

Docket UT-030273
(ADAD Waiver Fact Sheet)
[REDACTED]

A	B	C	D	E	F	G	H
Program	Description	Waiver needed	Potential customers served	Cost to call manually	Cost to program ADAD and call NL/NP manually	Cost to serve via ADAD (annual)	Comments
1	VMS Mailbox Set Up	instructions to new voicemail customers re setting up mailbox	unlisted	info n/a	info n/a	info n/a	
2	WLI (Working Left In)	telephoning WLI to advise that another customer has requested service at the address	unlisted	\$XXXX per year	\$XXXX to program ADAD plus \$XXXX per year to call NL/NP manually	virtually free	
3	ECB (Enhanced Call Back)	advising customers in affected area of repair of cable cut & advising to call their telephone co. with questions	unlisted; identify calling party	\$XXXX per month	\$XXXX to program ADAD plus \$XXXX per year to call NL/NP manually	virtually free	Cost to "program" so expensive because complete rewrite of programming and replacement of ADAD required.
4	Provisioning pre- and post-installation	confirm service appointments where access required; also advise once installation complete	XXXX NL/NP dispatch plus XXXX NL/NP non-dispatch per month	n/a	no additional programming required; but \$XXXX per year to call NL/NP manually	virtually free	NL/NP already stripped out, but NL/NP not being called manually; waiver would allow to call NL/NP via ADAD
5	Repair pre- and post-call	advising customers that repair order underway or complete; confirm service appointments requiring access	XXXX non-dispatch plus XXXX dispatch per month	\$XXXX non-dispatch plus \$XXXX dispatch [per month]	\$XXXX to upgrade ADAD; plus \$XXXX per year to call NL/NP manually	virtually free	
6	Voice Reach	advise customers before adverse action taken due to payment default	XXXX-XXXX per day	\$XXXX per year	unknown if can re-program; plus \$XXXX per year to call NL/NP manually	\$XXXX	Even pure-ADAD calling requires a staff of six employees to handle return calls from customers