

**THE STATE CORPORATION COMMISSION
OF THE STATE OF KANSAS**

Before Commissioners: Andrew J. French, Chairperson
 Dwight D. Keen
 Annie Kuether

In the Matter of Zenda Telephone Company)
Filing Tariff Revisions Removing Services) Docket No. 26-ZENT-052-TAR
Which are no Longer Provided and to)
Language no Longer Providing a Printed)
Telephone Directory.)

ORDER APPROVING TARIFF REVISION

The above-captioned matter comes before the State Corporation Commission of the State of Kansas (“Commission”) for consideration and determination. Having examined its files and records, the Commission finds and concludes:

I. Background

1. On August 22, 2024, the Commission approved the Order Adopting Joint Staff and RLEC’s Proposed Replacement for the 1967 Directive Regarding Directories (“Order”) in Docket No. 24-GIMT-380-MIS (“the 24-380 Docket”).¹ The Order in the 24-380 Docket eliminated any requirement that mandated Rural Local Exchange Carriers (“RLECs”) to physically print and distribute a telephone directory to subscribers.² Instead, the Order in the 24-380 Docket allows RLECs to provide directories in any format or manner an individual RLEC deems most cost-effective, upon request from a subscriber, subject to the conditions outlined in paragraph 6 of the 24-380 Order.³

¹ Order Adopting Joint Staff and RLECs Proposed Replacement For 1967 Directive Regarding Directories (Aug. 22, 2024) (“24-380 Order”).

² 24-380 Order, p. 4.

³ *Id.*

2. Paragraph 6 of the 24-380 Order creates the following conditions on an RLEC that elects to discontinue to distribute a formal bound and printed directory:

- Each RLEC will provide at least 90 days' notice before ceasing the distribution of a printed directory to every subscriber, through bill messages, bill inserts, website announcements and social media messaging, including information on (1) accessing any online or electronic directory, and (2) requesting a paper copy of the directory from the RLEC;
- The notice will also include information on how customers can communicate with the respective RLEC, or the Commission;
- The RLEC will inform new customers that they will not be receiving a printed directory, and will provide new customers with information on how to access an online directory or obtain a printed directory upon request; and
- RLECs that elect to stop distributing directories will send annual reminders to their customers that a printed directory will no longer be provided, but that the customer may request a simple paper/PDF copy of directory information.⁴

3. On August 18, 2025, Zenda Telephone Company, Inc., (“Zenda Telephone” or “Company”) filed an application to revise its general exchange tariff.⁵ The requested tariff revisions reflect the implementation of the Commission’s Order in the 24-380 Docket and remove the company’s obsolete services that are no longer provided to customers.

II. Legal Discussion and Analysis

4. The Commission derives its authority to review Local Exchange Carrier tariffs from K.S.A. 66-117(d), which states in part:

....(d) Except as provided in subsection (c), no change shall be made in any rate, toll, charge, classification, or schedule of charges or joint rates, or in any rule or regulation or practice pertaining to the service or rates of any such public utility or common carrier, without the consent of the commission.

⁴ *Id.*, p. 3.

⁵ Application of Zenda Telephone, Inc., (Aug. 18, 2025).

K.S.A. 66-1,190 provides in part that telecommunications public utilities doing business in Kansas shall:

... publish and file with the commission copies of all schedules of rates, joint rates, tolls charges, classifications, and divisions of rates affecting Kansas traffic, either state or interstate... and... the commission shall have power to prescribe reasonable rules and regulations regarding the form and filing of all schedules, tariffs, and classifications of all rates, joint rates, tolls, and charges and all rules and regulations of such telecommunications public utilities...

The Commission must review rates and terms for jurisdictional telecommunications services to ensure they are “just and reasonable” pursuant to K.S.A. 66-1,189. Further, K.S.A. 66-1,189 requires the Commission to ensure that all classifications, rules, and regulations regarding the services are not unduly discriminatory or preferential.

5. On August 22, 2025, Commission Staff (“Staff”) submitted its Report and Recommendation (“R&R”), attached hereto and incorporated herein.⁶

6. The Commission finds that Zenda Telephone’s revisions to its tariffs are intended to implement language that the Company will make available upon request and without charge a copy of the directory to any subscriber, either in person at Company offices or on the Company’s website.⁷ Therefore, the Commission finds that Zenda Telephone’s revisions to its tariffs are consistent with the Commission’s Order in the 24-380 Docket.⁸

7. Staff determined Zenda Telephone’s requested revisions remove services no longer offered, specifically “Section 3.2 Public Telephone Service,” “Section 3.3 Payphone Exchange Service,” and “Section 5 Radio Common Carrier Interconnection Service” as they are no longer

⁶ Staff’s Report and Recommendation (Aug. 22, 2025) (“R&R”).

⁷ *Id.* at p. 2.

⁸ *Id.* at p. 3.

provided to customers. Zenda Telephone represented and Staff confirmed that there is no revenue impact resulting from the changes to the Company's tariff.⁹ Zenda Telephone represented and Staff further confirmed that there are no customers subscribed to the removed services.¹⁰ Therefore, Staff recommended that the Commission grant Zenda Telephone's application and approve the requested revision to its tariff.¹¹

8. The Commission hereby adopts Staff's analysis and recommendations as contained in Staff's August 18, 2025, R&R as additional findings. The Commission finds that Zenda Telephone's application for tariff revisions should be approved. Therefore, the Commission concludes that Zenda Telephone's revisions to its tariff are just and reasonable.¹²

IT IS, THEREFORE, BY THE COMMISSION ORDERED THAT:

- A. Zenda Telephone Company, Inc.'s, Application to revise its revised general exchange tariff is hereby approved and shall become effective September 17, 2025.
- B. Zenda Telephone is directed to comply with the customer notification provisions set forth above in paragraph 2 referencing the Commission's Order in the 24-380 Docket.
- C. Any party may file and serve a petition for reconsideration pursuant to the requirements and time limits established by K.S.A. 77-529(a)(1).¹³

⁹ *Id.* at pp. 2–3.

¹⁰ *Id.* at p. 3.

¹¹ *Id.*

¹² *Id.*

¹³ K.S.A. 66-118b; K.S.A. 77-503(c); K.S.A. 77-531(b).

BY THE COMMISSION IT IS SO ORDERED.

French, Chairperson; Keen, Commissioner; Kuether, Commissioner

Dated: 09/11/2025



Celeste Chaney-Tucker
Executive Director

BWB

REPORT AND RECOMMENDATION UTILITIES DIVISION

TO: Andrew J. French, Chairperson
Dwight D. Keen, Commissioner
Annie Kuether, Commissioner

FROM: Jorge Soto-Gomez, Telecommunications Analyst
Steve Garrett, Deputy Chief of Telecommunications
Janet Buchanan, Deputy Director of Utilities
Justin Grady, Director of Utilities

DATE: August 22, 2025

SUBJECT: Docket No. 26-ZENT-052-TAR
In the Matter of Zenda Telephone Company Filing Tariff Revisions Removing Services Which are no Longer Provided and to Language no Longer Providing a Printed Telephone Directory.

EXECUTIVE SUMMARY

On August 18, 2025, Zenda Telephone Company, Inc. (Zenda Telephone) filed an application with the Kansas Corporation Commission (Commission) for revision to its General Exchange Tariff. This revision will implement the Commission's August 22, 2024, Order Adopting Joint Staff and RLECs Proposed Replacement for the 1967 Directive Regarding Directories in Docket No. 24-GIMT-380-MIS (24-380 Order). The revision will also remove the company's obsolete services. For convenience, the addendum list of tariff sheets impacted by this revision is attached to this Report and Recommendation. Commission Staff (Staff) recommends approval of this application.

The Commission action date is Tuesday, September 16, 2025.

BACKGROUND:

The Commission derives its authority to review Local Exchange Carrier tariffs from K.S.A. 66-117(d), which states in part:

(d) Except as provided in subsection (c), no change shall be made in any rate, toll, charge, classification or schedule of charges or joint rates, or in any rule or regulation or practice pertaining to the service or rates of any such public utility or common carrier, without the consent of the commission.

Pursuant to K.S.A. 66-1,189, the Commission must review rates and terms for every telecommunications public utility to ensure they are "just and reasonable" and the classifications, rules, and regulations regarding the services are not unduly discriminatory or preferential.

Additionally, K.S.A. 66-1,190 requires every public utility doing business in Kansas over which the Commission has control to publish and file with the Commission copies of all schedules of rates, joint rates, tolls, charges, classifications and divisions of rates affecting Kansas traffic, either state or interstate. The Commission has the power to prescribe reasonable rules and regulations regarding the form and filing of all schedules, tariffs and classifications of all rates, joint rates, tolls and charges, and all rules and regulations of such telecommunications public utilities as the Commission determines reasonable and appropriate.

In Docket No. 04-GIMT-1080-GIT (Docket 04-1080), the Commission determined that it would not establish a benchmark or threshold level of revenue increase associated with changes in rates requested by rate-of-return regulated carrier between rate cases or Kansas Universal Service Fund (KUSF) audits. However, the Commission noted that Staff can request an audit if “. . . Staff evaluates information indicating that a rate of return regulated carrier is receiving materially greater revenue than its authorized recovery and rate of return would necessitate.”¹

The 24-380 Order allows a Rural Local Exchange Carrier (RLEC) discretion to continue to distribute a formal bound and printed directory to subscribers. Paragraph 6 of the 24-380 Order, herein known as the “Paragraph 6 Conditions”, creates the following conditions on a RLEC that elects to discontinue to distribute a formal bound and printed directory:

- Each RLEC will provide at least 90 days' notice before ceasing the distribution of a printed directory to every subscriber, through bill messages, bill inserts, website announcements and social media messaging, including information on (1) accessing any online or electronic directory, and (2) requesting a paper copy of the directory from the RLEC;
- The notice will also include information on how customers can communicate with the respective RLEC, or the Commission;
- The RLEC will inform new customers that they will not be receiving a printed directory, and will provide new customers with information on how to access an online directory or obtain a printed directory upon request; and
- RLECs that elect to stop distributing directories will send annual reminders to their customers that a printed directory will no longer be provided, but that the customer may request a simple paper/PDF copy of directory information.

ANALYSIS:

Zenda Telephone's revised General Exchange Tariff implements language changes that discontinue its printed telephone directory. The Company will make available upon request and without charge, a copy of the directory to any subscriber for the exchange area in which the customer resides. The list will be available at the Company's offices and on the Company's website. The Company indicates it will provide such list in any format it deems efficient for customer use.²

Zena Telephone entirely removed Section 3.2 Public Telephone Service, Section 3.3 Payphone Exchange Service, and Section 5 Radio Common Carrier Interconnection Service as they are no longer provided to customers.

¹ *Order Dismissing Docket*, Docket No. 04-GIMT-1080-GIT, September 28, 2004, paragraph 11.

² Application, G.E.T., Section 2, 2nd Revised Sheet 26, 2.52 Telephone Directories.

Zenda Telephone states there is no revenue effect (\$0.00) as a result of these changes and customers were notified of the printed directory change in advance in the year 2024.³ Staff's review has determined the revisions to Zenda Telephone's General Exchange Tariff are just and reasonable and consistent with the Commission's 24-380 Order.

RECOMMENDATION:

Staff recommends that the Commission condition Zenda Telephone's application upon its continued compliance with the directives of the Paragraph 6 Conditions. Staff further recommends the Commission approve Zenda Telephone's revision to its General Exchange Tariff with an effective date of September 17, 2025, as requested by the Company.

³ Application, p. 1.

ATTACHMENT A

Addendum to the Zenda Telephone Company Tariff Filing
August 18, 2025

<u>Tariff</u>	<u>Section</u>	<u>Revision/Sheet No.</u>
General Exchange	Index	3 rd Revised Sheet 2
	Section 2	1 st Revised Sheet 5
		1 st Revised Sheet 6
		1 st Revised Sheet 7
		1 st Revised Sheet 9
		2 nd Revised Sheet 11
		2 nd Revised Sheet 14
		2 nd Revised Sheet 25
		2 nd Revised Sheet 26
	Section 3	4 th Revised Sheet 4
		3 rd Revised Sheet 5
		3 rd Revised Sheet 6
		3 rd Revised Sheet 7
		3 rd Revised Sheet 8
		2 nd Revised Sheet 9
		2 nd Revised Sheet 10
		2 nd Revised Sheet 11
		2 nd Revised Sheet 12
	Section 4	2 nd Revised Sheet 1
		3 rd Revised Sheet 2
		2 nd Revised Sheet 3
		1 st Revised Sheet 5
		1 st Revised Sheet 6
	Section 5	1 st Revised Sheet 1
		1 st Revised Sheet 2
		1 st Revised Sheet 3
		1 st Revised Sheet 4
		1 st Revised Sheet 5
		1 st Revised Sheet 6
		1 st Revised Sheet 7
		1 st Revised Sheet 8
		1 st Revised Sheet 9
		1 st Revised Sheet 10

CERTIFICATE OF SERVICE

26-ZENT-052-TAR

I, the undersigned, certify that a true copy of the attached Order has been served to the following by means of electronic service on 09/11/2025.

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/S/ KCC Docket Room

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