

Exhibit No. ___ (KMR-4)
Docket UT-090842
Witness: Kristen M. Russell

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

In the Matter of the Joint Application of

DOCKET UT-090842

**FRONTIER COMMUNICATION
CORPORATION AND VERIZON
COMMUNICATIONS, INC.**

**for Approval of Indirect Transfer of
Control of Verizon Northwest, Inc.**

**EXHIBIT TO
TESTIMONY OF
KRISTEN M. RUSSELL
STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION**

General and Local Exchange Tariff

November 3, 2009

Section 2
2nd Revised Sheet 27
Canceling
1st Revised Sheet 27

GENERAL AND LOCAL EXCHANGE TARIFF

RULES AND REGULATIONS

C. General Regulations (Continued)

7. Obligation of Company (Continued)

d) Service Performance Guarantee (SPG)

If a business-class or a residence-class customer requests installation of a new or subsequent service or repair of an existing service, and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$100.00 for business-class service or \$25.00 for residence-class service.

One credit per service order or per trouble report may be applied, if the installation or repair involves services from the tariff but excludes the following:

Public Telephone Service
Toll Service
Wide Area Telephone Service (WATS)

Each credit shall be limited to the amount specified above for each service order or trouble report.

A credit will be extended in accordance with the above conditions when a missed commitment is reported to or discovered by the Company.

A credit will be extended in accordance with the above conditions only after the Company fails to meet a commitment to install or repair one or more of the services specified above or fails to restore Company-owned facilities used to provide any of the services specified above.

The Company will not make firm service date agreements during labor difficulties (including without limitation strikes, slowdowns, picketing or boycotts).

Advice No. 1014

Issued: November 19, 2001
Issued by Verizon Northwest Inc.
By Lida C. Tong, Director-Regulatory and Governmental Affairs

Effective: December 19, 2001