

WAC 480-120-083 Notice of Cessation of Certain Telecommunications Services

(1) For purposes of this section, "covered service" means local exchange service, private branch exchange service (PBX), Centrex service, and private line service.

(2) No telecommunications company may cease to provide a covered service in the State of Washington unless it first provides written notice to the commission and to each of its customers for a covered service of its intention at least 30 days before it ceases to provide service.

(a) The notice to the commission must, at a minimum include the name of the company, the date covered service will cease, and the number of customers and their location described by exchange or by city and county.

(b) The notice to customers must at a minimum include the date covered service will cease and a company telephone number to call to request information, such as circuit identification records and customer service records, that might be useful to the customer in establishing service with another company.

(3) Between seven and five business days before ceasing a covered service, a company must provide oral notice to each remaining customer of the date covered service will be terminated, and provide customers with a company telephone number to call for more information. The company must make at least two attempts to reach each customer and the attempts must be at different times of the day.

(4) A company ceasing a covered service must inform the commission within twenty-four hours of the cessation of the covered service of the number and location of customers, by exchange or by city and county, that remained as customers for the covered service when service ceased.

(5) This rule does not apply to:

(a) Services offered by tariff and that are subject to the statutory notice requirements of RCW 80.36.110;

(b) Termination of a service as provided for by the terms of a contract between the company and the customer;

(c) Discontinuance of service to an individual customer in compliance with WAC 480-120-081; and

(d) Cessation of a service when the terminated service is replaced, without interruption, by a comparable service.