

## MEMORANDUM

September 30, 2002

TO: Marilyn Showalter, Chairwoman  
Richard Hemstad, Commissioner  
Patrick Oshie, Commissioner

FROM: Carlene Hughes, Business Practices Investigations

SUBJECT: New Access Communications, LLC; Docket No. UT-010161  
First Supplemental Order Approving in Part and Rejecting in Part  
Settlement Agreement

On May 22, 2002, in Docket UT-010161, the Commission issued its First Supplemental Order Approving in Part and Rejecting in Part Settlement Agreement for New Access Communications, LLC (New Access). In the order, the Commission directed Staff to file a report showing which customers of New Access received refunds, how much each received, and whether all customers eligible for refunds received them.

On September 5, 2002, New Access provided evidence to Staff that it has issued refunds and/or credits to each customer with a slamming complaint who was eligible for a refund and had not previously received one<sup>1</sup>. The company refunded or credited a total of \$6,310.58 to thirty-seven complainants. A chart showing refund/credit amounts is attached.

New Access has also provided evidence that on July 31, 2002, it issued refunds to all customers billed rates and charges that were not in the company's approved price list on file with the Commission at the time of the billing. The total refund amount for 4,705 customers is \$14,361.71. The company's documentation that illustrates it made all 4,705 refunds is available at your request.

Staff believes that New Access has complied with the Settlement Agreement and the Commission's order. Staff is available to answer any questions you may have.

---

<sup>1</sup> The company already refunded or credited thirteen customers in the amount of \$2,864.58 prior to the May 22, 2002, Supplement Order.

Name	Address	City, State, Zip	BTN	Cash Refunds	Customer Credits	Total Refunds and Credits
Albert V. Cummings	1402 22nd St. NE #76	Auburn, WA 98002	2538332965	\$190.47	\$11.27	\$201.74
Alex Kaplan	7315 38th Ave. NE	Seattle, WA 98115	2065247659	\$25.28	\$166.84	\$192.12
Barbara Treece	9300 21st Ave. NW.	Seattle, WA 98117	2067822275	\$142.48	\$22.71	\$165.19
Bud F. Marshall	7427 91st Avenue SE	Mercer Island, WA 98040	2062327443	\$125.42	\$16.20	\$141.62
Dannet Harvey	3325 20th Ave. S.	Seattle, WA 98144	2067212380	\$151.26	\$88.46	\$239.72
Douglas Nelson	1707 57th Ave. NE	Tacoma, WA 98442	2539423770	\$288.53	\$0.00	\$288.53
Eleanor Foxwell	5141 Bald Eagle Lane SW	Tumwater, WA 98512	3603522201	\$67.47	\$45.79	\$113.26
Elizabeth Colbert	8120 East First Ave. #10	Spokane, WA 99212	5099282332	\$80.62	\$0.00	\$80.62
Evelyn Morseth	911 27th Ave.	Seattle, WA 98122	2067821568	\$81.84	\$21.95	\$103.79
H. Edwin Griep	PO Box 7592	Bonney Lake, WA 98390	2538261886	\$45.38	\$240.05	\$285.43
Jessie Weeks	905 2nd Street	Clarkston, WA 99403	5097588002	\$100.75	\$25.95	\$126.70
Lani Brooks	1020 Seneca St. Apt 101	Seattle, WA 98101	2064479049	\$50.38	\$43.61	\$93.99
Lee Hurd	9040 Meridian Ave. N.	Seattle, WA 98103	2065271464	\$76.80	\$99.00	\$175.80
Mable Studebaker	7515 Virginia Lane	Vancouver, WA 98664	3606936229	\$72.97	\$0.00	\$72.97
Manford R. Murphy	9311 Dekoven Drive SW	Lakewood, WA 98499	2535883519	\$81.95	\$5.36	\$87.31
Margaret Burcher	11045 8th Ave. NE #925	Seattle, WA 98125	2063678589	\$73.78	\$91.31	\$165.09
Marjorie Mackay	540 E. Rockwood Blvd.	Spokane, WA 99202	5096247149	\$45.82	\$0.00	\$45.82
Martha Brown	6414 North Park Way, Rm 324	Ruston, WA 98407	2537594739	\$77.24	\$0.00	\$77.24
Mary Graham	3841 Woodlawn Ave. N. Apt B	Seattle, WA 98103	2065473680	\$316.42	-\$90.40	\$226.02
Melvin A. Wilson	8605 Onyx Dr. SW	Lakewood, WA 98498	2535846003	\$98.66	\$15.33	\$113.99
Michael Paparek	3406 128th E.	Tacoma, WA 98446	2535356782	\$36.21	\$64.31	\$100.52
Ray Logan	934 Abbott Road	Walla Walla, WA 99362	5095291111	\$43.83	\$55.25	\$99.08
Richard E. Richards	4320 NE 58th St.	Seattle, WA 98105	2065244924	\$65.96	\$29.49	\$95.45
Robert J. Nielsen	4045 49th Ave. SW #17	Olympia, WA 98512	3603521411	\$97.60	\$19.47	\$117.07
Robert Wuorenma	813 205th St. SE	Bothell, WA 98012	2063627657	\$101.94	\$28.20	\$130.14
T. Dorothy Ennen	912 11th Street, #102	Bellingham, WA 98225	3607335965	\$150.23	\$12.63	\$162.86
Verna Hall	13223 E. 11th Avenue	Spokane, WA 99216	5099282470	\$72.23	\$0.09	\$72.32
Vincent Kearin	470759 Black LakeBelmore Rd.	Olympia, WA 98512	3603576682	\$65.96	\$118.55	\$184.51
Willie Goltz	5226 Mill Pond Dr.	Auburn, WA 98092	2537353823	\$114.00	\$93.23	\$207.23
P. Harding	710 24TH Ave S Apt 3	Seattle, WA 98144-3044	2068609842		\$801.81	\$801.81
Richard A. McCollim	3251 12TH Ave W	Seattle, WA 98119	2062842494		\$242.01	\$242.01
Robert Newkirk	6006 48TH Ave E	Tacoma, WA 98443	2539226724		\$60.59	\$60.59
Stan Wilson	6608 NE 140TH Ave	Vancouver, WA 98682	3602568795		\$357.29	\$357.29
E. J. Rea	909 N I ST Apt 105	Tacoma, WA 98403	2532726105		\$116.39	\$116.39
L.O. Butchart	14337 32ND Ave NE Apt 203	Seattle, WA 98125	2063650455		\$98.19	\$98.19
Mary Mullen	121 N. Argyle Place	Seattle, WA 98103	2067890303	\$93.15	\$2.50	\$95.65
Verna Bird	6824 150TH ST SW Apt 11	Lakewood, WA 98439	2535822834		\$372.52	\$372.52
			Checks Issued	\$3,034.63		
			Credits Issued		\$3,275.95	
			Total Refunds and Credits			\$6,310.58

(Mary Graham's refund amount of \$316.42 was an error.)