

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION STAFF
SUPPLEMENTAL RESPONSE TO DATA REQUEST

DATE PREPARED: May 4, 2004
CASE NO.: UT-991358
REQUESTER: Qwest

WITNESS: Glenn Blackmon
RESPONDER: Glenn Blackmon
TELEPHONE: (360) 664-1112

REQUEST NO. 145:

Regarding paragraph 7 of the Statement of Commission Staff dated April 14, 2004, please provide all real world evidence supporting Staff's contention that increased competition would actually provide an incentive for firms to decrease their quality of service.

RESPONSE:

The request for "all real world evidence" is overly broad. Staff does not have any documents specifically responsive to this request.

SUPPLEMENTAL RESPONSE:

The request for "all real world evidence" is overly broad. The request misstates Staff's statement; Staff did not say that "increased competition would actually provide an incentive for firms to decrease their quality of service." Staff does not have any documents supporting a statement it did not make. The statement actually made by Staff, that competition can lead to a situation in which firms focus on price and other readily observable characteristics instead of service quality, is based on Dr. Blackmon's academic and professional experience as an economist and expert on competition policy in the field of telecommunications. Staff has not conducted and does not possess any studies or analyses that would indicate whether the particular nature of limited competition that Qwest currently faces would either increase or decrease its incentives to provide high-quality service absent regulatory mechanisms such as the SQPP.