

My Martha Carter 304 732 8778
Name is HCG4 Box 28314
Welch WV 24801

This letter is
for March
+ April 6

I apposed of this matter
I would not have
a computer or cellphone
if I ~~had~~ that love before
I pass away I will have
no way of getting numbers
and so on.
I had this letter
in large because
there no way a person
could see or hardly
read this & you
are in the wrong of
of doing this to the trust
older people or people
who has problems in
reading or seeing - How
can you do people like
this. Please do not
not take our phone
books or anything
away from us.

Sincerely
Martha
Carter

You put a copy
to each person in
their bill or mail as one this is so unfair!

LEGAL NOTICE

**PUBLIC SERVICE COMMISSION
OF WEST VIRGINIA
CHARLESTON**

GENERAL ORDER NO 187.44

In the matter of proposed amendments to the
Rules and Regulations for the Government of
Telephone Utilities, 150 C.S.R. Series 6.

NOTICE OF COMMENT PERIOD

On January 6, 2015, the Public Service Commission promulgated a proposed amendment to Rule 2.6 of the Rules and Regulations for the Government of Telephone Utilities, 150 C.S.R. Series 6 (Telephone Rules.) The proposed amendment would provide telephone local exchange carriers (LECs) the option to transition from the annual distribution of printed telephone directories to providing an internet-based directory after January 1, 2017. Before ceasing to distribute printed directories to all customers, however, LECs would provide written notice and an opportunity for customers to request to continue to receive printed directories.

Anyone interested in the proposed changes may obtain a copy of the Commission Order opening this proceeding and the proposed amended version of the Telephone Rules on the Commission website or by request to Ingrid Ferrell, Executive Secretary, Public Service Commission of West Virginia, P.O. Box 812, Charleston, WV 25323. Please refer to General Order No. 187.44.

Written comments regarding the amended Telephone Rules may be filed with the Commission Executive Secretary according to the following schedule:

Deadline for written initial comments: March 6, 2015, 4:00 p.m.

Deadline for written reply comments: April 6, 2015, 4:00 p.m.

PUBLIC SERVICE COMMISSION OF WEST VIRGINIA
1/9, 11c

RECEIVED
15 MAR - 2 AM 8:44
W.VA. PUBLIC SERVICE
COMMISSION
SECRETARY'S OFFICE

Public Service Commission of West Virginia

201 Brooks Street, P.O. Box 812
Charleston, West Virginia 25323



Phone: (304) 340-0300
Fax: (304) 340-0325

March 5, 2015

Momotaz Begum
Roman LD, Inc.
2300 Valley View Lane, Suite 730
Irving, TX 75062-1780

RE: General Order 187.44
In the matter of proposed amendments to the Rules and Regulations
for the Government of Telephone Utilities, 150 C.S.R. Series 6

Dear Mr. Begum:

Pursuant to Rule 4.3.c of the Commission's Rules of Practice and Procedure, we are enclosing a copy of the Staff memorandum in this matter. Any responses must be submitted to the Executive Secretary's Office in writing within 10 days of this date, unless directed otherwise. All other parties of record have provided an email address.

Your failure to respond in writing to the utility's answer, Staff's recommendations, or other documents may result in a decision in your case based on your original filing and the other documents in the case file, without further hearing or notice.

If you have not done so, you are encouraged to file the Electronic Mail Agreement, previously mailed to you, which allows the Commission to serve all orders issued in this matter via electronic docket notification.

When you provide an email address, you will automatically receive docket notifications as documents are filed in this proceeding. The email notifications allow recipients to view a document within an hour from the time the filing is processed. If you have not provided your email address, please send an email to caseinfo@psc.state.wv.us and state the case number in the email subject field.

Please note - the Public Service Commission does not accept electronic filings.

Sincerely,

Handwritten signature of Ingrid Ferrell in cursive script.
Ingrid Ferrell, Director
Executive Secretary Division

IF/tg
Enc. Memo

INITIAL AND FINAL JOINT STAFF MEMORANDUM

TO: INGRID FERRELL
EXECUTIVE SECRETARY

DATE: March 5, 2015

22 *W* FROM: Lisa L. Wansley
Staff Attorney

12:21 PM MAR 05 2015 PSC EXEC SEC DIV

RE: GENERAL ORDER NO. 187.44

In the matter of proposed amendments to the
Rules and Regulations for the Government of
Telephone Utilities, 150 C.S.R. Series 6.

On January 7, 2015, the Commission opened a rulemaking proceeding to amend the annual directory distribution requirement found in Rule 2.6(a) of the Rules and Regulations for the Government of Telephone Utilities, 150 C.S.R. Series 6. The Commission invited interested parties to file initial comments on or before March 6, 2015. Reply comments may be filed on or before April 6, 2015.

Attached for filing find Staff's Comments regarding the annual directory distribution requirement drafted by Kevin Jennings, Supervisor of Telecommunications, Utilities Division. Staff has reviewed the proposed rule amendments. Staff recommends an additional notification requirement, which includes the LEC's providing instructions on its website informing local residents how they can obtain a printed directory after January 1, 2017.

LLW:ls

CWS *CWS ZQA*
H:\WANSLEY\WORD\2015\GONo.187.44\FJSM.doc

**PUBLIC SERVICE COMMISSION OF WEST VIRGINIA
UTILITIES DIVISION REPLY COMMENTS**

TO: Lisa Wansley, Staff Attorney, Legal Division
FROM: ^{KJ} Kevin Jennings, Supervisor
Telecommunications Division
DATE: March 5, 2015
SUBJECT: General Rule Making Case No. 187.44

On January 6, 2015, the Public Service Commission promulgated a proposed amendment to Rule 2.6 of the Rules and Regulations for the Government of Telephone Utilities, 150 C.S.R. Series 6 (Telephone Rules). The proposed amendment would provide telephone local exchange carriers (LECs) the option to transition from the annual distribution of printed telephone directories to providing an internet-based directory after January 1, 2017. Before ceasing to distribute printed directories to all customers, however, LECs would provide written notice and an opportunity for customers to request to continue to receive printed directories.

This rule making was generated out of a General Investigation Case No. 13-1376-T-GI. During the General Investigation, Staff expressed their concerns regarding discontinuance of a hard copy directory and cited concerns that had been expressed by various citizens in WV.

Staff has reviewed the below Commission proposed changes found in the rule making proceedings:

2.6. Directories (a): Each LEC must provide telephone directories by one of the following methods:

1. Print and distribute a paper directory to customers or arrange for printing and distribution to customers once a year. The directories must list the name, address, and telephone number of all customers, except public telephones and numbers unlisted at customer request.
2. Or after January 1, 2017 provide an internet-based electronic directory containing the information required for a printed directory. If a Local Exchange Carrier uses this method, it must provide customers with the

option to obtain a printed directory on request. The LEC may not transition to an internet-based directory until after it has provided notice to each customer through three separate monthly bill inserts or similar customer bill message over a period of not less than three months nor more than six months. Prior to transitioning to an internet-based directory, an LEC must also issue a press release regarding the transition and place a prominent plain language notice on the cover of the final full distribution of printed directories regarding the upcoming transition. Subsequent to transition to an internet-based directory each LEC must advise customers of the internet address of the online directory and of the availability of a printed directory on request. Internet-based directories must be divided into reasonable local calling areas similar to historical printed directories. or if larger directories are produced, must contain an index with links to sections covering reasonable local calling areas similar to historical printed directories.

d. Upon issuance, two (2) copies of each printed directory and, if applicable. The internet address of an online directory shall be furnished to the Commission.

e. Information pertaining to emergency calls, such as the local police and fire departments, shall appear conspicuously in the front part of a printed directory and if applicable, electronic pages. Also the offices of the West Virginia State Police, county sheriff's office, and ambulance services shall be listed.

h. In the event of an error in the listed number of any customer in a printed directory, the telephone company shall, where practicable, intercept all calls to the listed number until the next local directory with corrected numbers is issued. Corrections in internet-based directories shall be made as soon as the error is discovered, but this shall not eliminate the call intercept requirement. In the event of an error or omission in the name listing of a customer, such customer's correct name and telephone number shall be in the files of the directory assistance or intercept operators and the correct number furnished to the calling party either upon request or intercept.

Staff believes by including the notices to the customers and implementing this process in 2017 versus immediately eliminating printing and distribution of the

directories, may supply ample time for WV customers to review the processes necessary to request a printed directory if they continue to desire to receive one.

The only additional notification requirement Staff recommends would be that the Local Exchange Carrier (LEC) add notification on their respective web site providing instructions for how local residents can receive a printed copy of the directory after January 1, 2017.

KJ:kj



JOSEPH J. STARSICK, JR.
Associate General Counsel
Frontier Communications
1500 MacCorkle Ave., S.E.
Charleston, West Virginia 25396
(304) 344-7644
Joseph.Starsick@FTR.com

March 6, 2015

Via Hand Delivery

Ingrid Ferrell
Executive Secretary
Public Service Commission
201 Brooks Street
Charleston, West Virginia 25323

04:51 PM MAR 06 2015 PSC EXEC SEC

Re: GENERAL ORDER 187.44

Dear Ms. Ferrell:

Please find enclosed for filing the **Comments of Frontier West Virginia Inc. and Citizens Telecommunications Company of West Virginia d/b/a Frontier Communications of West Virginia** in the above-referenced matter.

Thank you for your attention to this matter.

Sincerely,


Joseph J. Starsick, Jr.
(State Bar No. 3576)

JJSjr/sc
Enclosure

**PUBLIC SERVICE COMMISSION
OF WEST VIRGINIA
CHARLESTON**

GENERAL ORDER 187.44

In the matter of proposed amendments to the
Rules and Regulations for the Government of
Telephone Utilities, 150 C.S.R. Series 6.

**COMMENTS OF FRONTIER WEST VIRGINIA INC. AND
CITIZENS TELECOMMUNICATIONS COMPANY OF WEST VIRGINIA
DBA FRONTIER COMMUNICATIONS OF WEST VIRGINIA**

Frontier West Virginia Inc. and Citizens Telecommunications Company of West Virginia Inc. dba Frontier Communications of West Virginia (collectively “Frontier”) file these comments pursuant to the Commission’s Order of January 7, 2015, in this matter. Frontier generally supports the changes in Rule 2.6 of the Rules and Regulations for the Government of Telephone Utilities proposed by the Commission as a result of the General Investigation conducted in Case No. 13-1376-T-GI. The proposed rule changes will allow customers the option of choosing to receive a printed directory (“opt-in”), and at the same time relieve incumbent local exchange carriers (“ILECs”) of the burden and expense of printing and distributing such directories to customers who do not want them. The Commission’s proposed rule requires ILECs to maintain alternative sources of directory information, such as on-line directories, and requires extensive notice to ensure that customers are aware of the changes in the method of directory distribution.

After reviewing the proposed rules, the only changes recommended by Frontier concern the timing of the implementation of the rule which is linked to the requirement to provide a notice of the transition to the opt-in method on the cover of the “final full distribution of printed directories.” As currently written, the earliest that ILECs will be able to implement the opt-in

method of directory distribution will be January 1, 2017, after giving notice to customers in three bill inserts or bill messages, issuing a press release, and providing a “prominent, plain language notice on the cover of the final full distribution of printed directories...” Proposed Rule 2.6.a.2. Frontier believes that a January 1, 2017, effective date will unduly delay implementation of the opt-in method envisioned by the proposed rule. Moreover, because Frontier publishes and distributes printed directories for West Virginia in several cycles throughout the year, as a practical matter requiring notice on the cover of the “final full distribution of printed directories” will delay implementation of the rule change for many areas well into 2017. Accordingly, Frontier would ask that the effective date of the rule change be made January 1, 2016, and that the requirement to print notice on the cover of the “final full distribution of printed directories” be eliminated from the rule. The other notice requirements would be retained. Frontier recommends the following changes to the wording of Proposed Rule 2.6.a.2. (deleted language indicated with strike-throughs, added language with underlining):


2. Or after January 1, ~~2017~~ 2016, provide an internet-based electronic directory containing the information required for a printed directory. If a Local Exchange Carrier uses this method, it must provide customers with the option to obtain a printed directory on request. The LEC may not transition to an internet-based directory until it has provided notice to each customer through three separate monthly bill inserts or similar customer bill message over a period of not less than three months nor more than six months. Prior to transitioning to an internet-based directory, an LEC must also issue a press release regarding the transition ~~and place a prominent plain language notice on the cover of the final full distribution of printed directories regarding the upcoming transition.~~ Subsequent to transition to an internet-based directory, each LEC must advise customers annually of the internet address of the online directory and of the availability of a printed directory on request. Internet-based directories must be divided into reasonable local calling areas similar to historical printed directories, or if larger directories are produced, must contain an index with links to sections covering reasonable local calling areas similar to historical printed directories.

If the Commission is inclined to retain the requirement for notices on the covers of the “final full distribution of printed directories,” then Frontier would suggest slightly different changes in the wording of the proposed rule. These changes would achieve the benefits of the proposed rule change more quickly, while still providing all of the notice to customers contained in the proposed rule, including the notice to be printed on the cover of the “final full distribution of printed directories.” Under this alternative, Frontier recommends that the effective date for the new rules be changed to January 1, 2016, and that the language in Proposed Rule 2.6.a.2. be modified to recognize that there is not one final, full distribution of printed directories, but rather that directories are distributed to different areas in cycles throughout the year. Frontier recommends the following changes to the wording of Proposed Rule 2.6.a.2. to implement this alternative (deleted language indicated with strike-throughs, added language with underlining):

2. Or after January 1, ~~2017~~ 2016, provide an internet-based electronic directory containing the information required for a printed directory. If a Local Exchange Carrier uses this method, it must provide customers with the option to obtain a printed directory on request. The LEC may not transition to an internet-based directory until it has provided notice to each customer through three separate monthly bill inserts or similar customer bill message over a period of not less than three months nor more than six months. Prior to transitioning to an internet-based directory, an LEC must also issue a press release regarding the transition and place a prominent plain language notice regarding the upcoming transition on the cover ~~of the final full distribution of printed directories for the area to be transitioned to an internet-based directory~~ regarding the upcoming transition. Subsequent to transition to an internet-based directory, each LEC must advise customers annually of the internet address of the online directory and of the availability of a printed directory on request. Internet-based directories must be divided into reasonable local calling areas similar to historical printed directories, or if larger directories are produced, must contain an index with links to sections covering reasonable local calling areas similar to historical printed directories.

For the foregoing reasons, Frontier respectfully requests that the Commission consider the comments of Frontier.

FRONTIER WEST VIRGINIA INC.
CITIZENS TELECOMMUNICATIONS COMPANY
OF WEST VIRGINIA
By Counsel:



Joseph J. Starsick, Jr. (WV State Bar #3576)
Associate General Counsel – Southeast Region
Frontier Communications
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Charleston, West Virginia 25314
(304) 344-7644
Joseph.Starsick@FTR.com

Public Service Commission of West Virginia

201 Brooks Street, P.O. Box 812
Charleston, West Virginia 25323



Phone: (304) 340-0300
Fax: (304) 340-0325

April 6, 2015

Momotaz Begum
Roman LD, Inc.
2300 Valley View Lane, Suite 730
Irving, TX 75062-1780

RE: General Order 187.44
In the matter of proposed amendments to the Rules and Regulations
for the Government of Telephone Utilities, 150 C.S.R. Series 6

Dear Mr. Begum:

Pursuant to Rule 4.3.c of the Commission's Rules of Practice and Procedure, we are enclosing a copy of the Staff memorandum in this matter. Any responses must be submitted to the Executive Secretary's Office in writing within 10 days of this date, unless directed otherwise. All other parties of record have provided an email address.

Your failure to respond in writing to the utility's answer, Staff's recommendations, or other documents may result in a decision in your case based on your original filing and the other documents in the case file, without further hearing or notice.

If you have not done so, you are encouraged to file the Electronic Mail Agreement, previously mailed to you, which allows the Commission to serve all orders issued in this matter via electronic docket notification.

When you provide an email address, you will automatically receive docket notifications as documents are filed in this proceeding. The email notifications allow recipients to view a document within an hour from the time the filing is processed. If you have not provided your email address, please send an email to caseinfo@psc.state.wv.us and state the case number in the email subject field.

Please note - the Public Service Commission does not accept electronic filings.

Sincerely,

A handwritten signature in cursive script that reads "Ingrid Ferrell".

Ingrid Ferrell, Director
Executive Secretary Division

IF/tg
Enc. Memo

FURTHER JOINT STAFF MEMORANDUM

TO: INGRID FERRELL
Executive Secretary

DATE: April 6, 2015

FROM: Lisa L. Wansley
Staff Attorney

03:01 PM APR 06 2015 PSC EXEC SEC DIV

RE: GENERAL ORDER NO. 187.44

In the matter of proposed amendments to the
Rules and Regulations for the Government of
Telephone Utilities, 150 C.S.R. Series 6.

On January 7, 2015, the Commission opened a rulemaking proceeding to amend the annual directory distribution requirement found in Rule 2.6(a) of the Rules and Regulations for the Government of Telephone Utilities, 150 C.S.R. Series 6. The rule changes allow the Local Exchange Carrier (LEC) to discontinue providing a printed telephone directory after January 1, 2017. The rules changes require customers to be proactive and opt in by contacting the LEC if the customer wants to continue receiving a printed telephone directory. The Commission invited interested parties to file initial comments on or before March 6, 2015 and reply comments on or before April 6, 2015.

Attached for filing find Staff's Reply Comments regarding the annual directory distribution requirement drafted by Kevin Jennings, Supervisor of Telecommunications, Utilities Division. Staff recommended that the annual directory distribution requirement continue and remain unchanged in Case Nos. 13-0534-T-PC-PW and 13-1376-T-GI. Staff has reviewed the rule amendments as proposed by the Commission. Staff recommends an additional notification requirement, which includes the LEC providing instructions on its website informing customers how they can obtain a printed telephone directory after January 1, 2017. Further, Staff recommends that the required telephone directory cover notice be sufficiently large to enable customers to easily read the important notice that you must contact Frontier to continue receiving a printed telephone directory.

Staff has reviewed Frontier's comments filed on March 6, 2015. Staff recommends that the Frontier proposed amendments which include an earlier implementation date of January 1, 2016, and elimination of notice printed on the telephone directory cover be denied. Importantly, the January 1, 2017, implementation date allows time for customer notice and for the rulemaking process to be concluded. Additionally, the notice published in a newspaper of statewide circulation contains the implementation date of January 1, 2017, pursuant to the January 27, 2015 Commission Order. Lastly, the telephone directory cover notice will provide notice to many customers including those that may miss the bill inserts or bill messages.

LLW/cs

Attachment

CWS ^{CWJ ? +DA} h:\lwansley\word\go 187.44\furjism.doc

01:29 PM MAR 23 2015 PSC LEGAL DIV

**PUBLIC SERVICE COMMISSION OF WEST VIRGINIA
UTILITIES DIVISION REPLY TO INITIAL COMMENTS**

TO: Lisa Wansley, Staff Attorney, Legal Division

FROM: Kevin Jennings, Supervisor
Telecommunications Division

DATE: April 2, 2015

SUBJECT: General Rule Making Case No. 187.44

On January 6, 2015, the Public Service Commission promulgated a proposed amendment to Rule 2.6 of the Rules and Regulations for the Government of Telephone Utilities, 150 C.S.R. Series 6 (Telephone Rules). The proposed amendment would provide telephone local exchange carriers (LECs) the option to transition from the annual distribution of printed telephone directories to providing an internet-based directory after January 1, 2017. Before ceasing to distribute printed directories to all customers, however, LECs would provide written notice and an opportunity for customers to request to continue to receive printed directories.

This rule making was generated out of a General Investigation Case No. 13-1376-T-GI. During the General Investigation, Staff expressed their concerns regarding discontinuance of a hard copy directory and cited concerns that had been expressed by various citizens in WV.

Staff has reviewed the below Commission proposed changes found in the rule making proceedings:

2.6. Directories (a): Each LEC must provide telephone directories by one of the following methods:

1. Print and distribute a paper directory to customers or arrange for printing and distribution to customers once a year. The directories must list the name, address, and telephone number of all customers, except public telephones and numbers unlisted at customer request.
2. Or after January 1, 2017 provide an internet-based electronic directory containing the information required for a printed directory. If a Local Exchange Carrier uses this method, it must provide customers with the

option to obtain a printed directory on request. The LEC may not transition to an internet-based directory until after it has provided notice to each customer through three separate monthly bill inserts or similar customer bill message over a period of not less than three months nor more than six months. Prior to transitioning to an internet-based directory, an LEC must also issue a press release regarding the transition and place a prominent plain language notice on the cover of the final full distribution of printed directories regarding the upcoming transition. Subsequent to transition to an internet-based directory each LEC must advise customers of the internet address of the online directory and of the availability of a printed directory on request. Internet-based directories must be divided into reasonable local calling areas similar to historical printed directories. or if larger directories are produced, must contain an index with links to sections covering reasonable local calling areas similar to historical printed directories.

d. Upon issuance, two (2) copies of each printed directory and, if applicable, The internet address of an online directory shall be furnished to the Commission.

e. Information pertaining to emergency calls, such as the local police and fire departments, shall appear conspicuously in the front part of a printed directory and if applicable, electronic pages. Also the offices of the West Virginia State Police, county sheriff's office, and ambulance services shall be listed.

h. In the event of an error in the listed number of any customer in a printed directory, the telephone company shall, where practicable, intercept all calls to the listed number until the next local directory with corrected numbers is issued. Corrections in internet-based directories shall be made as soon as the error is discovered, but this shall not eliminate the call intercept requirement. In the event of an error or omission in the name listing of a customer, such customer's correct name and telephone number shall be in the files of the directory assistance or intercept operators and the correct number furnished to the calling party either upon request or intercept.

On March 6, 2015 Frontier filed comments to the General Rule Making. Frontier stated they generally support the changes in Rule 2.6 of the Rules and

Regulations for the Government of Telephone Utilities proposed by the Commission as a result of the General Investigation conducted in Case No. 13-1376-T-GI. The only changes recommended by Frontier concern the timing of the implementation of the rule which is linked to the requirement to provide a notice of the transition to the opt-in method on the cover of the “final full distribution of printed directories.” As currently written, the earliest that ILECs will be able to implement the opt-in method of directory distribution will be January 1, 2017 after giving notice to customers in three bill inserts or bill messages, issuing a press release, and providing a “prominent, plain language notice on the cover of the final full distribution of printed directories...” Frontier believes that a January 1, 2017, effective date will unduly delay implementation of the opt-in method envisioned by the proposed rule. Moreover, because Frontier publishes and distributes printed directories for West Virginia in several cycles throughout the year, as a practical matter requiring notice on the cover of the “final full distribution of printed directories” will delay implementation of the rule change for many areas well into 2017. Accordingly, Frontier would ask that the effective date of the rule change be made January 1, 2016, and that the requirement to print notice on the cover of the “final full distribution of printed directories” be eliminated from the rule. The other notice requirements would be retained. Frontier then provided a sample of the Proposed Rule 2.6.a.2 with language added and deleted to show their proposed recommendations.

Frontier went on to state that if the Commission elected to retain the notice on the front cover of the final full distribution of printed directories, then they still should allow the effective date to be January 1, 2016 and that the wording in the Proposed Rule 2.6.a.2 be changed to show that the notice on the cover “regarding the upcoming transition on the cover of printed directories for the area to be transitioned to an internet-based directory.”

Staff concurs with Frontier that the press release and bill inserts or bill messages should be included in the customer bills prior to the transition. Staff believes that a bill insert would be more effective, however, than a bill message. The bill insert should provide a prominent plain language notice.

However, Staff disagrees with Frontier's recommendation that the effective date be moved to January 1, 2016 and that the requirement for a prominent plain language notice on the front cover of the final full distribution of printed directories be eliminated from the rule. As Frontier stated, they have many cycles of phone book

distribution. Staff is very familiar with Frontier's multiple distribution of directories, as Staff reviews and reaches out to the counties to review emergency page information prior to distribution of each directory. Staff believes by leaving the implementation date on January 1, 2017, that this would be the ideal date to allow Frontier to include the notice on all of the final distributions of the directories in 2016. While Staff questions if Frontier customers will actually read a bill insert or even a press release in the newspaper, Staff believes by having the notice on the final distribution of the phone directory will provide ample notice to individuals who may still wish to receive a printed copy of the directory.

Staff notes that the first quarter of 2015 is in the books. Assuming the rule making is completed by June 30, 2015 this would provide an 18 month window to notice all residents of West Virginia of this major change by Frontier to stop distribution of phone books on an automatic basis. Staff does not feel that an 18 month time frame to provide a final notice will unduly delay the implementation of the online directory. Rather Staff believes this window provides the right amount of time for Frontier to be able to include notice on all their final distributions in 2016.

Staff further believes the size of the announcement on the front cover of the final book needs to be substantially bigger than the current notice on the phone books providing notice to current customers how to opt-out of receiving a phone book. Staff has included two sample copies of the current opt out notice on the front of different size directories (see exhibits A and B). Staff believes the final notice on the transition to the on line directory and providing the customer notice on how to opt in to continue receiving a phone books should be at least 6 times the size of the current notice or larger. Also Staff believes the final notice should include a description of how to continue receiving a printed copy of the directory at no cost to the subscriber in a bolded font within the notice. All notices including bill inserts, phonebook cover, online, and press releases must clearly inform the customers that this will be the last printed phone book unless specifically requested by each customer by following the provided opt-in procedure.

Therefore, Staff believes the Commission should not change the proposed wording of the rule as requested by Frontier, but rather should continue to have the implementation start on January 1, 2017 and should still require the prominent plain language notice on front of the final full distribution of the phone book.

Communications

Area Codes 304, 681
Issued September 2014

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JOSEPH J. STARSICK, JR.
Associate General Counsel
Frontier Communications
1500 MacCorkle Ave., S.E.
Charleston, West Virginia 25396
(304) 344-7644
Joseph.Starsick@FTR.com

April 16, 2015

Ingrid Ferrell
Executive Secretary
Public Service Commission of West Virginia
201 Brooks Street
Charleston, West Virginia 25301

04:39 PM APR 16 2015 PSC EXEC SEC DIV

RE: GENERAL ORDER 187.44
Proposed Revisions to Telephone Directory Rules


Dear Ms. Ferrell:

In the above-referenced General Order, the Commission has proposed allowing the use of the "opt-in" method of distribution for printed phone directories after requisite notice has been given to customers. In reply comments filed last week, Staff recommended a particular size of font be used in the customer notice required to be placed on the cover of the last universally distributed printed phone directories.

This letter is to inform the Commission that Frontier has committed to work with Staff to develop an acceptable format for the "opt-in" notice to be printed on phone directory covers. Once agreement on a notice format has been reached, the proposed notice will be submitted to the Commission for review.

Thank you for your attention to this matter.

Sincerely,


Joseph J. Starsick, Jr.
(State Bar No. 3576)

JJSjr/sc



JOSEPH J. STARSICK, JR.
Associate General Counsel
Frontier Communications
1500 MacCorkle Ave., S.E.
Charleston, West Virginia 25396
(304) 344-7644
Joseph.Starsick@FTR.com

May 18, 2015

Ingrid Ferrell
Executive Secretary
Public Service Commission of West Virginia
201 Brooks Street
Charleston, WV 25301

04:52 PM MAY 18 2015 PSC EXEC SEC DIV

RE: GENERAL ORDER 187.44
Proposed Revisions to Telephone Directory Rules

Dear Ms. Ferrell:

As indicated in my letter of April 16, 2015, in the above matter, Frontier committed to work with the Staff of the Commission to develop an acceptable format for the notice of the change to the "opt-in" method of directory distribution which is to be printed on the cover of phone directories. I am happy to report that Staff and Frontier have reached agreement on an acceptable format for the notice. I have attached a sample directory cover with the agreed to format for the Commission's review.

I appreciate you bringing this to the Commission's attention.

Sincerely,


Joseph J. Starsick, Jr.
(WV State Bar #3576)

JJSjr/sc

cc: Lisa Wansley, Esq.
Kevin Jennings



JOSEPH J. STARSICK, JR.
Associate General Counsel
Frontier Communications
1500 MacCorkle Ave., S.E.
Charleston, West Virginia 25396
(304) 344-7644
Joseph.Starsick@FTR.com

May 19, 2015

Ingrid Ferrell
Executive Secretary
Public Service Commission of West Virginia
201 Brooks Street
Charleston, WV 25301


03:19 PM MAY 19 2015 PSC EXEC 001

RE: GENERAL ORDER 187.44
Proposed Revisions to Telephone Directory Rules

Dear Ms. Ferrell:

It has come to my attention that the attachment referenced in Frontier's letter filing of May 18, 2015 was inadvertently omitted. We apologize for the oversight and any inconvenience it may have caused. Thank you.

Sincerely,


Joseph J. Starsick, Jr.
(WV State Bar #3576)

JJSjr/sc
Attachment

cc: Lisa Wansley, Esq.
Kevin Jennings

Charleston

Includes White & Yellow Page Listings For: Kanawha
& Putnam Counties

Area Codes 304, 681 Issued April 2015



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Future editions of this directory will be provided digitally at www.dexpages.com.

Print copies will be available upon request. To order, call 1-877-2-GETDEX.