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 PROPOSED RULES

AUTHORITY:  In compliance with Section 67-5220(1), Idaho Code, notice is hereby given of the Idaho Public Utilities Commission’s proposed rulemaking.  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.

PUBLIC HEARING SCHEDULE:  A public hearing concerning this rulemaking will be scheduled only if requested in writing by twenty-five (25) persons, a political subdivision, or an agency, no later than August 19, 1998.  The hearing site will be accessible to persons with disabilities.  Request for accommodations must be made no later than five (5) days prior to the hearing, to the Commission’s address set out below.

DESCRIPTIVE SUMMARY: The following is a non-technical explanation of the substance and purpose of the proposed rules:  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.

NEGOTIATED RULEMAKING:  Pursuant to IDAPA 04.11.01.0811, negotiated rulemaking was not conducted.

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.

DEADLINE FOR WRITTEN COMMENTS:  Anyone may submit written comments regarding these proposed rules.  All written comments and data concerning the proposed rules must be delivered to the Commission Secretary at the address identified above or must be postmarked on or before August 26, 1998.  Persons desiring to comment are encouraged to submit written comments at their earliest convenience rather than wait until the comment deadline.

DATED this            day of  June 1998.

Myrna J. Walters

Commission Secretary

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