



State of Utah
Department of Commerce
Division of Public Utilities

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-== MEMORANDUM ==-

To: Public Service Commission

From: Division of Public Utilities
Chris Parker, Director
Bill Duncan, Telecommunications / Water Manager
Casey J. Coleman, Utility Technical Consultant

Date: October 4, 2013

Re: In the Matter of Qwest Corporation dba CenturyLink QC's Request to Discontinue its Wireless Use Program per Docket No. 13-049-22.

RECOMMENDATION:

Approve the request to discontinue the Wireless Use Program.

BACKGROUND:

On September 16, 2013 Qwest Corporation dba CenturyLink QC ("CenturyLink") filed a petition with the Commission requesting approval to discontinue the Wireless Use Program ("Program") first implemented by U S West in December, 1995.

The Division agrees with the request and recommends the Commission allow CenturyLink to discontinue the Program. The Program allowed U S West to offer an unlimited usage wireless phone option to primary held order customers when it becomes apparent that the order will be held longer than 7 days beyond the due date on the order.

The primary reason for this Program was to mitigate held orders as a result of the growth that was happening in the telecommunications marketplace in 1995. Because of changing market conditions such as customers having their own personal cellular phone, Qwest began phasing out the purchasing of cell phones in 2003 or 2004 and discontinued the program in 2010.

Because held orders are not as significant an issue as in 1995, that the Program was only a requirement of CenturyLink, and no customers have been using the program since 2010 the Division recommends approving the discontinuance of the Program.

cc: Justin Jetter, Assistant Attorney General
James B. Farr, Regulatory Affairs Director, CenturyLink