

WAC 480-121-X04 Customer notice requirements - petition for competitive classification of a service.

(1) Customer notice requirements - petition for competitive classification of a telecommunications service:

(a) When a company petitions for competitive classification of a telecommunications service(s), each affected customer must receive at least thirty days' notice before the requested effective date.

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

- (i) The date the notice is issued;
- (ii) The company name and address;
- (iii) A clear explanation of the proposal to give customers the basis for understanding the proposal and the potential impact of the change;
- (iv) The following language:

(Company name) has filed for approval to market (name of service(s)) as a competitive service. (Company name) believes that there are other service providers, in your location, that could provide the same or similar services to you. If this is approved, our company would have pricing flexibility to react to market conditions and the ability to change rates (increase or decrease), terms or conditions upon ten days notice to affected customers and the commission. The commission will determine if there is effective competition during its investigation. This proposal does not change any rates for our services.;

(v) A description of how customers may contact the company if they have specific questions or need additional information about the proposal; and

(vi) The following public involvement language:

All comments to the Commission must be submitted in writing or presented at the public meeting on this case. If you have questions or you would like to be added to the mailing list for this case, you may contact the Washington Utilities and Transportation Commission at P.O. Box 47250, Olympia, WA 98504-7250; 1-800-562-6150; comments@wutc.wa.gov; or 360-664-3604(fax).

(c) Methods of notice. Methods of notice permitted include: bill insert, bill message, printing on the billing envelope, a separate mailing to all affected customers or, if the company has the capability and the customer has authorized, by e-mail.

(2) **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;
- (c) How many customers are affected; and
- (d) A copy of the notice.

(3) **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.

(4) **Other customer notice**. The commission may require notice to customers other than described in this rule when the commission determines that additional customer education is needed.