

Before the

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

Docket No. UT-050814

VERIZON COMMUNICATIONS INC.

AND

MCI, INC.

**RESPONSE TO PUBLIC COUNSEL
SUPPLEMENTAL
RECORD REQUISITION NO. 3**

November 21, 2005

Docket No. UT-050814

Verizon Response to Public Counsel Supplemental Record Requisition No. 3

November 21, 2005

SUPPLEMENTAL RECORD REQUISITION NO. 3:

Are the credits automatically issued in all instances when a company representative misses a 4-hour appt. window?

Response:

It is not a mechanized, automatic process, it is a manual one. Credits are given for missed commitments for installation or repair of service when customers request them or when Verizon Northwest (Verizon) employees request them on behalf of a customer. Verizon and Staff agree that this practice is consistent with the relevant tariff.

Prepared By: James Miggans

Date: November 21, 2005

Witness: Carl Danner