

## DECISION MEMORANDUM

**TO:           COMMISSIONER ANDERSON  
              COMMISSIONER HAMMOND  
              COMMISSIONER LODGE  
              COMMISSION SECRETARY  
              COMMISSION STAFF  
              LEGAL**

**FROM:       MICHAEL DUVAL  
              DEPUTY ATTORNEY GENERAL**

**DATE:       JULY 11, 2023**

**SUBJECT:   IN THE MATTER OF FREDRIC QUINTO’S FORMAL COMPLAINT  
              AGAINST ZIPLY FIBER NORTHWEST, LLC; CASE NO. VZN-T-23-01.**

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 telecommunication 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 make calls and that the Company provided only temporary remedies as opposed to permanent fixes. The Petitioner requested that the Commission issue an order requiring 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. 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 to service the Petitioner’s line. *See* Order No. 35794.

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

**STAFF REVIEW**

Staff reviewed the Company's Compliance Report and supporting information. Staff believes the Company has complied with Commission Order No. 35794.

**STAFF RECOMMENDATION**

Staff recommends the Commission issue an Order acknowledging the Company complied with its directive in Order No. 35794 and dismiss the Complaint.

**COMMISSION DECISION**

Does the Commission wish to issue an Order acknowledging the Company complied with its directive in Order No. 35794 and dismiss the Complaint?



---

Michael Duval  
Deputy Attorney General