

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

In the Matter of the Application of Rainbow)
Telecommunications Association, Inc. for a) Docket No. 25-RNBT-____-MIS
Waiver of Certain Telecommunications)
Billing Practice Standards.)

**APPLICATION OF RAINBOW TELECOMMUNICATIONS ASSOCIATION, INC.
FOR WAIVER OF CERTAIN TELECOMMUNICATIONS
BILLING PRACTICE STANDARDS**

COMES NOW Rainbow Telecommunications Association, Inc. (hereinafter “Rainbow”) and submits this application to the Commission requesting a waiver of certain telecommunications billing practice standards (hereinafter “standards”). In support, Rainbow shows the Commission as follows:

1. Rainbow is a Kansas corporation holding one or more Certificates of Convenience and Authority to engage in the business of providing local exchange and exchange access telecommunications service in a designated service area in the State of Kansas. It is a rural telephone company as defined by K.S.A. 66-1,187(l), and it is the carrier of last resort in its designated service area. K.S.A. 66-2009(a).

2. The current standards were established by the Commission in Docket No. 06-GIMT-187-GIT, in a Final Order dated July 16, 2010, as amended by an Order on Petition for Reconsideration dated September 1, 2010.

3. In the Order on Petition for Reconsideration, the Commission added language (see para. 27) that:

The requirements contained in these standards may be waived on an individual case basis by the Commission upon application by the telecommunication

provider and a showing that a waiver is in the public interest. *In making this determination, the Commission's considerations will include the interests of the applicant telecommunication provider, the interests of the affected consumer(s), and the interests of the public.* (emphasis in original)

4. The standards currently require traditional "snail" mailing of notices of suspension or disconnection of service. See Final Order, Attachment 1, Section IV.D.(1) and (2). Rainbow requests the Commission grant Rainbow a waiver of this standard and allow Rainbow to substitute electronic mailing of notices of suspension or disconnection of service. Rainbow notes that the Commission has previously granted similar waivers from the standards. See Docket No. 11-RRLT-188-MIS, and Docket No. 15-MRGT-110-MIS.

5. When a new customer initiates Rainbow service, the new customer typically initiates service via electronic means, inputting the service address at which the new customer is requesting service. The customer fills out their own contact information, including a billing address if the billing address is other than the service address, email address, security questions, and the information of additional authorized users. Rainbow receives the service initiation request and one of Rainbow's customer service representatives will process the service order and contact the customer to schedule service initiation and gather any other necessary information.

6. Rainbow processes billing monthly and currently offers subscribers the option to choose electronic delivery of the monthly bill. Once the monthly billing occurs, a Rainbow billing specialist receives a report generated by its billing program noting any invalid email addresses. The billing specialist then personally contacts subscribers with the invalid email addresses to correct the email address in Rainbow's billing system. In the event customers do not have an email address, customers will have the option of being notified by text message or to revert to the traditional paper notice.

7. Since 2021, Rainbow has annually sent the following number of suspension or service or disconnection of service notifications for all services provided by Rainbow in its regulated service area:

- 2021 – 1982
- 2022 – 2088
- 2023 – 1893
- 2024 – 1629 (ytd)

8. Rainbow’s regulated service customer count for the same time period is:

- 2021 – 1194
- 2022 – 1127
- 2023 – 1057
- 2024 – 938

9. The cost to Rainbow to process and mail the paper suspension or disconnection notices for the 2023 calendar year, the last full calendar year for which information is available, is \$1,690.

10. Twenty-three percent of current Rainbow subscribers choose to receive all communications from Rainbow, including bills and late notices, via electronic mail. The primary motivator of Rainbow’s request is to expedite the delivery of the notice in that in Rainbow’s experience the United States Postal Service has proven increasingly unreliable and subject to delays, resulting in customers not receiving notices in a timely manner in order to be able to potentially rectify past due balances prior to service disconnection. Another primary driver of this request is the operational efficiencies it will provide to the company.

11. Rainbow’s current billing system allows for the flagging and tracking of accounts that have authorized Rainbow to send billing and suspension of service or disconnection of service notices via electronic mail. This existing functionality would be used going forward. The system also allows Rainbow to run a myriad of reports.

12. Rainbow has attached a copy of its current paper notice of suspension of service or disconnection of service. Rainbow proposes to use the same verbiage in its electronic mail notices of suspension of service and disconnection of service, also attached.

13. With respect to existing customers, Rainbow proposes to notify all current customers that notices of suspension of service or disconnection of service will be made via electronic mail unless the customer specifically opts out (substituting for the current “opt in” process). For new customers, the option to opt out of electronic communications and notifications, and instead choose traditional paper mailed billing and other notifications, will be provided at service initiation.

14. In the event email or other electronic communication with the customer fails at any step, Rainbow will revert to mailing a paper notice of suspension or disconnection of service.

WHEREFORE, Rainbow Telecommunications Association, Inc. requests the Commission grant it the requested waiver from the telecommunications billing practice standards as set forth herein, and for such other and further relief as the Commission deems just and equitable.

Respectfully submitted,

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VERIFICATION

Pursuant to K.S.A. 53-601, I hereby declare under penalty of perjury that the foregoing is true and correct. Executed on November 8, 2024.

Colleen R. Jamison

Colleen R. Jamison

RAINBOW COMMUNICATIONS
608 MAIN ST
PO BOX 147
EVEREST, KS 66424

If you believe the bill is incorrect, please call our office at 800-892-0163. If you would like to further dispute the bill, you have the right to call the Kansas Corporation Commission's Consumer Protection Office at 800-662-0027.

This is a reminder that payment on your account is overdue. If payment is not made by 10am on Nov 06, 2024 your service will be subject to disconnect. In order to resume your service, your account will be charged a restoral fee or reconnection fee. If you have any questions, please give us a call at 800-892-0163 or visit our website: www.rainbowtel.net.

If you have already sent your payment please disregard this notice.

Contact us to learn more about Lifeline, a discounted phone & internet service program

Send To Address

Account_Number Nov 06, 2024 \$ 1,234.56

Email Settings



Design Name Final Notice Email

From Address billing@rainbowtel.com

Subject Final Notice

Message

Dear **{External: Account}**,

A friendly reminder that we have not received payment for your bill. A late charge will appear on your next bill.

Payment must be received in full by 10:00am on **{External: Pay By Date}**. Failure to do so will result in suspension of service, resulting in a \$30 Restoral Fee.

We value and appreciate you business. If your payment has already been sent, we thank you.

Sincerely,

Rainbow Communications

608 Main St

Everest, KS 66424

*Lifeline assistance available for low-income households. Call to see if you qualify.

*Returned check charge of \$30 if check or ACH returned by bank not-paid.

*For consumer complaints not resolved to your satisfaction, you have the right to contact the Kansas Corporation Commission at 1-800-662-0027 or kcc.ks.gov.

*To dispute charge on your bill, please contact our office to present support for your dispute and postpone suspension.