

DECISION MEMORANDUM

**TO: COMMISSIONER REDFORD
COMMISSIONER SMITH
COMMISSIONER KEMPTON
COMMISSION SECRETARY
COMMISSION STAFF
LEGAL**

**FROM: KRISTINE A. SASSER
DEPUTY ATTORNEY GENERAL**

DATE: JULY 3, 2008

**SUBJECT: PETITION OF CITIZENS TELECOMMUNICATIONS OF IDAHO FOR
EXEMPTION FROM RULE 201(02), IDAPA 31.41.01.201.02; CASE NO.
CTC-T-08-02**

On June 24, 2008, Citizens Telecommunications of Idaho dba Frontier Communications of Idaho filed a request with the Commission, pursuant to IDAPA 31.41.01.009, seeking a permanent exemption from a provision of the Commission's Telephone Customer Relations Rule 201, IDAPA 31.41.01.201. Specifically, the Company seeks an exemption from Rule 201.02 requiring itemization of long distance usage and charges.

THE PETITION

The Company maintains in its Petition that it offers service plans that include unlimited long distance calls at a flat rate. Citizens 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 long distance 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 states that customers who wish to receive call detail for the unlimited plans may do so by contacting the Company's customer service center. In addition, the Company would 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 customers do not need or want. Citizens contends that denying its petition would result in

hardship to the Company who is attempting to improve customer service by reducing costs and simplifying billing. *See* IDAPA 31.41.01.009.

STAFF RECOMMENDATION

Staff recommends that the Petition be processed through Modified Procedure.

COMMISSION DECISION

Does the Commission wish to process Citizens' Petition for exemption from Rule 201.02 via Modified Procedure?



Kristine A. Sasser
Deputy Attorney General

M:CTC-T-08-02_ks