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NEIGHBORS MOVING & STORAGE
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 Please See Advertisements Page 518

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 AGENT 365 S. Vance St. 253-472-3394
 STARTING STUDENTS 800-309-9479
 Please See Advertisement Page 518

TACOMA MOVING & STORAGE
 1314 E 2nd St. 253-627-6640
 Please See Advertisement Page 518

UNITED VAN LINES
 Worldwide Moving, Storage, Exhibits, Special
 Domestic, International, I.C.C. No. MC-8724

FOR INFORMATION CALL:
 AUTHORIZED AGENTS
 Olympia Relocations 895 S 10th St. 800-228-9604
 City Moving Systems Inc. 253-588-9233
 UNITED VAN LINES AGENT-STAR MOVING 253-588-9233
 Universal Moving Systems Inc. 253-472-3394
 Western Van & Storage Tacoma Tel# 253-582-2222

NEIGHBORS MOVING & STORAGE
 "Your Official Neighborhood Mover Since 1939"
 (253)272-8900
 South King Co. (253)872-9400
 Seattle (206)381-1234

FREE 1 MONTH STORAGE
 "Call for details"
NEIGHBORS MOVING & STORAGE
 "Your Official Neighborhood Mover Since 1939"
 (253)272-8900
 South King Co. (253)872-9400
 Seattle (206)381-1234

10% OFF FULL PACKING SERVICE
 We'll Professionally Pack All Your Boxes For You
 "Call for details"
NEIGHBORS MOVING & STORAGE
 "Your Official Neighborhood Mover Since 1939"
 (253)272-8900
 South King Co. (253)872-9400
 Seattle (206)381-1234

FREE BOXES
 Local Moves Only
 "Call for details"
NEIGHBORS MOVING & STORAGE
 "Your Official Neighborhood Mover Since 1939"
 (253)272-8900
 South King Co. (253)872-9400
 Seattle (206)381-1234

25% DISCOUNT FOR MOVES BEYOND 35 MILES WITHIN WASHINGTON STATE
 With Coupon. "Call for details"
NEIGHBORS MOVING & STORAGE
 "Your Official Neighborhood Mover Since 1939"
 (253)272-8900
 South King Co. (253)872-9400
 Seattle (206)381-1234

FREE 1 MONTH STORAGE
 "Call for details"
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10% OFF FULL PACKING SERVICE
 We'll Professionally Pack All Your Boxes For You
 "Call for details"
NEIGHBORS MOVING & STORAGE
 "Your Official Neighborhood Mover Since 1939"
 (253)272-8900
 South King Co. (253)872-9400
 Seattle (206)381-1234

UP TO 60% OFF INTERSTATE MOVES
 With Coupon. "Call for details"
 Not valid with any other offers
NEIGHBORS MOVING & STORAGE
 "Your Official Neighborhood Mover Since 1939"
 (253)272-8900
 South King Co. (253)872-9400
 Seattle (206)381-1234

Once you click the print button, a print dialogue box will appear. Click print to print the coupon and close the small box.

You must Enter your name to print on coupon!

Print Coupon

STORAGE
ONE MONTH
STORAGE FREE
CALL FOR DETAILS

LOCAL MOVES
10% DISCOUNT

INTERSTATE MOVES
UP TO
60% OFF

Preview

Once you click the print button, a print dialogue box will appear. Click print to print the coupon and close the small box.

Please Enter Your Name and Press the Print Button

Print Coupon

STORAGE
ONE MONTH
STORAGE FREE
CALL FOR DETAILS

LOCAL MOVES
10% DISCOUNT

INTERSTATE MOVES
UP TO 60% OFF

Preview

Once you click the print button, a print dialogue box will appear. Click print to print the coupon and close the small box.

You must Enter your name to print on coupon!

Print Coupon

STORAGE
ONE MONTH
STORAGE FREE
CALL FOR DETAILS

LOCAL MOVES
10% DISCOUNT

INTERSTATE MOVES
UP TO
60% OFF

Preview

Once you click the print button, a print dialogue box will appear. Click print to print the coupon and close the small box.

Please Enter Your Name and Press the Print Button

Print Coupon

STORAGE
ONE MONTH
STORAGE FREE
CALL FOR DETAILS

LOCAL MOVES
10% DISCOUNT

INTERSTATE MOVES
UP TO
60% OFF

Preview

Once you click the print button, a print dialogue box will appear. Click print to print the coupon and close the small box.

You must Enter your name to print on coupon!

Print Coupon

STORAGE
ONE MONTH
STORAGE FREE
CALL FOR DETAILS

LOCAL MOVES
10% DISCOUNT

INTERSTATE MOVES
UP TO
60% OFF

Preview

Hughes, Carlene (UTC)

From: Matthys, Joe (DEX-TAC) [Joe.Matthys@dexknows.com]
Sent: Sunday, July 06, 2008 7:57 AM
To: Hughes, Carlene (UTC)
Subject: RE: 2008 Dex Advertisements

Neighbors (and I) became aware of the wrong verbiage in the coupons after the books were out. Yes, they are paying for the ad. New coupons have been designed, but none have printed. The Seattle coupon was cancelled for the new book.

Thanks

From: Hughes, Carlene (UTC) [mailto:CHughes@utc.wa.gov]
Sent: Thursday, July 03, 2008 9:04 AM
To: Matthys, Joe (DEX-TAC)
Subject: RE: 2008 Dex Advertisements

When did Neighbors notice the errors in the coupon ads? Did they pay for the ads in spite of the error? Have new coupon ads been designed and/or printed?
Thank you again for your assistance.

M. Carlene Hughes
Compliance Program Coordinator
Safety and Consumer Protection Division
Utilities and Transportation Commission
P.O. Box 47250 | 1300 S Evergreen Park Dr SW, Olympia, WA 98504
chughes@utc.wa.gov | phone: 360-664-1224 | fax: 360-664-4291

From: Matthys, Joe (DEX-TAC) [mailto:Joe.Matthys@dexknows.com]
Sent: Thursday, July 03, 2008 8:47 AM
To: Hughes, Carlene (UTC)
Subject: RE: 2008 Dex Advertisements

Joe communicated to me that he wanted to change the verbiage on the ads (specific to the storage information), which I did on the main ad but missed on the coupon. We try to get every ad to the customer for review, but in this case only the main ad went out for review because the change didn't happen on the coupon. Every situation is different when comes to an error. Sometimes (in the case of wrong tel numbers or address) we adjust the customers bill. It depends on the level of the mistake. In this case I missed 3 words on a very information packed full page ad, for that I'm sorry. It won't happen in the future.

Thanks

-Joe Matthys

From: Hughes, Carlene (UTC) [mailto:CHughes@utc.wa.gov]
Sent: Thursday, July 03, 2008 8:09 AM
To: Matthys, Joe (DEX-TAC)
Subject: RE: 2008 Dex Advertisements

Mr. Matthys,

Thank you again for your cooperation and helpful information. I have just a couple more questions.

- Were the "coupon ads" placed in the Tacoma and Puyallup directories without the knowledge or approval of Neighbors Moving? If so, were these ads paid for by Neighbors Moving?
- Why wouldn't an ad be reviewed by the customer before printing? Don't customers have the last say on how an ad looks before printing?
- If Dex prints an improper ad, what action does it take to acknowledge its error? What was done in this case?

Thank you Joe for your assistance. I look forward to your timely response.

M. Carlene Hughes
Compliance Program Coordinator
Safety and Consumer Protection Division
Utilities and Transportation Commission
P.O. Box 47250 | 1300 S Evergreen Park Dr SW, Olympia, WA 98504
chughes@utc.wa.gov | phone: 360-664-1224 | fax: 360-664-4291

From: Matthys, Joe (DEX-TAC) [mailto:Joe.Matthys@dexknows.com]
Sent: Tuesday, June 03, 2008 5:49 PM
To: Hughes, Carlene (UTC)
Subject: RE: 2008 Dex Advertisements

The only books to come out in 2008 are Snohomish, Tacoma, Puyallup (these three came out in March) and Seattle (comes out later this month). South King Co. and the Greater Eastside (Bellevue) come out in August and September. This encompasses all of their directories. Attaches are the PDF's for Snohomish, Tacoma, Puyallup & Seattle.

Thanks

-Joe

From: Hughes, Carlene (UTC) [mailto:CHughes@utc.wa.gov]
Sent: Tuesday, June 03, 2008 4:00 PM
To: Matthys, Joe (DEX-TAC)
Subject: RE: 2008 Dex Advertisements

Mr. Matthys,

I would also like to see Neighbors standard advertisement (not the coupon page). Also, how many different directories does Neighbors run its standard advertisement in? When are those ads placed? Are there different dates for different cities?

Thank you again for your prompt response. I'll look forward to receiving a pdf file of their standard Dex ad.

M. Carlene Hughes
Compliance Program Coordinator
Safety and Consumer Protection Division
Utilities and Transportation Commission
P.O. Box 47250 | 1300 S Evergreen Park Dr SW, Olympia, WA 98504
chughes@utc.wa.gov | phone: 360-664-1224 | fax: 360-664-4291

From: Matthys, Joe (DEX-TAC) [mailto:Joe.Matthys@dexknows.com]
Sent: Tuesday, June 03, 2008 8:11 AM
To: Hughes, Carlene (UTC)
Subject: RE: 2008 Dex Advertisements

Hi Carlene:

Yes, Tacoma & Puyallup are the only directories published in 2008 with the coupons in them. Attached are the pdf files.

Thanks

-Joe Matthys

Dex media

From: Hughes, Carlene (UTC) [mailto:CHughes@utc.wa.gov]
Sent: Tuesday, June 03, 2008 7:40 AM
To: Matthys, Joe (DEX-TAC)
Subject: FW: 2008 Dex Advertisements

Mr. Matthys,

As stated below, Joe of Neighbors Moving said that there are only two "coupon pages" currently in directories. As you may be aware, the Utilities and Transportation Commission is investigating Neighbors Moving for improper advertising. Are the Tacoma and Puyallup the only two directories that include "coupon pages" for Neighbors Moving? Please e-mail me copies (pdf) of each coupon page currently published for all directories in Washington.

Thank you. I will expect the copies by 5:00 p.m. Wednesday.

M. Carlene Hughes
Compliance Program Coordinator
Safety and Consumer Protection Division
Utilities and Transportation Commission
P.O. Box 47250 | 1300 S Evergreen Park Dr SW, Olympia, WA 98504
chughes@utc.wa.gov | phone: 360-664-1224 | fax: 360-664-4291