THE STATE CORPORATION COMMISSION OF THE STATE OF KANSAS

Before Commissioners:	Pat Apple, Chairman	
	Shari Feist Albrecht	
	Jay Scott Emler	

In the Matter of the Petition of CenturyLink and Dex Media, Inc. for Waiver of or

Exemption from the Commission's Directive Regarding Distribution of

Telephone

Directories.

Docket No. 16-UTDT-568-MIS

NOTICE OF FILING OF PUBLIC COMMENTS

The Office of General Counsel for the State Corporation Commission of the State of Kansas (Commission) files the attached report summarizing the public comments received by the Office of Public Affairs and Consumer Protection (PACP). This filing is for informational purposes only, and no Commission action is required at this time.

WHEREFORE, the Deputy General Counsel & Chief Appellate Counsel submits this filing for Commission review and consideration and for such other relief as the Commission deems just and equitable.

Respectfully Submitted,

Brian G. Fedotin # 19036

Deputy General Counsel

& Chief Appellate Counsel

Kansas Corporation Commission

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Sam Brownback, Governor

Pat Apple, Chairman Shari Feist Albrecht, Commissioner Jay Scott Emler, Commissioner

MEMORANDUM

To:

Lynn Retz

Secretary to the Commission

From: Linda Berry, Director

Public Affairs and Consumer Protection

Date: July 26, 2017

Re:

Public Comments

Docket No. 16-UTDT-568-MIS

Attached is the report summarizing comments received by the Office of Public Affairs and Consumer Protection (PACP) in Docket No. 16-UTDT-568-MIS, in the Matter of Petition of CenturyLink and Dex Media, Inc. for a Waiver of or Exemption from the Commission's Directive Regarding Distribution of Telephone Directories.

There were eight comments received by letter, phone, email or via website between April 18, 2017 and July 21, 2017. The comment period ended on July 21, 2017 at 5:00 p.m.

Copies of the summary and comments received are attached and designated as "Attachment A." I request the General Counsel file the comment memo and supporting materials into the docket.

Cc:

Brian Fedotin

Deputy General Counsel and Chief Appellate Counsel

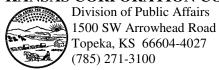
Attachment "A"

Kansas Corporation Commission Consumer Protection Complaint System April 18, 2017 through July 21, 2017

Docket Comments 16-UTDT-568-MIS

Docket No	Total Comments	Total Signatures	Total
16-UTDT-568-MIS	8	0	8
Grand Total	<u>8</u>	<u>0</u>	8

Page: 1



Complaint ID 106579

Date Filed 06/15/2017

Investigator SYSTEM

Account Information

Account No Notified KCC by E Consumer Class R

Name POLLY A EPTING Home Phone (620)364-2440 Cell Phone

Business Work Phone ext

Street Address 424 NEOSHO Fax #

Mailing Address Email Address JAGUAR101@KANS.COM

City BURLINGTON

State KS Zip Code 66839

Docket Opinion

Company ID Docket Number Consumer Opinion Number of Petitions Signatures

UTDT 16-UTDT-568-MIS O 0

Narrative

06/15/2017 I USE THE DEX DIRECTORY OFTEN AND DO NOT WANT TO HAVE TO USE THE INTERNET TO

OBTAIN LISTINGS.



Complaint ID **106598**Date Filed **06/19/2017**

Investigator GLIPPERT

Account Information

Account No Notified KCC by P Consumer Class R

Name EDWARD RABENSEIFNER Home Phone Cell Phone

Business Work Phone ext

Street Address Fax #

Mailing Address Email Address

City ST. JOHN

State KS Zip Code

Docket Opinion

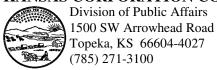
Company ID Docket Number Consumer Opinion Number of Petitions
UTDT 16-UTDT-568-MIS O 0

Narrative

06/19/2017

CUSTOMER CALLED AND STATED HE LIVES BETWEEN TWO TOWNS AND HE USES THE DIRECTORY ALL OF THE TIME. THERE ARE TIMES WHEN HE SEARCHES FOR A PLUMBER, ETC., AND NEEDS TO LOOK THEM UP IN THE PHONE BOOK. HE DOES NOT HAVE INTERNET AT HIS HOME AND RELIES ON HIS LANDLINE PHONE AS THE CELL SERVICE DROPS CALLS. HE CANNOT USE HIS PHONE TO LOOK UP NUMBERS SINCE HE HAS NO INTERNET AT HOME AND NO DATA USAGE ON HIS CELL PHONE.

HE WANTS TO BE ABLE TO KEEP THE PHONE DIRECTORY COMING TO HIS HOME.



Complaint ID 106602 Date Filed 06/19/2017 Investigator **SYSTEM**

Account Information

Account No Notified KCC by E Consumer Class R

Name LISA COPE Home Phone Cell Phone

Business Work Phone ext

Street Address Fax#

Mailing Address **Email Address**

City GARDNER

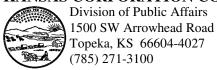
State Zip Code

Docket Opinion

Number of Petitions Company ID **Docket Number Consumer Opinion** Signatures UTDT 0

16-UTDT-568-MIS О

Narrative



Complaint ID 106605 Date Filed 06/20/2017 Investigator **GLIPPERT**

Account Information

Account No Notified KCC by P Consumer Class R

Name **JOHN TAGGART** Home Phone Cell Phone

Business Work Phone ext

Street Address Fax#

Mailing Address **Email Address**

City GARDNER

State KS Zip Code

Docket Opinion

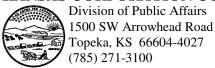
Number of Petitions Company ID **Docket Number Consumer Opinion** Signatures

UTDT 16-UTDT-568-MIS 0 0

Narrative

06/20/2017 CUSTOMER OF CENTURYLINK CALLED AND STATED THEY WANT TO KEEP RECEIVING THE

DIRECTORY.



Complaint ID 106660 Date Filed 07/03/2017 Investigator **BDONOHUE**

Account Information

Account No Notified KCC by P Consumer Class R

Name **DIANE WALKER** Home Phone Cell Phone

Business Work Phone ext

Street Address Fax#

Mailing Address **Email Address**

City MAYETTA

State KS Zip Code

Docket Opinion

Number of Petitions Company ID **Docket Number Consumer Opinion** Signatures

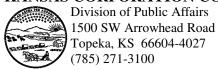
UTDT 16-UTDT-568-MIS 0 0

Narrative

07/03/2017 I BELIEVE THE DIRECTORY SHOULD BE PRINTED AND THE TELEPHONE DIRECTORY SHOULD BE

GIVEN TO LAND LINE CUSTOMERS. THE INTERNET IS NOT A GOOD PLACE TO LOOK UP

TELEPHONE #'S.



Complaint ID 106676

Date Filed 07/07/2017

Investigator KSCHUETZ

Account Information

Account No Notified KCC by L Consumer Class R

Name RUTH D STOEBENER Home Phone (785)594-6679 Cell Phone

Business Work Phone ext

Street Address 781 N 200TH RD Fax #

Mailing Address Email Address

City BALDWIN CITY

State KS Zip Code 66006

Docket Opinion

Company ID Docket Number Consumer Opinion Signatures

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UTDT 16-UTDT-568-MIS O 0

Narrative

07/07/2017 SEE ATTACHED LETTER

July 5, 2017

A personal note ...

REFERENCE DOCKET NO. 16 UTDT-500 MQ3.207.

Gentlemen:

PUBLIC AFFAIRS
AND
CONSUMER PROTECTION

I am writing to you to ask you to continue publishing and distributing telephone directories I find mine very useful as how am I going to find the telephone number of people I want to call? Not everyone has a cell phone, you know, and even if they do, sometimes I want to call their land-line phone. Also I am in contact with people who have a cell phone but do not have coverage at home so the only phone access they have is their land-line phone and people need to know how to find their number. Also their address is usually printed beside their name and that can be very useful.

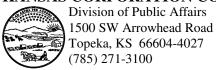
I will be 90 years old on my next birthday and live alone in a rural area so my phone is very important to me and even though I have a cell phone, I still use my land-line phone every day. I do not have a computer and don't feel that I am able to operate one so again, my land-line phone and the telephone directory are very important to me. And a person does not always have everyones cell phone number and how are you going to get it if you don't have a phone number to call? Thank you for your consideration.

Phone No. 785-594-6679

Ruth D. Stoebener



Mrs Ruth D Stoebener 781 N 200th Rd Baldwin City, KS 66006-7121



Complaint ID 106694

Date Filed 07/12/2017

Investigator SYSTEM

Account Information

Account No Notified KCC by E Consumer Class R

Name JAMIE K HOFLING Home Phone (316)990-2925 Cell Phone

Business Work Phone ext

Street Address 246 N. 8TH ST Fax #

City LAWRENCE

State KS Zip Code 66044

Docket Opinion

Company ID Docket Number Consumer Opinion Signatures

UTDT 16-UTDT-568-MIS S 0

Narrative

07/12/2017 IF THIS WERE A VOTE TO LIFT ALL REQUIREMENTS AROUND PHONE BOOK DISTRIBUTION I'D

SUPPORT IT. PEOPLE RARELY USE PHONEBOOKS ANYMORE, MAKE THEM AVAILABLE UPON

REQUEST ONLY.



Complaint ID 106711 Date Filed 07/13/2017 Investigator **SYSTEM**

Account Information

Account No Notified KCC by E Consumer Class R

Name JACK L MACLASKEY Home Phone Cell Phone

Business Work Phone ext

Street Address Fax #

Mailing Address Email Address JNCMAC@HOTMAIL.COM

City **GRIDLEY**

State KS Zip Code 66852

Docket Opinion

Number of Petitions Company ID **Docket Number Consumer Opinion** Signatures

UTDT 16-UTDT-568-MIS 0 0

Narrative

07/13/2017

I DON'T FEEL I SHOULD HAVE TO LOOK UP PHONE NUMBERS ON THE INTERNET WHEN I PAY CENTURYLINK FOR THIS SERVICE. PHONE COMPANIES ARE GETTING OUT OF CONTROL WITH THEIR COST AND AS A RESULT CUSTOMERS ARE DROPPING THEM LEFT AND RIGHT AND GOING TO CELL PHONES. IF THEY WOULD QUIT RAISING RATE AND TREAT CUSTOMERS BETTER THEY WOULDN'T HAVE TO CONTINUE TO LOOK FOR WAYS TO CUT AND CUSTOMERS WOULD COME BACK! SO YES, I DON'T SUPPORT THEM DOING AWAY WITH SENDING ME A PHONE BOOK EVERY YEAR.

CERTIFICATE OF SERVICE

16-UTDT-568-MIS

I, the undersigned, certify that a true and correct copy of the above and foregoing was served by electronic mail this 26th day of July, 2017, to the following:

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D/B/A CENTURYLINK
400 W 15TH ST STE 315
AUSTIN, TX 78701-1647
Fax: 913-345-6756
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Sally Conn

Public Šervice Administrator