IDAPA 31 - IDAHO PUBLIC UTILITIES COMMISSION

31.41.01 - TELEPHONE CUSTOMER RELATIONS RULES

FORTELEPHONE CORPORATIONS

PROVIDING LOCAL EXCHANGE OR INTRASTATE MTS/WATS SERVICE

IN IDAHO SUBJECT TO CUSTOMER SERVICE REGULATION BY THE

IDAHO PUBLIC UTILITIES COMMISSION

DOCKET NO.  31-4101-9801

NOTICE OF PENDING RULES

EFFECTIVE DATE: These rules have been adopted by the agency and are now pending review by the 1999 Idaho State Legislature for final adoption.  The pending rule becomes final and effective July 1, 1999, unless the rule is approved, rejected, amended or modified by concurrent resolution in accordance with Section 67-5224 and 67-5291, Idaho Code.  If the pending rule is approved, amended or modified by concurrent resolution, the rule becomes final and effective upon adoption of the concurrent resolution or upon the date specified in the concurrent resolution.

AUTHORITY:  In compliance with Section 67-5220(1), Idaho Code, notice is hereby given of the Idaho Public Utilities Commission’s adoption of a pending rule.  This action is authorized pursuant to the Commission’s legal authority under the Public Utilities Law, Chapters 1 through 7, Title 61, Idaho Code and the Telecommunications Act of 1988, Chapter 6, Title 62, Idaho Code and the specific authority of Sections 61-302, 61-502, 61-507, 62-605, 62-615, 62-616 and 62-622, Idaho Code.

DESCRIPTIVE SUMMARY: The following is a non-technical explanation of the reasons for adopting the pending rule and a statement of any change between the text of the proposed rule and the text of the pending rule with an explanation of the reasons for the change:  The proposed changes fall into four principal categories:  changes to address concerns about “cramming” (invalid or unclear charges for services other than local exchange services), “slamming” (unauthorized switching of customers’ exchange carriers), held orders, and certain “housekeeping” changes to reflect its current mailing address, correct typos and stray words, insure consistency, and other non-substantive changes.  In general, the proposed rules have been amended in response to public comment and to make typographical, transcriptional, and clerical corrections to the rules, and are being amended pursuant to Section 67-5227, Idaho Code.  Only those proposed rules that have been amended are being republished.  To review the original proposed rules, look at the original publication.

ASSISTANCE ON TECHNICAL QUESTIONS:  For assistance on technical questions concerning the proposed rules, contact Cheri C. Copsey, Deputy Attorney General at (208) 334-0314 or Beverly Barker, Consumer Assistance at (208) 334-0302.

DATED this                   day of   October   1998.

Myrna J. Walters

Commission Secretary

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