

DECISION MEMORANDUM

TO: COMMISSIONER KJELLANDER
COMMISSIONER REDFORD
COMMISSIONER SMITH
COMMISSION SECRETARY
COMMISSION STAFF
LEGAL

FROM: WELDON STUTZMAN
DEPUTY ATTORNEY GENERAL

DATE: MAY 4, 2012

SUBJECT: CASE NO. GNR-T-12-03: REVIEW OF THE COMMISSION'S TELEPHONE
CUSTOMER RELATIONS RULE 502 (IDAPA 31.41.01.502)

On December 22, 2011, a Petition was filed by Qwest Corporation dba CenturyLink QC, CenturyTel of Idaho, Inc. dba CenturyLink, and CenturyTel of the Gem State, Inc. dba CenturyLink (the CenturyLink Companies or CenturyLink) requesting an exemption from the Commission's Telephone Customer Relations Rule 502 (IDAPA 31.41.01.502). Rule 502 establishes standards for a telephone company to restore basic local service after an outage, and requires payment of customer credits when standards are not met. Customer Relations Rule 3 states the Commission may grant exemptions to a rule if "unusual or unreasonable hardship results from the application" of the rule. IDAPA 31.41.01.003.

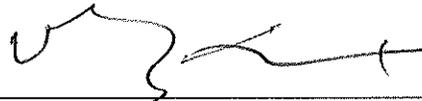
As a result of CenturyLink's Petition, the Commission determined to initiate a review of Telephone Customer Relations Rule 502 and update the rule, if appropriate, to recognize the changes that have occurred in the telecommunications industry since 1993. The Commission Staff convened a public workshop on April 30, 2012, to discuss Rule 502, and obtain information and expertise from industry representatives to recommend possible changes to the rule. The Commission served notice of the workshop on April 10, 2012, to all telecommunications providers with contact information on file with the Commission. Representatives from Qwest Corporation dba CenturyLink QC, CenturyTel of Idaho, Inc. dba CenturyLink, and CenturyTel of the Gem State, Inc. dba CenturyLink (the CenturyLink Companies or CenturyLink), Frontier Communications Northwest Inc. and Citizens Telecommunications Company of Idaho dba Frontier Communications of Idaho (Frontier), TDS

Telecommunications Corp. (TDS), the Idaho Telecom Alliance (ITA), and Commission Staff attended the workshop.

On May 4, 2012, the parties filed a Settlement Stipulation signed by all parties that attended the workshop, and including a request that the Commission approve the Stipulation. The parties request that the Commission issue a Notice of Settlement Stipulation and Notice of Modified Procedure, providing for a 21 comment day period, to obtain comments regarding Commission approval of the Stipulation.

COMMISSION DECISION

Does the Commission wish to issue a Notice of Settlement Stipulation and Notice of Modified Procedure, providing a 21 day comment period, to process the parties request for approval of the Settlement Stipulation?



Weldon B. Stutzman
Deputy Attorney General

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