

Decision No. C04-0554

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

DOCKET NO. 98M-236T

---

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

---

**ORDER ADVISING TELECOMMUNICATIONS  
SERVICE PROVIDERS OF NOTIFICATION  
OF ANNUAL CUSTOMER EDUCATION**

---

Mailed Date: June 1, 2004  
Adopted Date: May 26, 2004

**I. BY THE COMMISSION**

**A. Statement and Findings of Fact**

1. Pursuant to 4 *Code of Colorado Regulations* 723-41-7.5 each rate jurisdictional provider collecting the Colorado High Cost Support Mechanism (CHCSM) rate element (also know as the “Colorado Universal Service Charge”) shall provide continuing customer CHCSM education. The notification shall commence with the first billing cycle of the third quarter of 2004, and annually thereafter. Each provider shall provide the notification to each of its customers by message directly printed on the bill, by bill insert, or by separate first class mail, or any combination of these alternatives, such as continuing customer education material as may be ordered by the Commission acting as administrator. Recommended language for the customer notification message is attached as Attachment A.

2. The effective date of this Order will allow telecommunications providers sufficient time to implement the continuing customer CHCSM education within the first billing cycle of the third quarter of 2004.

**II. ORDER****A. The Commission Orders That:**

1. All telecommunications service providers required to contribute to the Colorado High Cost Support Mechanism shall notify their customers of the “Colorado Universal Service Charge” rate element using the language of Attachment A. For calendar year 2004, providers shall complete the required continuing customer Colorado High Cost Support Mechanism education in the first billing cycle of the third quarter of 2004.

2. 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 Order.

3. This Order is effective on its Mailed Date.

**B. ADOPTED IN COMMISSIONERS’ WEEKLY MEETING  
May 26, 2004.**

THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF COLORADO

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Commissioners

G:\ORDER\C04-0554\_98M-236T.doc