

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

In the Matter of the Petition of Qwest Corporation for Exemption from Certain Provisions of WAC 480-120-161

DOCKET NO. _____

PETITION FOR EXEMPTION FROM CERTAIN PROVISIONS OF WAC 480-120-161 REGARDING CUSTOMER BILL FORMAT AND CONTENT

- 1 Qwest Corporation asks the Commission for permanent exemption from certain provisions of WAC 480-120-161, which addresses customer bill format and content. Qwest files this Petition pursuant to WAC 480-07-110 and respectfully requests that the Commission review the Petition on an expedited basis.
- 2 Qwest wishes to offer its customers the option of receiving a “summary bill” that would reduce the volume and complexity of information included in the standard bill. Specifically, Qwest asks the Commission to waive subsections (4)(b)-(e) and (5)(a)-(b). If granted the exemption, Qwest would provide a summary bill only when a customer affirmatively asks for it. In addition, customers who choose to receive the summary bill will be able to view their standard, detailed bill on the Qwest website at any time.¹

STANDARD OF REVIEW

- 3 The Commission may grant exemptions from or modifications to its rules, “if consistent with

¹ See Exhibit 1, “Summary Bill Example.”

the public interest, the purposes underlying regulation, and applicable statutes.”² Qwest’s Petition meets these standards.

- 4 The exemption will allow Qwest to provide another billing option to customers who want to reduce the volume and complexity of their bills. Only customers who affirmatively choose a summary bill would receive one – all other customers would continue to receive bills that meet each of the requirements contained in WAC 480-120-161. A summary bill would provide billing totals for each class of service a customer purchases, summary information about taxes and surcharges, and information about services provided by third parties, including contact information for questions regarding third party billing. Customers who choose the summary bill would be able to access a standard bill on the company’s website at any time, or call a customer service representative for any questions about the bill. In addition, customers could switch back to the standard bill at any time.

REQUEST FOR RELIEF

- 5 Exemption from WAC 480-120-161 is consistent with the public interest. Therefore, Qwest requests that the Commission grant this Petition for Exemption.

DATED this _____ day of March, 2008.

QWEST

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² WAC 480-07-110(1)