

## NOTICE OF COMMISSION INQUIRY ON TAP COMPLAINTS

Issued: *December 13, 2017*

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

**PUC Docket Number(s):** P421/CI-17-796

**Comment Period:** Initial comment period closes March 13, 2018 at 4:30pm

Reply comment period closes March 30, 2018 at 4:30pm

*Comments received after comment period closes may not be considered*

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

**Action Requested:** The Commission requests that the Minnesota Department of Commerce (Department) and, if applicable, the Office of Attorney General conduct a review of customer complaints regarding TAP and file with the Commission their recommendations at the time they have completed their review. Minnesota Rule 7817.1000, subp. 2 states: "Complaints against local service providers regarding the telephone assistance plan must be investigated by the Department of Commerce."

**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!* or click [HERE](#) to find this docket, and add your comments to the discussion.

- If you wish to include an exhibit, map or other attachment, please send your comments via U.S. Mail.

Send U.S. Mail to Public Utilities Commission, 121 7<sup>th</sup> Place East, Suite 350, St. Paul MN 55101. Please include the Commission's docket number in all communications.

**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, Mike McCarthy, at [michael.mccarthy@state.mn.us](mailto:michael.mccarthy@state.mn.us) or 651-201-2208.

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