

RCW 80.36.520 Disclosure of alternate operator services. The utilities and transportation commission shall by rule require, at a minimum, that any telecommunications company, operating as or contracting with an alternate operator services company, assure appropriate disclosure to consumers of the provision and the rate, charge or fee of services provided by an alternate operator services company.

For the purposes of this chapter, "alternate operator services company" means a person providing a connection to intrastate or interstate long-distance services from places including, but not limited to, hotels, motels, hospitals, and customer-owned pay telephones. [1988 c 91 § 2.]

RCW 80.36.522 Alternate operator service companies--  
Registration--Penalties. All alternate operator service companies  
providing services within the state shall register with the  
commission as a telecommunications company before providing  
alternate operator services. The commission may deny an  
application for registration of an alternate operator services  
company if, after a hearing, it finds that the services and charges  
to be offered by the company are not for the public convenience and  
advantage. The commission may suspend the registration of an  
alternate operator services company if, after a hearing, it finds  
that the company does not meet the service or disclosure  
requirements of the commission. Any alternate operator services  
company that provides service without being properly registered  
with the commission shall be subject to a penalty of not less than  
five hundred dollars and not more than one thousand dollars for  
each and every offense. In case of a continuing offense, every  
day's continuance shall be a separate offense. The penalty shall  
be recovered in an action as provided in RCW 80.04.400. [1990 c  
247 § 2.]

RCW 80.36.524 Alternate operator service companies--Rules.  
The commission may adopt rules that provide for minimum service levels for telecommunications companies providing alternate operator services. The rules may provide a means for suspending the registration of a company providing alternate operator services if the company fails to meet minimum service levels or if the company fails to provide appropriate disclosure to consumers of the protection afforded under this chapter. [1990 c 247 § 3.]

RCW 80.36.530 Violation of consumer protection act--Damages. In addition to the penalties provided in this title, a violation of RCW 80.36.510, 80.36.520, or 80.36.524 constitutes an unfair or deceptive act in trade or commerce in violation of chapter 19.86 RCW, the consumer protection act. Acts in violation of RCW 80.36.510, 80.36.520, or 80.36.524 are not reasonable in relation to the development and preservation of business, and constitute matters vitally affecting the public interest for the purpose of applying the consumer protection act, chapter 19.86 RCW. It shall be presumed that damages to the consumer are equal to the cost of the service provided plus two hundred dollars. Additional damages must be proved. [1990 c 247 § 4; 1988 c 91 § 3.]