

**UT Rulemaking Support:** The proposed Telecommunications Consumer Bill of Rights is supported by numerous section language found in Draft UT-990146 dated August 23, 2001. The following is a partial list of sections with language supporting each “right.”

1. Right of Disclosure

- 480-120-041 Availability of information
- 480-120-045 Local calling areas
- 480-140-X09 Service transfer from one local company to another
- 480-120-X11 Deposit administration
- 480-120-087 Telephone solicitation
- 480-120-089 Information delivery services
- 480-120-X05 Responsibility for maintenance facilities and support structures
- 480-120-543 Callers identification service

2. Right of Choice

- 480-120-X22 Discontinuation of service
- 480-120-X09 Service transfer from one local exchange company to another
- 480-120-X11 Deposit administration
- 480-120-139 Changes in local exchange and intrastate toll services

3. Right of Privacy

- 480-120-42 Directory service
- 480-120-088 Automatic dialing-announcing device
- 480-120-144 Use of privacy listings for telephone solicitation.
- 480-120-350 Reverse search by enhanced 9-1-1 (E911)
- 480-120-87 Telephone solicitation
- 480-120-543 Caller identification service

4. Right of Accurate, Organized, Clearly Worded Bills

- 480-120-87 Information delivery services
- 480-120-106 Form of bills.
- 480-120-X34 Pro-rata credits
- 480-120-116 Refund for overcharge
- 480-120-041 Availability of information

5. Right of Redress

- 480-120-X31 Intercept services
- 480-120-61 Refusal of service
- 480-120-81 Discontinuation of service--Company initiated
- 480-120-X22 Discontinuation of service--Customer requested
- 480-120-101 Complaints and disputes
- 480-120-X33 Customer complaints--Responding to commission.
- 480-120-X30 Company responsibility
- 480-120-X07 Restoring service after discontinuation
- 480-120-X32 Restoring service based on Washington telephone assistance program (WTAP) or federal enhanced tribal lifeline program eligibility
- 480-120-X15 Response time for repair calls
- 480-120-525 Network maintenance

6. Right of Timely Installation, Restoration and Repair Service

- 480-120-51 Application for service
- 480-120-X09 Service transfer from one local exchange company to another
- 480-120-61 Refusal of service
- 480-120-X07 Restoring service after discontinuation
- 480-120-X22 Discontinuation of service--Customer requested
- 480-120-X20 Responsibility for drop facilities and support structure
- 480-120-X05 Responsibility for maintenance and repair of facilities and support structures
- 480-120-X15 Response time for repair calls
- 480-120-525 Network maintenance
- 480-120-X16 Service interruptions, excluding major outages

- 480-120-520 Major outages
- 7. Right of Priority Restoration for Registered Medical or Life-threatening Conditions
  - 480-120-340 Enhanced 9-1-1 (E911)
  - 480-120-505 Operator services
  - 480-120-510 Business offices
  - 480-120-X12 Response time for calls to business office
  - 480-120-X13 Cash and urgent payments
- 8. Right of Timely and Responsive Customer Service
  - 480-120-87 Telephone solicitation
  - 480-120-101 Complaints and disputes
  - 480-120-042 Directory service
  - 480-120-X31 Intercept services
  - 480-120-101 Complaints and disputes
  - 480-120-535 Service quality performance reports
- 9. Right of Quality Service
  - 480-120-X31 Intercept services
  - 480-120-X32 Restoring service based on Washington telephone assistance program (WTAP) or federal enhanced tribal lifeline program eligibility.
  - 480-120-500 Telecommunications service quality--General requirements
  - 480-120-X22 Discontinuation of service--Customer requested
  - 480-120-X14 Trouble report standard
  - 480-120-51 Application for service
  - 480-120-515 Network performance standards
- 10. Right of Basic Local Service
  - 480-120-051 Application for service
  - 480-120-X09 Service transfer from one local exchange company to another.
  - 480-120-056 Establishment of credit--Residential services
  - 480-120-X10 Guarantee in lieu of deposit
  - 480-120-X21 Establishment of credit--Business services
  - 480-120-061 Refusal of service
  - 480-120-081 Discontinuation of service--Company initiated
  - 480-120-021 Definitions
  - 480-120-045 Local calling areas
  - 480-120-X20 Responsibility for drop facilities and support structure
  - 480-120-X05 Responsibility for maintenance and repair of facilities and support structures
  - 480-120-340 Enhanced 9-1-1 (E911) obligations of local exchange companies
  - 480-120-X20 Responsibility for drop facilities and support structure.
  - 480-120-X05 Responsibility for maintenance and repair of facilities and support structures
- 11. Right to a Second Chance
  - 480-120-X10 Guarantee in lieu of deposit
  - 480-120-X21 Establishment of credit—Business services
  - 480-120-061 Refusal of service
  - 480-120-056 Establishment of credit—Residential services
  - 480-120-X10 Guarantee in lieu of deposit
- 12. Right of Public Participation
  - 480-120-89 Information delivery services
  - 480-120-X33 Customer complaints—Responding to commission
- 13. Right of Oversight and Enforcement
  - 480-120-89 Information delivery services
  - 480-120-X33 Customer complaints—Responding to commission