

## DECISION MEMORANDUM

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

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

**DATE:** APRIL 18, 2008

**SUBJECT:** PETITION OF QWEST CORPORATION FOR EXEMPTION FROM  
CERTAIN PROVISIONS OF RULE 201, IDAPA 31.41.01.201; CASE NO.  
QWE-T-08-02

On April 2, 2008, Qwest Corporation filed a request 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, regarding issuance and content of bills for residential and small business customers. More specifically, Qwest wishes to offer its customers a "Summary Statement" in lieu of the detailed information contained in the Company's current bill.

### THE PETITION

The Company maintains in its Petition that 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.

The Petition 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.

The Company states in its Petition that the 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 maintains that the Company's objective is to provide customers with more options and to respond to customer demand for simplified billing information. The Company argues 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.

The Company requests that its Petition be processed through Modified Procedure and expeditiously granted.

#### **STAFF RECOMMENDATION**

Staff recommends that the Petition is appropriate to be processed through Modified Procedure.

#### **COMMISSION DECISION**

Does the Commission wish to process Qwest's Petition for exemption from certain provisions of Rule 201 via Modified Procedure?

  
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Kristine A. Sasser  
Deputy Attorney General

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