



STATE OF WASHINGTON  
UTILITIES AND TRANSPORTATION COMMISSION

1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250

(360) 664-1160 • TTY (360) 586-8203

October 1, 2018

Telecommunication Regulated Companies

Re: Notice of Service Denial Record Retention and Reporting

Dear Regulated Telecommunication Companies:

On August 23, 2018, in [Order 03 in Docket UT-171082](#), the commission, among other findings, announced its intent to initiate a line extension rulemaking and to require telecommunications carriers to retain records of service denials. Therefore, in accordance with Order 03, the commission plans to open a rulemaking proceeding to examine the extension of service rule, WAC 480-120-071. To assist the commission in its examination, every telecommunications company regulated by the commission must retain all requests for local exchange service that a company denies on or after October 1, 2018 *where the denial is based on the lack of facilities* to provide the requested service.

In a future letter or notice, the commission will request that each company report this information, which may include providing copies of the company's records to the commission. The commission anticipates that the retention period will expire at the conclusion of the rulemaking proceeding, unless the commission extends the period. In the absence of further communication regarding the retention period, the three-year retention period of WAC 480-120-349 would apply. The commission requests retention and reporting of these records under its authority in RCW 80.04.080.

If you have further questions, please contact John Cupp at [john.cupp@utc.wa.gov](mailto:john.cupp@utc.wa.gov) or (360) 664-1113.

Sincerely,

Mark L. Johnson  
Executive Director