

Proposed Rule, November 16, 2001

WAC 480-120-083 Cessation of Telecommunications Services

- (1) This rule applies to any telecommunications companies who ceases the provision of any telecommunications service or reduce in all or any portion of the state (exiting telecommunications company). This rule does not apply to:
- a. Services offered by tariff that are subject to the statutory notice requirements of RCW 80.36.110 (Tariff Changes – Statutory Notice – Exception);
 - b. Discontinuance of service to an individual customer in compliance with WAC 480-120-081 (Discontinuance of Service); ~~and~~
 - c. Cessation of a service when the provider replaces the terminated service with comparable service ~~and~~ without interruption. For example, the notice requirements of this rule do not apply when a local exchange carrier (LEC) providing Centrex-type service with one group of features replaces that service, without interruption, with a version of Centrex-type service that has a different group of features; and
 - d. A service being discontinued that has no subscribers.

Changes in customers' service providers for local exchange and intrastate toll services when there is a cessation of service are also subject to WAC 480-120-139 (changes in local exchange and intrastate toll services).

- (2) No telecommunications company may cease, ~~or reduce~~ the provision of any telecommunications service or reduce in all or any portion of the state unless it first provides written notice to the following persons at least 30 days in advance of cessation of service:
- a. ~~to~~ the commission;
 - b. ~~to~~ the state 911 program, in the instance of local exchange service, private branch exchange service (PBX), ~~e~~Centrex-type service, or private line service used in the provision of emergency services related to the state 911 program;
 - c. ~~to~~ each of its customers, including customers that are telecommunications companies;
 - d. ~~to~~ incumbent local exchange carriers (ILECs) providing the exiting telecommunications company with unbundled network elements (UNEs) pursuant to the Telecommunications Act of 1996, 47 U.S.C. Section 151 *et seq.*, if UNEs or combinations of UNEs are part of a telecommunications service provided to some or all of the exiting telecommunications company's customers;
 - e. ~~to~~ each telecommunications company providing the exiting telecommunications company with resold telecommunications service, if resold service is part of a telecommunications service provided to some or all of the exiting telecommunications company's customers;
 - f. ~~to~~ the national number administrator authorizing the release of all assigned telephone numbers to other telecommunications companies and releasing all unassigned telephone numbers to the number administrator.

- 45 (3) The notice to the commission and the state 911 program required in subsections (2)(a)
46 and (b) must, ~~at a minimum,~~ include:
- 47 a. the name of the exiting telecommunications company; ~~and~~
 - 48 b. for each category of service, ~~provide~~ the date each telecommunications service
49 will cease; ~~and~~
 - 50 c. the number of customers for each telecommunications service and their
51 location, described by exchange or by city and county for each
52 telecommunications service being ceased.
- 53 (4) The notice to customers required in subsection (2)(c) must, ~~at a minimum,~~ include:
- 54 a. the date telecommunications service will cease;
 - 55 b. ~~and~~ information on how to contact the exiting telecommunications company
56 by telephone in order to obtain ~~service~~ information needed to establish service
57 with another provider; ~~and~~
 - 58 c. an explanation of ~~to explain~~ how customers may receive a refund on any
59 unused service. The exiting telecommunications company ceasing service
60 must provide information to consumers via its customer service number
61 outlining the procedure for obtaining refunds and continue to provide this
62 information for sixty days after the date of cessation of service. In addition:
 - 63 d. for cessation of a voice service, a second notice must be provided by one of
64 the two options listed below:
 - 65 (i) between ten and thirty days before cessation of voice service, the
66 exiting telecommunications company must complete one direct
67 call advising every customer of the cessation of service,
68 including the date of cessation of service and a number to call for
69 more information, if necessary. A direct call means a call in
70 which the company leaves a recorded voice message for or
71 speaks directly to the responsible party or its agent on the billing
72 account; or
 - 73 (ii) ~~(b)~~ beginning at least ten fifteen days before cessation of voice
74 service, the exiting telecommunications company must provide
75 oral notice of cessation of service at the beginning of each call
76 originated in Washington by its customers, including the date of
77 cessation of service and a number to call for more information;
78 and or This rule does not preclude the exiting
79 telecommunications company from providing the customer with
80 an option to bypass future announcements of the cessation of
81 service message; and
 - 82 e. a company may seek the commission's assistance in drafting the customer
83 notice
 - 84 e. ~~the exiting company must provide information to consumers via its customer~~
85 ~~service number outlining the procedure for obtaining refunds and continue to~~
86 ~~provide this information for sixty days after the date of cessation of service.~~
- 87 (5) The notice to ILECs required in subsection (2)(d) must, ~~at a minimum,~~ include:
- 88 a. the date telecommunications service will cease;

- 89 b. ~~identify~~ identification of the UNE components in relationship to the service
90 information provided to the customer when such information differs from the
91 ILEC's identification information ~~of such services~~ as billed to the exiting
92 telecommunications company. For example, if the ILEC identifies a UNE
93 loop with a circuit identification number, the exiting telecommunications
94 company must provide the ILEC with the customer telephone number
95 assigned to the ILEC's UNE loop circuit identification number; and
96 c. ~~the notice must also include~~ telephone contact information to enable the ILEC
97 or new provider to obtain UNE service and circuit identification information
98 needed to establish service for a customer who will no longer receive service
99 from the exiting telecommunications company.
- 100 a. ~~ILECs shall provide the information in the notice(s) required in this subsection~~
101 ~~to the subsequent provider upon a request authorized by the customer;~~
102 b. ~~ILECs may not use the information in the notice(s) required in this subsection~~
103 ~~to initiate marketing efforts.~~
- 104 (6) The notice to suppliers required in subsection (2)(e) must, ~~at a minimum,~~ include:
105 a. the date telecommunications service will cease;
106 b. identification of the resold service element components in relationship to the
107 service information provided to the customer, when such information differs
108 from the supplier's identification information ~~regarding such services~~ as billed
109 to the exiting telecommunications company; and
110 c. telephone contact information to enable the regulated supplier or new provider
111 to obtain underlying service and circuit identification information needed to
112 establish comparable replacement service for a customer who will no longer
113 receive service from the exiting telecommunications company.
- 114 ~~Telecommunications companies that are suppliers, pursuant to this subsection, shall~~
115 ~~provide the information in the required notice(s) to the subsequent provider upon a~~
116 ~~request authorized by the customer.~~
- 117 (7) The notice to the national number administrator required in subsection (2)(f) ~~to the~~
118 ~~national number administrator authorizing the release of all assigned telephone~~
119 ~~numbers to the succeeding providers shall must include:~~
120 a. identification of all working telephone numbers assigned to customers;
121 b. identification of all unassigned or administrative numbers available for
122 reassignment to other providers and the date such unassigned telephone
123 numbers will be available for reassignment; and
124 c. ~~the exiting telecommunications company shall authorize~~ authorization of the
125 release of each individual assigned customer's telephone number(s) to
126 subsequent providers selected by the customer.
- 127 (8) ILECs and telecommunications companies that are suppliers under section (6) must
128 provide the information in the required notice(s) to the subsequent provider upon a
129 request authorized by the customer.
- 130 (9) A telecommunications company ceasing a local exchange service, a PBX service, a
131 eCentrex-type service, or a private line service used in the provision of emergency
132 services related to the state 911 program must inform the commission and the state

133 911 program within twenty-four hours of the cessation of telecommunications service
134 of the number of customers and their location, listed by exchange or by city and
135 county, that remained as customers for the telecommunications service when service
136 ceased.