

**UT-990146**

**Chapter 480-120**

**Telecommunications Operations**

**Pre-Proposal Draft**

**February 14, 2002**

*This document is provided to stakeholders so that they may respond to the Small Business Economic Impact Statement (SBEIS) questionnaire at <<http://www.wutc.wa.gov/990146/SBEIS>> and so that stakeholders may prepare oral comments on draft rules that will be taken at the Open Meeting of the Commission on March 27, 2002 (See notice for details).*

*This document contains rules concerning customer private account information (WAC 480-120-202 through 480-120-217). These rules were prepared after two public meetings, an opportunity to file written comments, and an Open Meeting discussion dedicated to this topic.*

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**NOTE:**

*Most other rules that are included in this document will be repealed and replaced by the sections that appear in this document. For example, WAC 480-120-106 (Form of bills) will be repealed when WAC 480-120-161 (Form of bills) is adopted.*

*A cross-reference chart of current WAC numbers and WAC numbers to be adopted follows.*

**Chapter 480-120 WAC  
Telecommunications Operations**

**Cross-reference of WAC numbers**

<b>Old WAC numbers to New</b>	<b>New WAC numbers to Old</b>
<b>PART I. GENERAL RULES</b>	<b>PART I. GENERAL RULES</b>
480-120-011 - Same	480-120-011 - Same
480-120-015 - Same	480-120-015 - Same
480-120-016 - Same	480-120-016 - Same
480-120-545 - 480-120-017	480-120-017 - 480-120-545
480-120-500 - 480-120-019	480-120-019 - 480-120-500
480-120-021 - Same	480-120-021 - Same
480-120-026 - Same	480-120-026 - Same
480-120-028 - Same	480-120-028 - Same
480-120-061 - Same	480-120-061 - Same
<b>Part II. ESTABLISHING SERVICE AND CREDIT</b>	<b>Part II. ESTABLISHING SERVICE AND CREDIT</b>
480-120-046 - 480-120-102	480-120-102 - 480-120-046
480-120-045 - 480-120-103	480-120-103 - 480-120-045
480-120-051 - 480-120-104	480-120-104 - 480-120-051
480-120-041 - 480-120-105	480-120-105 - 480-120-041
480-120-XXX - 480-120-107	480-120-107 - 480-120-XXX
480-120-X08 - 480-120-108	480-120-108 - 480-120-X08
480-120-X40 - 480-120-109	480-120-109 - 480-120-X40
480-120-XXY - 480-120-112	480-120-112 - 480-120-XXY
480-120-056 - 480-120-122a	480-120-122a - 480-120-056
480-120-056 - 480-120-122b	480-120-122b - 480-120-056
480-120-X21 - 480-120-123	480-120-123 - 480-120-X21
480-120-X10 - 480-120-124	480-120-124 - 480-120-X10
480-120-057 - 480-120-125	480-120-125 - 480-120-057
480-120-058 - 480-120-127(placeholder)	480-120-127 - 480-120-058(placeholder)
480-120-X11 - 480-120-128	480-120-128 - 480-120-X11
480-120-510 - 480-120-132	480-120-132 - 480-120-510
480-120-X12 - 480-120-133	480-120-133 - 480-120-X12
480-120-071 - 480-120-145	480-120-145 - 480-120-071
480-120-X09 - 480-120-146	480-120-146 - 480-120-X09
480-120-139 - 480-120-147	480-120-147 - 480-120-139
<b>PART III. PAYMENTS AND DISPUTES</b>	<b>PART III. PAYMENTS AND DISPUTES</b>
480-120-106 - 480-120-161	480-120-161 - 480-120-106
480-120-X13 - 480-120-162	480-120-162 - 480-120-X13
480-120-116 - 480-120-163	480-120-163 - 480-120-116
480-120-X34 - 480-120-164	480-120-164 - 480-120-X34

480-120-101 - 480-120-165	480-120-165 - 480-120-101
480-120-X33 - 480-120-166	480-120-166 - 480-120-X33
480-120-X30 - 480-120-167	480-120-167 - 480-120-X30
<b>PART IV. DISCONTINUING AND RESTORING SERVICE</b>	<b>PART IV. DISCONTINUING AND RESTORING SERVICE</b>
480-120-X22 - 480-120-171	480-120-171 - 480-120-X22
480-120-081 - 480-120-172	480-120-172 - 480-120-081
480-120-X07 - 480-120-173	480-120-173 - 480-120-X07
480-120-X32 - 480-120-174	480-120-174 - 480-120-X32
<b>PART V. POSTING AND PUBLICATION NOTICE</b>	<b>PART V. POSTING AND PUBLICATION NOTICE</b>
480-120-193 – Same	480-120-193 – Same
480-120-194 – Same	480-120-194 – Same
480-120-195 – Same	480-120-195 – Same
480-120-196 – Same	480-120-196 – Same
480-120-197 – Same	480-120-197 – Same
480-120-198 – Same	480-120-198 – Same
480-120-199 – Same	480-120-199 – Same
<b>PART VI. CUSTOMER INFORMATION</b>	<b>PART VI. CUSTOMER INFORMATION</b>
480-120-087 - 480-120-201	480-120-201 - 480-120-087
480-120-202 – NEW	480-120-202 – NEW
480-120-203 – NEW	480-120-203 – NEW
480-120-204 – NEW	480-120-204 – NEW
480-120-205 – NEW	480-120-205 – NEW
480-120-206 – NEW	480-120-206 – NEW
480-120-207 – NEW	480-120-207 – NEW
480-120-208 – NEW	480-120-208 – NEW
480-120-209 – NEW	480-120-209 – NEW
480-120-211 – NEW	480-120-211 – NEW
480-120-212 – NEW	480-120-212 – NEW
480-120-213 – NEW	480-120-213 – NEW
480-120-214 – NEW	480-120-214 – NEW
480-120-144 - 480-120-216	480-120-216 - 480-120-144
480-120-217 – NEW	480-120-217 - NEW
<b>PART VII. TELECOMMUNICATIONS SERVICES</b>	<b>PART VII. TELECOMMUNICATIONS SERVICES</b>
480-120-042 - 480-120-251	480-120-251 - 480-120-042
480-120-X31 - 480-120-252	480-120-252 - 480-120-X31
480-120-088 - 480-120-253	480-120-253 - 480-120-088
480-120-089 - 480-120-254	480-120-254 - 480-120-089
480-120-543 - 480-120-255	480-120-255 - 480-120-543
480-120-530 - 480-120-256	480-120-256 - 480-120-530
480-120-505 - 480-120-261	480-120-261 - 480-120-505
480-120-141 - 480-120-262	480-120-262 - 480-120-141



480-120-138 - 480-120-263	480-120-263 - 480-120-138
480-120-052 - 480-120-264(placeholder)	480-120-264 - 480-120-052(placeholder)
<b>PART VIII. FINANCIAL RECORDS AND REPORTING RULES</b>	<b>PART VIII. FINANCIAL RECORDS AND REPORTING RULES</b>
480-120-029 - 480-120-301	480-120-301 - 480-120-029
480-120-031 - 480-120-302	480-120-302 - 480-120-031
480-120-033 - 480-120-303	480-120-303 - 480-120-033
480-120-X02 - 480-120-304	480-120-304 - 480-120-X02
480-120-544 - 480-120-305	480-120-305 - 480-120-544
480-120-541 - 480-120-311	480-120-311 - 480-120-541
480-120-X01 - 480-120-312	480-120-312 - 480-120-X01
480-120-540 - 480-120-313	480-120-313 - 480-120-540
480-120-032 - 480-120-321	480-120-321 - 480-120-032
480-120-136 - 480-120-322	480-120-322 - 480-120-136
480-120-542 - 480-120-323	480-120-323 - 480-120-542
<b>PART IX. SAFETY AND STANDARDS RULES</b>	<b>PART IX. SAFETY AND STANDARDS RULES</b>
480-120-515 - 480-120-401	480-120-401 - 480-120-515
480-120-126 - 480-120-402	480-120-402 - 480-120-126
480-120-525 - 480-120-411	480-120-411 - 480-120-525
480-120-520 - 480-120-412	480-120-412 - 480-120-520
480-120-560 - 480-120-413	480-120-413 - 480-120-560
480-120-531 - 480-120-414	480-120-414 - 480-120-531
480-120-X20 - 480-120-436	480-120-436 - 480-120-X20
480-120-X05 - 480-120-437	480-120-437 - 480-120-X05
480-120-X14 - 480-120-438	480-120-438 - 480-120-X14
480-120-535 - 480-120-439	480-120-439 - 480-120-535
480-120-X16 - 480-120-440	480-120-440 - 480-120-X16
480-120-340 - 480-120-450	480-120-450 - 480-120-340
480-120-451 - NEW	480-120-451 - NEW
480-120-350 - 480-120-452	480-120-452 - 480-120-350
<b>PART X. ADOPTION BY REFERENCE</b>	<b>PART X. ADOPTION BY REFERENCE</b>
480-120-999 - Same	480-120-999 - Same

138 **“Class A company”** means a local exchange company with two percent or more  
139 of the access lines within the state of Washington.  
140

141 **“Class B company”** means a local exchange company with less than two  
142 percent of the access line within the state of Washington.  
143

144 **“Commercial mobile radio service (CMRS)”** means any mobile (wireless)  
145 telecommunications service that is provided for profit that makes interconnected  
146 service available to the public or to such classes of eligible users as to be  
147 effectively available to a substantial portion of the public.  
148

149 **“Commission (agency)”** in a context meaning a state agency, means the  
150 Washington utilities and transportation commission.  
151

152 **“Company”** means any telecommunications company as defined in RCW  
153 80.04.010.  
154

155 **“Competitively classified company”** means a company that is classified as  
156 competitive by the commission pursuant to RCW 80.36.320.  
157

158 **“Customer”** means a person to which the company is currently providing  
159 service.  
160

161 **“Customer premises equipment (CPE)”** is equipment located on the customer  
162 side of the SNI (other than a carrier) and used to originate, route, or terminate  
163 telecommunications.  
164

165 **“Customer proprietary network information (CPNI)”** means:  
166 (a) Information that relates to the quantity, technical configuration, type,  
167 destination, location, and amount of use of a telecommunications service,  
168 including call detail, requested by an applicant or subscribed to by any customer  
169 of a company, and that is made available to the company by the customer solely  
170 by virtue of the customer-company relationship, which includes information  
171 obtained by the company for the provision of the telecommunication service; and  
172 (b) Information contained in the bills pertaining to telephone exchange  
173 service or telephone toll service received by a customer of a company; except  
174 that CPNI does not include subscriber list information.  
175

176 **“Discontinue; discontinuation; discontinued”** mean the termination of service  
177 to a customer.  
178

179 **“Drop facilities”** means company-supplied wire and pedestals placed between  
180 a premise and the company distribution plant at the applicant's property line.  
181

182 **“Due date”** means the date an action is required to be completed by rule or,  
183 when permitted, the date chosen by a company and provided to a customer as

3532 four months in any one twelve-month period. This standard does not apply to  
3533 trouble reports related to customer premise equipment, inside wiring, force  
3534 majeure, or major outages of service caused by persons or entities other than the  
3535 local exchange company.  
3536

3537

3538 **Amend 480-120-535**

3539 **480-120-439 Service quality performance reports.**

3540 ~~(1) Local exchange companies with two percent or more of the access lines in~~  
3541 ~~the state of Washington~~ Class A companies must report monthly the information  
3542 required in subsections (3), (4), and (6) through (10) of this section. Companies  
3543 must report within thirty days after the end of the month in which the activity  
3544 reported on takes place (e.g., a report concerning missed appointments in  
3545 December must be reported by January 30).

3546 ~~(2) Companies that are exempted from financial reporting requirements by~~  
3547 ~~RCW 80.04.530~~ Class B companies need not report to the commission as  
3548 required by subsection (1) of this section. However, these companies must  
3549 retain, for at least three years from the date they are created, all records that  
3550 would be relevant, in the event of a complaint or investigation, to a determination  
3551 of the company's compliance with the service quality standards established by  
3552 WAC 480-120-~~XXX~~107, 480-120-~~X08~~108, 480-120-~~XXY~~112, 480-120-~~510~~132,  
3553 480-120-~~515~~401, 480-120-~~525~~411, and 480-120-~~X16~~440.

3554 (3) **Missed appointment report.** The report must include the number of  
3555 appointments missed for which missed appointment credits were required by  
3556 WAC 480-120-~~X08~~108.

3557 (4) **Held orders for installation or activation of basic service report.**  
3558 The report must state the total number of orders taken, by central office, in each  
3559 month for all orders of up to the initial five access lines as required by WAC 480-  
3560 120-~~XXX~~107. The report must include orders with due dates later than five days  
3561 as requested by a customer. The held order report must state, by central office,  
3562 of the total orders taken for the month, the number of orders that the company  
3563 was unable to complete within five business days after the order date or by a  
3564 later date as requested by the customer.

3565 (a) A separate report must be filed each calendar quarter that states the  
3566 total number of orders taken, by central office, in that quarter for all orders of up  
3567 to the initial five access lines as required by WAC 480-120-~~XXX~~107. The held  
3568 order ninety-day report must state, of the total orders taken for the quarter, the  
3569 number of orders that the company was unable to complete within ninety days  
3570 after the order date.

3571 (b) A separate report must be filed each six months that states the total  
3572 number of orders taken, by central office, in the last six months for all orders of  
3573 up to the initial five access lines as required by WAC 480-120-~~XXX~~107. The held  
3574 order one hundred and eighty day report must state, of the total orders taken for  
3575 six months, the number of orders that the company was unable to complete  
3576 within one hundred and eighty days.

3577 Orders for which customer-provided special equipment is necessary;

3578 when a later installation or activation is permitted under WAC 480-120-074145;  
3579 or when the commission has granted an exemption under WAC 480-120-015  
3580 from the requirement for installation or activation of a particular order may be  
3581 excluded from the total number of orders taken and from the total number of  
3582 uncompleted orders for the month.

3583 (5) **Major outages report.** Notwithstanding subsections (1) and (2) of  
3584 this section, any company experiencing a major outage that lasts more than  
3585 forty-eight hours must provide a major outage report to the commission within ten  
3586 business days of the major outage. The major outages report must include a  
3587 description of each major outage and a statement that includes the time, the  
3588 cause, the location and number of affected access lines, and the duration of the  
3589 interruption or impairment. When applicable, the report must include a  
3590 description of preventive actions to be taken to avoid future outages. This  
3591 reporting requirement does not include company-initiated major outages that are  
3592 in accordance with the contract provisions between the company and its  
3593 customers or other planned interruptions that are part of the normal operational  
3594 and maintenance requirements of the company.

3595 The commission staff may request oral reports from companies  
3596 concerning major outages at any time and companies must provide the  
3597 requested information.

3598 (6) **Summary trouble reports.** Each month companies must submit a  
3599 report reflecting Any company experiencing trouble reports in excess of the  
3600 standard established in WAC 480-120-X14438. The report ; must include report  
3601 summaries of trouble reports that include the number of reports by central office  
3602 and the number of lines served by the central office. exchange of impairment or  
3603 loss of service, and .In addition, the report must include an explanation of causes  
3604 for each central office that exceeds the service quality standard established in  
3605 WAC 480-120-X14438. The reports, including repeated reports, must be  
3606 presented as a ratio per one hundred lines in service. The reports caused by  
3607 customer-provided equipment or inside wiring should not be included in this  
3608 report.

3609 (7) **Switching report.** Any company experiencing switching problems in  
3610 excess of the standard established in WAC 480-120-515401(2)(a), must report  
3611 the problems to the commission. The report must identify the location of every  
3612 switch that is performing below the standard.

3613 (8) **Interoffice, intercompany and interexchange trunk blocking**  
3614 **report.** Companies that experience trunk blocking in excess of the standard in  
3615 WAC 480-120-515401(3) must report each trunk group that does not meet the  
3616 performance standards. For each trunk group not meeting the performance  
3617 standards, the report must include the peak percent blocking level experienced  
3618 during the preceding month, the number of trunks in the trunk group, and the  
3619 busy hour when peak blockage occurs. The report must include an explanation  
3620 of steps being taken to relieve blockage on any trunk groups that do not meet the  
3621 standard for two consecutive months.

3622 (9) **Repair report.** (a) For service-interruptions repairs subject to the  
3623 requirements of WAC 480-120-X16440, companies must report the number of

3624 service interruptions reported each month, the number repaired within ~~twenty-~~  
3625 ~~four~~ forty-eight hours, and the number repaired more than forty-eight hours after  
3626 the initial report. In addition, a company must indicate the number of  
3627 construction orders requiring permits as provided for in 480-120-X16440.

3628 (b) For service-impairment repairs subject to the requirements of WAC  
3629 480-120-X16440, companies must report the number of service impairments  
3630 reported each month, the number repaired within seventy-two hours, and the  
3631 number repaired more than seventy-two hours after the initial report. In addition,  
3632 a company must state the number of construction orders requiring permits as  
3633 provided for in WAC 480-120-X16440.

3634 (10) **Business office and repair answering system reports.** When  
3635 requested, companies must report compliance with the standard required in  
3636 WAC 480-120-X12133. If requested, companies must provide the same reports  
3637 to the commission that company managers receive concerning average speed of  
3638 answer, transfers to live representatives, station busies, and unanswered calls.

3639 (11) The commission may choose to investigate matters to protect the  
3640 public interest, and may request further information from companies that details  
3641 geographic area and type of service, and such other information as the  
3642 commission requests.

3643  
3644

3645 **New Section 480-120-X16**  
3646 **480-120-440 Repair standards for sService interruptions and impairments,**  
3647 **excluding major outages.**

3648 (1) ~~For service interruptions that are not part of a major outage, a~~ A company  
3649 ~~must repair ninety percent of service interruptions or impairments within twenty-~~  
3650 ~~four hours from the time a customer initially reports the problem to the company~~  
3651 ~~and one hundred percent within forty eight hours from the time of the initial report~~  
3652 all out-of-service interruptions except those which are part of a major outage  
3653 (WAC 480-120-520412) and those caused by force majeure within forty-eight-  
3654 hours from the time a customer initially reports the problem to the company.

3655 ~~For purposes of this section, companies may exclude Sundays and legal~~  
3656 ~~holidays from the twenty four hour and forty eight hour periods~~ an out-of-service  
3657 interruption is defined as a condition that prevents the use of the telephone  
3658 exchange line for purposes of originating or receiving a call and does not include  
3659 trouble reported for non-regulated services such as voice messaging, inside  
3660 wiring, or customer premises equipment.

3661 (2) A company must repair all other regulated service interruptions within  
3662 seventy-two hours from the time a customer initially reports the problem to the  
3663 company.

3664 (3) ~~When a company plans a service interruption, it must notify customers~~  
3665 ~~that will be affected not less than seven days in advance or, if seven days' notice~~  
3666 ~~is not possible, as soon as the interrupted service is planned.~~ The forty-eight-  
3667 hour and seventy-two-hour standards do not apply during company work  
3668 stoppages directly affecting provision of service in the state of Washington.

3669 (4) A company is considered to have met its obligations under this rule if it