



Northwestern Mutual
FINANCIAL NETWORK®

September 27, 2002

Carole Washburn, Executive Secretary
Washington Utilities and Transportation Commission
PO Box 47250
Olympia, WA 98504

Dear Ms. Washburn:

Myself and seven other associates operate a small financial services business here in Kennewick, Washington. In the last Tri-Cities Regional Qwest Dex phone directory, our business was not listed anywhere in the white or yellow pages. Nor was our business number listed under our individual names, as is normally done. This deletion of our phone number in the directory will have a negative impact on the financial welfare of our business.

When clients, prospective clients, or even prospective associates are trying to contact us through the Qwest Dex directory, we are nowhere to be found. My concern is that a directory that states on the cover that it is a "regional" directory, does not offer all of the phone numbers of businesses or individuals in the area. There should be some type of requirement to carry all of the phone numbers, which will aid in daily commerce.

In a conversation with Tammy at the Utilities and Transportation Commission, she referenced Rule Number WAC480-120-042 regarding directory service. She mentioned that rulemaking docket number UT-990146 is something that your office would deal with.

We are currently having our service provided for us by ATG, which contracts with Verizon to provide our local and long distance service. After calling ATG with our concerns, I was informed that we would be in Directory Assistance, and in the Verizon phone book. I also understand that Qwest Dex is not required by law to carry information from Verizon numbers if they are not provided. My concern is that there should be some type of requirement that any directory that is distributed in the region that it says it covers should have the numbers listed.

This will have a multi-thousand dollar impact on our business. We've already had complaints from clients and associates that people have been unable to reach us by looking in the new directory. It is very disturbing for a small business that relies on its community to at least be able to be contacted in order to operate its business. I realize that we are a small company that only spends approximately \$6,000 per year for phone service; but it is disheartening to find out that we will lose thousands of dollars more just because people will not be able to find us when they are making their ordinary tour through various companies to seek bids and information regarding their insurance and financial services needs.

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RECORDS MANAGEMENT

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CONSUMER AFFAIRS
Charles S. Graves, CLU
Managing Director

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My request is simply this: that any business or residence should be required to be carried in any phone book that is distributed in the region that it says that it covers. The damage that this error will have is very significant for us. A deregulation of the phone service should not mean lack of service for the people who are using something as basic as our local phone service. I know we are not the only business affected by this mistake. Others have complained to ATG as well.

I hope that you will consider this request in your efforts to regulate the fairness of this utility. Thank you for your time and attention on this matter.

Warmest regards,

Charles S. "Chad" Graves, CLU
Financial Representative

cc: Attn: Laura/Pat Hales Office