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November 15, 2000

Ms. Carole J. Washburn, Executive Secretary
Washington Utilities and
Transportation Commission
1300 S. Evergreen Park Drive SW
P.O. Box 47250
Olympia, Washington 98504-7250

Dear Ms Washburn:

Subject: **VERIZON COMPLIANCE REPORT - UT-990401**

In compliance with ordering paragraph 2 of the Commission's order in the above referenced docket, enclosed is Verizon's compliance report. This docket addressed Verizon's petition for a temporary waiver of the requirements of WAC480-120-141 (7)(a). The Commission granted the petition but ordered the Company to file this report detailing the specific action steps taken and the progress of Verizon's compliance.

Please direct any questions to Joan Gage at 425-261-5238.

Very truly yours,

Lida C. Tong
Director – Regulatory & Governmental Affairs

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Enclosure

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**VERIZON COMPLIANCE REPORT
WUTC DOCKET NO. UT-990401**

Action taken to comply with WAC 480-120-141 (7)(a):

1. Identified operator services customer base within the state of Washington. Some Verizon exchanges are served by QWEST operator services. Verizon has one CLEC customer in southwest Washington and Pend Oreille Telephone customers within Pend Oreille County.
2. Determined solution for one button transfer of incoming emergency calls. Developed and implemented ANI tables to ensure calls are driven to respective network to reach appropriate selective routing equipment via the one button solution.
3. Developed training and job aides for operator services employees.
4. Determined E9-1-1 selective routing network for Verizon operator services customer base.
5. Ordered facilities for connectivity to both Verizon and QWEST selective routers. Pend Oreille County, Newport PSAP traffic is managed by an end office switch based solution.
6. Established beta test site for Verizon router to test tabling, network and operator equipment and training materials solutions. Beta test ran successfully October 5, 2000. ANI presentation appeared at correct PSAP and correct ALI indicated. Operator could be heard by PSAP.
7. Written notification sent to all counties that could receive operator services emergency calls alerting them to a change in process.
8. Random tests from end offices occurred during the week of October 23, 2000.
9. Trunk orders completed and tested October 27, 2000.
10. Additional periodic network tests requested for the central offices during normal test call periods.
11. Future sales contracts for Verizon operator services will include requirement that additional customer databases must comply with the WUTC rules.
12. Project completed November 10, 2000.