

**BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION**

**IN THE MATTER OF FREDRIC QUINTO’S ) CASE NO. VZN-T-23-01**  
**FORMAL COMPLAINT AGAINST ZIPLY )**  
**FIBER NORTHWEST, LLC ) ORDER NO. 35864**  
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On March 8, 2023, Fredric Quinto (“Petitioner”) filed a formal complaint (“Complaint”) with the Idaho Public Utilities Commission (“Commission”). The Petitioner alleged that Ziplly Fiber Northwest, LLC (“Company”), a Commission-regulated telecommunications service provider, violated Telephone Customer Relations Rule 500, IDAPA 31.41.01.500, related to the quality of service required by a telephone company. Specifically, the Petitioner alleged that his telephone service regularly failed to the point that the Petitioner could not make calls and that the Company provided only temporary remedies rather than permanent fixes. The Petitioner requested that the Commission require the Company to install a permanent line to his residence.

On May 4, 2023, after the Company answered the Commission’s Summons and Complaint (“Answer”), the Petitioner emailed the Commission regarding the Company’s Answer. The Petitioner stated that the Company did not bury his line as requested; this correspondence included photos which the Petitioner stated were related to this case.

On May 30, 2023, the Commission ordered the Company bury the Petitioner’s line and provide evidence within 14 days. *See* Order No. 35794.

On June 13, 2023, the Company submitted a Compliance Report which stated that it had complied with Order No 35794. The Petitioner has not disputed the validity of the assertions made in the Compliance Report.

On July 11, 2023, Staff submitted a decision memorandum which stated the Company had complied with Commission requirements in Order No. 35794. Staff recommended the Commission issue an order acknowledging this.

**COMMISSION DECISION**

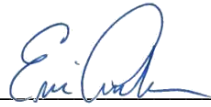
In Order No. 35794 the Commission ordered that the Company provide a permanent fix by burying the Petitioner’s line. Based on the Company’s June 13, 2023, Compliance Report, the Commission finds the Company has addressed the Commission’s concerns described in Order No. 35794. Given the Company’s compliance, we dismiss the Petitioner’s Complaint.

**ORDER**

IT IS HEREBY ORDERED that the Petitioner's complaint is dismissed.

THIS IS A FINAL ORDER. Any person interested in this Order may petition for reconsideration within twenty-one (21) days of the service date of this Order regarding any matter decided in this Order. Within seven (7) days after any person has petitioned for reconsideration, any other person may cross-petition for reconsideration. *See Idaho Code* § 61-626.

DONE by Order of the Idaho Public Utilities Commission at Boise, Idaho this 26<sup>th</sup> day of July 2023.



ERIC ANDERSON, PRESIDENT

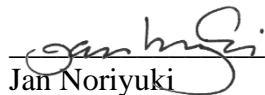


JOHN R. HAMMOND, JR., COMMISSIONER



EDWARD LODGE, COMMISSIONER

ATTEST:



Jan Noriyuki  
Commission Secretary

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