(text box: 1)BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

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| KRPL, INCORPORATED  Complainant,  vs.   GTE NORTHWEST, INCORPORATED,  Respondent. | )  )  )  )  )  )  )  )  )  ) | CASE NO. GTE-T-95-1  ORDER NO.  26457 |

On May 15, 1995, the Commission received a formal complaint against GTE Northwest, Incorporated from KRPL, Inc., a radio station in Moscow, Idaho.  KRPL’s complaint was prompted by GTE’s written notice to the radio station that it intended to disconnect its telephone service.  GTE notified KRPL that its promotional activities caused unacceptable interruptions in telephone service for customers in the Moscow exchange.  On May 16, 1995, the Commission issued a summons and complaint to GTE directing it to file an answer to KRPL’s complaint within 21 days.  GTE filed its answer on June 12, 1995, asserting it withdrew its Notice of Disconnection and therefore requested that the complaint be dismissed as moot.  The Commission Staff agreed that the formal complaint was rendered moot by GTE’s withdrawal of its Notice of Disconnection, but recommended that the case not be formally dismissed until Staff had an opportunity to further review GTE’s efforts to improve telephone service to KRPL.  GTE proposed to augment its equipment in its Moscow central office and Staff continued to work with the Company to ensure that the proposed augmentation was completed.  Staff also reviewed the telephone service to KRPL during the “sweeps” rating period which occurred in March 1996.

Staff subsequently reported to the Commission that GTE completed improvement of the Moscow switch, and Staff is satisfied the problem that occurred in the Moscow central office has been corrected.  A report provided by GTE indicates only three instances during the month of March 1996, when dial tone was slow.  Other equipment within the Moscow central office was operating at about 50% of designed capacity at the peak hour.  It appears with the improvements made by GTE to the central office that the problems associated with telephone service to KRPL have been corrected.  We find therefore that it is appropriate to dismiss this case and close the file.  We also commend Staff for its professional handling of this case.  The efforts of Staff helped bring about needed improvements to the Moscow central office switch and prevented unnecessary termination of service to KRPL.

O R D E R

IT IS HEREBY ORDERED that the complaint by KRPL, Inc. against GTE Northwest, Incorporated is dismissed and this case is closed.

THIS IS A FINAL ORDER.  Any person interested in this Order (or in issues finally decided by this Order) or in interlocutory Orders previously issued in this Case No. GTE-T-95-1 may petition for reconsideration within twenty-one (21) days of the service date of this Order with regard to any matter decided in this Order or in interlocutory Orders previously issued in this Case No. GTE-T-95-1.  Within seven (7) days after any person has petitioned for reconsideration, any other person may cross-petition for reconsideration.  See Idaho Code § 61-626.

DONE by Order of the Idaho Public Utilities Commission at Boise, Idaho this                  day of May 1996.

                                                                                                                                      RALPH NELSON, PRESIDENT

                                                                                           MARSHA H. SMITH, COMMISSIONER

DENNIS S. HANSEN, COMMISSIONER

ATTEST:

Myrna J. Walters

Commission Secretary

vld/O:GTE-T-95-1.sw

**COMMENTS AND ANNOTATIONS**

Text Box 1:

**TEXT BOXES**

Office of the Secretary

Service Date

May 31, 1996