

## DECISION MEMORANDUM

**TO: COMMISSIONER KJELLANDER  
COMMISSIONER SMITH  
COMMISSIONER HANSEN  
COMMISSION SECRETARY  
COMMISSION STAFF  
LEGAL  
WORKING FILE**

**FROM: BEVERLY BARKER**

**DATE: MAY 21, 2003**

**RE: VERIZON CALL COMPLETION SERVICE  
VZN-T-03-04**

### BACKGROUND

The Commission's Consumer Assistance Staff received a complaint from a Verizon customer in Sandpoint, Idaho, about the Company's discontinuance of a service called Call Completion. Call Completion, aka Complete-a-Call, is a service whereby a customer requesting a phone number from a directory services operator is given the option to have the call to the requested number completed automatically. The complainant is visually impaired and relied heavily upon this service.

Upon investigation, Staff determined that this service had been offered without charge to Verizon's Idaho customers for some time. Customers in Oregon and Washington also have access to the service, but a per use fee applies. Verizon has not filed a request in Idaho to offer the service, but due to technical constraints, Verizon previously could not restrict access to the service by Idaho customers, nor could the Company charge Idaho customers a fee for usage. On May 1, 2003, technological upgrades allowed Verizon to block access to the service by Idaho customers.

### STAFF ANALYSIS

Verizon belatedly expressed concern about offering a service in Idaho that had not been tariffed. The Company has indicated that it will need to complete a cost study before it can file a tariff advice to offer this service in Idaho. The Company estimates that it will be able to

complete the study and file a tariff advice in approximately 4 weeks. The Company indicated that there is no technical reason to prevent it from reinstating this service for Idaho customers and providing it without charge until such time as it submits a tariff advice for the Commission's review. However, the Company maintains that it would be confusing to customers to reinstate the service without charge and then, assuming future Commission approval, start charging for it.

#### **STAFF RECOMMENDATION**

Staff recommends that Verizon be directed to reinstate its Call Completion service to Idaho customers. Staff recommends that the service be provided without charge until such time as the Company submits a tariff advice and the Commission reviews the Company's request. Staff does not believe that this process would confuse customers, since they were previously receiving the service for free. A ruling from this Commission requiring reinstatement of the service should resolve Verizon's concern that it is offering a service without receiving Commission approval.

#### **COMMISSION DECISION**

Does the Commission wish to direct Verizon to reinstate its Call Completion service to Idaho customers? Should this service be offered without charge until such time as the Commission orders otherwise?

  
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Beverly Barker

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