

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

In the Matter of the Petition of)	DOCKET NO. UT-051330
)	
VERIZON NORTHWEST INC.,)	ORDER NO. 01
)	
Petitioner,)	
)	
Seeking Exemption from the)	
Provisions of WAC 480-120-104)	
Relating to Information to)	ORDER GRANTING
Consumers)	EXEMPTION FROM RULE
.....)	

BACKGROUND

- 1 On September 2, 2005, Verizon Northwest Inc. (Verizon or the Company) filed a petition requesting exemption from WAC 480-120-104.

- 2 WAC 480-120-104 requires telecommunications companies to provide welcome letters to applicants when customers first obtain services from the companies. In addition, this rule requires the companies to provide confirmation notices to customers when there are material changes in services, rates, terms, or conditions of existing service.

- 3 Verizon is requesting the Company to provide welcome letters and confirmation notices to its Enterprise business customers. These customers consist of larger private businesses and institutional accounts, including state and local government and school district accounts. Verizon supports its request by stating that it designates account teams to work directly with such Enterprise business customers. The account teams meet regularly with the Enterprise customers, which Verizon states causes far more new service orders and changes than for residential and other business accounts. Verizon provides welcome letters and

confirmation notices to its residential customers and to any business customer not designated as an Enterprise customer.

4 On July 11, 2003, Verizon filed a petition requesting a similar exemption of WAC 480-120-104. The Commission granted a two-year temporary exemption directing Commission Staff to monitor Verizon's customer complaints pertaining to these issues. This exemption ended September 24, 2005.

5 Commission Staff reviewed all complaints from July 2003 to September 2005 pertaining to Verizon's business customers. Staff found there were no complaints from the Company's Enterprise customers relating to these issues.

6 Staff understands Verizon has account managers specifically assigned to its Enterprise business customers, unlike its residential and smaller business accounts. It seems apparent from reviewing the complaints that Verizon's account managers are managing the details of the service orders and are resolving the issues to these customers' satisfaction.

7 Commission Staff reviewed the request and recommended granting Verizon's request for exemption, subject to the following condition that the Company continues to assign account managers to its Enterprise business customers.

FINDINGS AND CONCLUSIONS

8 (1) The Washington Utilities and Transportation Commission is an agency of the State of Washington vested by statute with the authority to regulate rates, rules, regulations, practices, accounts, securities, and transfers of public service companies, including telecommunications companies. *RCW 80.01.040; Chapter 80.04 RCW and Chapter 80.36 RCW.*

- 9 (2) Verizon is engaged in the business of providing telecommunications services within the state of Washington and is a public service company subject to the jurisdiction of the Commission under the provisions of Chapter 80.36 RCW.
- 10 (3) Verizon is subject to the provisions of WAC 480-120-104, requiring telecommunications companies to provide welcome letters and confirmation notices to its applicants and customers.
- 11 (4) WAC 480-120-015 provides that the Commission may grant an exemption from the provisions of any rule in Chapter 480-120 WAC, if consistent with the public interest, the purposes underlying regulation and applicable statutes.
- 12 (5) This matter was brought before the Commission at its regularly scheduled meeting on September 28, 2005.
- 13 (6) After review of the petition filed in Docket No. UT-051330 by Verizon on September 2, 2005, and giving due consideration, the Commission finds that the exemption is reasonable and should be granted.

O R D E R

THE COMMISSION ORDERS:

- 14 (1) After the effective date of this Order, Verizon Northwest Inc., is granted a permanent exemption from WAC 480-120-104, Information to Consumers.
- 15 (2) This exemption is subject to the following condition that the Company continues to assign account managers to its Enterprise business customers.

- 16 (3) The Commission retains jurisdiction over the subject matter and Verizon Northwest Inc., to effectuate the provisions of this Order.

The Commissioners, having determined this Order to be consistent with the public interest, directed the Secretary to enter this Order.

DATED at Olympia, Washington, and effective this 28th day of September, 2005.

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

CAROLE J. WASHBURN, Secretary