



Rob McKenna  
**ATTORNEY GENERAL OF WASHINGTON**

800 Fifth Avenue #2000 • Seattle WA 98104-3188

March 23, 2007

**VIA FIRST CLASS MAIL**

Carole Washburn  
Executive Secretary  
Washington Utilities & Transportation Commission  
1300 S. Evergreen Pk. Dr. S.W.  
PO Box 47250  
Olympia, WA 98504-7250

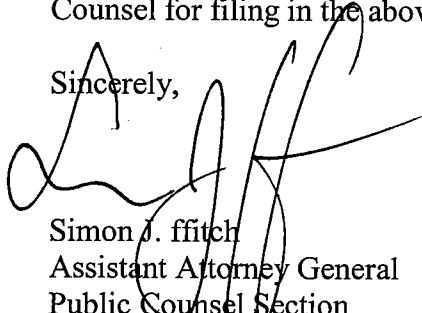
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COMMISSION

Re: In the Matter of the Petition of Qwest Corporation, To be Regulated Under an Alternative Form of Regulation Pursuant to RCW 80.36.135  
Docket No. UT-061625

Dear Ms. Washburn:

Enclosed please find an original and eight copies of the Revised Exhibit 80 on behalf of Public Counsel for filing in the above-entitled docket.

Sincerely,



Simon J. Fitch  
Assistant Attorney General  
Public Counsel Section  
(206) 389-2055

SJf:cjw  
Enclosures

cc: Stephen S. Melnikoff, DOD (First Class Mail)  
Lisa A. Anderl, Qwest (First Class Mail)  
Gregory Trautman, WUTC Staff (First Class Mail)



## RESIDENTIAL: Customer Service



Your service & state: Residential - WA > [Change](#)

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### Customer Service Help

#### Manage Your Account

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##### Billing and Payments

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#### Local Phone Service

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- ▶ [Read user guides](#)
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- ▶ [DEXonline.com \(White & Yellow pages\)](#)
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- ▶ [Telephone protection information](#)
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- 1 How can I check my order status online?
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- 5 How do I request a repair for my local telephone service?
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- 8 Where can I find operating instructions for my Voice Mail service?
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- 12 How do I transfer my existing phone service to a new location?
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- 15 How do I forward calls from my phone number while I am away from my home or office?
- 16 Where can I find operating instructions for my PreferredChoice™ services?
- 17 What options do I have for inside telephone wiring or jack installation?
- 18 What is Line-Backer™?
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- 26 What calling features does Qwest offer?
- 27 How do I add Qwest services to my account?
- 28 What is the difference between a non-listed and a non-published telephone number?
- 29 Why do some calls not display the name and number on my Caller ID unit?
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- 34 What are the rates and connection fees for an additional phone line?
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missed appointment

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service interruption

**Other Suggested Searches:** voice quality correctional billing start billing cycle call forwarding setup operator assisted calls local calls list 800 service

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**Summary**

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- 4 How do I temporarily suspend my home phone service?
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- 6 Will I need to pay a deposit or advance payment when I establish service?
- 7 What Qwest services are available to people with disabilities?
- 8 How do I transfer my existing phone service to a new location?
- 9 How do I get my phone service turned back on after being disconnected for late payment?
- 10 Where can I find operating instructions for my CallCurfew service?

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service interruption

**Search**

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- 22 How do I change my phone number?
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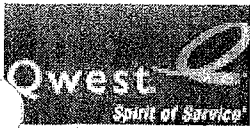
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- 41 When do I need to pay my bill?
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delayed order

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held order

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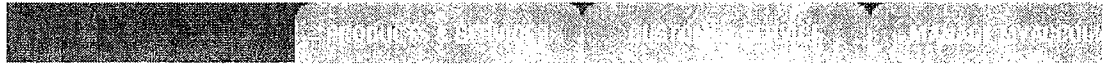
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customer credit

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customer credit

**12 Answers Found**

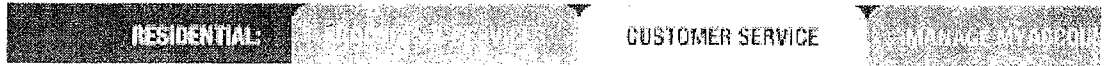
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- 11 Where can I find operating instructions for my CallCurfew service?
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### How do I request a repair for my local telephone service?

#### Answer

You can troubleshoot and report a problem online or call us at 800-573-1311 anytime for help you with your repair needs.

#### How well did this answer your question?

100%  75%  50%  25%  0%

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