



SERVICE DATE

APR 20 2012

STATE OF WASHINGTON

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

April 20, 2012

NOTICE OF OPPORTUNITY TO FILE WRITTEN COMMENTS

(By Monday, May 21, 2012)

Re: Rulemaking to Consider Modifications to, or Elimination of, the Requirement Related to Distribution of Telephone Books in WAC 480-120-251 Docket UT-120451

TO ALL INTERESTED PERSONS

On April 18, 2012, the Washington Utilities and Transportation Commission (Commission) filed with the Code Reviser a Preproposal Statement of Inquiry (CR-101) to consider modifications to, or elimination of, the requirement that local exchange companies provide each customer a copy of a telephone directory for the customer's exchange area, as described in WAC 480-120-251. The Commission filed the CR-101 under Docket UT-120451.

Due to changes in technology, the number of people who rely on printed directories of telephone numbers has decreased significantly and continues to decline. Telephone numbers are readily available on the Internet, which an increasing number of consumers access in place of printed directories. Communities are also concerned with the environmental impact of printed directories, and local governments are beginning to encourage their citizens to forgo these directories as a means of reducing waste and the expense created by directory disposal. This rulemaking seeks to accommodate these concerns and customer usage patterns to more carefully tailor regulatory requirements to consumer and community needs.

Interested persons are asked to comment on whether the Commission should eliminate or modify the current requirement that telecommunications companies provide printed directories. Comments that respond to the following questions would be most useful:

- 1. a) Do all telephone company customers need printed directories of telephone numbers? b) If not, which types of customers continue to need such directories?

a) NO.

b) those who make the request in writing, by email, via a web page or by phone

2. If all customers do not need printed directories, should the Commission continue to require telephone companies to provide them? *only on request*
3. Should telephone companies give their customers the option to receive a printed directory? *Yes*
  - a. If so, should customers be given the option not to receive a printed directory (opt out) or should customers be required to affirmatively request a directory (opt in)? *opt in.*
  - b. What costs would a telephone company incur to implement optional distribution of printed directories? *annual \$500.00 for first book, \$5.00 for each thereafter*
  - c. If any such costs would be significant, how should the company recover those costs? *50% customer contribution, 50% reduction in regulatory fees*
4. Should the rule explicitly allow a telephone company to seek an exemption from the rule to relieve it of the obligation to print and/or deliver printed directories to customers? If so, what standard should the Commission consider? *Yes. The most local of a) County regulations b) RCW/WAC c) CFR*
5. Should the Commission give telephone companies the option to provide online directories of telephone numbers instead of printed directories? *Yes.*

The CR-101, as filed with the Code Reviser, is available for inspection on the Commission's website at [www.utc.wa.gov/120451](http://www.utc.wa.gov/120451). If you are unable to access the Commission's web page and would like a copy of the CR-101 mailed to you, please contact the Records Center at (360) 664-1234.

## WRITTEN COMMENTS

Written comments on the CR-101 and the questions listed above to review the rules for distribution of telephone directories must be filed with the Commission no later than **5:00 p.m., Monday, May 21, 2012**. The Commission requests that comments be provided in electronic format to enhance public access, for ease of providing comments, to reduce the need for paper copies, and to facilitate quotations from the comments. You may submit comments via the Commission's Web portal at [www.utc.wa.gov/e-filing](http://www.utc.wa.gov/e-filing) or by electronic mail to the Commission's Records Center at [records@utc.wa.gov](mailto:records@utc.wa.gov). Please include:

- The docket number of this proceeding (UT-120451).
- The commenting party's name.
- The title and date of the comment or comments.