

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

**IN THE MATTER OF THE PETITION OF
QWEST CORPORATION FOR
EXEMPTION FROM CERTAIN
PROVISIONS OF RULE 201, IDAPA
31.41.01.201.**

)
) **CASE NO. QWE-T-08-02**
)
) **NOTICE OF PETITION**
)
) **NOTICE OF**
) **MODIFIED PROCEDURE**
)
) **ORDER NO. 30539**

On April 2, 2008, Qwest Corporation filed a Petition with the Commission, pursuant to IDAPA 31.41.01.009, seeking a permanent exemption from certain provisions of the Commission's Telephone Customer Relations Rule 201, IDAPA 31.41.01.201. In particular, Rule 201 pertains to the itemized content of telephone bills for residential and small business customers. Qwest wishes to offer its customers a "Summary Statement" in lieu of the detailed information contained in the Company's current bill.

NOTICE OF PETITION

YOU ARE HEREBY NOTIFIED that the Company contends the Summary Statement option was created in response to customer demand for simplified billing. In order to receive a Summary Statement, a customer must affirmatively select the change to their billing statement. Customers who do not affirmatively request a Summary Statement will continue to receive the standard bill, which complies with the detailed requirements set forth in Rule 201, IDAPA 31.41.01.201.

YOU ARE FURTHER NOTIFIED that the Company asserts that customers who choose to receive a Summary Statement may switch back to standard billing at any time, without charge or penalty. In addition, customers who have chosen a Summary Statement may still review the standard detailed billing information for their account on the Company's website at any time.

YOU ARE FURTHER NOTIFIED that Telephone Customer Relations Rule 201 requires bills to include: Billing date; due date; time period covered by the bill; total amount due; past due amounts; toll-free telephone number for billing inquiries; an itemization of all non-

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recurring charges; and an itemization of recurring charges such as monthly exchange service, equipment leases, taxes, surcharges, fees, and custom calling features. IDAPA 31.41.01.201.

YOU ARE FURTHER NOTIFIED that the Company claims that its proposed Summary Statement provides the most important billing information that customers are looking for, i.e., billing date, due date, total amount due, past due amounts (if any), payments received since the prior billing, billing totals for each class of service, summary of information about taxes and surcharges, and information about service provided by third parties, including contact information for questions regarding third-party billing.

YOU ARE FURTHER NOTIFIED that the Petition states that the Company's objective is to provide customers with more options and to respond to customer demand for simplified billing information. The Company asserts that strict adherence to the detailed requirements of Rule 201 would prohibit Qwest from making an option available to customers that would reduce the volume and complexity of their bills, thereby working a hardship on the Company and its customers. *See* IDAPA 31.41.01.009.

YOU ARE FURTHER NOTIFIED that the Company requests that its Petition be processed through Modified Procedure.

NOTICE OF MODIFIED PROCEDURE

YOU ARE FURTHER NOTIFIED that the Commission has preliminarily determined that the public interest may not require a formal hearing in this matter and will proceed under Modified Procedure pursuant to the Commission's Rules of Procedure 201 through 204, IDAPA 31.01.01.201 through .204. The utilization of Modified Procedure and written comments have proven to be an effective means for obtaining public input and participation.

YOU ARE FURTHER NOTIFIED that any person desiring to state a position on this Petition may file a written comment in support or opposition with the Commission within twenty-one (21) days from the service date of this Notice. The comment must contain a statement of reasons supporting the comment. Persons desiring a hearing must specifically request a hearing in their written comments. Written comments concerning this Petition shall be mailed to the Commission and the Petitioner at the addresses reflected below:

Commission Secretary
Idaho Public Utilities Commission
PO Box 83720
Boise, ID 83720-0074

Mary S. Hobson
999 Main, Suite 1103
Boise, ID 83702
E-mail: mary.hobson@qwest.com

Street Address for Express Mail:
472 W. Washington Street
Boise, ID 83702-5918

Adam L. Sherr
Corporate Counsel, Qwest
1600 7th Avenue, Room 3206
Seattle, WA 98191
E-mail: adam.sherr@qwest.com

These comments should contain the case caption and case number shown on the first page of this document. Persons desiring to submit comments via e-mail may do so by accessing the Commission's home page located at www.puc.idaho.gov. Click the "Comments and Questions" icon, and complete the comment form using the case number as it appears on the front of this document. These comments must also be sent to the Petitioner at the e-mail addresses listed above.

YOU ARE FURTHER NOTIFIED that if no written comments or protests are received within the time limit set, the Commission will consider this matter on its merits and enter its Order without a formal hearing. If written comments are received within the time limit set, the Commission will consider them and, in its discretion, may set the same for formal hearing.

YOU ARE FURTHER NOTIFIED that the Petition and a sample of the proposed Summary Statement have been filed with the Commission and are available for public inspection during regular business hours at the Commission offices. The Petition and sample Summary Statement are also available on the Commission's Website at www.puc.idaho.gov by clicking on "File Room" and then "Telephone Cases."

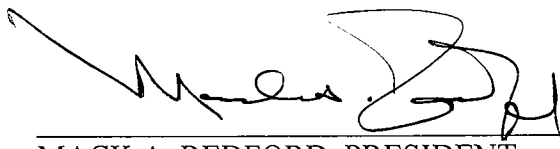
YOU ARE FURTHER NOTIFIED that the Commission has jurisdiction over this matter pursuant to Title 62 of the Idaho Code and specifically *Idaho Code* §§ 62-604, 62-615, 62-619, and 62-622. The Commission may enter any final Order consistent with its authority under Title 62.

YOU ARE FURTHER NOTIFIED that all proceedings in this matter will be conducted pursuant to the Commission's Rules of Procedure, IDAPA 31.01.01.000 *et seq.*

ORDER

IT IS HEREBY ORDERED that the Petition of Qwest Corporation be processed by Modified Procedure. Persons interested in submitting written comments regarding this case or protesting the use of Modified Procedure should do so no later than twenty-one (21) days from the service date of this Order.

DONE by Order of the Idaho Public Utilities Commission at Boise, Idaho this 23rd day of April 2008.

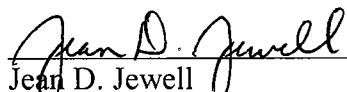


MACK A. REDFORD, PRESIDENT

MARSHA H. SMITH, COMMISSIONER

JIM D. KEMPTON, COMMISSIONER

ATTEST:



Jean D. Jewell
Commission Secretary

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