

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

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

4 (1) Service Credits. Each LEC must give a service quality credit to the customer
5 when installation or activation of the first residential line, first two business lines,
6 or both, are delayed beyond five business days from the date of receipt of the
7 order. The credit given by the LEC must be at least equal to the non-recurring
8 charge and one month's recurring charge, including the subscriber line charge.
9 The LEC must give an additional credit at least equal to one month's recurring
10 charge, including the subscriber line charge, for each week or part of week the
11 installation or activation is delayed beyond the initial seven business days from
12 the order -date.

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

17 ~~Unless the commission orders otherwise, LECs Services~~ that are
18 competitively classified under RCW 80.36.320 or RCW 80.36.330 are not
19 ~~required to include in tariffs or price lists subject to~~ the service credits prescribed
20 in this subsection. Price lists do not need to include the service credits
21 prescribed in this subsection, unless the commission orders otherwise.

22 (2) ~~Whenever a customer orders any service for which the service credits~~
23 ~~of subsection (1) do not apply, the Each~~ LEC must provide a due date when ~~that~~
24 service will be provided, as offered under the LECs price list or tariff. If the LEC
25 does not provide the service on or before the due date, the LEC must give the
26 customer a credit for the non-recurring charge and at least one-month's recurring
27 charge for the delayed service (including subscriber line charge if applicable).
28 Thereafter, for each ~~week-month~~ or part of ~~a week- of month~~ in which the service
29 is not provided by the LEC to the customer, the LEC must provide a credit equal
30 to one month's recurring charge for the delayed service (including the subscriber
31 line charge, if applicable).

32 The LEC is not required to give the service credit ~~if-when:~~

33 (a) †The customer initiates a request to reschedule the due date, but
34 service credits must be given by the LEC in the manner prescribed in
35 this subsection if the LEC fails to provide the service on the
36 rescheduled due date-;

37 (b) The service is not offered by the LEC in the customer's service area
38 because it has not yet been deployed by the LEC in that area;

39 (c) The customer's premises equipment is not compatible with the LEC's
40 service;

41 (d) The order was missed due to customer reasons; or

42 (e) Special service or equipment is required.

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

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

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

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

59 (4) Service credits are not required when:

60 (a) a later installation or activation is permitted under WAC 480-120-071,
61 service extensions;

62 (b) The service is not offered by the LEC in the customer's service area
63 because it has not yet been deployed by the LEC in that area;

64 (c) The customer's premises equipment is not compatible with the LEC's
65 service;

66 (d) The order was missed due to customer reasons; or

67 (e) Special service or equipment is required.

68 ~~and s~~Service and appointment credits are not required when the LEC is unable
69 to meet its obligations due to significant adverse events such as natural
70 disasters, work stoppages, or other events beyond the LEC's control.

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72 (5) LECs may include in tariffs or price lists additional or different service
73 quality guarantee credits, and additional interim services, such as voice mail, that
74 might aid a customer without service. Different service quality guarantee credits
75 may be offered, in lieu of those prescribed in the subsections above, subject to
76 Commission approval.

77 78 **WAC 480-120-XXX Installation or activation of retail basic service**

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

84 ~~(a) The LEC must complete, within five business days after the date of~~
85 ~~receipt of an order, or on a later date requested by a customer, the required~~
86 ~~percent of all orders of up to the initial five access lines received during each~~
87 ~~measurement period for installation or activation in any exchange.~~

88 (a) -As measured on a calendar monthly basis, the required statewide percent of
89 a local exchange company's applications for installation of up to five
90 residence or business primary exchange access lines that shall be completed
91 within five business days after the date of receipt of the applications, is as
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- ~~_____The required percent is:~~
- (i) ~~92 95~~% for the period from adoption of this section through August 31, 2002;
 - (ii) ~~94 96~~% for the period September 1, 2002 through August 31, 2003;
 - (iii) ~~95 97~~% after August 31, 2003.
- ~~_____The measurement period is determined by the average number of orders during the previous calendar year:~~
- (iv) ~~more than 30 orders per month: each calendar month;~~
 - (v) ~~between 10 and 30 orders per month: each calendar quarter;~~
 - (vi) ~~less than 10 orders per month: each calendar year.~~
- (b) As measured on a calendar monthly basis, one hundred percent of a local exchange company's applications for installation of up to five residence or business primary exchange access lines shall be completed within ten business days after the date of receipt of the applications, unless the order is held due to:
- (i) a lack of available LEC facilities;
 - (ii) customer reasons; or
 - (iii) Circumstances beyond the LECs control such as natural disasters, work stoppages, etc.
- (c) When a LEC cannot complete an order due to the lack of available LEC facilities; the LEC must:
- (i) Advise the applicant prior to the assigned due date that it cannot meet the due date;
 - (ii) Advise the customer when it estimates it will be able to provide service; and
 - (iii) Keep the customer apprised of the status of the order every thirty days.
- (d) The LEC must complete ninety-nine percent of all orders of up to the initial five access lines received during each calendar quarter for installation or activation in any exchange within ninety days after the date of receipt of the order.
- (ee) The LEC must complete one hundred percent of all orders for installation or activation of access lines within one hundred and eighty days after the date of receipt of the order.
- ~~(d) Each incomplete order beyond the number allowed for compliance is a separate violation.~~
- (2) The timelines set forth in subsection (1) do not apply when:
- (a) Customer-provided special equipment is necessary;
 - (b) when a later installation or activation date is requested by the customer or is permitted under WAC 480-120-071, service extensions;
 - (c) or when the commission has waived the requirement for installation or activation of a particular order under WAC 480-120-015-; or
 - (d) when the LEC is unable to meet its obligations due to significant adverse events such as natural disasters, work stoppages, or other events beyond the LEC's control.

139 (3) Unless the Commission orders otherwise, this rule does not apply to LECs or
140 to services that are competitively classified under RCW 80.36.320 or RCW
141 80.36.330.

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

144 (1) Except as provided in subsection (2), ~~when an applicant for retail service for a~~
145 ~~particular location has met all tariff or price list requirements or applicable~~
146 ~~commission rules, the each~~ local exchange company (LEC) ~~receiving the~~
147 ~~application must treat the application as an order, and~~ must complete orders for
148 all non-basic services as offered under price list or tariff, within one hundred
149 eighty days of the order or on a later date requested by a customer.

150 (2) The timelines set forth in section (1) do not apply when:
151 (i) a later installation or activation is permitted under WAC 480-120-071,
152 service extensions; ~~or when~~

153 (ii) the commission has waived the requirement for installation or
154 activation of a particular order under WAC 480-120-015;

155 (iii) The service is not offered by the LEC in the customer's service area
156 because it has not yet been deployed by the LEC in that area;

157 (iv) The customer's premises equipment is not compatible with the LEC's
158 service;

159 (v) The order was missed due to customer reasons; or

160 (vi) Special service or equipment is required.

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

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167 **WAC 480-120-131 Reports of accidents**

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

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

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

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

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