

Decision No. C24-0251

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF COLORADO

PROCEEDING NO. 98M-236T

IN THE MATTER OF THE ADMINISTRATION OF THE COLORADO HIGH COST SUPPORT MECHANISM.

**COMMISSION DECISION ADVISING
TELECOMMUNICATIONS SERVICE PROVIDERS OF
NOTIFICATION OF ANNUAL CUSTOMER EDUCATION**

Mailed Date: April 23, 2024
Adopted Date: April 10, 2024

I. BY THE COMMISSION

A. Statement and Findings of Fact

1. Pursuant to 4 *Code of Colorado Regulations* 723-2-2845(e), Rules Regulating Telecommunications Services and Providers of Telecommunications Services, each telecommunications service provider collecting the Colorado High-Cost Support Mechanism (CHCSM) rate element (also known as the “Colorado Universal Service Charge”) is to provide its customers certain education material as ordered by the Commission. The inclusion of the customer education material shall commence with the first billing cycle of the third quarter of 2024. Each provider shall make the CHCSM customer education material ordered by the Commission available to each of its customers by a message directly printed on the bill, by bill insert, by separate first class mail, or text message,¹ or any combination of these alternatives. The language

¹ If a text message is utilized, there should be no customer charge or impact to any customer allotment of free text messages.

for the customer notification message for the first billing cycle of the third quarter of 2024 is attached as Attachment A to this Decision.

2. The effective date of this Decision will allow telecommunications providers sufficient time to implement the continuing customer CHCSM education material within the first billing cycle of the third quarter of 2024.

II. ORDER

A. The Commission Orders That:

1. Pursuant to Rule 4 *Code of Colorado Regulations* 723-2-2845(e), all telecommunications service providers required to contribute to the Colorado High-Cost Support Mechanism shall provide their customers with the customer education information describing the “Colorado Universal Service Charge” rate element using the language as provided in Attachment A to this Decision.

2. For the calendar year 2024, providers shall complete the required continuing customer Colorado High-Cost Support Mechanism education notification in the first billing cycle of the third quarter of 2024.

3. The 20-day time period provided for by § 40-6-114(1), C.R.S., to file applications for rehearing, reargument, or reconsideration begins on the first day after the mailing of this Decision.

4. This Decision is effective on its Mailed Date.

**B. ADOPTED IN COMMISSIONERS' WEEKLY MEETING
April 10, 2024.**

(S E A L)



ATTEST: A TRUE COPY

A handwritten signature in cursive script that reads "Rebecca E. White".

Rebecca E. White,
Director

THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF COLORADO

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MEGAN M. GILMAN

TOM PLANT

Commissioners