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BEFORE THE ARIZONA CORPORATION COMMISSION

WILLIAM A. MUNDELL
CHAIRMAN
JIM IRVIN
COMMISSIONER
MARC SPITZER
COMMISSIONER

2002 MAY 13 P 3: 25
AZ CORP COMMISSION
DOCUMENT CONTROL

IN THE MATTER OF QWEST
CORPORATION'S APPLICATION FOR
APPROVAL OF LOCAL SERVICE FREEZE
TARIFF.

) DOCKET NO. T-01051B-02-0073
)
) **STAFF'S NOTICE OF FILING**
) **TESTIMONY**

Staff of the Arizona Corporation Commission ("Staff") hereby files the Direct Testimony of Wilfred Shand, Jr., of the Utilities Division, in the above-referenced matter.

RESPECTFULLY SUBMITTED this 13th day of May, 2002.

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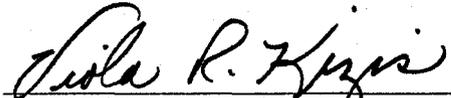
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OF
WILFRED M. SHAND, JR.**

DOCKET NO. T-01051B-02-0073

MAY 13, 2002

BEFORE THE ARIZONA CORPORATION COMMISSION

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Chairman

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IN THE MATTER OF QWEST CORPORATION'S)
APPLICATION FOR APPROVAL OF LOCAL)
SERVICE FREEZE TARIFF)
_____)

DOCKET NO. T-01051B-02-0073

DIRECT

TESTIMONY

OF

WILFRED M. SHAND, JR.

PUBLIC UTILITY MANAGER

UTILITIES DIVISION

MAY 13, 2002

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1 **EXECUTIVE SUMMARY**

2 If the Commission finds that it is in the public interest to approve a tariff at this time,
3 Staff recommends that the proposed Local Service Freeze ("LSF") tariff be modified to include
4 all of the terms and conditions regarding the provision of the service. This additional
5 information should include information similar to that included in the Federal Communications
6 Commission's ("FCC") Preferred Carrier Freeze rules or in the slamming rules currently being
7 considered by the Commission in the Cramming and Slamming Rulemaking. Staff further
8 recommend that any bill inserts be approved by the Commission, or its designee, before they are
9 provided to Qwest customers.

10
11 Staff believes that the Commission could also reach a conclusion that the tariff is not in
12 the public interest at this time, based on the proposed Qwest notice and on the fact that local
13 service slamming does not seem to be a significant problem at this time. Further, the insert
14 appears to be designed to alarm customers rather than inform. The FCC has indicated that any
15 information provided by the implementing carrier be neutral. If the Commission were to reach
16 the conclusion that the service is not in the public interest at this time, Staff recommends that a
17 LSF freeze tariff be addressed again after the Commission completes its Slamming and
18 Cramming Rulemaking.

19
20 **INTRODUCTION**

21 **Q. Please state your name and business address for the record.**

22 A. My name is Wilfred M. Shand, Jr. My business address is 1200 West Washington Street,
23 Phoenix, Arizona 85007.

24
25 **Q. By whom are you employed and in what capacity?**

26 A. I am employed by the Arizona Corporation Commission as an Economist in the
27 Telecommunications and Energy Section of the Utilities Division.

28 ...

1 **Q. As part of your responsibilities, were you assigned the task of providing testimony**
2 **in this matter?**

3 A. Yes.

4
5 **Q. What is the purpose of your testimony?**

6 A. The purpose of my testimony is to present the Staff recommendation on Qwest
7 Corporation's ("Qwest's) proposed Local Service Freeze tariff.

8
9 **QWEST'S DECISION TO FILE A TARIFF**

10 **Q. Please describe the events related to Qwest's filing of the local service freeze tariff.**

11 A. On January 11, 2002, Cox Arizona Telecom, L.L.C. ("Cox") filed an Application to the
12 Arizona Corporation Commission to issue an order to show cause to stay implementation
13 of Qwest's proposed local carrier freeze service that was scheduled to be available to its
14 Arizona residential customers beginning January 17, 2002. Cox desired that the
15 Commission address whether such a freeze is in the public interest given the nascent state
16 of competition (particularly residential competition) and the lack of local service
17 slamming in Arizona.

18
19 Qwest notified Staff on December 13, 2001, that it planned to make the proposed local
20 service freeze option available to its customers beginning January 17, 2002. However,
21 Staff informed Qwest that it believed that Qwest should file a proposed tariff for the
22 service for the Commission's consideration. Qwest agreed to submit a tariff for the local
23 service freeze option and on January 28, 2002, it filed tariff revisions to give its
24 customers the option of instituting a freeze of their local service provider.

25
26 On January 31, 2002, Cox filed an Application to Intervene and a Motion for Suspension
27 and Hearing. Staff has reviewed Cox's Application and its January 31, 2002 Motion and
28 concluded that Cox has raised issues that warrant further investigation and consideration.

1 The FCC has in fact recognized that preferred carrier freezes could have a particularly
2 adverse impact on the development of competition in markets soon to be or newly opened
3 to competition. Further, the FCC shares concerns about the use of preferred carrier freeze
4 mechanisms for anti-competitive purposes. In addition, the state commissions have the
5 ability to adopt moratoria or other requirements on the imposition or solicitation of
6 intrastate preferred carrier freezes.

7
8 On February 26, 2000, the Commission suspended the filing until May 27, 2002, and
9 ordered that a hearing be held on the matter. Staff has recommended that the
10 Commission suspend the filing for an additional 180 days.

11
12 **THE LOCAL SERVICE FREEZE TARIFF**

13 **Q. Please describe the service.**

14 A. The service permits customers to freeze their local service provider. When a customer
15 has instituted a freeze, the local service provider cannot be changed unless Qwest
16 receives a request to lift the freeze from the customer directly.

17
18 **Q. What concerns does Cox have about the LSF tariff?**

19 A. Cox, in its January 11, 2002 Application states that, "A local service freeze can have
20 particularly detrimental impacts on emerging competition."¹ Cox goes on to say that the
21 Commission should determine whether the service is in the public interest. Therefore, it
22 appears to Staff that the concerns Cox has are related to whether the service ought to be
23 provided and, if so, under what conditions.

24
25 **Q. What do you believe is the biggest concern with the LSF?**

26 A. Staff believes that the biggest concern with the proposed LSF tariff is that it makes it
27 difficult for potential CLEC customers to change service providers.

28 ¹ Cox Application at page 2, lines 18 -19.

1 **FEDERAL COMMUNICATIONS COMMISSION RULINGS**

2 **Q. Has the FCC issued any decisions on the issue of local service freezes?**

3 A. Yes. The FCC addressed the issue of local service freezes in CC Docket No. 94-129.²

4
5 **Q. What is the FCC's opinion of its preferred carrier freeze rules?**

6 A. The FCC believes that it has appropriately balanced the need of customers who want
7 freezes and the needs of competitors to be able to participate in an environment that is free
8 of unnecessary obstacles. The FCC in its Second Report and Order states,

9
10 ". . . Thus, in adopting rules to govern the use of preferred carrier freeze
11 mechanisms, we appropriately balance several factors, including consumer
12 protection, the need to foster competition in all markets, and our desire to afford
13 carriers flexibility in offering their customers innovative services such as
14 preferred carrier freeze programs. Moreover, in so doing we facilitate customer
15 choice of preferred carrier selections and adopt and promote procedures that
16 prevent fraud.³

17 **Q. Has the FCC addressed the issue of whether companies ought to be prohibited from
18 offering customers local services freezes until competition develops in the LEC's
19 service area?**

20 A. Yes. In its Second Report and Order, the FCC indicated that:

21 "135. We decline the suggestion of a number of commenters that
22 we prohibit incumbent LECs from soliciting or implementing preferred
23 carrier freezes for local exchange or intraLATA services until competition
24 develops in a LEC's service area. In so doing, however, we recognize, as
25 several commenters observe, that preferred carrier freezes can have a
particularly adverse impact on the development of competition in markets
soon to be or newly open to competition. These commenters in essence
argue that incumbent LECs seek to use preferred carrier freeze programs
as a means to inhibit the ability or willingness of customers to switch to
the services of new entrants. We share concerns about the use of preferred

26 ² In the Matter of Implementation of the Subscriber Carrier Selection Changes Provisions of the
27 Telecommunications Act of 1996 and Policies and In the Matter of Rules Concerning Unauthorized Changes of
Consumers Long Distance Carriers.

28 ³ In the Matter of Implementation of the Subscriber Carrier Selection Changes Provisions of the
Telecommunications Act of 1996, CC Docket No. 94-129, Second Report and Order and Further Notice of
Proposed Rulemaking, (Rel. December 23, 1998) (Second Report and Order), paragraph 113.

1 carrier freeze mechanisms for anticompetitive purposes. We concur with
2 those commenters that assert that, where no or little competition exists,
3 there is no real opportunity for slamming and the benefit to consumers
4 from the availability of freezes is significantly reduced. Aggressive
5 preferred carrier freeze practices under such conditions appear
6 unnecessary and raise the prospect of anticompetitive conduct. We
7 encourage parties to bring to our attention, or to the attention of the
8 appropriate state commissions, instances where it appears that the intended
9 effect of a carrier's freeze program is to shield that carrier's customers
10 from any developing competition."

11 136. Despite our concerns about the possible anticompetitive
12 aspects of permitting preferred carrier freezes of local exchange and
13 intraLATA toll services in markets where there is little competition for
14 these services, we believe that it is not necessary for the Commission to
15 adopt a nationwide moratorium. Indeed, we remain convinced of the
16 value of preferred carrier freezes as an anti-slamming tool. We do not
17 wish to limit consumer access to this consumer protection device because
18 we believe that promoting consumer confidence is central to the purposes
19 of section 258 of the Act. As with most of the other rules we adopt today,
20 the uniform application of the preferred carrier freeze rules to all carriers
21 and services should heighten consumers' understanding of their rights. We
22 note the strong support of those consumer advocates that state that the
23 Commission should not delay the implementation of preferred carrier
24 freezes. We also expect that our rules governing the solicitation and
25 implementation of preferred carrier freezes, as adopted herein, will
26 reduce customer confusion and thereby reduce the likelihood that LECs
27 will be able to shield their customers from competition.

18 137. We make clear, however, that states may adopt moratoria on
19 the imposition or solicitation of intrastate preferred carrier freezes if they
20 deem such action appropriate to prevent incumbent LECs from engaging
21 in anticompetitive conduct. We note that a number of states have imposed
22 some form of moratorium on the implementation of preferred carrier
23 freezes in their nascent markets for local exchange and intraLATA toll
24 services. We find that states -- based on their observation of the incidence
25 of slamming in their regions and the development of competition in
26 relevant markets, and their familiarity with those particular preferred
27 carrier freeze mechanisms employed by LECs in their jurisdictions -- may
28 conclude that the negative impact of such freezes on the development of
29 competition in local and intraLATA toll markets may outweigh the benefit
30 to consumers."⁴

25 ...
26 ...
27 ...
28

⁴ Second Report and Order, paragraphs 135 -137.

1 **Q. In its decision in this docket, what guidance has the FCC provided relative to local**
2 **service freeze offerings which it refers to as preferred carrier freezes for local**
3 **service?**

4 A. The FCC indicated that despite its concerns about the possible anti-competitive effects of
5 permitting preferred carrier freezes of local and intraLATA toll services in markets where
6 there is little or no competition, it remained convinced that preferred carrier freezes are a
7 valuable anti-slamming tool. It also expects that its rules governing the solicitation and
8 implementation of preferred carrier freezes will reduce customer confusion and reduce
9 the likelihood that LECs will be able to shield their customers from competition.⁵

10
11 **Q. Has the FCC pre-empted state regulatory action in this matter?**

12 A. No. The FCC specifically recognized in its decision that states may conclude that the
13 negative impact of such freezes on the development of competition in local and
14 intraLATA toll markets may outweigh the benefit to consumers and not allow them.⁶

15
16 **COMPLIANCE WITH FEDERAL COMMUNICATIONS COMMISSION DECISIONS**

17 **Q. Do you think that it would be appropriate to address this issue through a tariff filing**
18 **or through an industry-wide process such as a rulemaking?**

19 A. Staff believes that it would be desirable to have a statewide policy for local service
20 freezes. However, given the state of local service competition in areas outside Qwest's
21 service territory, it would probably be best to address the issue of local service freezes in
22 Qwest's service territory immediately. Local service competition has begun in Qwest's
23 service territory and is likely to evolve more slowly in other parts of Arizona.

24 ...

25 ...

26 ...

27 ...

28 ⁵ Second Report and Order, paragraph 136.

⁶ Second Report and Order, paragraph 137.

1 **Q. How would a customer institute a local service freeze?**

2 A. Customers would call Qwest to have a freeze instituted. In its cover letter accompanying
3 the proposed LSF tariff, Qwest indicated that LSF requests must be verified through one
4 of the three following means:

- 5 1. Written or electronic signed authorization
6 2. Electronic authorization
7 3. Independent third-party verification

8 **Q. Is there a charge to implement a LSF?**

9 A. No. Qwest proposes that the service be provided at no charge.

10

11 **Q. What is the process to lift a freeze?**

12 A. In its cover letter, Qwest indicated that the freeze may be lifted by sending a written or
13 electronically signed authorization to Qwest or may call Qwest and request that the freeze
14 be lifted.

15

16 **Q. Could a customer have either local or long distance service or both frozen on the
17 same call?**

18 A. Yes.

19

20 **Q. Do the FCC's preferred carrier freeze rules address whether a customer must
21 request a preferred carrier freeze for all services that they want to freeze?**

22 A. Yes. The FCC's rules state that preferred carrier freeze procedures must clearly
23 distinguish between and among telecommunications services (e.g., local exchange,
24 intraLATA/intrastate toll, interLATA/interstate toll, and international toll) subject to a
25 preferred carrier freeze. The carrier involved in implementing the preferred carrier freeze
26 must obtain separate authorization for each service for which a freeze is requested.

27 ...

28 ...

1 **Q. In its Second Order on Reconsideration⁷, did the FCC specifically address state**
2 **regulations on preferred carrier freezes?**

3 A. Yes. In its Second Order on Reconsideration, the FCC upheld its rules governing the
4 submission of preferred carrier freeze orders, the handling of preferred carrier change
5 requests and freeze orders in the same order, and the automated submission and
6 administration of freeze orders and changes. In addition, the FCC reaffirmed its decision
7 not to preempt state regulations governing verification procedures for preferred carrier
8 change requests that are consistent with the provisions of Section 258.⁸

9
10 **Q. What is the FCC's requirement with respect to the submission of preferred carrier**
11 **freeze orders?**

12 A. The FCC requires that subscribers must implement or lift preferred carrier freezes
13 through contact with their local carriers. The FCC also clarified that LECs may not
14 accept preferred carrier freeze orders from carriers on behalf of subscribers, even if they
15 are properly verified.

16
17 **Q. Do the FCC rules prevent a subscriber from changing a carrier and requesting a**
18 **freeze in the same transaction?**

19 A. No.

20
21 **Q. Did the FCC mention a specific scenario concerning the use of three-way calls to lift**
22 **a carrier freeze and a provider change request in the same three-way call?**

23 A. In the FCC's Second Order on Reconsideration, the FCC referred to an MCI situation
24 where after a carrier change is properly verified, MCI electronically sends the request to
25 the executing carrier. In situations where a carrier freeze has been implemented, but the
26 customer may have forgotten, the executing carrier rejects the change request. In

27 ⁷ In the Matters of Implementation of the Subscriber Carrier Selection Changes Provisions of the
28 Telecommunications Act of 1996, CC Docket No. 94-129, Second Report and Order and Further Notice of
Proposed Rulemaking, (Rel. August 15, 2000) (Second Order on Reconsideration), paragraph 74.

⁸ Second Report and Order, paragraph 5.

1 addition, the FCC's rules require that the local exchange carrier administering a freeze". .
2 . must offer a mechanism that allows a submitting carrier to conduct a three-way
3 conference call with the carrier administering the freeze and the subscriber **in order to**
4 **lift a freeze.**"⁹ The FCC indicated that its rules did not prohibit the executing carrier
5 from requiring submitting carriers to use separate methods for lifting a preferred carrier
6 freeze and submitting a carrier change request. It did however, indicate that MCI could
7 file a complaint in the appropriate forum if it felt that the delay resulting from these
8 separate methods was a concern.¹⁰

9
10 **Q. Does the FCC have rules concerning the lifting of carrier freezes for multiple**
11 **services?**

12 A. Yes. The FCC requires a separate authorization for each service for which a subscriber
13 requests a carrier change or freeze.¹¹

14
15 **Q. What specifically did the FCC say about its preemption of state regulations?**

16 A. At paragraph 87 of its Second Order on Reconsideration, the FCC indicated that it must
17 work with states toward a common goal of eliminating slamming. It states, "We will not
18 thwart that effort by requiring states to limit their verification requirements so that they
19 are no more stringent than those promulgated by this Commission."

20
21 **Q. Has the FCC implemented rules regarding preferred carrier freezes?**

22 A. Yes, it has. 47 CFR Section 64.1190 contains the FCC's rules concerning the
23 implementation of preferred carrier freezes.

24 ...
25 ...
26 _____
27 ⁹ Emphasis added. 47 CFR 64.1190 (e) (2) which was approved in the Second Report and Order in CC Docket No.
28 94-129.

¹⁰ In the Matters of Implementation of the Subscriber Carrier Selection Changes Provisions of the
Telecommunications Act of 1996, CC Docket No. 94-129, Second Report and Order and Further Notice of
Proposed Rulemaking, (Rel. August 15, 2000) (Second Order on Reconsideration), parag. aph 74.

¹¹ Second Report and Order, paragraph 123.

1 **Q. How must a request by a customer to freeze their preferred carrier be confirmed?**

2 A. A request by a customer to freeze their preferred carrier must be confirmed in one of the
3 following ways:

- 4 a. The carrier must have obtained the subscriber's written or electronically signed
5 authorization that meets the requirements of Section 64.1190 (d) (3) of its rules.
6 b. The LEC has obtained the subscriber's electronic authorization, placed from the
7 telephone(s) on which the freeze is to be imposed, to impose the freeze.
8 c. An appropriately qualified independent third party has obtained the
9 subscriber's oral authorization to submit the preferred carrier freeze and
10 confirmed the appropriate verification data.¹²

11 **Q. What do the requirements of Section 64.1190 (d) (3) address?**

12 A. This section of the rules contains a description of an acceptable written authorization to
13 impose a preferred carrier freeze.

14 **Q. Does the FCC have any rules in place regarding the procedures for lifting a
15 preferred carrier freeze.**

16 A. Yes. A carrier must:

- 17 a. Accept a customer's written or electronically signed authorization to lift a
18 preferred carrier freeze and must accept the subscriber's oral authorization stating
19 the intent to lift.
20 b. Offer a mechanism that allows a submitting carrier to conduct a three-way
21 conference call with the carrier administering the freeze and the subscriber in
22 order to lift a freeze.

23 **Q. How would the three way call mechanism eliminate a potential problem in
24 customers changing service providers?**

25 A. An interexchange carrier wishing to submit a carrier change for a customer with a
26 preferred carrier freeze would comply with the verification rules for carrier changes and
27 then could perform a three-way call with the carrier implementing the preferred carrier
28 freeze to lift the freeze before submitting the carrier change order to the implementing
29 carrier.¹³

¹² 47 CFR 64.1190 (e).

¹³ Second Report and Order, paragraph 129.

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Q. Does the FCC have a position on the use of third party verification as a substitute for actual customer contact between the implementing carrier and the customer?

A. Yes. In its decision not to allow third-party verification to suffice, the FCC stated:

"131. We agree with Ameritech and those commenters who suggest that the essence of the preferred carrier freeze is that a subscriber must specifically communicate his or her intent to request or lift a freeze. Because our carrier change rules allow carriers to submit carrier change requests directly to the LECs, the limitation on lifting preferred carrier freezes gives the freeze mechanism its protective effect. We disagree with MCI that third-party verification of a carrier change alone should be sufficient to lift a preferred carrier freeze. Were we to allow third-party verification of a carrier change to override a preferred carrier freeze, subscribers would gain no additional protection from the implementation of a preferred carrier freeze. Since we believe that subscribers should have the choice to implement additional slamming protection in the form of preferred carrier freeze mechanisms, we do not adopt MCI's proposal."

In its Second Order on Reconsideration, the FCC stated:

"71. Consistent with this purpose, we also take this opportunity to clarify that LECs may not accept preferred carrier freeze orders from carriers on behalf of subscribers, even if they are properly verified. We believe that limiting the submission of preferred carrier freeze requests to subscribers will help curb the potential for abuse by slamming carriers. To interpret our rules otherwise would undermine the effectiveness of preferred carrier freezes. For example, if a slamming carrier were allowed to submit an unauthorized freeze order with an unauthorized change order, not only would the subscriber be slammed, but it would also be more difficult for the subscriber to be switched back to the authorized carrier because of the unauthorized freeze. This freeze mechanism assures that no carrier change is processed without the direct involvement of the subscriber.(footnotes omitted)"

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1 **STATE COMMISSION DECISIONS ON LOCAL SERVICE FREEZES**

2 **Q. Is the service being offered in other states served by Qwest?**

3 A. Yes, it is. The service has also been denied in other states. The following table contains
4 a summary of the information that Staff has been able to obtain.

5

State	LSF available?	Proposal Filed?	Tariff Approved?
6 Colorado (5/09/02)	Yes ^A		
7 Iowa (5/10/02)	No	Yes	No (Denied)
8 Nebraska (5/09/02)	No	No	No (Denied)
9 New Mexico	No	Yes	Withdrawn
10 Oregon (5/09/02)	No	No	-
11 South Dakota (5/13/02)	Yes	No	No
12 Washington	Yes ^B		
13 Wyoming (5/10/02)	No	No	-
14 Utah	Yes ^C		

15 **QWEST'S PROPOSED LOCAL SERVICE FREEZE TARIFF**

16 **Q. How soon after a request is made will Qwest remove a freeze?**

17 A. Qwest witness Scott A. McIntyre indicated the Qwest will remove the freeze "the same
18 day the removal request is received and the customer will be notified of this during the
19 call."¹⁴

20 **Q. Can a freeze be lifted via a three-way call involving the customer, the new local
21 service provider and Qwest.**

22 A. Yes. In its testimony in this matter, Qwest has indicated that a freeze be lifted via a
23 three-way call involving the customer, the new local service provider and Qwest.

24 **Q. Do you believe that the tariff as filed is sufficiently detailed?**

25 A. No. The tariff contains no information on how or who can request that a LSF be added or
26 lifted. In addition, there are no provisions in the tariff that describes the manner in which

27 ^A Colorado's slamming rules require all local exchange carriers to offer a local service freeze option.

28 ^B Local service freeze is provided by rule in Washington.

^C Local service freeze is provided by statute in Utah.

¹⁴ McIntyre Direct Testimony, Page 19, Lines 8 - 9.

1 the tariff will be administered. Certain of the details about the implementation of the
2 tariff are contained, however, in Mr. McIntyre's Direct Testimony.

3
4 **Q. Could you provide an example?**

5 A. Yes. At Page 15, Lines 17 - 20 of his Direct Testimony, Mr. McIntyre informs us that
6 Customers will be informed of the availability of the local service freeze when they call
7 Qwest to order new service, move existing service to a new location or add new lines. In
8 addition, Mr. McIntyre's Direct Testimony at Page 15, Lines 23 - 29 contains language
9 that Qwest proposes to use to inform callers that the service is available. None of this
10 information was included with the proposed tariff that Qwest filed.

11
12 **Q. Have you reviewed Qwest's proposed bill insert?**

13 A. Yes.

14
15 **Q. What is your opinion of the insert?**

16 A. The language in the proposed bill insert is somewhat startling and in my opinion is
17 designed to induce people to subscribe to the LSF rather than to inform potential
18 subscribers that the service is available. Section 64.1190 (d) (1) (i) of the FCC's rules
19 state that all carrier provided solicitation material must include an explanation, **in clear**
20 **and neutral language**, of what a preferred carrier freeze is and what services may be
21 subject to a freeze. The proposed bill insert appears to be designed to frighten rather than
22 inform.

23
24 **RECOMMENDATION**

25 **Q. What is your position on LSFs?**

26 A. LSFs should be made available to telephone service customers that have a need.
27 However, Staff believes that LSFs should be implemented in such a way as to minimize
28 the potential problems that the CLEC intervenors have described.

1 **Q. What is your recommendation?**

2 A. Based on the proposed Qwest notice and the fact that local service slamming does
3 not appear to be a significant problem at this time, the Commission could reach a
4 conclusion that it is not in the public interest to approve a local service freeze tariff at this
5 time, As mentioned earlier, the insert appears to be designed to startle customers rather
6 than inform. The FCC has indicated that any information provided by the implementing
7 carrier be neutral. If the Commission were to reach the conclusion it is not in the public
8 interest to approve a local service freeze tariff at this time, Staff recommends that a local
9 service freeze tariff be addressed again after the Commission completes its Slamming and
10 Cramming Rulemaking.

11
12 If the Commission finds that it is in the public interest to approve a tariff at this time,
13 Staff recommends that the proposed LSF tariff be modified to include all of the terms and
14 conditions regarding the provision of the service. This additional information should
15 include information similar to that included in the FCC's Preferred Carrier Freeze rules or
16 in the slamming rules currently being considered by the Commission in the Cramming
17 and Slamming Rulemaking. Staff further recommends that any bill inserts be approved
18 by the Commission, or its designee, before they are provided to Qwest customers.

19
20 **Q. Does this conclude your testimony?**

21 A. Yes.
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23
24
25
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28