



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 • www.utc.wa.gov

March 12, 2014

RE: In the Matter of the Joint Application of VERIZON COMMUNICATIONS, INC. and FRONTIER COMMUNICATIONS CORPORATION for an Order Declining to Assert Jurisdiction Over, or, in the Alternative, Approving the Indirect Transfer of Control of Verizon Northwest Inc., Docket UT-090842

TO ALL PARTIES:

The Washington Utilities and Transportation Commission (Commission) entered its Order 06, Final Order Approving and Adopting, Subject to Conditions, Multiparty Settlement Agreements and Authorizing Transaction, in Docket UT-090842 on April 16, 2010. The Order approved the multiparty settlement agreement (Agreement) entered into among Verizon Communications, Inc., Frontier Communications Corporation (Frontier or Company), and the Commission Staff. Commitment 19 of that Agreement requires three augmentations to Frontier's Service Performance Guarantee (SPG) program. Frontier agreed to maintain these augmentations for a minimum of two years, after which the Company could petition the Commission to be relieved of that obligation

On September 17, 2013, Frontier filed a Petition to Amend the Agreement (Petition). The Petition sought three modifications: (1) eliminate the earnings review required under Commitment 2 of the Agreement; (2) remove the augments to the Company's SPG program; and (3) allow a satellite broadband program Frontier has developed to satisfy the Company's broadband expansion commitments.

Frontier subsequently negotiated these requested amendments with Staff and Public Counsel, and on October 6, 2013, filed a Revised Petition to Amend Order 06.

On February 5, 2014, the Commission entered its Order 10, Order Granting Revised Petition to Amend Order 06 (Order 10). Order 10 amends Order 06 by removing the augments to Frontier's SPG program.

On February 25, 2014, Frontier filed revised tariff, WN U-17, Section 2, 1st Revised Sheet 22 as specified in Order 10, with an effective date of March 27, 2014. This filing makes changes to the existing SPG that was required in Commitment 19 of the Agreement. These changes are (1) to reduce the credit to customers for missed service installation or repair appointments from \$35 to \$25, (2) not to offer the \$5 credit for any out-of-service condition that exceeds two days, and (3) to discontinue the alternative service for failure to deliver basic services on time. The Commission has examined the filing and has determined the filing is complete and complies with the terms of Order 10.

Therefore, pursuant to the terms of the Commission's Order 10 in this proceeding, the tariff sheet indicated above as WN U-17, Section 2, 1st Revised Sheet 22 will become effective as filed with an effective date of March 27, 2014.

Sincerely,

STEVEN V. KING
Executive Director and Secretary