

BEFORE THE WASHINGTON STATE
UTILITIES AND TRANSPORTATION COMMISSION

JEFFREY D. GLICK, d/b/a)	DOCKET NO. UT-040535
CONSIDER IT DONE,)	
)	
Complainant)	
)	
v.)	NOTICE OF PREHEARING
)	CONFERENCE
VERIZON NORTHWEST INC.,)	(Set for May 25, 2004, 1:30 p.m.)
)	
Respondent.)	
.....)	

1 On March 22, 2004, Jeffrey D. Glick, d/b/a Consider It Done filed with the Commission a formal complaint against Verizon Northwest Inc. (Verizon). On April 21, 2004, Verizon filed an Answer to Formal Complaint. The complaint alleges that Verizon violated WAC 480-120-165(2), Customer complaints, and WAC 480-120-161(7)(b), Form of bills, and seeks an Order assessing administrative penalties, as appropriate per WAC 480-120-019. A more detailed account of the dispute is reflected in the complaint, which is available for inspection at the Commission's office located at Chandler Plaza Building, 1300 S. Evergreen Park Drive S.W., Olympia, Washington, and on the Commission's web site at www.wutc.wa.gov/040535. It is appropriate that the matters raised in the pleadings be brought for hearing before the Commission.

2 The Commission will hear this matter pursuant to Part IV of chapter 34.05 RCW pertaining to adjudicative proceedings, including but not limited to RCW 34.05.413, RCW 34.05.422, RCW 34.05.431, RCW 34.05.440, RCW 34.05.449, and RCW 34.05.452. The Commission has jurisdiction over this matter pursuant to Title 80 RCW, having legal authority to regulate the rates, services, and practices of telecommunications companies providing service within the state of Washington. Statutes and rules cited in the complaint include WAC 480-120-019,

WAC 480-120-161(7)(b), WAC 480-120-165, and RCW 62A.2-315. Statutes involved, in addition to those previously cited, include those within chapters 80.01 RCW, 80.04 RCW, 480-07 WAC, and 480-120 WAC, including but not limited to RCW 80.01.040 and RCW 80.04.020.

3 The ultimate issues involved are generally stated above and more specifically contained in the complaint.

4 **THE COMMISSION GIVES NOTICE That a prehearing conference in this matter will be held at 1:30 p.m., on Tuesday, May 25, 2004, in Room 108, Chandler Plaza Building, 1300 S. Evergreen Park Drive S.W., Olympia, Washington.** Parties may attend the prehearing conference via the Commission's teleconference bridge (360-664-3846). If you appear via teleconference, you must appear five minutes before the time that the conference is scheduled to begin.

5 The purpose of the prehearing conference is to take appearances and interventions, establish dates for the distribution of evidence and workpapers and other scheduling matters, consider formulating the issues in the proceeding and to determine other matters to aid in its disposition, as specified in WAC 480-07-430.

6 Petitions to intervene should be made in writing at least three business days prior to the date scheduled for the prehearing conference, as required in WAC 480-07-355(a). The Commission will consider petitions to intervene made orally during the conference, but strongly prefers written petitions to intervene. In addition, party representatives must file notices of appearance with the Commission, as required by WAC 480-07-345(2), no later than the day prior to the conference. If any party or witness needs an interpreter or other assistance, please fill out the form attached to this notice and return it to the Commission. The time and place for any evidentiary hearings will be set at the prehearing

conference, on the record of a later conference or hearing session, or by later written notice.

7 **THE COMMISSION GIVES NOTICE that any party who fails to attend or participate in the prehearing conference set by this Notice, or any other stage of this proceeding, may be held in default in accordance with RCW 34.05.440. The parties are further advised that the sanction provisions of WAC 480-07-450 are specifically invoked.**

8 The names and mailing addresses of all parties and their known representatives are as follows:

Complainant: Jeffrey D. Glick
d/b/a Consider It Done
10760 NE 29th Street, #187
Bellevue, WA 98004



Respondent: Verizon Northwest, Inc.
1800 41st Street
Everett, WA 98201

Representative: Timothy J. O'Connell
Stoel Rives LLP
600 University Street, Suite 3600
Seattle, WA 98101
(206) 386-7562

9 Administrative Law Judge Ann E. Rendahl, from the Utilities and Transportation Commission's Administrative Law Division, will preside during this proceeding.

10 Notice of any other procedural phase will be given in writing or on the record, as the Commission may deem appropriate during the course of this proceeding.

DATED at Olympia, Washington, and effective this 22nd day of April 2004.

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

CAROLE J. WASHBURN
Executive Secretary

Inquiries may be address to:

Secretary
Washington Utilities and
Transportation Commission
Chandler Plaza Building
1300 S. Evergreen Park Drive S.W.
P.O. Box 47250
Olympia, WA 98504-7250
(360) 664-1160

NOTICE

PLEASE NOTE: The hearing facilities are accessible to interested people with disabilities; that smoking is prohibited; and if limited English-speaking or hearing-impaired parties or witnesses are involved in a hearing and need an interpreter, a qualified interpreter will be appointed at no cost to the party or witness.

The information needed to provide an appropriate interpreter or other assistance should be stated below and returned to Washington Utilities and Transportation Commission, Attention: Carole J. Washburn, 1300 S. Evergreen Park Drive SW, P. O. Box 47250, Olympia, WA 98504-7250. (PLEASE SUPPLY ALL REQUESTED INFORMATION)

Docket No.: _____

Case Name: _____

Hearing Date: _____ Hearing Location: _____

Primary Language: _____

Hearing Impaired (Yes) _____ (No) _____

Do you need a certified sign language interpreter:

Visual _____ Tactile _____

Other type of assistance needed: _____

English-speaking person who can be contacted if there are questions:

Name: _____

Address: _____

Phone No.: (____) _____