

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

**Communications Division
Carrier Oversight & Programs Branch**

**RESOLUTION T-17582
December 14, 2017**

R E S O L U T I O N

Resolution T-17582 Approving Frontier California Inc. (U-1002-C) Advice Letter No. 12752, Frontier Communications of the Southwest Inc. (U-1026-C), Advice Letter No. 95, and Citizens Telecommunications of California Inc. (U-1024-C) Advice Letter No. 1230, Changing the Method of Notifying Customers of the Availability of Yellow and White Page Directories

SUMMARY

This Resolution approves Frontier California Inc. (U-1002-C) Advice Letter No. 12752, Frontier Communications of the Southwest Inc. (U-1026-C) Advice Letter No. 95, and Citizens Telecommunications of California Inc. (U-1024-C), dba Frontier Communications of California, Advice Letter No. 1230, which proposes to change the method of notifying customers of the availability of residential white page directories, as required by Resolution T-17302, from notices placed on the covers of business white and yellow page directories to bill inserts mailed to each customer . In addition, the Commission directs each of these carriers to post the notice on its respective website.

BACKGROUND

Over the past few years, the Commission has modified its rules for carriers' provision of residential white pages directory to its customers. In June 2011, the Commission, in Resolution T-17302, approved Verizon California's (Verizon) Advice Letter No. 12535 (filed in October 2010) which changed the method it provides residential white page directory to customers. In Resolution T-17302, the Commission allowed Verizon to end automatic delivery of white page directories containing residential listings and instead offer customers the option of a printed white page directory, an electronic white page directory on a CD-ROM, as well as online white page directory. The Commission likewise approved Verizon's proposal to use its business white and yellow directories as the main method to inform its customers of the availability of residential white page directory and the methods of obtaining the directories. Notices of the availability of the residential white page directory and the methods to obtain them are now attached to the business directories, in addition to the notices being printed onto the directory cover.

The distribution methods of residential white page directory listings approved in Resolution T-17302 was originally limited to Verizon, but the Commission extended it to other Basic Service providers with the approval of Decision 12-12-038 in December 2012. Verizon is still obliged to continue automatic delivery of directories containing white and yellow page business directories, government listings, and consumer guides.

Pursuant to Commission Decision 15-12-005 approving the transfer of control and of certain assets of Verizon to Frontier Communications Corporation (Frontier), Frontier now controls the telephone operating company that continues to provide basic service in service territory formerly served by Verizon.

The Commission also approved a change in the notification of the availability of residential white and yellow page directories through the use of postcards in addition to the use of business yellow and white page directories by AT&T California through Resolution T-17513 (August 18, 2016).

DISCUSSION

On May 8, 2017, three Frontier companies, Frontier California Inc. (U-1002-C) , Frontier Communications of the Southwest Inc. (U-1026-C), and Citizens Telecommunications of California Inc. (U-1024-C), filed advice letters requesting to change its current methods of notifying customers of the availability of residential white page directories per Resolution T-17302 to bill inserts mailed to each customer instead of notification placed on the cover of the business white and yellow page directories . Frontier California Inc.'s Advice Letter No. 12752 and Frontier Communications of the Southwest Inc.'s Advice Letter No. 95 were published in the Daily Calendar on May 15, 2017, while Citizens Telecommunications of California Inc.'s Advice Letter No. 1230 was published in Daily Calendar on May 12, 2017. No protests were received for any of the three advice letters.

The customer bill insert proposed by Frontier will contain the same information, and be in similar form, as the postcards approved by the Commission in Resolution T-17513 for AT&T's Advice Letter No. 45050. In Resolution T-17513, the Commission approved AT&T's proposal of using the postcard method for areas with high rates of connectivity specifying the ways in which a consumer can still access directory content in lieu of the automatic delivery of printed directories. The AT&T postcards will include the online directory address (realpageslive.com), and a telephone number that consumers can use to request printed directories or a CD-ROM version. In areas with low broadband adoption or low rates of internet connectivity, business white and yellow pages will continue to be distributed, and these directories will continue to include notice of the methods available to receive residential white page directories.

Frontier is proposing the use of bill inserts rather than AT&T's postcard notification to enable it to notify all of its customers rather than a select set of customers. The bill insert

will be printed in the same language as the customer's bill. A draft of the proposed bill insert printed in English and Spanish is attached hereto as Appendix A. Frontier believes the bill insert notification method is more efficient, more cost effective than postcards, and more environmentally friendly than notices placed on the cover of business white and yellow page directories.

Staff reviewed Frontier's request and finds that it provides adequate notice of the availability of white page directories. There were no protests of these Advice Letters. However, to supplement the bill insert notification and to ensure that Frontier is able to notify even those customers who have missed the bill inserts, staff recommends that in addition to the approval of the bill insert notification as requested, each of these carriers be required to post the same notification (as shown in the attachment to this resolution) on the carrier's website. The notification should appear on the website in multiple languages as used in the mailed bill inserts.

SAFETY

This Resolution seeks to approve three Advice Letters requesting to change the method of notifying residential customers of the availability of yellow and white page telephone directories. Implementing this change is not expected to impact public safety, as customer notice is still being provided.

COMMENTS

In compliance with Public Utilities Code § 311(g), a notice of availability was e-mailed on November 14, 2017, informing all active telecommunications carriers of the availability of the draft of this resolution for public comment at the Commission's website at <http://www.cpuc.ca.gov/documents/>. This notice also informed parties that the final conformed Resolution adopted by the Commission will be posted and be available at this same website. No comments were received.

FINDINGS

1. On May 8, 2017, three Frontier companies filed advice letters requesting approval to change the notification method of notifying residential customers of the availability of yellow and white page directories per Resolution T-17302 to bill inserts instead of the three delivery methods approved in Resolution T-17302. These companies and advice letters filed are: Frontier California Inc. Advice Letter No. 12752, Frontier Communications of the Southwest Inc. Advice Letter No. 95, and Citizens Telecommunications of California Inc. Advice Letter No. 1230. There were no protests filed for these advice letters.

2. In Resolution T-17302, the Commission approved Verizon's use of the business white page and yellow page directories as the main methods of notifying its customers of the availability of the residential white page directories and the methods to request them.
3. Verizon offered its customers three options to access a free copy of the residential white pages directory listings: (1) request a printed residential white pages directory listings; (2) request a CD-ROM containing the residential white pages directory listings; or (3) access the online residential white pages directory listings through Verizon's website.
4. The distribution methods of residential white pages directory listings approved in Resolution T-17302 was originally limited to Verizon, but the Commission extended it to other Basic Service providers with the approval of Decision 12-12-038 in December 2012.
5. Other Basic Service Providers were allowed to file a Tier 2 Advice Letter proposing to adopt the same noticing requirement approved by the Commission for Verizon in Resolution T-17302.
6. On December 3, 2015, the Commission adopted D.15-12-005, which approved the Frontier's acquisition of Verizon California (Verizon). Therefore, Frontier controls the telephone operating company that continues to provide basic service in service territories formerly served by Verizon.
7. On August 18, 2016, the Commission approved Resolution T-17513, which approves AT&T's Advice Letter No. 45050 to allow Pacific Bell, dba AT&T California, the use of postcards to notify customers of the availability of residential white pages directory listings, in addition to the use of business yellow and white page directories.
8. The customer bill insert proposed by Frontier will contain the same information, and in similar form, as the postcards approved by the Commission in Resolution T-17513.
9. The customer bill insert proposed by Frontier will be printed in the same language as the customer's bill.
10. Customers must receive adequate notice of the change so that they do not experience any disruption to ready access to directory information.
11. As customers may miss receiving the bill inserts, Frontier should be required to supplement the bill insert notification through the posting of the same notification (as shown in the attachment to this resolution) on Frontier California Inc.'s,

Frontier Communications of the Southwest Inc.'s, and Citizens Telecommunications of California Inc.'s websites.

12. In compliance with Public Utilities Code § 311(g), a notice of availability was e-mailed on October 27, 2017, informing all active telecommunications carrier of the availability of the draft of this resolution for public comments at the Commission's website at <http://www.cpuc.ca.gov/documents/>. This notice also informed parties that the final conformed Resolution adopted by the Commission will be posted and be available at this same website.

THEREFORE, IT IS ORDERED that:

1. This Resolution approves Frontier California Inc. Advice Letter No. 12752, Frontier Communications of the Southwest Inc. Advice Letter No. 95, and Citizens Telecommunications of California Inc. Advice Letter No. 1230, to allow Frontier California, Inc. the use of bill inserts to notify customers of the availability of residential white page directories.
2. The bill insert attached to this Resolution is adopted.
3. In addition to the bill insert notifications, Frontier California Inc., Frontier Communications of the Southwest Inc., and Citizens Telecommunications of California Inc. are directed to post the bill insert notification on their websites.

This resolution is effective today.

I hereby certify that this Resolution was adopted by the Public Utilities Commission at its regular meeting on December 14, 2017. The following Commissioners approved it:

/s/ Timothy J. Sullivan

TIMOTHY J. SULLIVAN
Executive Director

MICHAEL PICKER
President

CARLA J. PETERMAN
LIANE M. RANDOLPH
MARTHA GUZMAN ACEVES
CLIFFORD RECHTSCHAFFEN

Resolution T-17582
CD/EYT

Commissioners

Appendix A

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