

SERVICE DATE

MAY 30 2001

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

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

SUMMARY

- 1 **PROCEEDINGS:** The Washington Utilities and Transportation Commission, proceeding on its own motion, filed a Complaint on May 30, 2001. The Commission alleged in its Complaint that Verizon Northwest Inc.'s operating practices violated WAC 480-120-141.
- 2 **PARTIES:** Jonathan Thompson, Assistant Attorney General, Olympia, Washington, represents Commission Staff (Staff). Lida Tong, Director of Regulatory and Governmental Affairs, represents Verizon Northwest Inc. (Verizon).
- 3 **SETTLEMENT AGREEMENT:** On May 30, 2001, Staff and Verizon (the Parties) filed an Agreement to Penalties to resolve all issues raised in the Complaint.
- 4 **COMMISSION:** The Commission accepts the Parties' settlement as filed.

MEMORANDUM

- 5 On May 30, 2001, the Commission issued a Complaint alleging violations of WAC 480-120-141(2)(b). The Parties have reached agreement on the resolution of the issues raised by the Complaint and have voluntarily entered into the attached Agreement to Penalties (Agreement). The Agreement reflects the Parties' proposal to the Commission for resolution of all outstanding issues and constitutes a settlement agreement within the meaning of WAC 480-09-466.
- 6 In summary, the Agreement provides for the following actions to be taken by Verizon to resolve the outstanding Complaint:

- Verizon agrees to full compliance with the Commission's verbal disclosure rules.
- Verizon agrees to change its voice message for automated operator services so that it informs consumers to receive a rate quote by pressing no more than two keys and then asking for a rate quote from the operator.
- Verizon agrees to pay a penalty of \$14,000 for rule violations.
- Verizon agrees to a further penalty of \$5,000, suspended for six months, dependent upon no evidence of similar violations of Commission rule.

7 The Commission finds that the Settlement Agreement fairly and equitably resolves all of the issues raised by the Complaint and is therefore in the public interest.

FINDINGS OF FACT

8 The Washington Utilities and Transportation Commission is an agency of the State of Washington, vested by statute with authority to regulate rates, practices, accounts, and other matters pertinent to the operation of public service companies, including telecommunications companies.

9 Verizon Northwest Inc. engages in the business of providing operator services within Washington state as a telecommunications company.

10 On May 30, 2001, the Commission issued a Complaint in which it alleged that Verizon Northwest Inc. had violated a Commission rule.

11 On May 30, 2001, Staff and Verizon Northwest Inc. filed an Agreement to Penalties to resolve all violations to date, which are known to Staff, of the rules cited in the Commission's Complaint.

CONCLUSIONS OF LAW

12 The Washington Utilities and Transportation Commission has jurisdiction over the subject matter and the parties. Chapters 80.04 and 80.36 RCW.

13 Verizon Northwest Inc. violated WAC 480-120-141(2)(b).

14 The Agreement to Penalties, which is attached to this Order as Appendix A, is consistent with the public interest.

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- 15 The settlement fully and fairly resolves the issues pending in Docket No. UT-990401 and is in the public interest. The terms of the Agreement to Penalties should be approved and adopted as set out therein.
- 16 The Commission retains jurisdiction to effectuate the provisions of this order.

ORDER

- 17 THE COMMISSION ORDERS That the terms of the Agreement to Penalties, as signed by representatives for the Parties, are hereby approved and adopted by the Commission.

DATED at Olympia, Washington, and effective this 30th day of May 2001.

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION



MARILYN SHOWALTER, Chairwoman



RICHARD HEMSTAD, Commissioner