

Agenda Date: January 10, 2007  
Item Number: A1

**Docket:** UT-061465  
**Company:** Qwest Corporation

**Staff:** John Cupp, Consumer Program Specialist

### **Recommendation**

Grant Qwest Corporation's request for exemption in Docket UT-061465 for a period of two years, subject to conditions.

### **Background**

On September 15, 2006, Qwest Corporation (Qwest or the company) filed a petition requesting exemption from WAC 480-120-255(3).

WAC 480-120-255(3) requires telecommunications companies to inform residential customers, via a single-topic bill insert, of their ability to block access to information delivery services.

Qwest seeks a permanent waiver of the requirement in WAC 480-120-255(3) that it inform residential customers of the blocking service through a "single-topic bill insert." The Company does not seek a waiver of the requirement to notify residential customers of the blocking service, only the requirement that the notice be through a single-topic bill insert.

Qwest is currently required to send four notices to its customers, including the information delivery services blocking notice. The other three notices are the Customer Service Guarantee Program, Local Service Freezes and No Solicitation notices. Of the four notices, only the information delivery service blocking notice has the "single-topic" requirement.

In Docket UT-970766, the commission recently allowed Qwest to provide notice to its customers about the availability of its Customer Service Guarantee Program on an annual basis rather than every six months. This allowed Qwest to combine the Customer Service Guarantee Program notice with other notices to help reduce expenses.

### **Discussion**

Staff worked with Qwest and concluded that the exemption should be granted for a two-year test period with some conditions. The two-year period is to allow the commission's Consumer Affairs Section to monitor complaints and evaluate any impact this exemption may have on consumers. Staff suggested placing three conditions on the exemption:

- The top, or first notice of the insert should list each of the notices in the insert.
- The information services blocking notice should not be sent with more than three other notices.

- The title of each notice should be in a font larger than that in the body of the notice.

Qwest has agreed to post the combined information services blocking notice on its legal notices [website](#) to help make the information more accessible to customers. The Company will still be required to publish the notice in a conspicuous location in the consumer information pages of the local white pages telephone directory.

### **Conclusion**

Staff recommends the commission grant Qwest Corporation's request for exemption in Docket UT-061465 for a period of two years, subject to conditions.