

WAC 480-120-X15 Customer notice requirements – competitively classified telecommunications companies or services.

This rule sets out requirements in specific circumstances for notices that companies must provide to customers when services are provided under price list.

A company may request a waiver of this rule in accordance with WAC 480-120-015.

(1) **Prior notice.** Customer notice before the effective date of changes to the price list for competitively classified companies or competitively classified services.

(a) Amount of prior notice. Each affected customer must receive at least ten days' notice before the effective date when a company proposes to:

- (i) Increase rates;
- (ii) Decrease rates; or
- (iii) Change terms or conditions.

(b) Content of notice. Each customer notice must include, at a minimum;

- (i) The effective date;
- (ii) A clear description of changes to rates and services; and
- (iii) A company contact number where customers can seek additional

information.

(c) Methods of notice permitted for increase in rates or a change of terms and conditions: bill insert, bill message, printing on the billing envelope, or a separate mailing (e.g., postcard, letter) or, if a company has the capability and the customer has authorized, a company may use e-mail.

(d) Methods of notice permitted for a decrease in rates: in addition to the methods listed in section (1)(c) a company may use newspaper(s) of general circulation for the affected areas or a web site on which the price list is available to the public.

(2) **Commission assistance on customer notice.** A company may request the commission's designated public affairs officer to:

- (a) Assist with customer notice questions;
- (b) Review draft customer notice language; and

(c) Offer suggestions on draft customer notice language. If a company would like assistance, it should submit a draft notice for review at least two working days before the planned printing date.

(3) **Alternative form of notice permitted with prior approval.** As an alternative to the customer notice required by this rule, a company may propose another form of customer notice. Provided, however, that any such notice must be approved by the commission's designated public affairs officer in advance.

(4) **Customer notice verification.** Within ten days of issuing notices described in this rule, a company must file a declaration to the commission's designated public affairs officer that notice has been given to customers, which must include:

- (a) The method used to notice customers;
- (b) When the notice was first issued to customers; and
- (c) A copy of the notice.