

Decision No. C25-0247

**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF COLORADO**

PROCEEDING NO. 98M-236T

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

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

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Issued Date: April 11, 2025

Adopted Date: April 9, 2025

**I. BY THE COMMISSION**

**A. Statement**

1. Pursuant to 4 *Code of Colorado Regulations* (“CCR”) 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 2025. 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,<sup>1</sup> or any combination of these alternatives.

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

The language for the customer notification message for the first billing cycle of the third quarter of 2025 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 2025.

## **II. ORDER**

### **A. The Commission Orders That:**

1. Pursuant to Rule 4 *Code of Colorado Regulations* (“CCR”) 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 2025, providers shall complete the required continuing customer Colorado High-Cost Support Mechanism education notification in the first billing cycle of the third quarter of 2025.

3. The 20-day time period provided for by § 40-6-114(1), C.R.S., to file an Application for Rehearing, Reargument, or Reconsideration begins on the first day after the mailing of this Decision.

4. This Decision is effective upon its Issued Date.

**B. ADOPTED IN COMMISSIONERS' WEEKLY MEETING  
April 9, 2025.**

( S E A L )



ATTEST: A TRUE COPY

Rebecca E. White,  
Director

THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF COLORADO

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Commissioners