

STATE OF IOWA
DEPARTMENT OF COMMERCE
UTILITIES BOARD

IN RE: REHABILITATION CENTER OF ALLISON, IOWA, UNITYPOINT CLINIC FAMILY MEDICINE AT HUXLEY, f/k/a HUXLEY FAMILY PHYSICIANS, HANCOCK COUNTY HEALTH SYSTEMS, HELEN ADOLPHSON and CHARLOTTE SKALLERUP, CAROLYN FRAHM, and DOUGLAS PALS	DOCKET NOS. FCU-2012-0019, FCU-2013-0004, FCU-2013-0005, FCU-2013-0006, FCU-2013-0007, and FCU-2013-0009
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ORDER SETTING IN-PERSON PREHEARING CONFERENCE

(Issued July 8, 2015)

On February 12, 2015, an order was issued modifying the remaining procedural schedule in Docket No. FCU-2012-0019, *Rehabilitation Center of Allison, Iowa (Allison)*. Among other things, the order required Qwest Corporation, d/b/a CenturyLink QC (CenturyLink) to file its proposed effective, preventative, long-term solutions to the call completion problems its customers have experienced in Iowa by April 27, 2015, and allowed any party to file a response to the proposed solutions by May 26, 2015. The order stated that at the conclusion of this partial procedural schedule, based on the filings of the parties, the undersigned administrative law judge would determine whether an additional procedural schedule is needed, and if so, what it should include. The order stated the parties would be given the opportunity to provide input into this determination.

Similar orders were issued in each of the dockets listed above, requiring various telephone carriers to provide their proposed solutions, allowing the other parties to file responses, and stating the parties would be given the opportunity to provide input into the decision of whether an additional procedural schedule is needed, and if so, what the procedural schedule should include.

A prehearing conference is needed to provide the parties with the opportunity to give their opinions as to whether an additional procedural schedule is needed in these cases, and if so, what it should include. Because these questions involve the same considerations in the call completion cases in which CenturyLink is the originating long distance carrier¹ and the case in which Windstream Iowa Communications, Inc. (Windstream), is the originating long distance carrier,² one prehearing conference will be held for all the cases. This will also be more efficient for Airus, Inc., who is a party in both the *Hancock* and *Frahm* cases. In order to facilitate the sharing of ideas, the prehearing conference will be held in person. If this poses an undue hardship for any party or participant, the party should contact Ms. Trisha Quijano at Trisha.Quijano@iub.iowa.gov to request call-in information for the prehearing conference. However, the parties are encouraged to make every effort to attend the prehearing conference in person.

¹ The *Allison* case; FCU-2013-0004, *Unity Point Clinic Family Medicine at Huxley, f/k/a Huxley Family Physicians*; FCU-2013-0005, *Hancock County Health Systems (Hancock)*; FCU-2013-0006, *Complaints of Helen Adolphson and Charlotte Skallerup*; and FCU-2013-0009, *Complaint of Douglas Pals*.

² Docket No. FCU-2013-0007, *Complaint of Carolyn Frahm (Frahm)*.

At the prehearing conference, the Consumer Advocate or any telephone carrier with knowledge of a particular customer should be prepared to report whether any of the complaining customers in these cases have experienced any recent call completion problems. If any of them have, the appropriate telephone carrier(s) should be prepared to discuss what happened and the remedial actions taken.

The undersigned notes that in CenturyLink's proposed solutions filed in each of its dockets on April 27, 2015, CenturyLink stated it would be willing to provide the Utilities Board (Board) with the Iowa-specific data included in the quarterly reports it will file with the Federal Communications Commission beginning in August 2015, on the condition that the Board would pre-designate the filings as confidential due to the fact they will contain Customer Proprietary Network Information as well as CenturyLink's own proprietary data. Pre-designation of confidential information to be filed with the Board is done by rule. See 199 IAC 1.9(5)(c). It is not clear that the Board has the authority to pre-designate such reports as confidential without going through a rulemaking process. The undersigned would like to discuss this issue with CenturyLink at the prehearing conference.

IT IS THEREFORE ORDERED:

An in-person prehearing conference to discuss the topics listed in the body of this order will be held at 2 p.m. Central Daylight Time on Wednesday, August 26, 2015, in Board Conference Room 2, 1375 East Court Ave., Des Moines, Iowa 50319. If in-person presence at the prehearing conference would be an undue hardship for any person, the person should contact Ms. Trisha Quijano at

DOCKET NOS. FCU-2012-0019, FCU-2013-0004, FCU-2013-0005, FCU-2013-0006,
FCU-2013-0007, FCU-2013-0009
PAGE 4

Trisha.Quijano@iub.iowa.gov to request call-in information for the prehearing conference. The parties are encouraged to attend the prehearing conference in person to facilitate the discussion. The customers who filed the complaints in these cases are welcome to attend the prehearing conference if they wish but are not required to do so.

UTILITIES BOARD

/s/ Amy L. Christensen
Amy L. Christensen
Administrative Law Judge

ATTEST:

/s/ Trisha M. Quijano
Executive Secretary, Designee

Dated at Des Moines, Iowa, this 8th day of July 2015.