

Exhibit No. ___ T (WHW-1T)
Docket No. UT-090842
Witness: William H. Weinman

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

In the Matter of the Joint Application of
Frontier Communications, Inc. and
Verizon Communications, Inc.

DOCKET NO. UT-090842

For approval of Transfer of Control

ERRATA TO
TESTIMONY OF
WILLIAM H. WEINMAN
STAFF
OF
THE WASHINGTON UTILITIES
AND TRANSPORTATION COMMISSION

Revised November 13, 2009

- 1 | 1. Frontier must change its WTAP eligibility verification process to have
2 | customer service representatives place a three-way call to DSHS with the
3 | customer on the line to verify eligibility.
4 | 12. Frontier must provide a \$75 credit to any WTAP-qualified customer that fails
5 | to receive the appropriate discount, credit, or waiver of the deposit, within the
6 | first bill cycle after application. This credit shall remain in place for three
7 | years following the transaction.
8 | 23. Frontier must report to the Commission, every month for three years
9 | following the transfer, certain information pertaining to its processing of
10 | WTAP applications.
11 | 34. Frontier must provide clear scripts to its customer service and sales
12 | representatives so that each WTAP customer is aware of the restrictions of
13 | bundled service on WTAP credits. Further, this information should be clearly
14 | noted on its Web page and other marketing material.

15 |
16 |
17 |
18 | **Q. Does this conclude your testimony?**

19 | A. Yes, but I want to reiterate that Staff strongly encourages the Commission to deny
20 | the Application to transfer control to Frontier for the reasons previously cited.