

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

IN THE MATTER OF THE PETITION OF)	
QWEST CORPORATION FOR)	CASE NO. QWE-T-08-02
EXEMPTION FROM CERTAIN)	
PROVISIONS OF RULE 201, IDAPA)	
31.41.01.201.)	ORDER NO. 30555
)	

On April 2, 2008, Qwest Corporation filed a Petition with the Commission 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 an optional "Summary Statement" in lieu of the detailed information contained in the Company's current bill. On April 23, 2008, the Commission issued a Notice of Petition and Notice of Modified Procedure. The Notice set a deadline of May 14, 2008, for filing comments regarding the Petition. Commission Staff was the only party to file comments. Based on our review of the record, we grant the exemption as conditioned below.

THE APPLICATION

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 content requirements set forth in Rule 201, IDAPA 31.41.01.201.

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.

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-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.

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.

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.

STAFF COMMENTS

Staff supports the Company's request for permanent exemption from certain provisions of Rule 201, IDAPA 31.41.01.201, with certain conditions. Staff recommends that Qwest be granted an exemption to specific provisions of the rule that require detailed itemization rather than a general exemption to the entire rule (specifically, subsections 201.01.j and 201.01.k). In addition, Staff recommends that the billing detail required by Rule 201 continue to be available to customers without charge on Qwest's website or by telephone inquiry for a period covering a minimum of 12 consecutive monthly billing statements. Staff believes that this condition would allow customers to be able to obtain detailed billing information for a reasonable period of time without placing any additional burdens on the Company.

COMMISSION FINDINGS AND CONCLUSIONS

After examining the Petition and Staff's comments, the Commission finds, pursuant to IDAPA 31.41.01.009, that Qwest's Petition for an exemption from the itemization provisions of Rule 201 shall be granted as conditioned below. Following clarification from the Company, the Commission grants Qwest a specific exemption to Rule 201.01.j, 201.01.k, and 201.02.

The Commission has considered the recommendations of Staff and we find that providing access to a minimum of 12 consecutive monthly billing statements at no charge is reasonable and will not place additional burdens on the Company. As a result, we condition the permanent exemption from certain provisions of Rule 201 on the Company making available,

without charge, the detailed itemization required by Rule 201 for a minimum of 12 consecutive monthly billing statements.

ORDER

IT IS HEREBY ORDERED that Qwest Corporation's Petition for exemption from certain provisions of Rule 201, IDAPA 31.41.01.201, be granted as conditioned and modified in the body of this Order.

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.

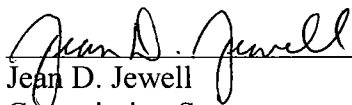
DONE by Order of the Idaho Public Utilities Commission at Boise, Idaho this 27th day of May 2008.


MACK A. REDFORD, PRESIDENT


MARSHA H. SMITH, COMMISSIONER


JIM D. KEMPTON, COMMISSIONER

ATTEST:


Jean D. Jewell
Commission Secretary

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