

**BEFORE THE WASHINGTON STATE
UTILITIES AND TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND)	DOCKET UT-970766
TRANSPORTATION COMMISSION,)	
)	
Complainant,)	SIXTEENTH SUPPLEMENTAL
)	ORDER
v.)	
)	
QWEST CORPORATION F/K/A U S)	ORDER AMENDING TWELFTH
WEST COMMUNICATIONS, INC.)	SUPPLEMENTAL ORDER
)	
Respondent.)	
)	
.....)	

BACKGROUND

1 **Proceeding.** Docket UT-970766 is a tariff filing by U S WEST Communications, Inc., now known as Qwest Corporation (Qwest) to increase its statewide rates for intrastate telephone service. The Washington Utilities and Transportation Commission (Commission) entered its 12th Supplemental Order on February 27, 1998.

MEMORANDUM

2 On September 14, 2006, Qwest filed a petition for an amendment to one requirement of the Commission’s 12th Supplemental Order in this docket and a separate petition for an exemption from certain provisions of WAC 480-120-255(3).¹ Qwest requests that the Commission expedite these matters for consideration.

3 The 12th Supplemental Order requires that Qwest notice its customers every six months about the availability of the then newly adopted Customer Service Guarantee Program (CSGP).

¹ Docket UT-061465.

- 4 Qwest seeks an amendment to the 12th Supplemental Order in Docket UT-970766 by asking that it be permitted to provide notice to its customers about the availability of CSGP on an annual basis rather than every six months. Qwest states that by combining all of its notices in one annual bill insert that it would reduce its expenses significantly. No party to the proceeding has answered within the time for answers.
- 5 The service is no longer new; it is publicized in other ways; and the company's service is improved from levels at the time this program was initiated. For these reasons, the petition should be granted.

ORDER

- 6 The Commission grants Qwest's request to amend the 12th Supplemental Order in Docket UT-970766. Qwest is required to provide customers a notice annually describing the availability of the customer service guarantee program.

DATED at Olympia, Washington, effective October 25, 2006.

WASHINGTON STATE UTILITIES AND TRANSPORTATION COMMISSION

MARK H. SIDRAN, Chairman

PATRICK J. OSHIE, Commissioner

PHILIP B. JONES, Commissioner