

DOCKET NO. UM 1426

**Required Cover Sheet for Submission of
2009 Annual ETC Recertification Reports**
Filing Deadline: Wednesday, July 15, 2009

Name of Eligible Telecommunications Carrier: Verizon Northwest Inc.

Filing date: July 10, 2009

Is this: Original submission? Yes

OR

Revised submission? _____ If revised, please identify which reports
are being revised _____

Person to contact for questions:

Name Kim Douglass

Phone number 972-718-3418

E-mail address kimberly.a.douglass@verizon.com

Filing instructions: Please file reports under Docket No. UM 1426. File reports electronically via the PUC Filing Center; see the PUC website for instructions. Also send one original and 2 hard copies to the PUC Filing Center. If selected portions of reports, e.g., network improvement plans, are to receive confidential treatment, those portions should not be filed electronically. Hard copies of confidential material should be filed in accordance with confidential designation requirements described in OAR 860-011-0080. Regular delivery methods may be used to send all hard copy documents; overnight or express delivery is not necessary. *Please do not send copies of advertising that does not specifically contain advertising for Basic Service or Low Income Programs.* Send documents to the Filing Center using one of the two following addresses, depending on the delivery carrier used:

For US mail: Public Utility Commission of Oregon
Attn: Filing Center
PO Box 2148
Salem, OR 97308-2148

For other carriers: Public Utility Commission of Oregon
Attn: Filing Center
550 Capitol St. NE #215
Salem, OR 97308-2148

If you have any questions on these reports, please call Kay Marinos at 503-378-6730, or Celeste Hari at 503-378-6628.

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2009 Annual Recertification Reports for ETCs in Oregon

Docket No. UM 1426

Report Formats to Satisfy Requirements of Order No. 06-292 for 2009

Report #1 Supported Services Offerings

- 1.1. Basic Local Usage Service Offerings – **All ETCs**
- 1.2. Comparable Local Usage Plan – **CETCs only**
- 1.3. Supported Services Not Provided – **CETCs only**
- 1.4. Equal Access Acknowledgement – **CETCs only**

Report #2 Unfulfilled Service Requests

- 2.1. Unfulfilled Service Requests/Held Orders – **All ETCs**
- 2.2. Service Request Processing – **CETCs only**

Report #3 Evidence of Advertising for Basic Supported Services - All ETCs

Report #4 Low-income Services – All ETCs

- 4.1. Number of Lifeline Customers
- 4.2. Advertising of Low-income Program Service Offerings

Report #5 Outage Report – All ETCs

Report #6 Trouble Report – All ETCs

Report #7 Network Improvement Plan – CETCs only

Report #8 Special Commitments/Requirements – CETCs only

Report #9 Certifications – All ETCs

- 9.1. IAS or ICLS Certification Copy – **All ETCs Receiving IAS or ICLS**
- 9.2. Certification of Use of Universal Service Funds – **All ETCs Receiving Traditional High-Cost Support (HCL, LSS)**
- 9.3. Certification of Emergency Functionality and Compliance with Service Quality/Consumer Protection Measures – **All ETCs**

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Report #1 – Supported Services Offerings

1.1. Basic Local Usage Service Offerings – All ETCs

Choose **either A. or B.** below, as applicable:

A. Basic local usage service offerings are filed under tariff with the Oregon PUC. The specific tariff references (with *company name, tariff number, section and page numbers*) for the basic local usage offerings and corresponding rates are:

1. residence:

Verizon Northwest Inc. Tariff P.U.C. OR. No. 18 – Section IV, Sheets 1-3, 5-14, 16, 18-71

2. business:

Verizon Northwest Inc. Tariff P.U.C. OR. No. 18 – Section IV, Sheets 1-15, 18-71

B. Basic local usage service offerings are **not** filed under tariff with the Oregon PUC. Submit the following information for each basic service offering that includes local usage allowances (unlimited or limited): 1) plan’s name, 2) advertised public description, 3) number of local minutes included, 4) calling area included, and 5) rates and charges. Include basic offerings for both residence and business services.

1.2. Comparable Local Usage Plan – CETCs only

The carrier certifies that it offers at least one basic local usage plan that is comparable to those offered by the ILECs in its designated service area: yes _____ no _____

Identify which of the plans in 1.1.B above are “comparable” to the ILEC local usage offerings, and explain the basis for the comparability. _____

1.3. Supported Services Not Provided – CETCs only

Identify any supported services that were not available at designation, but were to be provided as a condition of ETC designation (e.g., toll restriction for qualifying low-income consumers, E911): _____

Are these services provided currently? yes _____ no _____

If no, explain why not: _____

1.4. Equal Access Acknowledgement – CETCs only

The carrier acknowledges that it may be required to provide equal access if it is the only remaining ETC in an area: yes _____ no _____

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Report #2 – Unfulfilled Service Requests

2.1. Unfulfilled Service Requests/Held Orders – All ETCs

Choose **either A. or B.** below, as applicable:

- A. Service quality reports for “primary held orders over 30 days” were filed with the Oregon PUC for calendar year 2008. No additional submission is required for recertification purposes.
- B. Service quality reports for “primary held orders over 30 days” were **not** filed with the Oregon PUC for calendar year 2008. In this case, choose **one** of the following alternatives for reporting:
1. The number of customer requests for supported services that were not fulfilled during calendar year 2008: _____.
If greater than zero, include an attachment noting for each such request, the location (address) of the request and a description of attempts to provide service.
 2. The number of “primary held orders over 30 days” (as defined in Section 860-034-0390 of the Oregon Commission rules) for calendar year 2008: _____.
If greater than zero, include attachment noting for each such held order, the reason the order was held and the original commitment date.

2.2. Service Request Processing - CETCs only

Submit a description of how the carrier ensures that every request for service that cannot be immediately fulfilled is recorded and processed under the 6-step process set forth in 47 CFR Section 54.202(a)(1)(i).

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Report #3 – Evidence of Advertising for Basic Supported Services (excluding low-income/lifeline) – All ETCs

Describe how basic supported services were advertised during calendar year 2008 throughout the designated service area. List the types of media used, advertising frequencies and geographic coverage. Attach examples of actual advertisements, noting dates, specific distribution methods, and target geographical populations, sufficient to demonstrate that basic supported services and rates were advertised **throughout** the designated service area in 2008.

Verizon Northwest Inc. (“Verizon NW”) basic service options are described in the “General Information” section of directories that are distributed in all Verizon NW exchanges. See Attachment 1 for a sample. Verizon NW places notices in local newspapers on an annual basis, which explain that Verizon NW offers basic local service for a monthly charge to residential customers. The notice for 2008 was placed in May 2008 in the Portland Oregonian, the Coos Bay World and the La Grande Observer. See Attachment 1 for a copy of the notice. This notice also appears in the “General Information” section of the following directories: Brookings/Harbor, Clackamas County, Clatskanie, Gresham, Murphy-Provolt, North Curry County, Reedsport, South Coos County, Southern Oregon Coast, Union-Wallowa, Yamhill County and Washington County. See Attachment 1 for a sample.

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Report #4 – Low-income Services – All ETCs

4.1. Number of Lifeline Customers – All ETCs

The total number of customers receiving Lifeline discounts during the month of December 2008 in the designated service area: 7,364

CETCs only - also list counts by ILEC service area as follows:

<u>ILEC Svc Area</u>	<u>No. of Lifeline customers</u>
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

4.2. Advertising of Low-Income Program Service Offerings – All ETCs

Submit copies of all advertisements (for all media) for Lifeline, LinkUp, and OTAP service offerings that were run during calendar year 2008, noting media (newspaper name, radio station, bill inserts, internet postings, etc.), run/distribution dates, and geographic coverage area.

See Attachment 1 for a copy of the 2008 public notice that ran in the following newspapers in May 2008: the Portland Oregonian, the Coos Bay World and the La Grande Observer. Also see Attachment 1 for a sample of the information provided in the following telephone directories: Brookings/Harbor, Clackamas County, Clatskanie, Gresham, Murphy-Provolt, North Curry County, Reedsport, South Coos County, Southern Oregon Coast, Union-Wallowa, Yamhill County and Washington County. See Attachment 1 for a sample.

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Report #5 – Outage Report – All ETCs

Choose either A. or B. below, as applicable:

A. Carrier was required to report service outages (as defined in Oregon PUC Rules at Sections 860-034-0390(9) for small telecom utilities, 860-023-0055(9) for large telecom utilities, and 860-032-0012(9) for competitive telecom providers) to the Oregon PUC during year 2008. No additional submission is required for recertification purposes.

B. Carrier was *not* required to report service outages (as defined in Oregon PUC Rules at Sections 860-034-0390(9) for small telecom utilities, 860-023-0055(9) for large telecom utilities, and 860-032-0012(9) for competitive telecom providers) to the Oregon PUC during year 2008. Select #1 (wireline carriers) or #2 (wireless carriers) below.

1. The number of service outages, as defined in Oregon PUC rules, that occurred during calendar year 2008 was _____.

If the number was greater than zero, attach a report that lists for each such outage the following: the date and time of onset, a brief description of the outage and its resolution, the particular services affected, the geographic areas affected, steps taken to prevent a similar future occurrence, and the number of customers affected.

2. The number of service outages, as defined in FCC rules at 47 CFR Section 54.209(a)(2), that occurred during calendar year 2008 was _____.

If the number was greater than zero, attach a report that lists for each such outage the following: the date and time of onset, a brief description of the outage and its resolution, the particular services affected, the geographic areas affected, steps taken to prevent a similar future occurrence, and the number of customers affected.

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Report #6 – Trouble Report – All ETCs

Choose **either A. or B.** below, as appropriate:

A. Trouble reports were filed with the Oregon PUC for calendar year 2008 per Oregon PUC service quality rules. No additional submission is required for recertification purposes.

B. Trouble reports were **not** filed with the Oregon PUC during calendar year 2008. In this case, choose **one** of the following alternatives for reporting:

1. The average monthly number of customer trouble reports received per 100 wireless handsets for supported services during calendar year 2008, for each company switch.

<u>Trouble Type</u>	<u>Switch A (location)</u>	<u>Switch B (location)</u>
No service	_____	_____
Network busy	_____	_____
Interruption of service	_____	_____
Poor reception	_____	_____

2. The average monthly number of customer trouble reports, as defined in Section 860-034-0390 (5) of the Oregon PUC rules, per 100 access lines, received during calendar year 2008: _____ per month, per 100 working access lines.

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Report #7 – Network Improvement Plan – CETCs Only

Per Docket No. UM 1217, Order No. 06-292, competitive ETCs (CETCs) must file network improvement plans annually for recertification purposes. Appendix A of the order details the information that must be included in such plans. Only CETCs must file these plans for annual recertification purposes; ILECs are not required to file such plans. CETCs that receive *only* low-income program support (no high-cost or access-related support) do not have to file network improvement plans. CETCs are strongly encouraged to use the template in the attached Excel worksheets for their network improvement plans. This template incorporates all the items of information required by the order.

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Report #8 – Special Commitments/Requirements – CETCs only

Did the Oregon PUC impose any special commitments or requirements at initial designation or during the previous annual recertification process? yes ____ no ____.

If yes, identify the commitments or requirements and explain if, and how, they have been met.

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Report #9 – Certifications - All ETCs

9.1. IAS or ICLS Certification Copy – All ETCs Receiving IAS and/or ICLS

All ETCs receiving interstate access-related support (IAS or ICLS) must submit a copy of the certification for the use of IAS or ICLS support that was sent to USAC and the FCC in June 2009.

9.2. Certification of Use of Universal Service Funds – All ETCs receiving HCL and/or LSS (Rural ILECs and CETCs Designated in Rural ILEC Areas)

To continue receiving traditional high cost support (HCL, LSS), ETCs must submit a notarized affidavit signed by a responsible company official certifying that the carrier will use the high cost support funds only for the intended purposes. Use of the sample affidavit form displayed on the following page is recommended.

9.3. Certification of Emergency Functionality and Compliance with Service Quality and Consumer Protection Measures – All ETCs

Each ETC must submit a notarized affidavit signed by a responsible company official certifying that the carrier: 1) is able to remain functional in an emergency, and 2) is complying with all service quality and consumer protection measures in either the applicable Oregon Commission rules (for wireline carriers), the CTIA Consumer Code (for wireless carriers), or some other specific set of standards. All ETCs must submit this affidavit. A copy of an acceptable affidavit form follows the affidavit for high cost support.

Public Notice

Basic and low cost telephone services from Verizon

Verizon is an Eligible Telecommunications Carrier (ETel) in Oregon under Federal Communications Commission (FCC) and Public Utilities Commission of Oregon guidelines. As such, we receive universal service funding, which enables us to provide service at reasonable rates to high cost, usually rural area and low income customers.

Under those guidelines, Verizon certifies that it provides the following basic services for a monthly charge of \$8.07 to \$12.59 (plus Federal Subscriber Line Charge, applicable taxes and surcharges) to residence customers.

- Single-party service
- Voice grade access to the public switched network
- Touch call service
- Access to emergency services (including 911 and enhanced 911)
- Access to operator, interexchange and directory assistance services

We also provide low-cost Lifeline service for qualified low-income residence customers for \$1.07 to \$5.59 a month. Also available to Lifeline customers is a low-cost Link-up basic connection service at 50% discount (up to \$30.00). In addition, we can provide Lifeline customers free toll blocking to help them control long-distance usage. If Lifeline customers do not pay toll charges, their access to the toll network may be denied, but their local service won't be disconnected.

Verizon also provides low-cost Lifeline service through its Native American Lifeline (NALL) program. Residents of federally recognized tribal lands who qualify for Lifeline may get their basic telephone service for as low as \$1.00 per month. Residents of federally recognized tribal lands who meet the NALL eligibility criteria are also eligible for federal assistance of up to \$100.00 in Link-up installation credits to establish telephone service.

**For more information please call our customer sales and solution center
at 1-800-483-4000 (Residence)**

Antenna on Your TV? You Need to Read Below

With the digital television (DTV) transition, the United States is moving from analog to digital service for full power over-the-air TV broadcasts. After February 17, 2009, analog-only TVs will require a converter box to receive full-power over-the-air TV broadcasts with an antenna.

TVs connected to FiOS TV will not be affected by the broadcast DTV transition.

Analog-only TVs should also continue to work as before to receive low power, Class A or translator television stations and with cable and satellite TV services, gaming consoles, VCRs, DVD players, and similar products.

Information about obtaining subsidized coupons for the government's converter box program can be obtained at www.dtv2009.gov or by calling 1-888-DTV-2009, or 1-877-530-2634 (TTY). More information about the broadcast DTV transition in general is available at www.DTV.gov or by calling 1-888-CALL-FCC (voice) or 1-888-TELL-FCC (TTY). You may also contact the DTV Transition Coalition at www.dtvtransition.org, or Verizon at 1-888-558-3755 (voice) or 888-558-3770 (TTY).



Doing Business With Verizon

Payment Options

You can pay online, by automatic bank payment, phone, mail, or in person. **Online:** Visit www.verizon.com to sign up to receive and/or pay your bill electronically online. **Direct Payment Option:** Enroll in automatic bank payment by completing information on the back of your bill and mailing it with your payment. You can also enroll by phone at **1-800-345-6563**. **Pay by Phone:** Call **1-800-345-6563** to pay electronically by debit card or electronic check—a convenience fee applies. **Mail:** Use the return envelope enclosed with your bill. Do not send cash. **Verizon Plus Stores:** Call **1-800-483-6697** for a location near you.

Public Notice

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For more information, please call our customer sales and solution center at 1-800-483-4000 (Residence)

Directory Assistance

Verizon Directory Assistance has millions of directory listings available. If you're looking for a telephone number and can't find it in this directory, our operators can help.

Our directory service consists of a combination of automated and live operator functions. In order to provide you with quick service and accurate numbers when using the voice recognition feature, remember to keep background noise to a minimum; provide only the information requested at the time, (extra information, such as spelling a word, hinders the system search); and speak with a regular speed and tone to your voice.

How to Dial Verizon Directory Assistance

For local listings covered by your Local Calling Area	411
For national listings anywhere in the United States	411
For toll-free numbers	411

Directory Assistance Charges

You can request a local or long-distance published telephone number, area code, or listed name and/or address anywhere in the U.S. simply by calling **411**. In Oregon, you can request up to a maximum of two local listings per call—at the start of your call, please tell the operator if you will be requesting more than one listing.

The Public Utility Commission regulates the charges listed here. These rates were correct on the date that this directory was compiled. These charges are subject to change. Current rates are always available from Verizon's Customer Contact Center.

Local Listings

In Oregon, there is a 35¢ charge each time you call local Directory Assistance for telephone numbers within your Local Calling Area. A request may include a listed telephone number, area code, name and/or address and ZIP code within your Local Calling Area.

National Listings

There is a 95¢ charge **each** time you call Verizon National Directory Assistance and request telephone numbers beyond your Local Calling Area. You may request up to a maximum of two listings per call—at the start of your call, please tell the operator that you will be requesting more than one listing.

You may also request an in-state or out-of-state customer's name and/or address after giving the Directory Assistance operator a complete area code and telephone number. This service is known as Customer Name and Address (CNA) and acts as a reverse search feature. The charge for this type of call is the same as incurred for a National Directory Assistance call.

Connect Request™ (Formerly Directory Connect Plus)

Local Directory Assistance numbers you obtain from Verizon may be automatically dialed, for an additional 35¢, by **pressing 1** at anytime during the listing announcement. If you request more than one listing, the last listing requested will be the number that will be automatically dialed when you **press 1** for Connect Request.

The charges will appear on your phone bill in addition to any other applicable Directory Assistance charges. Charges will also apply to calls placed by disabled customers. Connect Request is only available for listings within your Local Calling Area and is not applicable to non-published numbers or toll-free and cost-per-call numbers.

Closed Captioning Concerns or Complaints?

If you are having a concern with closed captioning on a program you are currently watching, you may contact Verizon at 1-888-553-1555, via email at videoclosedcaption@verizon.com, or via facsimile at 1-888-806-7026. If you have a written closed captioning complaint, you may write to us at Verizon, PO Box 33052, 821 1st Ave N, St. Petersburg, FL 33701 Attn: Valerie DeCastro, Manager, fax 1-888-806-7026, or via email at videoclosedcaption@verizon.com.

Verizon does not charge for:

- Incorrect information given to you by the Verizon operator. Call the Directory Assistance operator back for the correct number at no charge.
- Calls made by residence or business customers who qualify for Verizon Directory Assistance exemptions. (See "Calling Assistance for People With Hearing or Speech Disabilities" in the Southern Oregon Coast directory.)

Operator by Appointment

Are you looking to update your customer contact list, validate customer billing addresses or identify new customers? Verizon offers a nationwide listing search service where you have unlimited access to phone numbers, addresses and more, via a dedicated operator. Call **1-877-411-APPT (2778)** to learn more about this service.

Repair

For repair service, please contact Verizon Repair Resolution Center at one of these toll-free numbers:

Visit us at www.verizon.com/repair



Residential customers.....**1-800-VERIZON**
.....**(1-800-837-4966)**

Business customers
(five lines or less) **1-800-483-1000**

Business customers
(six lines or more).....**1-800-483-2000**

Text Telephone (TTY) customers call Verizon through the Telecommunications Relay Service, 711 or 1-800-735-2900. (Please see the Southern Oregon Coast directory for calling instructions.)

Before contacting Verizon, please read the following information. It will help you and your Verizon customer service representative identify what is wrong with your phone.

The following situations usually indicate a problem with the outside line:

- No dial tone on all phones
- Can't call in or out on all phones
- Get cut off when talking on all phones
- Noise or static on all phones

The following situations usually indicate a problem with the inside lines:

- A phone works in one jack but not in another
- Loose or broken phone jack

The following situations usually indicate a problem with the telephone:

- Stuck push buttons
- Worn cords
- Broken clips or plugs
- Stuck receiver buttons

When you have a service problem, we'll do our best to quickly locate and clear up the trouble. Depending on the source of the problem, the following will apply:

Outside Line: All too often, private homeowners and construction crews unintentionally dig up land where telephone lines and cables are buried. This sometimes results in costly damage or destruction. Before you do any extensive digging or construction on your property or public lands, please dial 811 or 1-800-332-2344. Flags will be placed indicating buried cables. This is an absolutely free service. **So please call before you dig!** In instances of telephone cable damage or severance, charges will be assessed to the offending party.



Calling Instructions

Directory Assistance

Need assistance finding a local or long-distance number, published listing, name and/or address?

Please call**411**

If you need a toll-free number, please call**411**

If you have a Text Telephone (TTY), please call, Oregon's Telecommunications Relay Service, toll-free, at 711 or 1-800-735-2900 for Directory Assistance. However, applicable long-distance and operator service charges will apply on operator-assisted calls.

Your Area Code

Your area code is 541 or 458. The map in the following column shows the area code boundaries for the state of Oregon. See "New Oregon 458 Area Code" section for more information on area codes.

Local Calling

The prefixes (the first three-digits of your telephone number) for your area are listed below. Your monthly local service charge will depend on which local service option you choose.

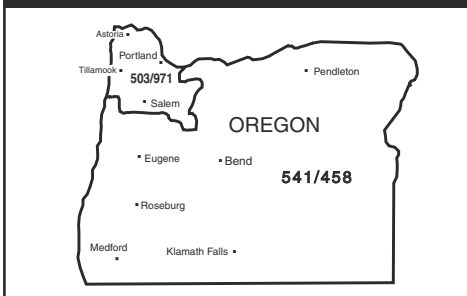
PREFIXES

Brookings412. 469

Service Options

Verizon offers up to three LOCAL service plans that may reduce your monthly telephone bill depending on your calling habits. There is a set

OREGON AREA CODE MAP



monthly fee for the option you select. Charges for outgoing LOCAL telephone calls will either be included in your set monthly fee or charged on a per minute-of-use basis depending on the plan you select. All outgoing calls will be completed with seven-digit dialing.

Basic Calling Plan: If you make few outgoing calls, Basic Calling is the plan for you. You will be charged on a per minute-of-use basis for all LOCAL calls within your own community and to extended area service locations. THERE IS NO PER MINUTE-OF-USE CHARGE ON INCOMING CALLS.

Community Calling Plan: This plan is designed for people who make most of their calls within their own community. This plan provides for unlimited calling within your own community and per minute-of-use based pricing for all extended area service calling.

Premium Calling Plan: This plan is designed for people who prefer one set monthly fee for LOCAL service. For one price, you have unlimited calling in your own community and all extended area service locations.

For more information, call your Verizon Customer Contact Center:

Residential customers.....**1-800-VERIZON**
.....**(1-800-837-4966)**

Centro Hispano de Verizon
Clientes Residenciales**1-800-743-2483**

Residential Center for Customers with
DisabilitiesV/TTY **1-800-974-6006**

Business customers**1-800-483-5000**

Centro Hispano de Verizon
Clientes Comerciales**1-800-483-4522**

Text Telephone (TTY) customers call Verizon through the Telecommunications Relay Service, 711 or 1-800-735-2900. (Please see the Southern Oregon Coast directory for calling instructions.)

New Oregon 458 Area Code

To ensure a continuing supply of telephone numbers, the Oregon Public Utilities Commission of Oregon (OPUC) has approved the addition of the 458 area code to the geographic region served by 541 – this is called an Area Code overlay. Because of the addition of the 458 area code, all customers within the 541/458 geography will need to dial the correct area code followed by the 7-digit telephone number when dialing a 541 or 458 number.

To complete local calls, the new dialing procedure requires callers to dial the full 10-digit telephone number. This means that all calls in the 541 area code that are currently dialed with 7-digits will need to be dialed using the area code + 7-digit telephone number. Additionally, local calls from some Oregon communities that border the states of California, Idaho, Nevada, and Washington will need to be dialed with the appropriate area code. However, long distance calls will remain the same. Callers need to dial 1 + area code + 7-digit telephone number whenever placing a long distance call from the 541 or 458 area code.

In addition, you can still dial just three-digits to reach 911, as well as 411, 711 and 811.

RECEIPT



Patrick Garzillo
Vice President Service Costs

FILED/ACCEPTED

June 26, 2009

JUN 29 2009

Federal Communications Commission
Office of the Secretary

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Basking Ridge, NJ 07920
Tel: (908) 559-6711
Fax: (908) 696-2081
pat.garzillo@verizon.com

Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

Karen Majcher
Vice President – High Cost and Low Income Division
Universal Service Administrative Company
2000 L Street, NW, Suite 200
Washington, DC 20036

Re: CC Docket No. 96-45
Interstate Access Support – IAS
Verizon Annual Certification Filing

This is to certify that Verizon Telephone Companies¹ will use their *Universal Service INTERSTATE ACCESS SUPPORT – IAS* only for the provision, maintenance, and upgrading of facilities and services for which the support is intended.

I am authorized to make this certification on behalf of Verizon. This certification is for the study areas listed below.

Company Name	State	Study Area Code
Verizon Washington, DC Inc.	DC	575020
Verizon Delaware Inc.	DE	565010
Verizon New England Inc.	MA	115112
Verizon Maryland Inc.	MD	185030
Verizon New Jersey Inc.	NJ	165120
Verizon New York, Inc.	NY	155130
Verizon Pennsylvania, Inc.	PA	175000
Verizon New England Inc.	RI	585114
Verizon Virginia, Inc.	VA	195040
Verizon West Virginia, Inc.	WV	205050

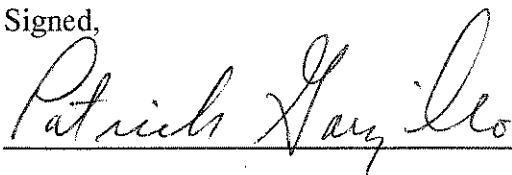
¹ The Verizon telephone companies (“Verizon”) are the affiliated telephone companies of Verizon Communications Inc.

Marlene H. Dortch

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Company Name	State	Study Area Code
Verizon California – Arizona	AZ	452302
Verizon California – Contel	CA	542302
Verizon California – GTE	CA	542319
Verizon – California – Nevada	NV	552302
Verizon West Coast Incorporated	CA	542344
Verizon Florida Inc.	FL	210328
Verizon Idaho	ID	472416
Verizon Illinois – Contel	IL	341036
Verizon Illinois – GTE	IL	341015
Verizon Illinois – GSI	IL	343035
Verizon Indiana Contel	IN	320779
Verizon Indiana – GTE	IN	320772
Contel of the South, Inc. d/b/a Verizon North Systems Inc. – CSI Indiana	IN	323034
Verizon Michigan – GTE	MI	310695
Contel of the South, Inc. d/b/a Verizon North Systems Inc. – CSI Michigan	MI	313033
Verizon N. Carolina – Contel	NC	230509
Verizon N. Carolina – GTE	NC	230479
Verizon Ohio	OH	300615
Verizon Oregon	OR	532416
Verizon Pennsylvania – Contel	PA	170170
Verizon Quaker State PA	PA	170201
Verizon Pennsylvania – GTE	PA	170169
Verizon S. Carolina – Contel	SC	240526
Verizon S. Carolina – GTE	SC	240479
GTE Southwest Incorporated d/b/a Verizon Texas – Contel	TX	442154
GTE Southwest Incorporated d/b/a Verizon Texas – GTE	TX	442080
Verizon Virginia – Contel	VA	190233
Verizon Virginia – GTE	VA	190479
Verizon Washington – Contel	WA	522449
Verizon Washington – GTE	WA	522416
Verizon Wisconsin	WI	330886
Verizon Business Global LLC	NY	159001
Verizon Business Global LLC	PA	179001

Signed,



DOCKET NO. UM 1426

AFFIDAVIT CERTIFYING EMERGENCY FUNCTIONALITY AND COMPLIANCE WITH SERVICE QUALITY AND CONSUMER PROTECTION MEASURES

I, **Margaret C. Serjak**, being of lawful age and duly sworn, on my oath, state that I am the **Vice President-California Operations** [an officer] of **Verizon Northwest Inc.** ("Company") and that I am authorized to execute this Affidavit on behalf of the Company, and the facts set forth in this Affidavit are true to the best of my knowledge, information and belief.

The Company hereby certifies to the Public Utility Commission of Oregon, pursuant to the requirements of Commission Order No. 06-292, that it:

- 1) is able to remain functional in emergencies, and,
- 2) complies with service quality and consumer protection measures in (check one):
 - applicable Oregon Commission rules, or
 - the CTIA Consumer Code for Wireless Carriers, or
 - other (describe and explain conformance with requirements of Order No. 06-292): _____
 - _____
 - _____

DATED this 19 day of June, 2009.

Verizon Northwest Inc. (Company)

By: Margaret C. Serjak (Name)

Its: **Vice President-California Operations** (Title)

SUBSCRIBED AND SWORN to before me this 19 day of June, 2009.

Notary public in and for the State of Oregon

My Commission Expires: _____

See Attached Certificate

CALIFORNIA JURAT WITH AFFIANT STATEMENT

- See Attached Document (Notary to cross out lines 1-6 below)
 See Statement Below (Lines 1-5 to be completed only by document signer[s], *not* Notary)

1
2
3
4
5
6

Signature of Document Signer No. 1 _____ Signature of Document Signer No. 2 (if any) _____

State of California

County of Ventura

Subscribed and sworn to (or affirmed) before me on this

29th day of June, 2009, by
Date Month Year

(1) Margaret C. Serjak
Name of Signer

proved to me on the basis of satisfactory evidence to be the person who appeared before me (.) (,)

(and

(2) _____
Name of Signer

proved to me on the basis of satisfactory evidence to be the person who appeared before me.)

Signature Lorrayne Jacquelyn Thompson-Lopez
Signature of Notary Public



Place Notary Seal Above

OPTIONAL

Though the information below is not required by law, it may prove valuable to persons relying on the document and could prevent fraudulent removal and reattachment of this form to another document.

Further Description of Any Attached Document

Title or Type of Document: Esc Certificate for Oregon VZ 110

Document Date: _____ Number of Pages: _____

Signer(s) Other Than Named Above: _____

