

UT-061465

Qwest

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Lisa A. Anderl

Associate General Counsel
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REGULATORY DEPARTMENT

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September 14, 2006

*Via E-mail and
Overnight Mail*

Ms. Carole J. Washburn, Executive Secretary
Washington Utilities & Transportation Commission
1300 S. Evergreen Park Drive SW
P.O. Box 47250
Olympia, WA 98504-7250

Re: Docket No. (new) – Petition for Waiver re WAC 480-120-255(3)
Petition for Waiver of Requirement

Dear Ms. Washburn:

Enclosed are the original and 12 copies of Qwest Corporation's Petition for Waiver of One Requirement of WAC 480-120-255(3). The electronic copy is being provided by e-mail.

Sincerely,

A handwritten signature in black ink, appearing to read 'Lisa A. Anderl', written in a cursive style.

Lisa A. Anderl

LAA/ilw
Enclosures

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BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

PETITION OF QWEST CORPORATION
FOR WAIVER OF WAC 480-120-255(3),
INFORMATION DELIVERY SERVICES

Docket No.

QWEST CORPORATION'S PETITION
FOR WAIVER OF ONE REQUIREMENT
OF WAC 480-120-255(3)

1 Pursuant to WAC 480-120-015 and RCW 80.04.210, Qwest Corporation ("Qwest") hereby petitions the Washington Utilities and Transportation Commission ("Commission") for an exemption from certain provisions of WAC 480-120-255(3) and simultaneously files a related petition for amendment to one requirement of the 12th Supplemental Order in Docket UT-970766. Qwest respectfully requests that the Commission expedite these matters for consideration.

THE RULE

2 WAC 480-120-255¹ became effective on July 1, 2003. It contains requirements regarding the blocking of access to information delivery services.

¹ *In the Matter of Amending, Adopting and Repealing Chapter 480-120 WAC Relating to Telephone Companies, Docket UT-990146, General Order No. R-507, Order Amending, Adopting and Repealing Rules Permanently, filed with the Code Reviser's Office December 12, 2002.*

3 As adopted, the relevant provision of WAC 480-120-255(3) provides:

(3) The LEC must inform residential customers of the blocking service through a *single-topic* bill insert and publication of a notice in a conspicuous location in the consumer information pages of the local white pages telephone directory. The LEC must include in the notice and bill insert the residential customers' rights under the law, the definition of "information delivery services" as defined in subsection (1) of this section, and a statement that these services often are called "900" numbers. The LEC must include notice that customers have the right under Washington law to request free blocking of access to information-delivery services on their residential telephone lines, that blocking will prevent access to information-delivery services from their residential telephone line, that customers may request free blocking of access to information-delivery services on their residential telephone lines by calling the LEC at a specified telephone number, that the Washington utilities and transportation commission is authorized under RCW 80.36.500 to enforce this law, and that customers may contact the commission for further information. The LEC must include the commission's address, toll-free telephone number, and web site:

Washington Utilities and Transportation Commission
Consumer Affairs Section
1300 South Evergreen Park Drive, SW
P.O. Box 47250
Olympia, WA 98504-7250
1-800-562-6150
www.wutc.wa.gov

RELIEF REQUESTED

4 Qwest seeks a permanent waiver of WAC 480-120-255(3) regarding the requirement that it "inform residential customers of the blocking service through a *single-topic bill insert*". Qwest does not seek waiver of the requirement to notice residential customers of the blocking service, only the requirement that the notice be through a single-topic bill insert.

DISCUSSION

5 Qwest continually evaluates its operating processes in order to increase efficiency, reduce expenses, and find more effective ways to provide high quality service to its customers.

Because sending customers notices about its business represents a significant expense to Qwest,² Qwest periodically reviews its notice requirements to determine the opportunity for notice consolidation or if more economically efficient methods of noticing customers might be employed. Upon review of its statutory notice requirements for Washington, Qwest finds that it has the following requirements:

| <u>Notice Topic</u> | <u>Source of Notice Requirement</u> | <u>Frequency/Type of Notice</u> |
|----------------------------------|--|---------------------------------|
| CSGP | 12 th Supp. Order, Docket UT-970766 | bi-annual / combined |
| Local Service Freez | WAC 480-120-147(5) | annual / combined |
| Information Service Blocking | WAC 480-120-255(3) | annual / single |
| No Solicitation - Non Pub / List | WAC 480-120-217/218 | annual / combined |

- 6 To gain optimal efficiency and expense reduction, Qwest would like to combine all the notices on one annual bill insert. To be allowed to do this, Qwest requires a waiver of the single bill insert requirement for the Information Service Blocking notice from WAC 480-120-255(3). Qwest would also require an amendment to the semi-annual requirement for the CSGP notice from the 12th Supplemental Order in Docket UT-970766 (and allow it to file the notice annually), as addressed by separate petition in Docket No. UT-970766, filed in conjunction with this petition.
- 7 In support of its request, Qwest notes that when the semi-annual CSGP notice was initially ordered by the Commission in 1998, use of the Internet was significantly less prevalent than it is today. Today, Qwest posts the CSGP at its website which is accessible by most of its customers. Further, Qwest is willing to post at the same website its combined notice including not only the CSGP notice, but also the notices about local service freeze, information service blocking and no solicitation – non list/non pub. This means that in addition to the combined annual notice, customers would have access to the consumer information all year long.

² The cost to send out a single bill insert in Washington is approximately \$15,000.


8 It should also be noted that in addition to requiring a single-topic bill insert to inform customers of information delivery services blocking, WAC 480-120-255(3) also requires the publication of a notice in a conspicuous location in the consumer information pages of the local white pages telephone directory. Qwest believes that its offer to include the blocking service notice on its web-site in addition to including it in an annual combined notice and in the consumer information pages of the telephone directory provides sufficient notice for this consumer service.

CONCLUSION

9 Qwest respectfully asks the Commission for waiver of its rule at set forth herein.

DATED this 14th day of September, 2006.

QWEST



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