

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

In the Matter of the Petition of

THE CENTURYLINK COMPANIES – QWEST CORPORATION; CENTURYTEL OF WASHINGTON; CENTURYTEL OF INTERISLAND; CENTURYTEL OF COWICHE; AND UNITED TELEPHONE COMPANY OF THE NORTHWEST

To be Competitively Classified Pursuant to RCW 80.36.320

DOCKET UT-240029

FULL MULTIPARTY SETTLEMENT AGREEMENT

**I. PARTIES**

1 This Settlement Agreement (Settlement Agreement or Agreement) is entered into between the Qwest Corporation, CenturyTel of Washington, Inc., CenturyTel of Inter Island, Inc., CenturyTel of Cowiche, Inc., and United Telephone Company of the Northwest (collectively, CenturyLink or the CenturyLink ILECs) and the Staff of the Washington Utilities and Transportation Commission (Staff or Commission Staff) (collectively Parties or individually a Party). The Agreement consists of this document, entitled “Full Multiparty Settlement Agreement,” and Attachment A attached hereto.

**II. BACKGROUND**

2 On January 8, 2024, the CenturyLink ILECs filed with the Commission a Petition for Competitive Classification (Petition) pursuant to RCW 80.36.320. CenturyLink submitted opening testimony on February 16, 2024; Staff and Public Counsel submitted response testimony on April 3, 2024. The Parties subsequently engaged in settlement discussions, and now enter voluntarily into this Settlement Agreement to resolve all issues among them in the proceeding and to expedite the orderly disposition of this proceeding.

**III. NATURE OF AGREEMENT**

3 This Settlement Agreement is a “full multiparty settlement” within the meaning of WAC 480-07-730(3)(a) because it resolves all the issues raised by CenturyLink’s petition between the Parties. The Parties understand that this Agreement is subject to Commission approval and that any parties opposed to the Commission's adoption of this proposed settlement retain certain rights under WAC 480-07-740(3)(c).

**IV. AGREEMENT**

4 The Parties agree to the following terms as a multiparty settlement that fully settles all issues in this proceeding.

5 The Parties agree that the Alternative Form of Regulation (AFOR) whose terms are attached to this Settlement Agreement as Attachment A is in the public interest and should be adopted by the Commission to govern CenturyLink's operations.

## V. GENERAL PROVISIONS

6 Integrated Agreement. The Parties acknowledge that this Agreement is the product of negotiations and compromise and shall not be construed against any Party on the basis that it was the drafter of any or all portions of this Agreement. This Agreement constitutes the Parties' entire agreement on all matters set forth herein, and it supersedes any and all prior oral and written understandings or agreements on such matters that previously existed or occurred in this proceeding, and no such prior understanding or agreement or related representations shall be relied upon by the Parties.

7 Positions Not Conceded. In reaching this Settlement Agreement, the Parties agree that no Party concedes any particular argument advanced by that Party or accedes to any particular argument made by any other Party. This settlement does not serve to bind the Commission when it considers any other matter not specifically resolved by this settlement in future proceedings. Nothing in this settlement requires any Party to affirmatively intervene or participate in a future proceeding.

8 Confidentiality of negotiations. The Parties agree that this settlement represents a compromise in their positions. As such, conduct, statements, and documents disclosed during the negotiation of this settlement are confidential and not admissible in this or any other proceeding. Notwithstanding the foregoing, the settlement itself and its terms do not fall within the scope of this confidentiality provision, and each Party is free to publicly disclose the basis of its support for adoption of the settlement.

9 Precedential Effect of Settlement. The Parties have entered into this Agreement to avoid further expense, inconvenience, uncertainty and delay. Nothing in this Agreement (or any testimony, presentation or briefing supporting the Agreement) shall be asserted or deemed to mean that a Party agreed with or adopted another Party's legal or factual assertions in this proceeding. The limitations in this paragraph shall not apply to any proceeding to enforce the terms of this Agreement or any Commission order adopting this Agreement in full. Because this Agreement represents a compromise position of the Parties, the Parties agree that no conduct, statements or documents disclosed in the negotiation of the Agreement shall be admissible as evidence in this or any other proceeding. This paragraph does not apply to non-privileged, publicly available documents.

10 Execution. This settlement will be deemed fully executed when all Parties have signed it. A designated and authorized representative may sign the settlement on a Party's behalf. The Parties may execute this settlement in counterparts. If the settlement is executed in counterparts, all counterparts shall constitute one agreement. A settlement signed in counterpart and sent by facsimile or email as a pdf is as effective as an original document. A faxed or emailed signature page containing the signature of a Party is acceptable as an original signature page signed by that

Party. Each Party shall indicate the date of its signature on the signature page. The date of execution of the settlement will be the latest date indicated on the signature pages.

- 11 Approval process and Support of the Settlement. All Parties agree to use their best efforts to support the Agreement as a settlement of all contested issues in the pending proceeding. At a minimum, the Parties will provide supporting witnesses to sponsor the Agreement at a Commission hearing and recommend that the Commission issue an order adopting this Agreement as the resolution of this proceeding and to provide such other evidence or briefing that the Commission may require pursuant to WAC 480-07-740. No Party to this Agreement or their agents, employees, consultants or attorneys will engage in any advocacy contrary to the Commission's prompt consideration of this Agreement or support any other party's opposition to this Agreement.
- 12 Commission Approval with Conditions. In the event the Commission rejects this Agreement, the provisions of WAC 480-07-750(2)(c) apply.
- 13 Commission Rejection. In the event the Commission rejects this settlement, the provisions of WAC 480-07-750(2)(c) will apply. In that event, the Parties agree to jointly and promptly request that the Commission convene a prehearing conference to address procedural matters, including a procedural schedule for resolution of the case at the earliest possible date.

DATED this 1st day of July 2024.

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# ATTACHMENT A

## BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

In the Matter of the Petition of

THE CENTURYLINK COMPANIES – QWEST CORPORATION; CENTURYTEL OF WASHINGTON; CENTURYTEL OF INTERISLAND; CENTURYTEL OF COWICHE; AND UNITED TELEPHONE COMPANY OF THE NORTHWEST

To be Competitively Classified Pursuant to RCW 80.36.320

**DOCKET UT-240029**

PLAN FOR ALTERNATIVE FORM OF REGULATION FOR THE WASHINGTON STATE CENTURYLINK ILECS

### **Plan for AFOR for the Washington state CenturyLink ILECs**

Provisions:

1. Alternative Form of Regulation. Pursuant to RCW 80.36.135, the Commission shall employ an alternative form of regulation for Qwest Corporation, CenturyTel of Washington, Inc., CenturyTel of Inter Island, Inc., CenturyTel of Cowiche, Inc., and United Telephone Company of the Northwest (collectively, “CenturyLink” or the “CenturyLink ILECs”).
2. Treated as if Competitively Classified. For the period of the AFOR, CenturyLink will be treated as if it is competitively classified, subject to certain exceptions under this Plan, which are set out below in sections 4-9. CenturyLink will be treated subject to the waivers set forth in WAC 480-121-063(1), subject to the additional restrictions and requirements specified herein. Appendix A provides an overview of specific waivers of regulatory requirements that should be granted in order to effectuate the AFOR.
3. Duration of AFOR. The terms of this plan for AFOR will be effective upon approval by

**ATTACHMENT A: PLAN FOR AFOR OF CENTURYLINK ILECS**

**PAGE 1**

the Washington Utilities and Transportation Commission (“Commission”) and will remain in effect continuously and will not expire, subject to the following:

- a. At any time after the initial five (5) years of the AFOR, CenturyLink may petition for amendments to the AFOR, petition for a new AFOR, petition for competitive classification or seek any other relief or adjustments to its regulatory status.
  - b. At any time after the initial five (5) years of the AFOR, any party, including the Commission, Commission Staff or Public Counsel, may review and seek adjustments to or replacement of the AFOR.
4. Wholesale Obligations: This AFOR does not affect the Commission’s authority to regulate CenturyLink’s wholesale obligations under the Telecommunications Act of 1996, nor does it affect existing carrier-to-carrier service quality requirements, including service quality standards or performance measures for interconnection and appropriate enforcement or remedial provisions in the event CenturyLink fails to meet service quality standards or performance measures contained in tariffs, interconnection agreements (“ICAs”), commercial agreements, or otherwise.
5. Services Remaining in Tariff: The following services will remain in CenturyLink’s tariffs:
- a. Exchange Areas, Local Calling Areas, and Maps
  - b. Lifeline and Link-up Programs
  - c. Basic and Enhanced Universal Emergency Number Services – 911 & E-911
  - d. Interconnection and Interexchange Services
  - e. Resale Services
  - f. Switched Access Services
  - g. Wholesale Services
6. Transfers of Property: The waiver of the Transfer of Property provisions in Chapter 80.12 RCW and Chapter 480-143 WAC does not apply to the sale of exchanges (wire centers) or access lines.
7. Averaged Rates: CenturyLink agrees not to geographically de-average the non-recurring

and monthly recurring charges for standalone residential service (“1FR”) and standalone business service (“1FB”). By January 31, 2025, CenturyLink will ensure that its 1FR prices are identical across all five CenturyLink ILECs, and will ensure that its 1FB prices are identical across all five CenturyLink ILECs. This provision does not modify or restrict CenturyLink’s ability to enter into individual contracts for service that specify rates other than statewide average rates.

8. Retail Service Quality: No later than the end of January 2025, CenturyLink will implement a systematic process to award automatic credits to consumers establishing a trouble ticket for (a) whose 1FR or 1FB service is out of service (“OOS”) for more than 24 hours, or (b) whose 1FR or 1FB service is not in “good working order,” as defined below.
  - a. A line is not in “good working order” if it the service does not meet the requirements of WAC 480-120-401(4) and 480-120-411. Static or noise on the line above acceptable limits (as specified in those rules) would trigger the obligation to issue automatic credits.
  - b. The credit(s) required above will apply even in the event of force majeure, vandalism or theft.
  - c. The credit amount will be equal to 1/30 of the customer’s monthly recurring charge for each day OOS greater than 24 hours. In the case of noise on the line, the credit will be equal to 1/30 of the customer’s monthly recurring charge [for each day the line is not in good working order.
  - d. Should CenturyLink fail to issue the required credits or should CenturyLink misapply the credit amount to the customer’s detriment, CenturyLink shall (in lieu of Commission penalties associated with a failure to apply and/or not apply the correct credit amount) issue manual credits to the customer at double of the amount owed under this provision.

- e. CenturyLink will provide trouble ticket and credit data to Commission Staff upon Staff's request.
  - f. Starting within 60 days of the AFOR effective date, CenturyLink will inform customers about this program via a bill insert for the duration of this agreement. The mailer will be translated into Spanish and include a link to facilitate language translation services, and will subsequently be sent during the first month of each quarter. If a CenturyLink customer has an email address on file, CenturyLink will email the notice to the customer as well. Upon acceptance of the AFOR, CenturyLink will issue a press release about this program.
9. Discontinuance of Local Exchange Service: The requirements for discontinuance of service under WAC 480-120-083 will apply to all services, except that CenturyLink will seek approval or provide enhanced notice (as detailed below) in the event it seeks to discontinue standalone residential or business services to any area in Washington.
- a. Approval Required: Commission approval (with notice to Public Counsel) is required before CenturyLink may discontinue 1FR and/or 1FB service to any area within which at least one Challenging Customer Location ("CCL") is located. A CCL refers to an existing CenturyLink local service customer location in Washington which lacks both (a) fixed internet availability from at least one provider at 25/3 speed or greater priced at \$61.13 per month or less, and (b) mobile wireless service at \$61.13 per month or less.
    - i. For these purposes, "fixed internet" service refers to copper, fiber, cable and fixed wireless service, and excludes commercial satellite service.
    - ii. The \$61.13 benchmark shall be revisited once a year when the FCC revises the benchmark, and shall be adjusted up or down so that it is equal to the Federal Communications Commission's "reasonable comparability

benchmark for voice services” (presently \$55.13, effective December 15, 2023; see FCC Docket No 10-90, DA23-1172) (“FCC Benchmark”) plus \$6.00.

- iii. In the event CenturyLink files a petition for approval to discontinue service, it will provide notice to Public Counsel, and will notify each CCL customer of the petition and will inform them of the formal Commission review process for the company’s request and that the Commission has authority to approve, reject, or modify the Company’s petition, explain how the customer can reach out to Public Counsel and how the customer can participate in the process.
- iv. CenturyLink will not file more than three (3) petitions for discontinuance in a calendar year.

- b. Determination of CCLs in Discontinuance Area: Prior to petitioning for discontinuance, CenturyLink will make an initial determination as to the existence of CCLs in the proposed area of discontinuance. CenturyLink will first identify each of its existing 1FR and 1FB customers in the discontinuance area, and will then evaluate available alternative fixed internet and mobile wireless providers by utilizing GIS mapping of CenturyLink’s local customers and the most-current (at the time CenturyLink pursues discontinuance) FCC Broadband Data Collection (“BDC”) fixed internet data and mobile wireless data. In assessing available alternatives, CenturyLink will only include a provider’s availability data in the analysis if its non-promotional price is at or lower than the benchmark, the provider offers mass-market internet services, the price is available on its website, and the provider reports service at 25/3 Mbps (or faster) within the broadband availability dataset. For mobile providers, the non-promotional price may be “pre-paid.” If CenturyLink relies on pre-paid services, it will offer the customer a



credit equal to the amount of the first month of new service.

- i. If CenturyLink identifies at least one (1) CCL within the discontinuance area, it will either seek approval (see Section 9.a.) or modify the discontinuance area to exclude the CCL(s).
- ii. If CenturyLink determines there are no CCLs in the discontinuance area, CenturyLink will reach out to each 1FR and 1FB customer in the area by postcard or letter, by email (if the company has been provided a working email address for the customer), and by making at least one telephone call (leaving a voice mail if necessary). The messaging will indicate that CenturyLink is pursuing discontinuance, and that CenturyLink has determined that the customer has access to alternative services from providers who will be specified. The purpose of these messages is to provide the customers with an opportunity to indicate that they do not have reasonable, reliable, or affordable access to alternative services. CenturyLink will invite the customer to indicate to CenturyLink that the identified alternative services are not reasonably or reliably available at their location. The notice will be in the form attached as Appendix B.
  1. If a customer indicates that none of the specified alternative services are available at their location and does not provide documentation, CenturyLink will attempt to validate the customer's concern. CenturyLink will dispatch a technician to evaluate the functioning of the alternative services and provide validation data to UTC Staff upon request. In the case of mobile wireless service, CenturyLink will complete an in-home mobile service test to measure signal strength using a recently tested and reliable testing unit. Prior to the discontinuance process an

appropriate signal strength benchmark must be established. Once CenturyLink provides notice to the Commission or sooner if CenturyLink or the Commission request earlier consideration, the Commission will hold a workgroup to establish a record and determine the appropriate mobile benchmark to be used to determine if mobile service is available within a structure. The parties in this proceeding may each sponsor an expert witness to develop a record for determination. If the customer refuses CenturyLink entry to perform a signal strength test, CenturyLink will complete the signal strength test on public property closest to the subscribers location, to address for common building materials, the readings dBm will be reduced by the amount determined in the workgroup.

2. If CenturyLink confirms the customer's assertion that the specified alternative services are not reasonably or reliably available, CenturyLink will treat the location as a CCL.
3. In the event a low-income customer (as defined below) has access only to alternative service at their location from a mobile wireless provider, and that customer does not already subscribe to mobile wireless service, CenturyLink will do the following or will treat the location as not being served by mobile wireless service:
  - a. Provide the customer a credit equal to the portion of the mobile wireless activation fee (if any) exceeding \$50.
  - b. Provide the customer a credit of up to \$150 to assist in the customer's purchase of one or more handsets, assuming the customer is not entitled to a free handset under a low-

income program.

- c. For these purposes, a customer is considered “low income” if the customer subscribes to Lifeline or another state, federal or tribal low-income support program, including: the Affordable Connectivity Program (or its successor), Supplemental Nutrition Assistance Program (SNAP) formerly known as Food Stamps; Medicaid; Supplemental Security Income (SSI); Federal Public Housing Assistance; Veterans Pensions and Survivors Benefits; Tribal Programs; BIA General Assistance; Tribally-Administered Temporary Assistance for Needy Families (TANF); Food Distribution Program on Indian Reservations (FDPIR); and Head Start. New telecommunications assistance programs may be created, as identified by Public Counsel, CenturyLink, or Staff, and these will be added to the qualifying list of qualifying low-income program.
- d. Application of Section 9.b.ii.3 will occur if, in response to receiving CenturyLink’s notice required by section 9.b.(ii), a customer responds to CenturyLink and indicates that it cannot afford the alternative services identified in CenturyLink’s notice. If the customer is subscribed to Lifeline service, the customer will be considered low-income for this section. If the customer is not subscribed to Lifeline, the customer can attest that they participate in another qualifying low-income program.

4. In the event a customer has access only to alternative service from

a fixed internet provider whose installation/activation fees exceed \$100, and the customer is not already subscribed to the fixed internet service, CenturyLink will either provide the customer a credit equal to amount of the activation fee that exceeds \$100 or will consider the location to be a CCL.

5. In the event a low-income customer (as defined in 9.b.ii.3.c) has access only to alternative service at their location from a fixed internet provider, believes the alternative service is not affordable, and that customer does not already subscribe to fixed internet service, CenturyLink will make standalone HughesNet satellite phone service (able to meet the performance requirements of its RDOF obligation) available to the consumer, assuming HughesNet service is functionally available at the location, at the same rate as CenturyLink's 1FR service.
  6. If a subscriber is a participant in a qualified low-income program and has neither mobile or fixed internet service, CenturyLink will provide the subscriber with a credit equal to the lowest amount of installation or handset setup cost. For all credits, CenturyLink will mail a prepaid debit card to the subscriber 30 days prior to the effective date of the discontinuance.
- c. *Enhanced Notice:* For any discontinuance of 1FR or 1FB services to an area where Commission approval is not required:
- i. Timing of Notice: For any area CenturyLink seeks discontinuance, CenturyLink will provide UTC Staff and Public Counsel with a dataset identifying the customer locations at issue and its determination as to whether any of those locations are CCLs. CenturyLink will provide any

and all challenge documentation, notes, and logs that are a part of the discontinuance process to UTC Staff and Public Counsel. CenturyLink agrees that it will provide this information and notice of discontinuance to the Commission within five (5) days after it files for discontinuance with the Federal Communications Commission pursuant to 47 USC § 214. Additionally, WAC 480-120-083 requires 30 days advance notice to the Commission and others. For clarity, CenturyLink will not use an effective date sooner than 60 days from the date it notifies the parties that it seeks discontinuance.

- ii. Additional Information Provided: In addition to the information required to be provided pursuant to WAC 480-120-083, in the event CenturyLink gives notice of discontinuance regarding standalone residential or business exchange service to an area, the CenturyLink ILEC will also identify a list of known competitors in the area affected by the notice.
- iii. CCL challenge process: CenturyLink will certify that it completed the challenge process determination and notifications as required above. CenturyLink will provide the workpapers that it used to identify CCLs and non-CCLs including but not limited to: provider affordability information, worksheet tracking website verifications of service availability, number and names of available providers per unique location and subscriber, customer responses (telephone, written, and email).

## APPENDIX A

| STATUTE, RULE, OR OTHER PROVISION TO BE WAIVED  |
|---|
| <b>Securities</b>   |
| Chapter 80.08 RCW Securities  |
| <b>Transfers of Property</b>  |
| Chapter 80.12 Transfers of Property; <i>except for the sale of exchanges and/or access lines.</i>                           |
| Chapter 480-143 WAC and WAC 480-120-379 Transfers of Property; <i>except for the sale of exchanges and/or access lines.</i> |
| <b>Affiliated Interests</b>   |
| Chapter 80.16 RCW Affiliated Interests  |
| <b>Accounting</b>   |
| WAC 480-120-359   |
| <b>Miscellaneous Waivers</b>  |
| RCW 80.04.300 Budgets to be filed by companies -- Supplementary budgets   |
| RCW 80.04.310 Commission's control over expenditures  |
| RCW 80.04.320 Budget rules  |
| RCW 80.04.330 Effect of unauthorized expenditure – Emergencies  |
| RCW 80.04.360 Earnings in excess of reasonable rate -- Consideration in fixing rates  |
| RCW 80.04.460 Investigation of accidents  |
| RCW 80.04.520 Approval of lease of utility facilities   |
| RCW 80.36.100 Tariff schedules to be filed and open to public; <i>Tariffs for excepted services unchanged.</i>              |
| RCW 80.36.110 Tariff changes -- Statutory notice – Exception; <i>Tariffs for excepted services unchanged.</i>               |

|   |
|---|
| WAC 480-80-101 Tariff requirements through WAC 480-80-143 Special contracts for gas, electric, and water companies; <i>Tariffs for excepted services unchanged.</i> |
| Chapter 480-140 WAC Commission general – Budgets  |
| WAC 480-120-102 Service offered   |
| WAC 480-120-339 Streamlined filing requirements for Class B telecommunications company rate increases   |

## APPENDIX B



[Customer Name]

[Customer Address]

[Customer Phone Number and BAN Number]

Dear [Customer Name]:

CenturyLink is considering discontinuing traditional voice service to your area. This will first require review by the Federal Communications Commission (“FCC”). CenturyLink accessed mobile and fixed internet availability data on the FCC’s National Broadband Map found at: <https://broadbandmap.fcc.gov/home>. Based on information supplied to the FCC by competitive providers, your service address is shown as having access to the following alternative services:

[List all fixed broadband providers (including provider hyperlink and toll free number) and lowest pricing for the customer location]

[List all mobile broadband providers (including provider hyperlink and toll free number) and lowest pricing for the customer location]

### **Is There a Timeline for Me to Confirm Service Availability?**

Yes, please confirm reported service availability within 45 days of the mailing of this notice which is [Month Date, Year].

### **How Do I Confirm Service Availability?**

Please use the provider contacts above to confirm reported service availability.

### **What is Required of Me if I Confirm Service Is Available by Alternate Providers?**

There is nothing more to do at this time. If you do not notify CenturyLink that alternative service is not available at your service address, CenturyLink may move forward with the discontinuance process.

### **What If I disagree with the Availability of the Alternate Providers?**



Please provide CenturyLink with a screenshot or other documentation (for each provider listed above) showing that service is not available at your service address or documentation showing that the initial setup price is cost prohibitive.

### **What is Considered Documentation?**

Documentation can include, but is not limited to:

- Access the provider’s website at the link provided above, inputting your service address, and documenting if service is available.
- If a provider’s website requires a quote and the company is not responsive, service will be considered as if it is not available.
- For mobile wireless, CenturyLink will schedule a home or business visit to complete a test to confirm or refute that mobile wireless service is functional within a structure. In the event you refuse to allow entry, CenturyLink will complete the test on the closest available public land. Prior to discontinuance based on mobile availability data, the Commission will convene a workshop to set an appropriate benchmark for testing.

### **What Might Occur if I Do Not Believe I Have Coverage But Do Not Provide Documentation?**

CenturyLink may seek to validate your assertion that service is not available, and will provide all finding of validation activity to the Commission and may move forward with the discontinuance process.

### **How do I contact CenturyLink to Report Unavailability of Alternate Service?**

You may contact CenturyLink at:

[Insert methods for phone call, email, and webform inquiry]

### **Can I Get Assistance to Begin Service With a New Carrier?**

If CenturyLink moves forward with the discontinuance process, assistance may be available to income qualified customers to begin service with a new carrier. You can ask about options by contacting CenturyLink at the options above.

### **Who Can I Contact with Questions or Concerns?**

*CenturyLink*

If you have questions about CenturyLink’s process for potential discontinuance or assistance options to obtain new service, you may contact CenturyLink at:

[Insert methods for phone call, email, and webform inquiry]

### **When Will CenturyLink Respond to My Findings of No Service Alternatives?**

A company representative will initially reach out to you within five business days and explain the next steps of the process. CenturyLink will respond and provide its findings within an additional 10 business days. CenturyLink will reach out to you in the same way you contact CenturyLink.

*Washington Utilities and Transportation Commission (UTC)* If you have concerns about this process, you may also contact the UTC by any of the following methods:

- online at <https://www.utc.wa.gov/consumers/submit-comment>;
- email at [comments@utc.wa.gov](mailto:comments@utc.wa.gov);
- U.S. mail at P.O. Box 47250, Olympia, Washington 98504-7250;
- phone at 1-888-333-9882 (toll free); or
- fax at 1-360-586-1150.

Please reference CenturyLink Discontinuance and docket UT-240029 in your comments.

### *Public Counsel Unit (PCU) of the Washington State Attorney General’s Office*

Residential and small business customers are also collectively represented by the Public Counsel Unit (PCU) of the Washington State Attorney General’s Office. If you are having trouble with this process [y]ou may also contact PCU for help at:

- [www.atg.wa.gov/utilities-regulated](http://www.atg.wa.gov/utilities-regulated), or
- email at [utility@atg.wa.gov](mailto:utility@atg.wa.gov).

Please reference UTC docket UT-240029.

### **Are there other resources available to help me use the internet?**

The Digital Navigator Program is administered by the Washington State Broadband Office and has partnered with community-based organizations to help Washington residents improve their digital literacy to access and use the internet. The partners below offer free online or in-person technology support for voice and internet services.

Services are offered by:


- Tech Connect Washington by phone at 800-216-1132 or online at <https://techconnectwa.org/>
- Link to Care WA Hotline by phone at 866-757-1832 or online at <https://linktocarewa.org/>

Language assistance information can be found at:

<https://linktocarewa.org/wp-content/uploads/2023/06/Cascade-Select-Multi-Language-Insert.pdf>

For translation services:

## LANGUAGE ASSISTANCE

[Español](#) | [中文](#) | [Tiếng Việt](#) | [한국어](#) | [Tagalog](#) | [Русский](#) | [العربية](#) | [Kreyòl](#) | [Français](#) | [Polski](#) | [Português](#) | [Italiano](#) | [Deutsch](#) | [日本語](#) | [فارسی](#) | [Other Languages...](#) 

More information about these programs can be found at:

<https://www.commerce.wa.gov/building-infrastructure/washington-statewide-broadband-act/digital-navigator-program/>