

**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) Docket No. 16-UTDT-568-MIS
Regarding Distribution of Telephone)
Directories.)

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

Sam Brownback, Governor

MEMORANDUM

To: Lynn Retz
Secretary to the Commission

From: Linda Berry, Director *LB*
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

Page: 1

Docket Comments
16-UTDT-568-MIS

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

KANSAS CORPORATION COMMISSION



Division of Public Affairs
1500 SW Arrowhead Road
Topeka, KS 66604-4027
(785) 271-3100

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.

KANSAS CORPORATION COMMISSION



Division of Public Affairs
1500 SW Arrowhead Road
Topeka, KS 66604-4027
(785) 271-3100

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 Signatures
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.

KANSAS CORPORATION COMMISSION



Division of Public Affairs
1500 SW Arrowhead Road
Topeka, KS 66604-4027
(785) 271-3100

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

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

Narrative

KANSAS CORPORATION COMMISSION



Division of Public Affairs
1500 SW Arrowhead Road
Topeka, KS 66604-4027
(785) 271-3100

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

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

Narrative

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

KANSAS CORPORATION COMMISSION



Division of Public Affairs
1500 SW Arrowhead Road
Topeka, KS 66604-4027
(785) 271-3100

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

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

KANSAS CORPORATION COMMISSION



Division of Public Affairs
1500 SW Arrowhead Road
Topeka, KS 66604-4027
(785) 271-3100

Complaint ID **106676**
Date Filed **07/07/2017**
Investigator **KSCHUETZ**

Account Information

Account No	Notified KCC by L	Consumer Class R
Name RUTH D STOE BENER	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	Number of Petitions Signatures
UTDT	16-UTDT-568-MIS	O	0

Narrative

07/07/2017 SEE ATTACHED LETTER

106676

July 5, 2017

STATE
CORPORATION
COMMISSION

A personal note ...

REFERENCE DOCKET NO. 16 UTDT-500-MIS-97

JUL 07 2017
PUBLIC AFFAIRS
AND
CONSUMER PROTECTION

Gentlemen:

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. Stobener
Ruth D. Stobener

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

KANSAS CORPORATION COMMISSION



Division of Public Affairs
1500 SW Arrowhead Road
Topeka, KS 66604-4027
(785) 271-3100

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 #	
Mailing Address	Email Address JKHOFLING@GMAIL.COM	
City LAWRENCE		
State KS	Zip Code 66044	

Docket Opinion

Company ID	Docket Number	Consumer Opinion	Number of Petitions 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.

KANSAS CORPORATION COMMISSION

Division of Public Affairs
1500 SW Arrowhead Road
Topeka, KS 66604-4027
(785) 271-3100

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

Company ID	Docket Number	Consumer Opinion	Number of Petitions Signatures
UTDT	16-UTDT-568-MIS	O	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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AUSTIN, TX 78701-1647
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kevin.k.zarling@centurylink.com

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Sally Conn

Public Service Administrator