 15, 2014.

COMMISSION DECISION

Does the Commission wish to approve Potlatch Telephone Company's Advice Letter
13-05?


Grace Seaman
Grace Seaman

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