

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

WASHINGTON UTILITIES AND	)	
TRANSPORTATION COMMISSION,	)	DOCKET NO. UT-990401
	)	
Complainant,	)	
	)	
v.	)	COMPLAINT
	)	
VERIZON NORTHWEST INC.	)	
	)	
Respondent.	)	
.....	)	

The Washington Utilities and Transportation Commission (Commission), on its own motion, and through its Staff, alleges as follows:

I. PARTIES

- 1 The Commission is an agency of the state of Washington, authorized by Title 80 RCW to regulate the rates, practices, accounts, and services of telecommunications companies, including operator service providers.
- 2 Respondent Verizon Northwest Inc. (Verizon or respondent) is a telecommunications company registered to provide telecommunications services in the state of Washington subject to the provisions of Title 80 RCW and chapter 480-120 WAC. In addition to many other telecommunications services, Verizon provides operator services (i.e., collect calls, credit card calls, and calls billed to third parties from call aggregator locations, such as hotels, motels, hospitals, campuses, and payphones).

II. JURISDICTION

- 3 The Commission has jurisdiction over this matter pursuant to RCW 80.01.040, RCW 80.04.110, RCW 80.04.380, RCW 80.36.130, RCW 80.36.320, RCW 80.36.522, and RCW 80.36.524.

**III. STATEMENT OF FACTS**

4 Commission Staff investigated Verizon's verbal rate disclosure practices by  
placing test collect calls on 32 selected payphones on which Verizon provides  
operator services in November 2000.

5 When providing operator services for the 32 collect calls, Verizon failed to  
prompt the called party to receive a rate quote within the two key-stroke  
maximum required by rule in 19 instances.

**IV. CLAIM FOR RELIEF**

6 The Commission, through its Staff, realleges paragraphs 4-5.

7 WAC 480-120-141(2)(b) requires operator service providers to verbally  
advise the consumer how to receive a rate quote within a two key-stroke  
maximum.

8 Because the respondent failed to prompt the called customers of 19 collect  
calls how to obtain a rate quote within a two key-stroke maximum,  
respondent violated WAC 480-120-141(2)(b) with every such call.

9 THEREFORE, the Commission commences an adjudicative proceeding  
pursuant to chapter 34.05 RCW and chapter 480-09 WAC for the following  
purposes:

10 To determine whether the respondent has failed to comply with applicable  
laws, and the rules and orders of the Commission as set forth in the  
allegations above.

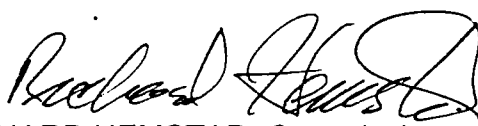
11 To determine whether the Commission should assess monetary penalties  
against the respondent based on alleged violations of Commission rules  
identified by Staff during its investigation of company practices.

12 To make such other determinations and enter such orders as may be just and  
reasonable.

DATED at Olympia, Washington, and effective this 30<sup>th</sup> day of May, 2001.

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

  
MARILYN SHOWALTER, Chairwoman

  
RICHARD HEMSTAD, Commissioner