

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

In Re:) Telecommunications - Operations
) Chapter 480-120 WAC – Consumer Rules
Telecommunications)
Rulemaking) Docket No. UT-990146

**AT&T’S COMMENTS
on The PROPOSED CPNI RULES**

AT&T Communications of the Pacific Northwest, Inc. and AT&T Broadband Phone of Washington, LLC. (collectively “AT&T”) want to thank the Washington Utilities and Transportation Commission (“WUTC”) for providing an opportunity to participate in the stakeholder workshops and to comment on the proposed CPNI Rules in this docket (“proposed rules”). AT&T also wants to thank the Commissioners for taking time out of their busy schedules to participate in the workshop process. AT&T believes that better rules have been developed with the Commissioner’s participation.

AT&T would prefer that the WUTC keep the existing rules on CPNI until the FCC has finished its rulemaking. As a national service provider, it is important to AT&T that rules remain as consistent as possible between service territories. Should the WUTC choose to move forward with the proposed rules, AT&T requests that the commission carefully consider the modifications requested herein and those suggested by other carriers.

AT&T appreciates the modifications made in this draft of the proposed rules and is supportive of the changes made so far. The changes made in the proposed rules have improved the ability of companies to comply with the rules without weakening customer privacy protection for Washington consumers. The additional amendments to the

proposed rules that AT&T is requesting will likewise ease compliance without weakening privacy protections. AT&T recognizes that our customers are concerned with how their private information is being used and AT&T believes that the changes requested herein will be consistent with those concerns.

WAC 480-120-207 Notice when use of private account information is permitted unless a customer directs otherwise (“opt-out”).

Under WAC 480-120-212 of the proposed rules, a customer’s approval or disapproval will remain in effect until the customer “revokes, modifies, or limits such directive or approval.” This being the case, AT&T believes that there is no need for an annual notice to those customers who have already “opted-out.” For other customers, it should be sufficient for the notice to state what the private account information will be used for and that opting-out will not affect the customer’s service. Providing language regarding telephone solicitation and telemarketing will result in further customer confusion on this issue.

In addition, as drafted, this rule would require a voluminous amount of information to be provided to the customer in nothing less than a 12-point font. If the WUTC insists on requiring a minimum font size for notices, an 8-point font should suffice. Anything larger will result in a Notice so lengthy that many consumers may not read it and the additional costs spent for publication and mailing costs associated with a longer notice would be significantly higher.

WAC 480-120-209 Notice when explicit (“opt-in”) approval is required.

AT&T has the same concerns with this section as it does with the above WAC 480-120-207 regarding minimum font requirements in notices.

CONCLUSION

AT&T urges the commission to carefully consider the proposals provided herein and by other stakeholders. AT&T believes that it is important that any new rules be carefully balanced to provide consumer protections without undermining the development of competition in Washington through the imposition of burdensome regulation, administrative obligations and costs.

Respectfully submitted this 22nd day of May 2002.

**AT&T COMMUNICATIONS OF
THE PACIFIC NORTHWEST, INC.
AND AT&T Broadband Phone, LLC**

By: _____
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