ATTACHMENT I
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KANSAS TELEPHONE BILLING PRACTICES

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APPLICATION OF STANDARDS

The following standards are applicable to all telecommunications public utilities, telecommunications carriers and local exchange carriers as defined in K.S.A. 66-1,187 and to all entities designated as Eligible Telecommunications Carriers (ETCs) providing service through land lines, referred to herein as "provider," "telecommunications provider," "local service provider," or "long distance provider". When the customer has a written and executed contract with a provider in which the contract specifies the billing standards which are applicable to the customer, the billing standards within the contract will be utilized to resolve the customer's complaint.

DOCUMENT DEFINITIONS

Abandonment of Service	Premises vacated without advising the telecommunications provider.
Bundled Service	Basic dial tone and other features such as Caller ID, long distance service, internet service, etc. that are offered by the provider at one price. Bundles may also be referred to as a package of services.
Customer	Any person, firm, partnership, corporation, or other entity who uses the services of a telecommunications provider.
Customer(s) of Record	The person(s), firm, partnership, corporation, or other entity responsible for payment of charges for telecommunications services. The billing name(s) on an account. Customer of Record is synonymous with subscriber.
Deniable Charge	A charge that, if not paid, may result in the termination (denial) of the customer's local exchange service (dial tone). Local service charges are deniable charges. (see I.A.3.k.)
High Long Distance Pre Billing	The practice of billing a subscriber for long distance charges before the normal billing period ends because of significantly higher than normal or estimated long distance charges. (see I.D.)
Itemized Service	Name of service is listed along with the rate for such service.
Listed Service	Name of service is placed on the bill excluding the rate for such service.
Local Service Charges	A local service provider's charge for service which allows a customer to complete calls within the local service area (dial tone), plus any local service provider charges for calling, line or directory service features (such as Caller ID, extra directory listings, touch tone service, etc.). Local service charges include packages or bundles of service, offered at one price, which includes local and other services (e.g., long distance, internet services, wireless services, etc.). Local services do not include long distance, directory

	advertising, inside wire maintenance, etc. when purchased by the subscriber on an *a la carte* basis.
Negative Selection	Adding service to account without customer consent with the requirement that the customer must initiate request for removal of such service.
Non-deniable Charge	A charge that will not result in the termination of the subscriber's local exchange service (dial tone) for non-payment, even though the particular service for which the charge has been levied, e.g. paging, television, internet service, etc., could be terminated. (*see* I.A.3.k.)
Qualified Third Party	A current subscriber of the same telecommunications provider with no suspensions or returned check charges within the last twelve (12) months.
Service Disconnection	The service provided by the telecommunications provider is terminated, the telephone number(s) will be available for other use, and a final bill is rendered. (see IV.)
Service Suspension	Service provided by the telecommunications provider is temporarily interrupted from placing or receiving calls. (see IV .)
Subscriber	Synonymous with the term "Customer of Record".
Telecommunications Service	The provision of a service for the transmission of telephone messages, or two-way video or data messages.
Telecommunications Public Utility	Any public utility, as defined in K.S.A. 66-104, and amendments thereto, which owns, controls, operates or manages any equipment, plant or generating machinery, or any part thereof, for the transmission of telephone messages, as defined in K.S.A. 66-104, and amendments thereto, or the provision of telecommunications service in or throughout any part of Kansas. Referred to herein as "provider", "telecommunications provider", "local service provider", or "long distance provider".
Waiver	Authorization by the Commission that a certain billing standard is not required to be followed by the Telecommunications provider.

SECTION I: BILLING STANDARDS

A. Billing Schedule and Contents:

1. **Billing Frequency.** The standard billing period is monthly from the billing date up to and including the day before next billing date. Long distance providers may deviate from this standard upon notice to subscribers, but must provide a monthly bill if a customer requests. The carrier cannot charge an increased rate or an additional fee to a customer who requests monthly billing since, under this provision, the carrier is obligated to provide monthly billing if requested.

2. **Advance Billing.** Monthly and non-recurring charges may be billed in advance.

3. **Content of Bill.** Each bill issued to a subscriber by a telecommunications provider shall indicate:

    a. **Billing Period and Due Date.**

    b. **Itemized Services, Service Changes and Charges.** Upon an initiation or change of service each service and its corresponding recurring and non-recurring charge to which the customer of record subscribes shall be accompanied by a brief, clear, plain language description. Packaged or bundled service shall be itemized on the bill by package or bundle name. A detailed listing of each service provided in the package or bundle shall be provided to the subscriber either on the bill in the next billing cycle or by separate mailing. All service changes must be included in the subscriber's bill for the next billing cycle. Service changes may be accomplished through electronic means to the subscriber if the subscriber has authorized this form of communication. Additionally, each long distance call shall be itemized and include the date, destination city and telephone number called. Details of calls included in block of time and unlimited calling plans are excluded from this itemization requirement; however, itemized call detail associated with block of time plans must be available to the subscriber upon request at no additional charge.

    c. **Government Taxes, Fees and Surcharges.** Any federal, state, local government and or regulatory taxes, fees and/or surcharges, shall be itemized on a subscriber's bill and shall be clearly identified. Current examples of such federal charges include: Subscriber Line Charge, Federal Universal Service Fund, Local Number Portability, and Federal Tax. Current examples of such state and local governmental charges include; city and county taxes, city franchise fee, Kansas Universal Service Fund and 911 taxes and fees.

The Subscriber Line Charge cannot exceed the rate permitted by law. Only those taxes, fees and surcharges authorized by federal, state and/or local governments may be itemized in this section of the bill. Any other fees and surcharges must be clearly distinguished in another section of the bill.

d. **Total Current Charges.** The total amount (the sum of b. and c. above, along with any additional provider surcharges) due for service in the current billing period.

e. **Unpaid Balance Due Charges.** Amount from previous billing that remains unpaid at the time the new bill is prepared.

f. **Adjustments and Credits.** The amount of any adjustments or credits.

g. **Total Due.** The total amount due.

h. **Contact Information.** An address and toll-free telephone number to which a subscriber or customer may inquire regarding services must be clearly placed on the bill. In addition, if the provider supplies billing for a third party long distance provider, the name of the local long distance service provider and the primary interexchange carrier must be placed on the bill.

i. **Notice of Late Payment Charge.** If a provider assesses late payment charges, each bill must include the amount of the late payment charge. (See Section II.D. for late payment charge rules.)

j. **Returned Check Charge.** The returned check charge shall not be greater than allowed by K.S.A. 60-2610, and amendments thereto.

k. **Deniable and Non-Deniable Charges.** Charges that are non-deniable shall be designated clearly and separately from the charges for local telephone services. See Section I.A.3.b. regarding the itemization of services. Providers must clearly and conspicuously identify that non-payment of non-deniable charges will not result in the disconnection of basic local service. The charge for a bundle or package of services that contains basic local service shall be considered a deniable charge. Special charges for services such as the sale of merchandise, inside wire maintenance plans, directory advertising, etc. can also be included on the customer's bill, however, failure to pay these non-deniable special service charges shall not be justifiable cause to suspend /disconnect local service.

B. **Alternative Billing Format.** If approved by the subscriber, a telecommunications provider may provide a bill through alternate means (e.g., electronic billing) and/or in an alternative format. A provider may offer discounts to those subscribers that choose to use an alternate means of billing, but may not assess an additional charge to those customers that elect paper billing. Upon request, a paper copy of the subscriber's bill must be provided, unless an electronic version is available to the customer.

C. **Third-Party and Collect Call Billing.** Third-party and collect calls must be billed to the third party or the subscriber accepting the collect call. Once a telecommunications provider has billed a third-party or a collect call, the originating phone number may not be charged, except in cases of fraud attributable to the subscriber at the originating number.

D. **High Long Distance Pre-Billing.**

1. A telecommunications provider may utilize high long distance pre-billing only when:

a. Subscriber has less than one (I) year of service; or

b. Long distance usage is at least double the previous 3-month average levels or the subscriber's provided estimate and above the amount of deposit held.

2. If the telecommunications provider's collection action includes blocking (suspending) subscriber's access to the long distance network until the debt is paid or arrangements are made, the suspension/disconnection notice provisions in Section IV. D. do not apply. The subscriber may be billed for long distance blocking if there is a charge for the service(s). Such blocking can not interfere with the subscriber's local service or access to emergency numbers.

E. **Refunds for Service Outages (Repair).** The telecommunications provider shall make an adjustment or refund, as required below, if a subscriber's service is interrupted unless such interruption is by negligence or willful act of the subscriber. The adjustment or refund shall be a pro rata portion of the monthly local service charges and any miscellaneous equipment charges for the period of time during which the service is interrupted. An adjustment or refund is not required for the portion of time when the provider stands ready to repair and restore service but the subscriber does not provide access necessary to accomplish the repair or restoration. The adjustment or refund may be accomplished by a credit on the next subsequent bill for service. An adjustment or refund shall be made:

1. Automatically, if the service interruption lasts for more than 48 hours after being reported to the provider and the adjustment or refund exceeds $1.00 in amount; and

2. Upon subscriber request (written or oral), if the service interruption lasts 24 to 48 hours after being reported to the provider and the adjustment or refund exceeds $1.00 in amount.

F. **Carrier Selection.** Subscribers have the right to switch local or long distance providers without providing notice directly to the original provider. However, subscribers cannot hold service providers responsible for billing errors that result directly from a subscriber changing carriers without porting their number or otherwise notifying the previous carrier.

G. Subscriber Rate Information.

1. **Notification of Change.** Subscriber notice must be provided any time a rate or rates are increased by a telecommunications provider. Subscribers must be notified on or before the date on which an increased rate appears on the subscriber's bill. Notice must be provided through direct mail, bill notice or bill insert and must be conspicuously placed and highlighted. Notice may be provided through electronic mail (e-mail) or text message if customer has agreed to such method of notification. Newspaper notification is only allowed if a rate increase could affect the general public. A copy of the subscriber notice shall be retained for at least six (6) months for possible Commission review. In the event that notice to the subscriber is provided after the rate increase has become effective, a subscriber shall be given 30 days, from the date the subscriber receives a bill containing the new rate, to cancel the service and receive an adjustment for the charge.

2. **General Rate Information.** A telecommunications provider must provide its subscribers with rate information, including the name of the service provided, at the time of subscription. The rate information provided will include the applicable flat rate fees and surcharges and information regarding the rates for taxes, fees and surcharges that vary with revenue or usage. For fees that vary with revenue, the carrier will provide reasonable estimates of the amount based on the flat fees and surcharge quote provided to the customer. For fees based on usage, the carrier will provide an estimate based on a standard usage level and inform the customer of the level of usage associated with the estimate. The provider must also specifically identify any provider imposed fees and surcharges and the rate of those fees and surcharges.

H. **Negative Selection.** Subscribers must affirmatively request a change or addition to their service. A provider may not use negative selection. See "Negative Selection" in the "Definition Section" of this document.

SECTION II: STANDARDS FOR PAYMENT, COLLECTION, AND RECONNECTION CHARGES

A. Payment Due Date. All bills for a provider's service are due and payable upon receipt. A bill shall be deemed delinquent if payment is not received by the provider or its authorized agent on or before the date stated on the subscriber's bill. The delinquency date specified on the bill shall be no earlier than the 10th day after the day of mailing of the bill to the subscriber. See Section IV. D. for time requirements for suspension and notice.

B. **Weekend, Holiday Payment Due Date.** If the last calendar day for remittance falls on a weekend, legal holiday or other day when the offices of the telecommunications public utility are not open to the general public, the final payment date shall be extended through the next business day.

C. **Partial Payment.** If a subscriber in danger of suspension/disconnection makes a partial payment for purposes of avoiding suspension of local service, the payment shall be credited first to local service charges starting with the oldest arrearage.

D. **Late Payment Charge.** A Commission-approved late payment fee on the unpaid balance, not previously assessed a late fee, may be added to the subscriber's bill. The provider may charge a disconnect notice fee in lieu of a late payment fee, however, the notice fee must be based upon the cost of providing such notice. A late payment fee does not apply to installment payments that are made on time.

E. **Payment Arrangements.** Telecommunications public utilities may negotiate payment arrangements with subscribers. Companies may impose 900 number call restriction and/or long distance restriction as part of the payment arrangement.

F. **Delayed Billing.** Upon subscriber request, companies must extend the payment period proportionately if a bill contains two (2) or more months charges; all of which have not previously been billed.

SECTION III: SECURITY DEPOSIT AND CREDIT LIMIT STANDARDS

A. Credit Information. The telecommunications provider may require the subscriber to provide proof of identity and reasonable credit information before service is made available or at such time when there is a suspicion of fraud. Only information related to the subscriber shall be reviewed. Provision of a Social Security number shall not be mandatory for service.

B. Deposits.

1. **When a Carrier May Request a Deposit.** A qualified telecommunications provider (as defined in Section III. B.2.) may require a deposit:

a. At the time a subscriber applies for service or with five (5) days written notice within thirty (30) days after service is initiated, to guarantee payment of bills for telecommunications service; if

i. The telecommunications provider establishes that the subscriber has an unsatisfactory payment or credit history, or has an insufficient prior credit history upon which a credit rating may be based; or

ii. The subscriber has obtained service in an unauthorized or illegal manner or interfered with the service of a telecommunications provider within the last five (5) years; or

b. When more than thirty (30) days have elapsed from the date service was initiated, upon five (5) days written notice, to guarantee payment of bills for telecommunications service; if

i. The subscriber fails to pay an undisputed bill before the payment date for three (3) consecutive billing periods and the provider has offered an opportunity for the subscriber to select a preferred payment date prior to collecting a deposit; or

ii. The subscriber has, in an unauthorized (illegal) manner, obtained or interfered with the service of the telecommunications provider.

2. **Who Can Collect and Criteria.** Before a provider may begin collecting a deposit prior to initiation of service, a provider must demonstrate three (3) consecutive years of providing telecommunications service and positive earnings in each of the last three (3) years. A provider may post a $25,000 surety bond with the Commission as an alternative to the service and positive earnings requirements.

3. **Amount of Deposit.** The amount of the cash deposit or written guarantee shall not exceed the sum of two (2) months projected average bills, based on the subscriber's previous twelve (12) months history, if available. For purposes of establishing deposits and projecting monthly bills for new subscribers, the telecommunications provider shall consider the subscriber's own anticipated usage, the subscriber's past usage patterns or usage patterns of other similar subscribers. The amount of the deposit may be adjusted if the character or usage of the subscriber's service changes.

4. **Payment of Deposit in Installments.** The telecommunications provider shall permit payment for any required residential deposit in equal installments over a period of at least two (2) months. If the initial or additional deposit is over fifty dollars ($50), a residential subscriber shall be permitted to make payment in equal installments over a period of at least four (4) months. At the option of the subscriber, a deposit based on long distance usage may be paid in more than four (4) installments, but the long distance provider may, at the subscriber's expense, restrict access to the long distance network. The long distance restriction(s) shall not interfere with the subscriber's ability to make calls to 911 or, where 911 is not available, to law enforcement, ambulance and fire protection numbers. The requirements of this rule shall not apply to providers requiring deposits from debtors as allowed under the Federal Bankruptcy Code.

5. **Record of Deposits. A** telecommunications provider shall maintain a record of all deposits from subscribers, showing the name of each subscriber, the address of the premises for which the deposit is maintained, the date and amount of deposit, the date(s) and amount(s) of interest paid and the date the deposit was refunded.

6. **Receipt for Cash Deposits and Payments.** When a cash security deposit or installment payment is accepted, the receipt provided by the telecommunications provider or agent shall contain the following minimum information:

a.. Name of subscriber;

b. Place payment/deposit paid;

c. Date of payment/deposit;

d. Amount of payment/deposit;

e. Telecommunications provider's name and address;

f. Signature and title of the telecommunications provider's employee or agent receiving the payment/deposit;

g. Current annual interest rate earned on deposit as determined by the Commission in accordance with K.S.A. 12-822 and amendments thereto. Interest payments on deposits shall be credited to the subscriber's bill or refunded at least once a year; and,

h. Statement of the terms and conditions governing the use, retention and return of deposits, including a statement that deposits will be released upon non-delinquent payment by a subscriber for all telecommunications service for a period of twelve (12) consecutive months, and no undisputed bill was unpaid after thirty (30) days beyond due date, shall be either credited with interest to their telephone bills or, if requested, refunded.

7. **Refunding Deposits.** Upon disconnection of service and after determination of a final bill, the telecommunications provider will refund or credit the deposit less any unpaid balance no later than the next billing cycle. Whether refunded or credited, the deposit shall include accrued simple interest at a rate not less than in accordance with K.S.A. 12-822 and amendments thereto.

8. **Transferring Deposits.** The telecommunications provider may transfer deposits from one subscriber to another subscriber only upon the written request of both subscribers. Upon disconnection of the subscriber's service at a service address, the provider may transfer the deposit to the subscriber's new active account upon oral or written request by the subscriber.

9. **Third Party Guarantee.** In lieu of a security deposit, a telecommunications provider may accept a written guarantee by a qualified third party for a subscriber's service account. The amount of the written guarantee shall not be more than the deposit amount. If the subscriber's service is suspended with an arrearage owed to the provider, the forfeiture, up to the amount of the written guarantee, can be transferred to the guarantor's account and the guarantor can be disconnected for nonpayment under conditions set out in Section IV. The provider may require the guarantor to sign an agreement allowing it to transfer the amount of the required cash deposit to the guarantor's account. The provider shall not hold the guarantor liable for sums in excess of the written guarantee. The guarantor shall be under the same terms and conditions as a subscriber with a deposit.

10. **Advance Payment.** The telecommunications provider may require an advance payment in addition to a deposit. The advance payment shall be based on non-recurring connection charges for services and may include the first month recurring and subscriber's estimated usage sensitive charges. Advance payment may be collected prior to the installation of service and is applied as a credit to the bill reflecting the base charges following installation.

SECTION IV: SUSPENSION/DISCONNECTON OF SERVICE STANDARDS

A. Suspension/Disconnection Standards.

1. The telecommunications provider may suspend/disconnect, initiate toll blocking or refuse service for any of the following reasons:

a. The subscriber requests it;

b. The service has been abandoned by the subscriber;

c. The subscriber violates any rule of the provider, and such violation adversely affects the safety of the subscriber or other persons, or the integrity of the telecommunications system;

d. A dangerous condition exists on the subscriber's premises;

e. The subscriber obtains or attempts to obtain any telecommunications service through any fraudulent means with the intent to avoid payment, in whole or in part, of the normal charge for such service;

f. The provider can reasonably show that the subscriber misrepresented his or her identity for the purpose of obtaining telecommunications service;

g. The subscriber refuses to grant provider's personnel access, during normal working hours, to telecommunications equipment installed upon the premises of the subscriber for the purpose of inspection, maintenance or replacement;

h. Non-payment of subscriber's bill except as outlined in Section IV.A.2.;

i. The subscriber fails to provide requested credit information prior to establishment, or within the first thirty (30) days of service; or if the subscriber fails to provide a security deposit or written guarantee, as set forth in Section III; or,

j. Acts of the subscriber or other customers at the service address are such as to indicate an act or intention to deceive, mislead, misrepresent, or defraud the provider, regardless of the class of service involved.

2. A telecommunications provider may not suspend or disconnect service for any of the following reasons:

a. The failure of the subscriber to pay for concurrent residential service received at a separate residence or concurrent business location service received at a separate business; however, the telecommunications provider may transfer an unpaid residential balance(s) to the subscriber's remaining residential account(s) or an unpaid business balance(s) to the subscriber's remaining business account(s).

b. The failure of the subscriber to pay for a different class of service (business or residential) received at the same location, unless the usage of the remaining service substantially increases; however, the telecommunications provider may transfer the unpaid balance(s) to the subscriber's remaining account(s) at the same location.

c. The failure of a subscriber to pay a bill that is in dispute; provided that the subscriber has paid the undisputed portion of the bill.

d. The failure of a subscriber to pay an unpaid balance that is no longer collectible under state or federal law, except that:

(i) If the relevant statute of limitations has run, a telecommunications provider may suspend, disconnect or deny new service to any applicant due to an outstanding arrearage with that particular telecommunications provider for prior service if the telecommunications provider has pursued recovery of the debt through the court system.

(ii) If the relevant statute of limitations has run, a telecommunications provider may, for a period of 3 years after the expiration of the statute of limitations, suspend, disconnect or deny new service to any applicant due to an outstanding arrearage with that particular telecommunications provider for prior service if the telecommunications provider has made reasonable, verifiable, documented collection efforts during the running of the statute of limitations.

e. The failure of a subscriber to pay for non-deniable charges.

f. A subscriber files for bankruptcy, except as permitted under the United States Bankruptcy Code, 11 U.S.C.A. §366.

B. **Restrictions to Suspending/Disconnecting Service.** Except for suspension/disconnection pursuant to Subsections IV. A.1. a-g, i and j, a local service provider shall not suspend/disconnect local service unless:

1. At the time of the proposed suspension/disconnection, the provider's office or personnel identified in the notices given pursuant to Section 1V.D. remain available to the subscriber for one hour after the suspension/disconnection and on the day following suspension/disconnection so that the subscriber may prevent suspension/disconnection or obtain reconnection, and

2. The procedures required by Section IV.E. are followed.

C. Suspension/Disconnection in Special Circumstances.

1. Service may not be suspended/disconnected if a residential subscriber notifies the local service provider and establishes that:

a.. Suspension/disconnection would be especially dangerous to the safety or health of the subscriber, resident member of the subscriber's family or other permanent resident of the premises where service is rendered, and

b. Such subscriber is unable to pay for such service in accordance with the requirements of the provider's billing or is able to pay for such service only in installments. The provider shall either allow payment in reasonable installments or postpone suspension/disconnection of service for at least twenty-one (21) days so that the subscriber may make arrangements for reasonable installment payments.

2. In determining whether suspension/disconnection would be especially dangerous to health, consideration shall be given to the subscriber's (or other resident's) medical condition, age or disability. The provider may require the subscriber to provide medical provider's written certification of medical condition.

3. The provider may restrict access to the long distance network during the period of postponement or installment payments under the conditions set out in Section II.E.

D. **Notice of Suspension/Disconnection of Service:**

1. **Time Requirement.** The telecommunications provider shall give the subscriber seven (7) calendar days written notice from the date the suspension/disconnection notice is deposited in the U.S. mail before suspending/disconnecting service. Suspension/disconnection may be immediate if it is at subscriber request or abandonment, involves a dangerous condition, adversely affects the safety of the subscribers or other persons, or involves unauthorized interference with or fraudulent use of services. See 1V.A.1.a-g, i, and j.

2. **Delivery of Notice.** Service suspension/disconnection notices shall be mailed separately from bills, information or advertising, and shall be sent to the customer of record. Service of notice by mail is complete after being deposited by the carrier in the U.S. mail. The telecommunications provider shall maintain an accurate record of the date of mailing and the suspension/disconnection effective dates.

3. **Notice Information Requirements.** The suspension/disconnection notice shall contain the following information:

a. The name, billing address and account number(s) of the subscriber being suspended.

b. A clear and concise statement of the reason for the proposed suspension/disconnection of service and terms under which suspension/disconnection may be avoided.

c. The date and time by which payment is required to avoid suspension/disconnection.
d. A clear and concise explanation of the charges and conditions for reconnection of service.

e. A statement that suspension/disconnection may be postponed or avoided if the subscriber makes payment arrangements with the provider for moneys not in dispute.

f. A clear concise statement to apprise the subscriber of the availability of an administrative procedure that may be utilized in the event of a bona fide dispute or under other circumstances, such as provided in Section IV. G.. The address, telephone number and name of provider's office or personnel empowered to review disputed bills, rectify errors and prevent suspension/disconnection, shall be clearly set forth. The notice shall state that the subscriber may talk with an employee of the provider and may present his or her reasons for disputing a bill, requesting payment arrangements or requesting a postponement of suspension/disconnection. The notice shall also contain the telephone number of the Commission's Consumer Protection Office.

E. Restoration of Service.

1. Upon the subscriber's request, a telecommunications provider shall promptly restore service when:

a. the cause of suspension of service has been eliminated; or

b. satisfactory payment arrangements have been made.

2. At all times, every reasonable effort shall be made to restore service on the same day the cause of the suspension has been remedied, and in any event, restoration shall be ordered no later than the next business day after the day the subscriber requests restoration of service.

F. **Disputes.**

1. **Notice/Time Frame.** A subscriber must advise the telecommunications provider, within 90 days of the billing date and prior to the date of the proposed suspension/disconnection of service that all or any part of any bill is in dispute. A subscriber may advise a provider that a bill is in dispute in any reasonable manner such as by written notice, in person or by a telephone call directed to the appropriate provider's personnel.

2. **Provider Responsibilities.** Upon receiving notice of the dispute, the company shall:

a. Immediately record the date, time and place the complaint is made.

b. Postpone suspension/disconnection until a full investigation is completed and the dispute is found to be invalid.

c. Investigate the dispute promptly and completely.

d. Attempt to resolve the dispute informally in a manner mutually satisfactory to both parties.

3 .**Non-resolved Dispute.** In the event a dispute is not resolved to the satisfaction of the subscriber after full investigation, and the telecommunications provider intends to proceed with suspension/disconnection the provider shall advise the subscriber of formal and informal procedures available before the Corporation Commission of the State of Kansas. The provider may then suspend/disconnect service once proper notice of suspension/disconnection has been provided to the subscriber.

4. **Directory Notice.** White Page Directory listings shall contain a conspicuous notice stating that subscribers who are unable to obtain a satisfactory resolution of a dispute with a telecommunications provider may contact the Corporation Commission of the State of Kansas at 1-800-662-0027 for information as to possible further remedies.

SECTION V: WAIVER OF REQUIREMENTS

The requirements contained in these standards may be waived on an individual case basis by the Commission upon application by the telecommunications 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 telecommunications provider, the interests of the affected consumer(s), and the interests of the public.