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DEAR UTC RULES REVIEW GROUP

AS A SMALL BUSINESS OWNER I RECOMMEND THAT THE HELD ORDER RULES WAC 480-120-051 BE REVISED AND UPDATED SO THAT LOCAL EXCHANGE COMPANIES HAVE AN INCENTIVE TO CLEAR HELD ORDERS. I PROPOSE THAT THE 90 % COMPLETE REQUIREMENT BE CHANGED TO 98% COMPLETE IN 5 DAYS, A LOANER CELL PHONE AND WIRELESS INTERNET CONNECTION EQUIPMENT BE PROVIDED TO THE CUSTOMER AT THE SCHEDULED INSTALL DATE AND TIME IF THE ORDER IS NOT COMPLETE. FURTHER, A \$ 500 INCONVENIENCE PAYMENT PAID TO THE CUSTOMER STARTING ON THE 6TH DAY AND EVERY 30 DAYS FROM THE ORIGINALLY SCHEDULED INSTALL DATE.

IN MY RECENT DEALINGS WITH USW IT IS PAINFULLY OBVIOUS THAT THEY ARE SELLING BOTH VOICE AND DATA SERVICES WHICH THEY KNOW EXCEEDS THE PHYSICAL AND/OR TECHNICAL CAPACITY OF THEIR FACILITIES, AND WITH NO RISK OF BEING HELD LIABLE OR RESPONSIBLE FOR THEIR MISREPRESENTATIONS.

THANK YOU,
CHARLES R. MCCULLOUGH