

STATE OF MICHIGAN
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

* * * * *

In the matter, on the Commission's own	)	
motion, to re-promulgate rules required by	)	Case No. U-21958
MCL 484.2202(1)(c)(iv).	)	
_____	)	

At the August 6, 2026 meeting of the Michigan Public Service Commission in Lansing, Michigan.

PRESENT: Hon. Daniel C. Scripps, Chair
Hon. Katherine L. Peretick, Commissioner
Hon. Shaquila Myers, Commissioner

ORDER

On March 5, 2026, the Commission filed a request for rulemaking (RFR) with the Michigan Office of Administrative Hearings and Rules (MOAHR) to re-promulgate rules governing the obligations of providers of basic local exchange service that cease to provide the service, pursuant to the mandates of MCL 484.2202(1)(c)(iv) and MCL 484.2213. These rules already exist as Mich Admin Code, R 484.1001 through 484.1019, but pursuant to MCL 484.2202(2), the rules will automatically cease to have effect on March 21, 2027. The proposed rules primarily re-promulgate existing rules but will also simplify the existing rules to help ensure that both the Commission and affected customers receive adequate notice of an impending discontinuance of service from a wholesale provider and/or a retail provider and that the provider complies with the requirements to discontinue service to its customers under Section 313 of Public Act 179 of 1991, the Michigan Telecommunications Act, MCL 484.2313.

MOAHR approved the RFR on March 10, 2026. MOAHR 2026-19 LR. The Commission subsequently submitted the draft rules to MOAHR, which were approved on May 19, 2026.

MOAHR then submitted the draft rules to the Legislative Service Bureau (LSB) for informal approval. On May 27, 2026, LSB approved the draft rules. The Regulatory Impact Statement was approved on May 13, 2026. The Notice of Public Hearing was approved by MOAHR on May 27, 2026, and the proposed rules were published in the Michigan Register on July 15, 2026.

To provide the public with an opportunity to comment on the proposed rule re-promulgation, the Commission scheduled a public hearing, which was held at 10:30 a.m. (Eastern time (ET)) on July 22, 2026, at 7109 W. Saginaw Hwy., Lansing, Michigan. The Commission also opened a public comment period for written comments to be received no later than 5:00 p.m. (ET) on July 29, 2026. No comments were received at the public hearing held on July 22, 2026.

The Commission received one written comment filed in this docket by Ron and Karen Fenwick (the Fenwicks). The Fenwicks' comment did not specifically address the proposed rule re-promulgation but rather addressed their concerns on the current status of federal and state landline discontinuance policies and actions undertaken by certain service providers to dissuade the continued use of landline service. Fenwicks' comments, filing #U-21958-0001-CC.

The Commission appreciates the concerns of the Fenwicks but finds their joint comment to be outside the purview of this rulemaking proceeding.

THEREFORE, IT IS ORDERED that:

A. The rules governing Responsibilities of Providers of Basic Local Exchange Service That Cease to Provide the Service, attached as Exhibit A, are approved and shall be submitted to the Legislative Service Bureau and the Michigan Office of Administrative Hearings and Rules for their formal approvals.

B. Upon formal approval of the attached Responsibilities of Providers of Basic Local Exchange Service That Cease to Provide the Service rules by the Legislative Service Bureau and the Michigan Office of Administrative Hearings and Rules, they shall be transmitted to the Joint Committee on Administrative Rules.

The Commission reserves jurisdiction and may issue further orders as necessary.

MICHIGAN PUBLIC SERVICE COMMISSION

Daniel C. Scripps, Chair

Katherine L. Peretick, Commissioner

Shaquila Myers, Commissioner

By its action of August 6, 2026.

Lisa Felice, Executive Secretary

DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS

PUBLIC SERVICE COMMISSION

RESPONSIBILITIES OF PROVIDERS OF BASIC LOCAL EXCHANGE
SERVICE THAT CEASE TO PROVIDE THE SERVICE

Filed with the secretary of state on

These rules become effective on March 21, 2027.

(By authority conferred on the public service commission by sections 202 and 213 of the Michigan telecommunications act, 1991 PA 179, MCL 484.2202 and 484.2213)

R 484.1005, R 484.1012, R 484.1013, R 484.1014, R 484.1015, R 484.1016, and R 484.1017 of the Michigan Administrative Code are amended, as follows:

PART 2. RESPONSIBILITIES OF PROVIDERS AND WHOLESALE
PROVIDERS INVOLVED IN A DISCONNECTION DISPUTE

R 484.1005 Notification of discontinuance.

Rule 5. (1) If the wholesale provider plans to disconnect a service that makes the provider unable to furnish basic local exchange service to its customers due to a dispute concerning resale or the purchase of a local wholesale product, the wholesale provider shall notify the commission and the provider of this disconnection in writing not less than 45 days before the date of the impending disconnect.

(2) Notice required under subrule (1) of this rule must include, to the extent known by the wholesale provider, but is not limited to, all of the following:

- (a) The name, address, and account number or numbers of the provider.
- (b) The number and segment or segments of customers to be disconnected.
- (c) An indication of whether the wholesale provider is furnishing resale service or a local wholesale product.
- (d) The reason for the disconnection.
- (e) A statement or citation describing where the right to disconnect or deny service is found, such as in an interconnection agreement or other contract.
- (f) If the dispute is related to billing and charges, an estimate of the charges owed and amounts of those charges that are disputed and undisputed and the amount required to be repaid to avoid disruption of services.
- (g) The date and time, or range of dates and times, when the wholesale provider intends to discontinue the service.

(3) The wholesale provider shall notify the commission as soon as reasonably practicable, but no less than 1 business day before the date of the notice required by the provider under subrule (4) of this rule, if the notice to discontinue service to the provider was modified or withdrawn.

(4) Within 10 business days after receiving notice from the wholesale provider, the provider

shall comply with the requirements to discontinue service to its customers under section 313 of the act, MCL 484.2313, and these rules.

(5) If the provider fails to provide the notice under subrule (4) of this rule by the eleventh business day, the commission may post a notice of the discontinuance on its website.

(6) The provider shall contact the commission to provide periodic updates of the status of any dispute resolution between the provider and the wholesale provider and the disconnection and transition of its customers as requested by commission staff.

(7) The provider shall return all deposits to customers and apply all appropriate credits to customer accounts associated with the discontinued service within 30 days after the discontinuance of service.

PART 3. CESSATION OF SERVICE TO ANY SEGMENT OF END USERS OR GEOGRAPHIC AREA, WITHDRAWAL OF SERVICE FROM THE STATE, TRANSFER OF CUSTOMERS TO OTHER PROVIDERS

R 484.1012 Notice of discontinuance to the commission under section 313(5)(a) of the act, MCL 484.2313.

Rule 12. (1) Notice to the commission under section 313(5)(a) of the act, MCL 484.2313, must include, but is not limited to, all of the following:

(a) The proposed date of the discontinuance.

(b) The geographic area, exchange, or exchanges where the discontinuance will occur.

(c) A list of alternative providers in the service area that offer comparable voice service with reliable access to 9-1-1 and emergency services through any technology or medium. If the provider discontinuing the service also provides any of these alternative services, that provider must also be listed.

(d) The number and segment or segments of customers that are affected by the discontinuance.

(e) The method customers or interconnecting providers were notified of the discontinuance, such as by first-class mail, within customer bills, or under the terms of the interconnection agreement.

(f) The reason for the discontinuance.

(g) A statement of the provider's prospective intent for the disposition of its license and any tariffs on file with the commission.

(2) An exhibit attached to the notice in subrule (1) of this rule must include, but is not limited to, all of the following:

(a) A copy of the section 214 application filed with the Federal Communications Commission pursuant to the federal telecommunications act of 1996, 47 USC 214.

(b) A copy of the newspaper publication notice. The affidavit of publication from the newspaper or newspapers must be filed separately in the docket once publication is complete.

(c) A copy of the notice provided to customers.

(d) A copy of the notice provided to interconnecting providers, if applicable, as provided for in section 313 of the act, MCL 484.2313. If not applicable, the provider shall note

accordingly in the notice to the commission.

(3) An incumbent local exchange carrier that proposes to discontinue service to a geographic area, exchange, or exchanges, in addition to providing the materials listed in subrule (2)(a) to (d) of this rule, shall provide to the commission a clear and detailed description, including a map of the geographic boundary area where the discontinuance of service would take place and the segment or segments of customers the proposed discontinuance applies.

(4) A provider that determines certain information in its notice is confidential may file that information with the commission as provided under section 210 of the act, MCL 484.2210.

R 484.1013 Requirements for newspaper, customer and interconnecting provider notices under section 313(5)(a) of the act, MCL 484.2313.

Rule 13. The newspaper, customer, and interconnecting provider notices required under section 313(5)(a) of the act, MCL 484.2313, must include, but are not limited to, all of the following:

(a) Information for customers to contact the provider.

(b) The proposed date of the discontinuance.

(c) The geographic area, exchange, or exchanges where the discontinuance will occur.

(d) A list of alternative providers in the service area that offer comparable voice service with reliable access to 9-1-1 and emergency services through any technology or medium. If the provider discontinuing the service also provides any of these alternative services, that provider must also be listed.

(e) The MPSC docket number assigned to the notice for the discontinuance of service and a statement that affected customers may file comments requesting that the commission investigate the availability of comparable voice service with reliable access to 9-1-1 and emergency service. The notice must also provide information on how to file comments with the commission. If a provider is unable to furnish the MPSC docket number and investigation statement information in its notices under section 313(5)(a) of the act, MCL 484.2313, the provider shall include the MPSC docket number in its notice under section 313(5)(b) of the act, MCL 484.2313.

R 484.1014 Notice of discontinuance to the commission under section 313(5)(b), MCL 484.2313.

Rule 14. (1) On approval of the application filed with the Federal Communications Commission and not less than 90 days before discontinuing service, the provider proposing to discontinue service shall follow the notice steps in section 313(5)(b) of the act, MCL 484.2313. The notice to the commission filed under section 313(5)(b) of the act, MCL 484.2313, must include, but is not limited to, all of the following:

(a) The proposed date of discontinuance.

(b) The geographic area, exchange, or exchanges where the discontinuance will occur.

(c) A list of alternative providers in the service area that offer comparable voice service with reliable access to 9-1-1 and emergency services through any technology or medium. If the provider discontinuing the service also provides any of these alternative services, that provider must also be listed.

(d) The number and segment or segments of remaining customers subject to the discontinuance.

(e) The method that customers or interconnecting providers were provided the second notice of the discontinuance, such as by first-class mail, within customer bills, or under terms of the interconnection agreement.

(f) Other relevant information pertaining to the discontinuance, such as additional attempts made at customer outreach outside of the requirements outlined in section 313 of the act, MCL 484.2313.

(2) An exhibit attached to the notice in subrule (1) of this rule must include, but is not limited to, all of the following:

(a) A copy of the Federal Communications Commission public notice showing the grant of approval of the discontinuance.

(b) A copy of the newspaper publication notice. The affidavit of publication from the newspaper or newspapers must be filed separately in the docket once publication is completed.

(c) A copy of the second notice to customers.

(d) A copy of the notice provided to interconnecting providers, if applicable, as provided for in section 313 of the act, MCL 484.2313. If not applicable, the provider shall note accordingly in the notice to the commission.

R 484.1015 Requirements for newspaper, customer and interconnecting provider notices under section 313(5)(b), MCL 484.2313.

Rule 15. The newspaper, customer, and interconnecting provider notices required under section 313(5)(b) of the act, MCL 424.2313, must include, but are not limited to, all of the following:

(a) Information for customers to contact the provider.

(b) The proposed date of the discontinuance.

(c) The geographic area, exchange, or exchanges where the discontinuance will occur.

(d) A list of alternative providers in the service area that offer comparable voice service with reliable access to 9-1-1 and emergency services through any technology or medium. If the provider discontinuing the service also provides any of these alternative services, that provider must also be listed.

(e) The MPSC docket number assigned to the notice for the discontinuance of service and a statement that affected customers may file comments requesting that the commission investigate the availability of comparable voice service with reliable access to 9-1-1 and emergency service. The notice must also provide direction on how to file comments with the commission.

R 484.1016 Other notice of discontinuance.

Rule 16. (1) For a discontinuance of basic local exchange service that is subject to federal filing and notice requirements, but not subject to the requirements of section 313 of the act, MCL 484.2313, the provider is encouraged to consult with the commission to determine the most appropriate means of notification to customers and the commission.

(2) If a discontinuance of service to a customer is delayed more than 45 days beyond the disconnection date provided in the notices to the commission and customers under section

313 of the act, MCL 484.2313, the provider shall consider, but is not required, to take additional steps to notify the customer of the delay and provide the customer with an updated discontinuance date.

R 484.1017 Status and completion of discontinuance.

Rule 17. (1) If technologically feasible, a provider shall consider, but is not required, to implement a soft disconnect to customers for a limited time of not less than 14 days before a complete disconnect. The soft disconnect would allow customers limited access, at a minimum, to 9-1-1 service, and may also allow the customer to dial the number of the provider to receive additional information about the service.

(2) The provider shall provide periodic updates of the status of the discontinuance and transition of its impacted customers, including a list of the end users of the provider that are public utilities, governmental agencies, schools, medical facilities, critical 9-1-1 facilities, and interconnecting providers, as requested by the commission staff. The provider is not required to share end user information where prohibited by law or where the end user has requested that the provider not share personal information with another individual or entity.

(3) The provider shall return all deposits to customers and apply all appropriate credits to customer accounts associated with the discontinued service within 30 days after the discontinuance.

(4) On completion of the discontinuance of service, the provider shall file a notice in the docket informing the commission of the completion and that the provider no longer has any remaining customers subject to the discontinuance.

PROOF OF SERVICE

STATE OF MICHIGAN)

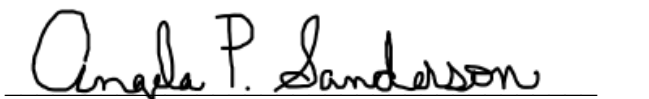
Case No. U-21958

County of Ingham)

Brianna Brown being duly sworn, deposes and says that on August 6, 2026 A.D. she electronically notified the attached list of this **Commission Order via e-mail transmission**, to the persons as shown on the attached service list (Listserv Distribution List).


Brianna Brown

Subscribed and sworn to before me
this 6th day of August 2026.


Angela P. Sanderson
Notary Public, Shiawassee County, Michigan
As acting in Eaton County
My Commission Expires: May 21, 2030

Service List for Case: U-21958

Name	On Behalf Of	Email Address
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Dillon Power, LLC
Direct Energy
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DTE Energy
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DTE Energy
Eligo Energy MI, LLC
Eligo Energy MI, LLC
Energy Harbor
Energy International Power Marketing d/b/a PowerOne
Energy Michigan
Engie Gas & Power LLC
ENGIE Gas & Power f/k/a Plymouth Energy
Everyday Energy, LLC d/b/a Energy Rewards
Felice, Lisa
First Energy
Forner, Phil
Great Lakes Energy
Great Lakes Energy
Great Lakes Energy
Great Lakes Energy
Great Lakes Energy
Great Lakes Energy Cooperative
Great Lakes Energy Cooperative
Greenlight Energy Inc.
Gustafson, Lisa
Hillsdale Board of Public Utilities
HomeWorks Tri-County Electric Cooperative
HomeWorks Tri-County Electric Cooperative
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Provision Power & Gas, LLC
Realgy Corp.
Realgy Energy Services
Residents Energy LLC
RPA Energy d/b/a Green Choice Energy
Santana Energy
Santana Energy
Santanna Natural Gas Corporation
SouthStar d/b/a Grand Rapids Energy
Spark Energy Gas, LP
Spartan Renewable Energy, Inc. (Wolverine Power Marketing Corp)
Stephenson Utilities Department
Superior Energy Company
Symmetry Energy Solutions, LLC
Texas Retail Energy, LLC
Tital Gas, LLC d/b/a CleanSkyEnergy
Thumb Electric Cooperative
Tomorrow Energy Corporation
Tri-County Electric
Tri-County Electric
Tri-County Electric
Tri-County Electric
United Energy Trading d/b/a Kratos Gas & Power
Upper Michigan Energy Resources Corporation
Upper Michigan Energy Resources Corporation
Upper Michigan Energy Resources Corporation
Upper Michigan Energy Resources Corporation
Upper Peninsula Power Company
Upper Peninsula Power Company
Upper Peninsula Power Company
Upper Peninsula Power Company
Village of Baraga
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