

## NOTICE OF SUPPLEMENTAL COMMENT PERIOD

Issued: June 12, 2018

### In the Matter of a Commission Inquiry into CenturyLink's Compliance with TAP Statutes and Rules

**PUC Docket Number: P421/CI-17-796**

**Comment Period:** Initial comment period closes June 19, 2018 at 4:30pm  
Reply comment period closes June 26, 2018 at 4:30pm

*The Commission may determine that it will not consider comments received after the close of the comment period.*

**Background:** On November 8, 2017, the Commission opened the above referenced docket after the Commission's Consumer Affairs Office (CAO) identified a pattern of complaints being filed regarding the caller's inability to enroll in the Telephone Assistance Plan (TAP) with CenturyLink. On November 28, 2017, CAO forwarded those customer complaints to the Department of Commerce. Since then, both the Department and CenturyLink have filed comments.

### Topic(s) Open for Comment:

- Parties have filed comments in the docket on the definition of a complaint, and how the term is used in Minn. Rules 7810. Are there other definitions of complaint present in tariffs or other relevant documents? If the Commission clarifies the meaning of "complaint" how will that affect other telecommunications carriers? Further, what is the relevance of defining a complaint in this docket?
- Parties have filed comments in the docket on providing credits to customers in the earliest possible billing cycle. What is CenturyLink's internal timeline on processing TAP applications so that it complies with the requirements of Minn. Stat. §237.70, subd. 7(c)'s requirement that it "provide telephone assistance plan credits against monthly charges in the earliest possible month following receipt of the application"?
- Are there other issues or concerns related to this matter?

**Filing Requirements:** Utilities, telecommunications carriers, official parties, and state agencies are **required** to file documents using the Commission's electronic filing system (eFiling). All parties, participants and interested persons are encouraged to use eFiling: [mn.gov/puc](http://mn.gov/puc), select *eFiling*, and follow the prompts.

**Submit Public Comments:** Visit [mn.gov/puc](http://mn.gov/puc), select *Speak Up!* to find this docket, and add your comments to the discussion or email your comments to [consumer.puc@state.mn.us](mailto:consumer.puc@state.mn.us).

**Full Case Record:** See all documents filed in this docket via the Commission's website at [mn.gov/puc](http://mn.gov/puc), select *Search eDockets*, enter the year (17) and the docket number (796), select *Search*.

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**Questions about this docket or Commission process and procedure?** Contact Commission staff, Michael McCarthy, at [Michael.mccarthy@state.mn.us](mailto:Michael.mccarthy@state.mn.us) or 651-201-2208.

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