



Idaho Public Utilities Commission

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Case No. GNR-T-25-05

Order No. 36514

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NEWS RELEASE: Commission staff will investigate telecommunications companies for service issues.

BOISE (March 20, 2025) – Idaho Public Utilities Commission staff will investigate two telecommunications companies and related entities after receiving complaints from customers regarding the service they were receiving.

Ziply Fiber of Idaho, LLC and Ziply Fiber Northwest, LLC are two related telecommunications companies. Along with other related entities, they provide telecommunications service in several locations in Idaho. After an initial inquiry, commission staff believed the companies failed to adequately maintain systems. This left customers in certain areas without reliable service. Staff also believed the companies failed to respond in a timely manner to service outage reports from customers.

The investigation is intended to allow the companies to address any identified deficiencies without additional formal commission action. Additional steps could be taken by the commission depending on the outcome of the investigation and the companies' willingness to address identified service issues.

Additional information is available at: puc.idaho.gov/case/Details/7517.