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June 1, 2007

Carole J. Washburn
Executive Secretary
Washington Utilities and Transportation Commission
1300 S Evergreen Park Dr. SW
PO Box 47250
Olympia, WA 98504-7250

RE: Docket UT 070607

Dear Carol J Washburn :

WTI, LLC is requesting a waiver on a hearing and asks for an administrative decision based upon the following reasons regarding Penalty Assessment UT-070607.

This request is late due to the extreme circumstances WTI, LLC has been under for the last 3 weeks due Ecuity Advance Communications closing their doors and leaving hundreds of customer without Long Distance and Internet Service. WTI, LLC has been trying to assist these customers providing them with the option to establish Long Distance Service with WTI, LLC. This situation has caused an extreme workload on the staffing resources of WTI, LLC unfortunately causing me to neglect very important issues with the WUTC. I do apologize for taking the position of the end user customer over my responsibilities.

WTI, LLC agrees that violations have been made, however WTI, LLC has implemented the following procedures to insure that violations these do not occur in the future:

1. No customer order will be processed when there is a mismatch between customer name and number without proper documentation and authorization. This situation should not occur again within this company. If it does it has been identified as grounds for termination for the individual who processes the order.
2. Several of the violations have been due to inadequate notes on customer's accounts that delayed in answering the complaints to the WUTC. New procedures have been implemented and spot audits of customer's accounts to insure that complete and detailed notes are kept on a customers account.

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WTI, LLC does accept responsibility for the violations however feel they are extreme and would like to have the amount of the penalty reduced to \$3,800.

Please accept our implementation of new procedures as our commitment to providing long distance service to customers in a professional manner.

Sincerely,

Susan J. Hunich
Customer Service Manager
WTI, LLC