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Subject UT-040015 Telco Tune-up Rulemaking - additional WACs
for discussion

We have identified five additional WACs that we would like to discuss at the UT-040015 Telco Tune-up Rulemaking Stakeholder Workshop scheduled for Thursday, March 11, 2004, at 9:30 am. The WACs and a brief summary of each are listed below. We look forward to your participation.

Thank you,

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**1. Requirement of company to keep record of telephone notice for ninety days
(WAC 480-120-172)**

WAC 480-120-172(8) requires that a company attempt contact with the company in addition to the contact required in subsection (7) prior to discontinuing service. Subsection (8)(d) states that a company may use telephone notice as a means of additional contact. The rule says a company must keep a record of the calls for a minimum of ninety calendar days. Staff feels that ninety days is inadequate, proposes the rule require such records be kept for two years.

**2. Specifying number of days to remove PIC and local service freezes
(WAC 480-120-147)**

The current rule states the processes which a company must provide a customer for

lifting a PIC freeze or local service freeze, but does not specify the amount of time a company has to remove the freeze once the lift is properly authorized. Requiring that a company lift the freeze in x number of days would help expedite switches in local and toll carriers.

3. Add language to form of bills rule (WAC 480-120-161)

WAC 480-120-161 should have all elements required in a company's bill. However, it lacks some information, which can be found in WAC 480-80-206.

WAC 480-120-161 should include information about a company's website, taken from WAC 480-80-206, or contain a reference to WAC 480-80-206.

4. Clarify restriction of basic service as it relates to termination (WAC 480-120-021)

Add language to definition of "discontinuation" as follows: "Any restriction of basic service is considered discontinuation."

5. Clarify use of "customer" vs "consumer" in subsection (1) WAC 480-120-262 Operator service providers (OSPs).

Revise references of customer to consumer to agree with the definitions included in subsection (1).