

**Exh. SP-20
Docket UT-171082
Witness: Susie Paul**

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,**

Complainant,

v.

**QWEST CORPORATION D/B/A
CENTURYLINK QC,**

Respondent.

DOCKET UT-171082

**EXHIBIT TO
TESTIMONY OF**

Susie Paul

**STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION**

*Email to Jerolyn Ochs from Alice Fiman Regarding
Recorded Violations, dated April 14, 2017*

April 6, 2018

Activity Type: Email

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Activity Date: 4/14/2017, 11:41:54 AM

To: Jerolyn.Ochs@CenturyLink.com;

From: afiman@utc.wa.gov

Subject: RE: FW: WA UTC Complaint CAS-20417-Y7K6M8 for Robert Saum Jr. CRM:0043044

Attachments: 0

Body:

Good morning,

I have recorded the following violations:

One violation of WAC 480-120-071(3) for failing to provide the customer an application for extension of service within 7 days

and

One violation of WAC 480-120-071(4) for failing to allow an extension of service up to 1,000 feet at no charge to the customer.

As a local exchange company receiving federal high cost universal service support, the rules require the company to extend service to applicants. If the company chooses to continue to deny service to this applicant, they will continue to be in violation of WAC 480-120-071.

The complaint is now closed. The disposition is consumer upheld and the company should move forward with providing service to this customer under WAC 480-120-071.

You have requested an escalation to Bridgit Feeser, Assistant Director for consumer protection. She will contact you with her findings.

Thank you,

Alice Fiman, UTC