

**BEFORE THE WASHINGTON STATE
UTILITIES AND TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND)	
TRANSPORTATION COMMISSION,)	DOCKET NO. UT-011329
)	
Complainant,)	
)	
v.)	
)	SIXTH SUPPLEMENTAL ORDER,
QWEST CORPORATION,)	MITIGATING PENALTY
)	
Respondent.)	
.....)	

BACKGROUND

- 1 On March 22, 2002, the Washington Utilities and Transportation Commission (Commission) entered its Fifth Supplemental Order Approving and Adopting Settlement. The Fifth Supplemental Order resolved a complaint brought by the Commission alleging that Qwest had violated certain statutes and Commission rules related to Qwest’s Centrex Customer Loyalty Program (CCLP).

- 2 In approving and adopting the settlement agreement reached by Staff and Qwest, the Commission penalized Qwest \$150,000 for failure to file an amendment to a customer’s contract that gave the customer service credits under Qwest’s unpublished CCLP. *Fifth Supplemental Order, Par. 7.* Of the \$150,000 penalty amount, \$100,000 was due and payable fifteen days after the Commission entered its order. The Commission suspended the remaining \$50,000 penalty amount for one year and provided that the amount would be mitigated to zero at that time if Qwest files a certification of compliance with applicable statutes and rules, and Staff has made no other allegations of violations relating to Qwest’s Centrex services. *Id.*

3 On September 8, 2003, Qwest filed the required certification. Qwest also states
that to its knowledge Staff has made no other allegations of violations relating to
Qwest's Centrex service.

4 Commission Staff has reviewed Qwest's certification and represents that it
appears to comply in all substantive respects with the Commission's Fifth
Supplemental Order. Moreover, Staff has made no other allegations of violations
relating to Qwest's Centrex services.

5 The Commission finds that the certification filed with the Commission by Qwest
on September 8, 2003, is consistent with Paragraph 7 of the Fifth Supplemental
Order, and that Staff has made no other allegations of violations relating to
Qwest's Centrex services. Accordingly, the remaining penalty amount of \$50,000
should be mitigated to zero.

ORDER

6 THE COMMISSION ORDERS That the remaining penalty amount of \$50,000 is
mitigated to zero.

DATED at Olympia, Washington, and effective this 23rd day of September, 2003.

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

MARILYN SHOWALTER, Chairwoman

PATRICK J. OSHIE, Commissioner