

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

IN THE MATTER OF THE PETITION OF)	
CITIZENS TELECOMMUNICATIONS OF)	CASE NO. CTC-T-08-02
IDAHO FOR EXEMPTION FROM RULE)	
201.02, IDAPA 31.41.01.201.02.)	
)	ORDER NO. 30621
)	

On June 24, 2008, Citizens Telecommunications of Idaho dba Frontier Communications of Idaho filed a Petition with the Commission seeking a permanent exemption from a provision of the Commission's Telephone Customer Relations Rule (TCRR) 201, IDAPA 31.41.01.201. Specifically, the Company seeks an exemption from Rule 201.02 that requires itemization of long-distance telephone bills to itemize the date, time, duration, called number and charge for each call. On July 9, 2008, the Commission issued a Notice of Petition and Notice of Modified Procedure requesting comments no later than July 30, 2008. Commission Staff was the only party to file comments. Based on our review of the Petition and Staff comments, we grant the exemption as conditioned below.

THE PETITION

Citizens maintains that it offers long-distance (or toll) calling plans that include unlimited long-distance calls at a flat rate. The Company requests discontinuance of itemized billing for its flat rate long-distance customers only. Customers who do not subscribe to a flat rate toll plan and pay for toll services based on time and distance of individual calls, would continue to receive itemized billing in accordance with Rule 201.02, IDAPA 31.41.01.201.02.

The Petition also states that customers who wish to receive call detail for the unlimited plans may do so by contacting the Company's customer service center. The Company proposes to make no less than 12 months of detailed billing statements available to its customers at no charge.

The Company asserts that providing the details of each call adds significant printing and postage charges, makes the bills more cumbersome, and provides information that most unlimited calling customers do not need or want. Citizens contends that denying its Petition would result in hardship to the Company which is attempting to improve customer service by

reducing costs and simplifying billing. Finally, the Company observed that TCRR 9 allows the Commission to grant a permanent exemption to any rule. IDAPA 31.41.01.009.

STAFF COMMENTS

Staff supports the Company's request for permanent exemption from Rule 201.02, IDAPA 31.41.01.201.02. The Company's Petition indicates that it will make detailed billing statements available to its customers for no less than 12 consecutive months at no charge. Staff believes that this condition provides a reasonable period of time within which customers could access detailed billing information.

Although Citizens is presently requesting authority to eliminate itemized billing for its flat rate long-distance customers, Staff notes that the Company already implemented these changes sometime prior to January 2008. As a result, the Company requests that the effective date for its rule exemption be made retroactive to January 1, 2008. Staff recommended that the Commission remind the Company of its continuing obligation to comply with all Commission rules.

COMMISSION FINDINGS AND CONCLUSIONS

After examining the Petition and comments of Staff, the Commission finds, pursuant to TCRR 9, that Citizens' Petition for a permanent exemption from Rule 201.02 shall be granted and made retroactively effective as of January 1, 2008, as conditioned below.

The Commission conditions Citizens' exemption from Rule 201.02 on the Company making available, without charge, the detailed itemization required by Rule 201.02 for a minimum of 12 consecutive months upon the request of a flat rate unlimited calling customer. In addition, despite the Company's election to be regulated under the terms of *Idaho Code* §§ 62-601 *et seq.*, the Commission maintains authority over non-economic regulatory requirements "including, but not limited to, such matters as service quality standards, provision of access to carriers providing [long-distance] service, filing of price lists, customer notice and customer relation rules, and billing practices and procedures." *Idaho Code* § 62-605(5)(b). Consequently, the Commission expects that Citizens shall comply with all applicable rules until such time as the Commission grants relief.


ORDER

IT IS HEREBY ORDERED that the Petition filed by Citizens Telecommunications of Idaho dba Frontier Communications of Idaho for permanent exemption from Rule 201.02,

IDAPA 31.41.01.201.02, be granted as conditioned and modified in the body of this Order. The exemption shall be retroactive and effective as of January 1, 2008.

THIS IS A FINAL ORDER. Any person interested in this Order may petition for reconsideration within twenty-one (21) days of the service date of this Order. Within seven (7) days after any person has petitioned for reconsideration, any other person may cross-petition for reconsideration. See *Idaho Code* §§ 61-626 and 62-619.

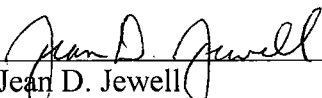
DONE by Order of the Idaho Public Utilities Commission at Boise, Idaho this 13th day of August 2008.


MACK A. REDFORD, PRESIDENT


MARSHA H. SMITH, COMMISSIONER


JIM D. KEMPTON, COMMISSIONER

ATTEST:


Jean D. Jewell
Commission Secretary

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