

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND)	DOCKET UT-121986
TRANSPORTATION COMMISSION,)	
)	
Complainant,)	ORDER 01
)	
v.)	
)	
QWEST CORPORATION D/B/A)	PREHEARING CONFERENCE
CENTURYLINK QC AND QWEST)	ORDER; NOTICE OF HEARING
COMMUNICATIONS COMPANY LLC)	(Set for October 7, 2014, at 9:30 a.m.)
D/B/A CENTURYLINK QCC,)	
)	
Respondent.)	
)	
.....)	

1 **NATURE OF PROCEEDING.** This proceeding arises out of a complaint filed by Commission Staff on March 19, 2014, against Qwest Corporation d/b/a CenturyLink QC and Qwest Communications Company LLC d/b/a CenturyLink QCC (CenturyLink). The complaint alleges that CenturyLink has committed 2,644,014 violations of statute and rules enforced by the Washington Utilities and Transportation Commission (Commission) related to improper billing practices. CenturyLink filed a letter with the Commission on March 25, 2014, indicating that it would not be filing an answer to the complaint. CenturyLink instead requested that the matter be set for a prehearing conference.

2 **CONFERENCE.** The Commission convened a prehearing conference in this docket at Olympia, Washington, on Wednesday, April 23, 2014, before Administrative Law Judge Adam E. Torem.

3 **APPEARANCES.** Lisa Anderl, Senior Associate General Counsel, Seattle, represents respondent CenturyLink. Michael Fassio, Assistant Attorney General,

Olympia, represents the Commission's regulatory staff (Commission Staff or Staff).¹ Contact information for the parties' representatives is attached as Appendix A to this order.

4 **INTERVENTION.** The Commission did not receive any petitions for intervention.

5 **DISCOVERY.** Pursuant to WAC 480-07-400(2)(b)(iv), the Commission finds that the needs of the case may require discovery and makes the discovery rules available to the parties.

6 **PROTECTIVE ORDER.** The parties requested that the Commission enter its standard protective order because personally identifiable information regarding customers might be included among potential exhibits in this docket. In the interest of consumer protection, the Commission will issue a protective order in this case.

7 **PROCEDURAL SCHEDULE.** The parties agreed on, and the Commission adopts, the following procedural schedule:

Thursday, June 26, 2014	Pre-Filed Testimony – Commission Staff
Thursday, August 7, 2014	Response Testimony – CenturyLink
Wednesday, September 10, 2014	Rebuttal Testimony – Commission Staff
Tuesday, October 7, 2014	Evidentiary Hearing

The procedural schedule is included in this Order as Appendix B.

¹ In formal proceedings, such as this, the Commission's regulatory staff participates like any other party, while the Commissioners make the decision. To assure fairness, the Commissioners, the presiding administrative law judge, and the Commissioners' policy and accounting advisors do not discuss the merits of this proceeding with the regulatory staff, or any other party, without giving notice and opportunity for all parties to participate. *See* RCW 34.05.455.

8 **NOTICE OF HEARING.** The Commission will hold an evidentiary hearing in this matter on **Tuesday, October 7, 2014, at 9:30 a.m., in Room 206, Second Floor, Richard Hemstad Building, 1300 S. Evergreen Park Drive S.W., Olympia, Washington.**

9 **DOCUMENT PREPARATION AND FILING REQUIREMENTS.** Parties must file an **original plus 2 copies** of all pleadings, motions, briefs, and other prefiled materials. These materials must conform to the format and publication guidelines in WAC 480-07-395 and WAC 480-07-460. The Commission prefers that materials be three-hole punched with *oversized* holes to allow easy handling. The Commission may require a party to refile any document that fails to conform to these standards.

10 All filings must be mailed or delivered to the Executive Director and Secretary, Washington Utilities and Transportation Commission, P.O. Box 47250, 1300 S. Evergreen Park Drive S.W. Olympia, Washington 98504-7250. Both the post office box and street address are required to expedite deliveries by the U.S. Postal Service.

11 An electronic copy of all filings must be provided through the Commission's Web Portal (www.utc.wa.gov/e-filing) or by e-mail delivery to <records@utc.wa.gov >. Alternatively, parties may furnish an electronic copy by delivering with each filing a 3.5-inch IBM-formatted high-density diskette, a flash drive, or CD including the filed document(s). Parties must furnish electronic copies in MS Word 6.0 (or later) supplemented by a separate file in .pdf (Adobe Acrobat) format. Parties must follow WAC 480-07-140(5) in organizing and identifying electronic files.

12 **ELECTRONIC SUBMISSION OF DOCUMENTS.** Parties may submit documents electronically to the Commission on the filing deadline to expedite the filing process, but must file an original, plus 2 paper copies, of the documents with the Commission by 12:00 noon on the first business day following the filing deadline established in the procedural schedule. WAC 480-07-145(6). Parties may submit documents electronically through the Commission's Web Portal (www.utc.wa.gov/efiling) or by e-mail to records@utc.wa.gov. Finally, to perfect filing, parties must simultaneously provide e-mail courtesy copies of filings to the

presiding administrative law judge at atorem@utc.wa.gov as well as to the parties to the proceeding.

- 13 **ALTERNATE DISPUTE RESOLUTION.** The Commission supports the informal settlement of matters before it. Parties are encouraged to consider means of resolving disputes informally. The Commission does have limited ability to provide dispute resolution services; if you wish to explore those services, please call the Director, Administrative Law Division, at 360-664-1355.
- 14 **NOTICE TO PARTIES: A party who objects to any portion of this Order must file a written objection within ten (10) calendar days after the service date of this Order, pursuant to WAC 480-07-430 and WAC 480-07-810. The service date appears on the first page of the order in the upper right-hand corner. Absent such objection, this Order will control further proceedings in this matter, subject to Commission review.**

DATED at Olympia, Washington, and effective April 25, 2014.

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

ADAM E. TOREM
Administrative Law Judge

APPENDIX A
PARTIES' REPRESENTATIVES
DOCKET UT-121986

<u>PARTY</u>	<u>REPRESENTATIVE</u>	<u>PHONE</u>	<u>E-MAIL</u>
CenturyLink – Respondent	Lisa Anderl Senior Associate General Counsel 1600 7 th Avenue, Room 1506 Seattle, WA 98191	206-345-1574	lisa.anderl@centurylink.com
	Phil Grate Director, Regulatory & Legislative Affairs 1600 7 th Avenue Seattle, WA 98191		phil.grate@centurylink.com
Commission Staff	Michael A. Fassio Assistant Attorney General 1400 S. Evergreen Park Drive S.W. P.O. Box 40128 Olympia, WA 98504-0128	360-664-1192	mfassio@utc.wa.gov

**APPENDIX B
PROCEDURAL SCHEDULE
DOCKET UT-121986**

<u>EVENT</u>	<u>DATE</u>
Direct Testimony – Commission Staff	Thursday, June 26, 2014
Response Testimony – Respondents and Staff	Thursday, August 7, 2014
Rebuttal Testimony – Commission Staff	Wednesday, September 10, 2014
Cross-Examination Exhibits & List	TBD
Evidentiary Hearing	Tuesday, October 7, 2014
Post-Hearing Briefs	TBD