

### 3/13/02 Letter to Commissioners: Attachment B

We were disappointed in the limited and minimal changes in WAC 480-120-105, and that direction of the changes. Deleting the requirement that companies provide the rate of service, and not requiring companies to provide information at the point-of-purchase, or point-of-decision making is a mistake. We request the following rewrite of WAC 480-120-105. These changes also reflex our concern that all companies, competitive and noncompetitive, should be required to abide by the same consumer information rules.

#### New language underlined

#### **480-120-105 Information to consumers.**

- 1) ~~Except for services provided under contract pursuant to WAC 480-80-035241 (Filing contracts for services classified as competitive),~~ Each company that requires an applicant to fill out an application form to establish credit or secure services must provide, along with the application form, the following information, at a minimum, in clear, conspicuous, and consumer-friendly language:
  - a) Process for establishing credit and determining the need and amount for deposits;
  - b) Process for denying services or disconnection of services;
  - c) Washington telephone assistance program (WTAP);
  - d) Federal enhanced tribal lifeline program, if applicable;
  - e) Right of the customer to pursue any dispute with the company, including appealing to a supervisor and to the Commission;
  - f) Provide the Commission's toll-free number and address.
- 2) Each company must provide an approved applicant for initial service with a confirming notice or welcome letter, either in writing or with permission of the customer, electronically. The confirming notice or welcome letter must be provided to the applicant or customer no later than ten business days after acceptance of the application, and must provide, at a minimum, the following information in clear, conspicuous and consumer-friendly language:
  - a) Contact information for the appropriate business office, including a toll-free telephone number, mailing address, repair number, electronic address if applicable, and business office hours, that the customer can contact if they have questions;
  - b) Confirmation of the services being provided to the customer by the company and the rates for each service, including an order confirmation number. If the service is provided under a banded rate schedule the current rate, including the minimum and maximum at which the customer's rate may be shifted;
  - c) The name and toll free telephone number of the customer's chosen presubscribed interLATA and intraLATA carriers, if applicable;
  - d) Information on how a bill becomes delinquent and steps that must be taken by the company to disconnect service;
  - e) Washington telephone assistance program (WTAP);
  - f) Federal enhanced tribal lifeline program, if applicable;
  - g) The right of the customer to be informed about consumer rights, including the right
    - i) to be informed about prices, terms and conditions of service;
    - ii) to privacy including protection from unauthorized used of personal and caller information;
    - iii) to measured quality service;
    - iv) to a fair complaint and redress process;
    - v) to affordable basic local service;
    - vi) to accommodation for life-threatening medical conditions, to TTY access for the hearing impaired; and language translation in some circumstances.
  - d) ~~If the application is for local exchange service, the LEC must provide information required in WAC 480-120-042251(6)(a) through (g) and inform the customer that information pertaining to local exchange service may be found in the consumer information guide of the local telephone directory as required in WAC 480-120-042251.~~
- 3) ~~Except for services provided under contract pursuant to WAC 480-80-035241 (Filing contracts for services classified as competitive),~~ Each company must provide a customer that has a change in service with a confirming notice either in writing or with permission of the customer, electronically. The confirming notice must be provided to the customer no later than ten business days of initiating a

change in service which results in the addition of a service, a change from one rate schedule to another, or a change in terms or conditions of an existing service. The confirming notice must provide at a minimum, the following information in clear and conspicuous language:

- a) Contact information for the appropriate business office, including a toll-free telephone number and business office hours, that customers can contact if they have questions; and
  - b) The changes in the service(s) and the material effects of the change(s) including the new rate for service, if applicable.
- 4) When a LEC is acting as an executing carrier under WAC 480-120-~~439~~147, it must provide ~~make~~ the following information ~~available~~ upon request:
- a) The name and telephone number of the intraLATA and interLATA interexchange company to which the customer's account is currently subscribed; and
  - b) A minimum of six months' account history, when available, including the date of the changes and the name of the interexchange company.
- 5) When an applicant or customer contacts the LEC to select or change an interexchange company, the LEC must notify the carrier of the customer's selection and recommend that the customer contact the chosen interexchange company to confirm that an account has been and is being established by the interexchange carrier for the applicant.
- 6) Each company must provide a customer that has been denied a request for service with a service denial notice either in writing or with permission of the customer, electronically. The denial notice must be provided to the customer no later than ten business days of denial of service. The denial notice must provide at a minimum, the following information in clear and consumer-friendly language:
- a) Contact information for the appropriate business office, including a toll-free telephone number, mailing address, electronic address if applicable, and business office hours, that the customer can contact if they have questions;
  - b) Service denied and reason for denial.
  - c) Process that must be taken by company to disconnect service.
  - d) Right of the customer to pursue any dispute with the company, including appealing to a supervisor and to the Commission.
  - e) Information on Washington telephone assistance program (WTAP);
  - f) Information on Federal enhanced tribal lifeline program;
  - g) Information on consumer rights, including the right to
    - vii) be informed about prices, terms and conditions of service;
    - viii) privacy including protection from unauthorized used of personal and caller information;
    - ix) measured quality service;
    - x) a fair complaint and redress process;
    - xi) affordable basic local service;
    - i) accommodation for life-threatening medical conditions, to TTY privacy rights, quality service rights, and the right to basic local service, and the right to accommodation for medical and other conditions.