



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION
1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250
(360) 664-1160 • TTY (360) 586-8203

May 10, 2019

Telecommunication Regulated Companies

Re: Notice of Service Denial Record Retention and Reporting

Dear Regulated Telecommunication Companies:

On October 1, 2018, the commission served a notice requiring telecommunications carriers to retain records of service denials. The purpose of the retention of these records was to assist the commission in a rulemaking proceeding examining the extension of service rule, WAC 480-120-071. The commission commenced this rulemaking on October 22, 2018.

On May 3, 2019, the commission entered an order in Docket UT-171082 granting the request of CenturyLink to stop tracking service denials. In the order, the commission indicated that it would be appropriate to allow all other telecommunications companies that had submitted six months of data to cease tracking service denials as well.

As of today's date, telecommunications companies must file in Docket UT-180831 records of local exchange service denials retained pursuant to the October 1, 2018 notice. Each company's filing must contain at least six months of service denial records.

Those companies that have not yet collected six months of service denial records must continue to retain those records until they can submit six full months of data to the commission. Going forward, each telecommunications company that has filed the requisite six months of service denial records with the commission may cease retaining such records.

If you have questions, please contact John Cupp at john.cupp@utc.wa.gov or (360) 664-1113.

Sincerely,

Mark L. Johnson
Executive Director