

1 **WAC 480-120-XXX Installation or activation of retail basic service**

2 (1) Except as provided in subsection (2), when an applicant for retail service for a
3 particular location has met all tariff or price list requirements , the local exchange
4 company (LEC) receiving the application must treat the application as an order
5 and meet the following requirements for installation or activation of basic service:

6 (a) The LEC must complete, within five business days after the date of
7 receipt of an order, or on a later date requested by a customer, ninety-five
8 percent of all orders of up to the initial five access lines received each month for
9 installation or activation in any exchange;

10 (b) The LEC must complete ninety-nine percent of all orders of up to the
11 initial five access lines received each month for installation or activation in any
12 exchange within ninety days after the date of receipt of the order; and

13 (c) The LEC must complete one hundred percent of all orders for
14 installation or activation of access lines within one hundred and eighty days after
15 the date of receipt of the order.

16 (2) The timelines set forth in subsection (1) do not apply when customer-
17 provided special equipment is necessary; when a later installation or activation is
18 permitted under WAC 480-120-071, service extensions; or when the commission
19 has waived the requirement for installation or activation of a particular order
20 under WAC 480-120-015.

21 (3) Unless the Commission orders otherwise, this rule does not apply to
22 LECs that are competitively classified under RCW 80.36.320.

23
24 **WAC 480-120-XXY Orders for non-basic retail services**

25 (1) Except as provided in subsection (2), when an applicant for retail service for a
26 particular location has met all tariff or price list requirements, the local exchange
27 company (LEC) receiving the applications must treat the application as an order and
28 must complete orders for all non-basic services within one hundred eighty days
29 of the order or on a later date requested by a customer.

30 (2) The timelines set forth in section (1) do not apply when a later
31 installation or activation is permitted under WAC 480-120-071, service
32 extensions, or when the commission has waived the requirement for installation
33 or activation of a particular order under WAC 480-120-015.

34 (3) Unless the Commission orders otherwise, this rule does not apply to
35 LECs that are competitively classified under RCW 80.36.320.

36
37 **WAC 480-120-X08 Service quality credits for retail customers**

38 All local exchange companies (LECs) must include in tariffs or price lists retail
39 customer service credits that conform with this section.

40 (1) Service Credits. Each LEC must give a service quality credit to the customer
41 when installation or activation of the first residential line, first two business lines,
42 or both, are delayed beyond five business days from the date of receipt of the
43 order. The credit given by the LEC must be at least equal to the non-recurring
44 charge and one month's recurring charge, including the subscriber line charge.
45 The LEC must give an additional credit at least equal to one month's recurring
46 charge, including the subscriber line charge, for each week or part of week the

47 installation or activation is delayed beyond seven business days from the order
48 date.

49 If a customer initiates a request for installation or activation later than five
50 days from the date of receipt of the order, then the LEC is not required to provide
51 service credits under subsection (1) of this section, but is required to provide
52 service credits as provided in subsection (2).

53 Unless the commission orders otherwise, LECs that are competitively
54 classified under RCW 80.36.320 are not required to include in tariffs or price lists
55 the service credits prescribed in this subsection.

56 (2) Whenever a customer orders any service for which the service credits
57 of subsection (1) do not apply, the LEC must provide a due date when that
58 service will be provided. If the LEC does not provide the service on or before the
59 due date, the LEC must give the customer a credit for the non-recurring charge
60 and at least one-month's recurring charge for the delayed service (including
61 subscriber line charge if applicable). Thereafter, for each week or part of a week
62 in which the service is not provided by the LEC to the customer, the LEC must
63 provide a credit equal to one month's recurring charge for the delayed service
64 (including the subscriber line charge, if applicable).

65 The LEC is not required to give the service credit if the customer initiates a
66 request to reschedule the due date, but service credits must be given by the LEC
67 in the manner prescribed in this subsection if the LEC fails to provide the service
68 on the rescheduled due date.

69 (3) Missed appointment credits. For purposes of this rule, an appointment
70 means a commitment that requires the customer or the customer's
71 representative be present when the company representative installs, changes,
72 disconnects, repairs, or otherwise affects the customer's service.

73 The LEC must credit the customer not less than \$50.00 when the LEC
74 fails to keep an appointment.

75 The LEC keeps the appointment when the necessary work in advance of
76 dispatch has been completed and the technician arrives at the appointed time but
77 cannot complete the order until a later date, or if the LEC notifies the customer at
78 least twenty-four hours prior to the scheduled appointment that facilities are
79 unavailable and a new appointment is made.

80 When a LEC notifies the customer at least twenty-four hours prior to the
81 scheduled appointment that a new appointment is necessary and a new
82 appointment is made, the installation requirements and service credit
83 requirements of subsections (1) and (2) and the timelines set out in those
84 subsections are not affected by the LECs action to change the appointment.

85 (4) Service credits are not required when a later installation or activation is
86 permitted under WAC 480-120-071, service extensions, and service and
87 appointment credits are not required when the LEC is unable to meet its
88 obligations due to significant adverse events such as natural disasters, work
89 stoppages, or other events beyond the LEC's control.

90 (5) LECs may include in tariffs or price lists additional service quality
91 guarantee credits, and additional interim services, such as voice mail, that might
92 aid a customer without service.

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WAC 480-120-131 Reports of accidents

~~Each utility shall give prompt notice to the commission of every accident resulting in death or serious injury to any person, employee or member of the public occurring in its plants or through contact with any of its facilities. The report shall give the name of the person, extent of the injuries, place of accident, and brief explanation of same, and shall be verified in writing if not reported by letter.~~

Companies that are competitively classified are exempt from the reporting requirements of RCW 80.04.460.

The following definition was distributed for comment in January. The definitions and changes to them will not be considered on March 14, but this is provided so that readers understand a change will be proposed.

“Due date” means the date on which the company committed to provide service, ~~or five days after the customer placed the order, whichever comes first. The exception is when a customer has placed an order and requested service for a date beyond five days from the date the request is made. In this case, the due date is the date requested by the customer. (-X08)~~