

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

In the Matter of the Formal Complaint of
JEFFREY D. GLICK, Complainant,
v.
VERIZON NORTHWEST, INC.,
Respondent.

UT 040535
DECLARATION OF STANLEY P. TATE

Stanley Tate declares and states:

- 1. I am employed by Verizon Northwest Inc. as a Customer Relations Specialist. I have held this job for four years. I have been employed by Verizon for eleven years.
- 2. I am familiar with the complaints generated by Verizon's customer Jeffrey D. Glick.
- 3. I have reviewed the billing records for Mr. Glick's former business account, telephone no. (425) 822-5144. The amounts charged to Mr. Glick for Measured Local Service appear to have always been small, ranging from \$1.00 or less to occasionally as much as \$4.00 to \$5.00 per month.
- 4. Based on my review of Verizon's billing records, Mr. Glick's business line last had a zero balance—meaning that he had paid the entire amount due—after the billing for September, 2003.

DECLARATION OF STANLEY P. TATE - 1

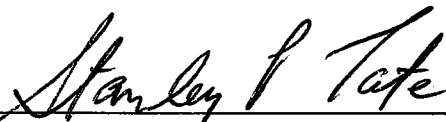
1 5. Beginning with the month after that, Mr. Glick paid slightly less than the amount
2 due for each of the remaining months. Based upon my review, it appears that the amount not
3 paid corresponds to the amount billed for Measured Local Service.

4 6. Because the amounts were so small, Mr. Glick's business line never received
5 collection treatment. In the ordinary course, Verizon would not have initiated collection
6 activities on this account until the overdue payment accumulated to a larger amount.

7 7. In June, 2004, Mr. Glick transmitted a letter to Verizon requesting that his
8 business service be disconnected. That line was disconnected on or about June 21, 2004.

9 8. In the ordinary course of disconnecting a business line, Verizon generated a final
10 bill for that account. The final bill for Mr. Glick's business line was \$32.52. This amount due
11 included Measured Local Service that month of 12 cents (\$0.12), and would also reflect the
12 amounts of Measured Local Service that Mr. Glick had not paid in previous months (after
13 crediting his account for the partial month Enhanced call Forwarding service he did not receive
14 by disconnecting mid-month). Assuming that Mr. Glick did not pay for his Measured Local
15 Service based on a contention that Verizon had made some error or omission in the provision of
16 his service, Verizon has authorized a refund of the charge for that service, as provided for by
17 tariff. Therefore, Verizon will waive and forgive the final bill owing from Mr. Glick.

18 Signed under penalty of perjury under the laws of the State of Washington.

19
20
21 
22 Stanley P. Tate

23 Date: 7/21/04

24 Place: Verizon NW

25
26
DECLARATION OF STANLEY P. TATE - 2