

March 21, 2001

**NOTICE OF RULEMAKING WORKSHOP
ON DRAFT TECHNICAL RULES AND COMPANY
RESPONSIBILITY RULE
(April 16, 2001)**

RE: Docket No. UT-990146
Chapter 480-120 WAC Telecommunications – Technical Rules

TO ALL INTERESTED PERSONS:

The Commission will hold a rulemaking workshop to discuss rules previously noticed and one additional draft rule, appended to this Notice as WAC 480-120-X30. The draft rules to be discussed are :

WAC 480-120-046, 051, 350, 500, 510, 515, 520, 525, 535, X16, and X18.

Please note that the Commission will no longer pursue previously noticed draft rules 480-120-126, Safety, and X06, Unserved areas. As a result, the present version of WAC 480-120-126 will remain unchanged and there will be no rule concerning unserved areas.

We encourage your attendance and participation in the stakeholder workshop to discuss these rules. The workshop will be held **Monday, April 16, 2001** in Room 206 at the Commission's headquarters, beginning at 9:00 a.m. Free parking is available. The Commission's address is:

Washington Utilities & Transportation Commission
1300 South Evergreen Park Drive SW
P.O. Box 47250
Olympia, Washington 98504-7250

If you have questions about the items in this Notice, about other aspects of this rulemaking, or about the rulemaking process in general, you may contact Bob Shirley. He may be reached by surface mail at the address on this Notice, or by e-mail at bshirley@wutc.wa.gov, or by calling 360-664-1292.

Sincerely,

CAROLE J. WASHBURN
Secretary

WAC 480-120-X30--Company responsibility.

When a customer informs the commission that the customer has identified a problem with service or billing or other matters and the customer has been told by two or more companies that the problem is not that company's responsibility but another company's responsibility, commission staff will inform the companies involved.

Once the commission has contacted the companies involved, the companies must confer with each other within 48 hours and determine which company will take responsibility to resolve the customer's problem. The company accepting responsibility must contact the commission and begin resolution of the problem within 24 hours of the time allotted by this section for a conference between the companies.

Companies must confer, allocate responsibility between the companies, and contact the commission, as required by this section, or the commission may issue penalties to one or more of the involved companies.