

AMENDATORY SECTION (Amending Docket No. UT-990146, General Order No. R-507, filed 12/12/02, effective 7/1/03)

WAC 480-120-146 Changing service providers from one local exchange company to another. When a customer changes from one local exchange company (LEC) to another and the customer retains the same telephone number via local number portability (LNP) the LEC providing original service to the customer must wait until 11:59 p.m. of the next business day following the scheduled port before disconnecting a customer's original service.

When a customer changes service providers from one (~~local exchange company (LEC)~~) LEC to another, and the customer does not retain the same telephone number via LNP, the LEC providing (~~existing~~) original service to the customer must not discontinue service until it receives confirmation of activation of new service from the new service provider. The LEC providing new service must supply prompt notice of activation.

The requirements of this section do not apply if the customer submitted the cancellation order directly to the LEC providing existing service.