

Revised 20-522 Decision Options – Commissioner Schuerger

1. The Commission shall ~~order~~ grant CenturyLink's petition for disconnection of to disconnect service to KTF Telecom, subject to the process below.
 - a) Within ten (10) business days of an agenda meeting wherein the Commission authorizes disconnection, KTF shall contact the Commission's Consumer Affairs Office to agree on a customer notice that gives customers 60 days to find a new provider. KTF has two (2) business days to finalize the language of the notice with CAO and must make a compliance filing indicating it will be sending out the notice to its customers.
 - b) if KTF does not contact CAO within ten (10) business days of the agenda meeting wherein the Commission authorizing disconnection, KTF shall turn over their customer list to CenturyLink, and the Executive Secretary will issue a notice directing CenturyLink to draft and submit to the CAO a customer notice for review and approval, and, once approved by CAO, issue such notice to all KTF customers; the Executive Secretary will also open a docket asking KTF to show cause why its certificate should not be revoked.
 - c) The customer notice shall indicate that customers have 60 days to find a new provider. Further, the notice may:
 - (1) Refer to the Look Up webpage on the Department's website and clarify that services unregulated by the Commission may not be on this webpage; and
 - (2) State that customers having trouble finding an alternative provider may contact CAO for mediation services and assistance.