



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](http://www.utc.wa.gov)

August 7, 2017

**NOTICE OF OPPORTUNITY TO FILE WRITTEN COMMENTS**

**(By Monday, September 11, 2017)**

Re: Rulemaking to consider adopting a rule in WAC 480-120, Telephone Companies, relating to standards for restoring regulated telecommunications services following an outage and customer notification of planned service interruptions, Docket UT-170031

TO ALL INTERESTED PERSONS:

On Feb. 3, 2017, the Washington Utilities and Transportation Commission (Commission) filed with the Code Reviser a Preproposal Statement of Inquiry (CR-101) to consider adopting a rule to address repair standards for service interruptions and impairments, excluding major outages. The Commission contemplates that the rule would require companies to restore service following outages, other than major outages, within a specific period of time absent circumstances beyond the company's control that preclude restoral within that time period.

In the CR-101 comment period, which ended March 6, staff received comments from several stakeholders, however the information received was inadequate in helping to determine a repair standard. Staff has drafted a new proposed rule which uses the 48-hour restoral standard prescribed in the final order in UT-160196, a previous rulemaking. The draft rule also takes into consideration situations in which a company would be exempt from the 48-hour restoral requirement. A copy of the draft rule is provided as an attachment to this notice.

Some stakeholders point to substantial telecommunications marketplace developments as a reason to refrain from adopting a firm timeframe for repairing service (firm repair interval), suggesting that consumers that are dissatisfied with the quality of the services they receive can turn to alternative service providers as a potential remedy. While the Commission understands that many consumers have a variety of options for obtaining telecommunications services, we remain concerned about unreasonable repair intervals for those consumers who, for a variety of reasons, may have little or no alternative to their current provider. Given the disparity between a firm repair interval (48 hours) and no interval, the Commission seeks comment or suggestion on alternatives to a firm repair interval that would enable consumers

to receive timely restoration of impaired services while affording providers greater flexibility in addressing marketplace conditions.

## WRITTEN COMMENTS

Written comments must be filed with the Commission no later than **5:00 p.m., Monday, September 11, 2017**. The Commission requests that comments be provided in electronic format to enhance public access, for ease of providing comments, to reduce the need for paper copies, and to facilitate quotations from the comments. You may submit comments via the Commission's Web portal at [www.utc.wa.gov/e-filing](http://www.utc.wa.gov/e-filing) or by electronic mail to the Commission's Records Center at [records@utc.wa.gov](mailto:records@utc.wa.gov). Please include:

- The docket number of this proceeding (UT-170031).
- The commenting party's name.
- The title and date of the comment or comments.

An alternative method for submitting comments is by mailing or delivering an electronic copy to the Commission's Records Center on a flash drive, DVD, or compact disk including the filed document(s). Parties must furnish electronic copies in MS Word 6.0 (or later) supplemented by a separate file in .pdf (Adobe Acrobat) format. Include all of the information requested above. The Commission will post on its web site all comments that are provided in electronic format. The web site is located at [www.utc.wa.gov/170031](http://www.utc.wa.gov/170031).

If you are unable to file your comments electronically or to submit them on a disk, the Commission will accept a paper document. If you have questions regarding this rulemaking, you may contact staff lead, John Cupp, at (360) 664-1113, or by email at [jcupp@utc.wa.gov](mailto:jcupp@utc.wa.gov).

Stakeholders will have further opportunity for comment. Information about the schedule and other aspects of the rulemaking, including comments, will be posted on the Commission's website as it becomes available. If you wish to receive further information on this rulemaking you may:

- (1) Call the Commission's Records Center at (360) 664-1234
- (2) Email the Commission at [records@utc.wa.gov](mailto:records@utc.wa.gov)
- (3) Mail written comments to the address below

When contacting the Commission, please refer to Docket UT-170031 to ensure that you are placed on the appropriate service list. The Commission's mailing address is:

Executive Director and Secretary  
Washington Utilities and Transportation Commission  
1300 S. Evergreen Park Drive S.W.  
P.O. Box 47250  
Olympia, WA 98504-7250

NOTICE

**If you do not want to comment now, but do want to receive future information about this rulemaking, please notify the Executive Director and Secretary in one of the ways described above and ask to be included on the mailing list for Docket UT-170031. If you do not do this, you might not receive further information about this rulemaking.**

STEVEN V. KING  
Executive Director and Secretary