

25% DISCOUNT FOR MOVES BEYOND 35 MILES WITHIN WASHINGTON STATE
 With Coupon. *Call for details
NEIGHBORS
 "Your Official Neighborhood Mover Since 1939"
 (253)272-8900
 South King Co. (253)872-9400
 Seattle (206)381-1234
 expires 3/15/2009
 coupon can not be combined with any other discounts
 DEX

FREE 1 MONTH STORAGE
 *Call for details
NEIGHBORS
 "Your Official Neighborhood Mover Since 1939"
 (253)272-8900
 South King Co. (253)872-9400
 Seattle (206)381-1234
 expires 3/15/2009
 coupon can not be combined with any other discounts
 DEX

10% OFF FULL PACKING SERVICE
 We'll Professionally Pack ALL Your Boxes For You
 *Call for details
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 South King Co. (253)872-9400
 Seattle (206)381-1234
 expires 3/15/2009
 coupon can not be combined with any other discounts
 DEX

FREE BOXES
 With Coupon • Local Moves Only
 *Call for details
NEIGHBORS
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 (253)272-8900
 South King Co. (253)872-9400
 Seattle (206)381-1234
 expires 3/15/2009
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 DEX

UP TO 60% OFF INTERSTATE MOVES
 With Coupon • *Call for details
 Not valid with any other offers
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 DEX

PIANO & ORGAN MOVING CO THE
PIANO MOVING EXPERTS
 253-752-0316
 253-444-0147
 UNITED VAN LINES
 Worldwide Moving
 of Household Goods,
 Cobble, Stone, Electronics
 In Suitcase • Trained Air-Ride Vans
 US DOT # 077948
 LCC. No. MO-87264
 FOR INFORMATION CALL
 AUTHORIZED AGENTS
 Chicago location 899 S. 19th St. 800-228-9464
 City Moving Systems, Inc. 535-588-2233
 UNITED VAN LINES AGENT-STAR MOVING
 SYSTEMS INC. 253-472-3994
 2012 9th Ave SW Suite 111 253-564-7000
 Western Van & Storage Co. 253-582-2221
 WHEATON WORLD WIDE MOVING
 A AUTHORIZED AGENT
 -TACOMA
 NORTHWEST TRANSPORTATION &
 STORAGE INC. 253-582-4656
 3728 6TH AVE SW
 253-582-4656
 *US MENSURE MOVABLES INC
 253-743-3946
 Please See Ad on Previous Page

PODS
 Reinvesting
 Moving & Storage
 • Local and Long Distance Moves
 • Local PODS® Storage Centers
 • Convenient Delivery and Pick Up
 • Pack Once - No Repacking
 • Easy ground Level Loading
 PODS.COM
 • 2007 PODS Employee, Inc.
 888-776-5127
 FOR INFORMATION CALL
 AUTHORIZED AGENTS
 253-472-3994
 253-743-3946
 Please See Ad on Previous Page

SANDERS TRANSFER
 COMPANY
 253-472-3994
 253-743-3946
 Please See Ad on Previous Page

MOVING-STORAGE-PACKING
 LOCAL • STATEWIDE • NATIONAL
 ♦ Free, no obligation estimates ♦ Bonded, licensed and insured
 ♦ Residential and commercial
 ♦ Local and Wheaton interstate/international service
Olympic Moving & Storage, Inc.
 253-582-2494
 Toll Free: 800-459-4201
 www.olympicmovers.net
 WA Lic# CC1809

Moving the Pacific Northwest
 for more than 76 years.
 • Authorized agent for Global Van Lines
 • Local & long distance moving
 • Free national Relocation Services
 • Professionally trained personnel
 • Scheduled pick up and delivery times
GLOBAL
 Call For
 FREE Estimate
 1-800-230-9070
 253-845-8829
 For information At Night or Outside Our
 Office
 253-863-5919
 253-862-2330
 AGENTS
 U.S. DOT No. 108550 WHTC-HOUSE,
 TA 0 007 Alta Investment Company, Inc.

BOWER TRANSPORTATION SERVICES
 Tacoma
 Outside Tacoma
 (253) 588-5198 (800) 379-5377
 WHTC# HG 1323 US DOT# 051678

Let Atlas Take you Home.
 • Free Local Moving
 • Free National Relocation Services
 • Competitive Pricing
 • Safe, Secure Handling
 • Packing Specialists
BOUSH
 MOVING AND STORAGE, INC.
 Over 30 Years of Experience
 Superior Service and Reasonable Rates
 253-845-8829
 1-800-230-9070
 For information At Night or Outside Our
 Office
 253-863-5919
 253-862-2330
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 U.S. DOT No. 108550 WHTC-HOUSE,
 TA 0 007 Alta Investment Company, Inc.

NEIGHBORS MOVING & STORAGE
 253-272-8990
 Please See Advertisement Page E13
 NORTH AMERICAN VAN LINES
 Moving You
 To A New
 Direction-Worldwide
 North American Van Lines, Inc. U.S. DOT 070861
 Agents for residential and commercial
 FOR INFORMATION CALL
 All Van Moving Group
 800-681-2012
 NORTH AMERICAN VAN LINES AGENT
 253-584-2222
 Please See Advertisement Page E16

Who knows how to find licenses from marriage to hunting? Dex Knows™ Check the Government Pages or log onto DexKnows.com™

Let Atlas Take you Home.
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 • Free National Relocation Services
 • Competitive Pricing
 • Safe, Secure Handling
 • Packing Specialists
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 MOVING AND STORAGE, INC.
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 253-862-2330
 AGENTS
 U.S. DOT No. 108550 WHTC-HOUSE,
 TA 0 007 Alta Investment Company, Inc.

MOVING STATEWIDE NATIONWIDE OVERSEAS HEATED STORAGE
 Central/West Warehouse Storage
 CC-2300 L.C.C.-MC19203
 253-872-4670
 Please See Advertisement Page E16

NEIGHBORS MOVING & STORAGE
 253-272-8990
 Please See Advertisement Page E13
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 Moving You
 To A New
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Who knows how to find licenses from marriage to hunting? Dex Knows™ Check the Government Pages or log onto DexKnows.com™

Once you click the print button, a print dialogue box will appear. Click print to print the coupon and close the small box.

You must Enter your name to print on coupon!

Print Coupon

STORAGE
ONE MONTH
STORAGE FREE
CALL FOR DETAILS

LOCAL MOVES
Preview
10% DISCOUNT

INTERSTATE
MOVES
UP TO
60% OFF

Once you click the print button, a print dialogue box will appear. Click print to print the coupon and close the small box.

Please Enter Your Name and Press the Print Button

Print Coupon

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DISCOUNT

INTERSTATE
MOVES
UP TO
60% OFF

Hughes, Carlene (UTC)

From: Matthys, Joe (DEX-TAC) [Joe.Matthys@dexknows.com]
Sent: Sunday, July 06, 2008 7:57 AM
To: Hughes, Carlene (UTC)
Subject: RE: 2008 Dex Advertisements

Neighbors (and I) became aware of the wrong verbiage in the coupons after the books were out. Yes, they are paying for the ad. New coupons have been designed, but none have printed. The Seattle coupon was cancelled for the new book.

Thanks

From: Hughes, Carlene (UTC) [mailto:CHughes@utc.wa.gov]
Sent: Thursday, July 03, 2008 9:04 AM
To: Matthys, Joe (DEX-TAC)
Subject: RE: 2008 Dex Advertisements

When did Neighbors notice the errors in the coupon ads? Did they pay for the ads in spite of the error? Have new coupon ads been designed and/or printed?
Thank you again for your assistance.

M. Carlene Hughes
Compliance Program Coordinator
Safety and Consumer Protection Division
Utilities and Transportation Commission
P.O. Box 47250 | 1300 S Evergreen Park Dr SW, Olympia, WA 98504
chughes@utc.wa.gov | phone: 360-664-1224 | fax: 360-664-4291

From: Matthys, Joe (DEX-TAC) [mailto:Joe.Matthys@dexknows.com]
Sent: Thursday, July 03, 2008 8:47 AM
To: Hughes, Carlene (UTC)
Subject: RE: 2008 Dex Advertisements

Joe communicated to me that he wanted to change the verbiage on the ads (specific to the storage information), which I did on the main ad but missed on the coupon. We try to get every ad to the customer for review, but in this case only the main ad went out for review because the change didn't happen on the coupon. Every situation is different when comes to an error. Sometimes (in the case of wrong tel numbers or address) we adjust the customers bill. It depends on the level of the mistake. In this case I missed 3 words on a very information packed full page ad, for that I'm sorry. It won't happen in the future.

Thanks

-Joe Matthys

From: Hughes, Carlene (UTC) [mailto:CHughes@utc.wa.gov]
Sent: Thursday, July 03, 2008 8:09 AM
To: Matthys, Joe (DEX-TAC)
Subject: RE: 2008 Dex Advertisements

Mr. Matthys,

Thank you again for your cooperation and helpful information. I have just a couple more questions.

- Were the "coupon ads" placed in the Tacoma and Puyallup directories without the knowledge or approval of Neighbors Moving? If so, were these ads paid for by Neighbors Moving?
- Why wouldn't an ad be reviewed by the customer before printing? Don't customers have the last say on how an ad looks before printing?
- If Dex prints an improper ad, what action does it take to acknowledge its error? What was done in this case?

Thank you Joe for your assistance. I look forward to your timely response.

M. Carlene Hughes
Compliance Program Coordinator
Safety and Consumer Protection Division
Utilities and Transportation Commission
P.O. Box 47250 | 1300 S Evergreen Park Dr SW, Olympia, WA 98504
chughes@utc.wa.gov | phone: 360-664-1224 | fax: 360-664-4291

From: Matthys, Joe (DEX-TAC) [mailto:Joe.Matthys@dexknows.com]
Sent: Tuesday, June 03, 2008 5:49 PM
To: Hughes, Carlene (UTC)
Subject: RE: 2008 Dex Advertisements

The only books to come out in 2008 are Snohomish, Tacoma, Puyallup (these three came out in March) and Seattle (comes out later this month). South King Co. and the Greater Eastside (Bellevue) come out in August and September. This encompasses all of their directories. Attaches are the PDF's for Snohomish, Tacoma, Puyallup & Seattle.

Thanks

-Joe

From: Hughes, Carlene (UTC) [mailto:CHughes@utc.wa.gov]
Sent: Tuesday, June 03, 2008 4:00 PM
To: Matthys, Joe (DEX-TAC)
Subject: RE: 2008 Dex Advertisements

Mr. Matthys,

I would also like to see Neighbors standard advertisement (not the coupon page). Also, how many different directories does Neighbors run its standard advertisement in? When are those ads placed? Are there different dates for different cities?

Thank you again for your prompt response. I'll look forward to receiving a pdf file of their standard Dex ad.

M. Carlene Hughes
Compliance Program Coordinator
Safety and Consumer Protection Division
Utilities and Transportation Commission
P.O. Box 47250 | 1300 S Evergreen Park Dr SW, Olympia, WA 98504
chughes@utc.wa.gov | phone: 360-664-1224 | fax: 360-664-4291

From: Matthys, Joe (DEX-TAC) [mailto:Joe.Matthys@dexknows.com]
Sent: Tuesday, June 03, 2008 8:11 AM
To: Hughes, Carlene (UTC)
Subject: RE: 2008 Dex Advertisements

Hi Carlene:

Yes, Tacoma & Puyallup are the only directories published in 2008 with the coupons in them. Attached are the pdf files.

Thanks

-Joe Matthys

Dex media

From: Hughes, Carlene (UTC) [mailto:CHughes@utc.wa.gov]
Sent: Tuesday, June 03, 2008 7:40 AM
To: Matthys, Joe (DEX-TAC)
Subject: FW: 2008 Dex Advertisements

Mr. Matthys,

As stated below, Joe of Neighbors Moving said that there are only two "coupon pages" currently in directories. As you may be aware, the Utilities and Transportation Commission is investigating Neighbors Moving for improper advertising. Are the Tacoma and Puyallup the only two directories that include "coupon pages" for Neighbors Moving? Please e-mail me copies (pdf) of each coupon page currently published for all directories in Washington.

Thank you. I will expect the copies by 5:00 p.m. Wednesday.

M. Carlene Hughes
Compliance Program Coordinator
Safety and Consumer Protection Division
Utilities and Transportation Commission
P.O. Box 47250 | 1300 S Evergreen Park Dr SW, Olympia, WA 98504
chughes@utc.wa.gov | phone: 360-664-1224 | fax: 360-664-4291