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July 17, 2006

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VIA DHL AND ELECTRONIC MAIL

Public Utilities Commission of Oregon
Attention: Filing Center
550 Capitol Street N.E., Suite 215
Salem, OR 97301-2551

Re: **Verizon Northwest Inc. 2006 Annual ETC Filing**

Dear Filing Center:

Enclosed for filing are an original and one copy of Verizon Northwest Inc.'s 2006 Annual ETC Filing per the requirements in the Commission's Order in Docket UM 1217. The information contained in Confidential Attachment 2 is considered confidential, which is subject to the protective order in this docket.

Sincerely,

A handwritten signature in cursive script that reads "Kim Douglass".

Kim A. Douglass

Enclosures

Annual Recertification Reports for ETCs in Oregon

Report Formats to Satisfy Requirements of Order No. 06-292 for 2006

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 No 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 that receive high-cost and access-related support*

Report #8 Special Commitments/Requirements – *CETCs only*

Report #9 Certifications – *All ETCs*

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

Report #1 – Supported Services Offerings

1.1. Basic Local Usage Service Offerings – All ETCs

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

A. X 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 – Sheets 1-3, 5-14, 16, 18-71

2. business:

Verizon Northwest Inc. Tariff P.U.C. OR. No. 18 – 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

Report #2 – Unfulfilled Service Requests

2.1. Unfulfilled Service Requests/Held Orders – All ETCs

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

- A. X Service quality reports for “primary held orders over 30 days” were filed with the Oregon PUC for calendar year 2005. 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 2005. 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 2005: _____.
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 2005: _____.
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).

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 2005 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 2005.

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 2005 was placed in July 2005 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: Washington County, Union-Wallowa, Southern Oregon Coast, Murphy-Provolt, Yamhill County, Gresham, Marion County and Clackamas County. See Attachment 1 for a sample.

Report #4 – Low-income Services – All ETCs

4.1. Number of Lifeline Customers

The total number of customers receiving lifeline discounts during the month of December 2005 in the designated service area: 7,003.

CETCs only: also list counts by ILEC service area:

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

4.2. Advertising of Low-Income Program Service Offerings

Submit copies of all advertisements (for all media) for Lifeline, LinkUp, and OTAP service offerings that were run during calendar year 2005, 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 2005 public notice that ran in the following newspapers in July 2005: 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: Washington County, Union-Wallowa, Southern Oregon Coast, Murphy-Provolt, Yamhill County, Gresham, Marion County and Clackamas County.

Report #5 – Outage Report – All ETCs

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

A. ___ The number of 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, that occurred during calendar year 2005: _____.

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.

B. X The number of service outages, as defined in FCC rules at 47 CFR Section 54.209(a)(2), that occurred during calendar year 2005: 9.

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.

See Confidential Attachment 2. The outage data provided in the report is considered confidential, which is subject to the protective order in Docket UM 1217.

Report #6 – Trouble Report – All ETCs

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

A. X Trouble reports were filed with the Oregon PUC for calendar year 2005 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 2005. In this case, choose **one** of the following alternatives for reporting:

1. The number of customer trouble reports received per 100 wireless handsets for supported services during calendar year 2005, 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 number of customer trouble reports, as defined in Section 860-034-0390 (5) of the Oregon PUC rules, received during calendar year 2005: per 100 working access lines.

Report #7 – Network Improvement Plan – CETCs Only

The following detailed information must be included in each network improvement plan. Only CETCs must file these plans for recertification purposes. 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 format laid out in the attached Excel worksheets to provide information required in the outline below (taken from the UM 1217 order), rather than use some other format developed by the CETC.

- 7.1. Demonstration of use of support funds (other than low-income funds) received during 2005, including:
 - 7.3.1.1. The amount of support funds, by type, received during the year.
 - 7.3.1.2. Year-end counts of eligible lines/handsets in service for each ILEC service area as they were reported to USAC for the past December.
 - 7.3.1.2. Identification of each project for which the support was used, the actual support expenditures (by amount and type) for each project, and status of project (completed or still in progress).
 - 7.3.1.3. The resulting benefits to consumers (qualitative and quantitative) from each project and updates to coverage and signal strength maps.
 - 7.3.1.4. Explanation of how and why actual spending of support funds differed from spending proposed in the previous network improvement plan.
- 7.3.2. Updates to network improvement plan for the current calendar year and the following year:
 - 7.3.2.1. Forecast of support amount, by type (LSS, HCL, ICLS, IAS), that the applicant expects to receive during each of the next 2 years, as well as an explanation of how the forecast was derived.
 - 7.3.2.2. Detailed information for each project that will use support funds:
 - 7.3.2.2.1. Description and purpose of the project, its physical location and the ILEC serving that area.
 - 7.3.2.2.2. The start date and completion data (by quarter).
 - 7.3.2.2.3. Amount of support money allocated to the project, in total and broken down by investment and expense types.
 - 7.3.2.2.4. The amount of company's own funds that will be used for each supported project.
 - 7.3.2.2.5. Brief explanation of why the carrier would not make these improvements without the availability of support funding.
 - 7.3.2.2.6. Quantification of resulting service improvements by type (increased coverage, signal strength, capacity, etc.), population benefited, and geographic area benefited (shown on map).

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.

Report #9 – Certifications - All ETCs

9.1. IAS or ICLS Certification Copy – All ETCs Receiving IAS/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 2006.

9.2. Certification of Use of Universal Service Funds – All ETCs receiving HCL/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.

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

I, KATHY KOELLG, being of lawful age and duly sworn, on my oath, state that I am the SENIOR VICE PRESIDENT [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):

X 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 13th day of July, 2006.

VERIZON NORTHWEST INC. (Company)

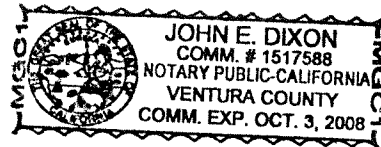
By: Kathy Koellg (Name)

Its: SENIOR VICE PRESIDENT (Title)

SUBSCRIBED AND SWORN to before me this 13th day of July, 2006.

John E. Dixon
Notary public in and for the State of California

My Commission Expires: October 3, 2008



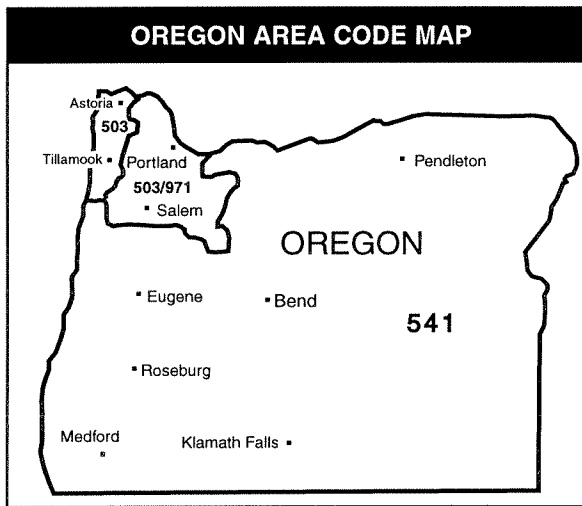
Attachment 1

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

Report #4 – 4.2 Advertising of Low-Income
Program Service Offerings

Your Area Code

Your area code is 503, except Beaverton and Hillsboro customers with 215 numbers have the overlay area code 971. Customers requesting new or additional lines may be assigned the 971 overlay area code. The map to the right shows the area code boundaries for the state of Oregon.



Making Local Calls

To make a local call, dial the area code + the seven-digit number.

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

Beaverton	(971) 214, 215
	(503) 259, 277, 350, 356, 439, 444
	466, 469, 520, 521, 524, 526
	531, 532, 533, 574, 578, 579
	590, 591, 596, 605, 613, 614
	617, 626, 627, 629, 641, 642
	643, 644, 645, 646, 649, 671
	672, 677, 690, 848
Forest Grove (Banks, Gaston) ..	324, 357, 359
	985, 992
Hillsboro	(971) 215
	(503) 264, 547, 615, 640, 648
	681, 693, 696, 712, 844, 846
Scholls	628
Sherwood	625, 925
Stafford	570, 582, 612, 638
	673, 682, 691, 885
Tigard	431, 443, 453, 598, 603, 620
	624, 639, 670, 684, 968
Tualatin	692
Vernonia	429
Wilsonville	685

Extended Area Service

Your Extended Area Service includes all those prefixes listed above under "Local Calling" plus all the prefixes listed in the following column.

Note: You may obtain the Portland EAS directory (which includes Charbonneau listings) free of charge by calling **1-800-888-8448**.

EXTENDED AREA SERVICE PREFIXES

Aurora	678
Beaver Creek	632
Burlington	621
Canby	263, 266, 651
Carlton	852
Charbonneau	694
Colton	824
Corbett	695
Estacada	630, 637
Gresham	456, 465, 491, 492, 618, 660
	663, 665, 666, 667, 669, 674
Hoodland	622
Lake Oswego	210, 303, 635, 636
	675, 697, 699
Milwaukie – Oak Grove	305, 513, 571
	652, 653, 654, 659, 786, 794, 905
Newberg	537, 538, 554
North Plains	647
Oregon City	212, 406, 518, 557, 650
	655, 656, 657, 722
Portland	*See prefixes next column
Redland	631
Sandy	661, 668, 826
Sunnyside	558, 658
Valley View	698
Woodburn	980, 981, 982
Yamhill	662

*Portland prefixes

Portland Prefixes

- 201, 202, 203, 204, 205, 209, 215, 216, 219,
- 220, 221, 222, 223, 224, 225, 226, 227, 228,
- 229, 230, 231, 232, 233, 234, 235, 236, 237,
- 238, 239, 240, 241, 242, 243, 244, 245, 246,
- 247, 248, 249, 250, 251, 252, 253, 254, 255,
- 256, 257, 260, 261, 273, 274, 275, 279, 280,
- 281, 282, 283, 284, 285, 286, 287, 288, 289,
- 290, 291, 292, 293, 294, 295, 297, 299, 301,
- 306, 307, 310, 312, 313, 314, 318, 319, 320,
- 321, 323, 326, 329, 331, 335, 340, 341, 347,
- 349, 351, 380, 401, 402, 407, 412, 413, 414,
- 415, 417, 418, 423, 425, 441, 452, 460, 464,
- 494, 497, 499, 502, 504, 505, 514, 515, 516,
- 525, 527, 529, 539, 599, 604, 680, 701, 702,
- 703, 704, 705, 706, 708, 709, 720, 721, 725,
- 727, 730, 731, 733, 735, 736, 760, 761, 762,
- 768, 771, 774, 775, 777, 778, 780, 781, 784,
- 788, 789, 790, 795, 796, 797, 799, 802, 803,
- 804, 805, 806, 807, 808, 813, 816, 817, 818,
- 819, 823, 827, 833, 860, 866, 869, 870, 872,
- 880, 887, 903, 904, 909, 916, 919, 920, 936,
- 939, 940, 948, 952, 970, 972, 973, 977, 978

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 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 ten-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..... **1-800-483-4000**
 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**

Calling Assistance for People With Hearing or Speech Disabilities

The Americans with Disabilities Act of 1990 requires all states to provide access to nationwide **Telecommunications Relay Service (TRS)**. Through TRS, callers using Text Telephones (TTYs/TDDs) are able to communicate with people who use standard voice telephones and vice versa. A specially trained Communications Assistant (CA) relays telephone conversations verbatim. The CA translates typed words into speech and spoken words into typed messages so that TTY users and voice telephone users can converse. The CA relays the entire conversation, leaving nothing out. Calls made through the relay service are entirely confidential. TRS operates 24 hours a day, seven days a week.

Local calls made using TRS incur no extra charge, however, callers will be billed for any applicable direct-dial toll charges and operator assistance charges on their outgoing call, just as if they had dialed it themselves. Discounted rates may apply to calls placed to telephone numbers within your LATA. (Please see page 9 for LATA information.) Customers may request that their long-distance company be used when placing long-distance calls. Customers with certain disabilities may be exempt from Directory Assistance charges. They may also qualify for special rates on out-of-area direct-dialed and station-to-station calls. For more information, call your local telephone service provider.

To use TRS, both TTY and non-TTY users, as well as Speech-to-Speech users, simply dial **7-1-1**. Additional numbers for the relay in Oregon are:

TTY **1-800-735-2900**
 Voice **1-800-735-1232**
 ASCII **1-800-735-0644**
 Spanish **1-800-735-3896**
 Speech-to-Speech **1-877-735-7525**

If you are not familiar with the use of TRS, tell the CA and you will be stepped through the process. **Note:** For emergency calls, users should dial **9-1-1**.

TRS provides many services: Voice Carry Over (VCO) is available for TTY users who can speak but are unable to hear. Hearing Carry Over (HCO) is available for TTY users who can hear but are unable to speak. Spanish language TRS is available as is Speech-to-Speech (STS).

Speech-to-Speech relay is a service mandated by the Federal Communications Commission that enables people with a speech disability to use their own voice, voice prosthesis, or communication device to place a phone call. Some people who have a speech disability cannot communicate by telephone, as others do not readily understand their speech. This is often the case for people with cerebral palsy, multiple sclerosis, Parkinson's disease, muscular dystrophy, and/or limitations from stuttering, stroke or brain injury. Some speech disabled persons may use a TTY, but TTYs require typing and some may not have the physical ability to type. STS offers an alternative.

An STS telephone call is a relayed call. In a three-way call environment, the TRS CA relays the speech of one person to the other. The CA restates or revoices the words the person with a speech disability is saying, word for word. The CA can be "passive" (only revoicing when needed) or "active" (revoicing all communication from the speech disabled individual). The caller instructs the CA as to how much assistance is needed.

Local and long-distance calls made using STS follow the same billing guidelines as TRS. STS relay, like TTY relay, is available 24 hours a day, 365 days a year. To use STS, simply call **7-1-1** or **1-877-735-7525**.

How to Make a TRS Call From a Coin Telephone

Some public pay phones are specially equipped to provide service to persons with speech and hearing disabilities. You can make a TRS call from a coin phone that has a built-in TTY. Local calls can be made at no charge but for long-distance calls, you must use a calling card, prepaid card, or make the calls collect or third-number billing.

Step 1: Lift the handset and place it in the holder on the side of the phone.

Step 2: Dial **7-1-1** or the TRS TTY direct telephone number.

Step 3: LED [Red Light] Line Status:
 Slow flashing – line ringing/Fast flashing – line busy.

Step 4: If a TTY machine or the CA answers the call, the TTY drawer will open automatically. You may begin typing.

Step 5: If the call is answered by a hearing person, press the * symbol on the telephone keypad three times to start the TTY announcer.

Step 6: If the drawer begins to close before you complete your call, press any button on the keypad to reopen it.

Step 7: When you have completed your call, hang up the phone. The drawer will close automatically.

Special Needs for the Deaf and Disabled

A portable telecommunications device for customers with speech disabilities and/or hearing impairments is available through the Public Utility Commission of Oregon. Battery or AC-operated, this device sends and receives messages using a standard telephone through a system of flashing lights and electronic readout display. Accessories for the unit include a portable carrying case, a printer attachment, a visual or loud auditory ringer signaler, and an automatic answer and recording device. Special telephone equipment for use with hearing aids and devices for people with severe upper arm disabilities are also available. For more information regarding equipment, call the Public Utility Commission of Oregon Telecommunication Devices Access Program (TDAP) at 1-800-848-4442 (Voice) or 1-800-648-3458 (TTY).

Long-Distance Calls and Area Codes

Calls outside of your Local Calling Area are long-distance calls and generally are handled by a long-distance company. Your local telephone service provider connects you to the long-distance company of your choice.

How to Make a Long-Distance Call

Long-Distance Service Providers

The local or long-distance service provider you choose handles your long-distance calls. Once your local service provider receives notice of your choice, your long-distance calls will automatically go through your preferred provider when you dial "1" + (area code) + number. You can use another long-distance company at any time by simply dialing that company's access code (101XXXX) before dialing the number you're calling.

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 a 50% discount (up to \$30.00). In addition, we can provide Lifeline customers with 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)**

RULE AND EVERYTHING BELOW IS NON PRINTING

TO ALL NEWSPAPERS – INFORMATION ONLY

Region: Oregon Legal
AD#1
2 Col = 3.875"
ISSUE
Oregonian
503-221-8307
Mary Krist
ads@oregonian.com
ads@adservice.com
Print # 111673

Doing Business With Verizon

Setting Up or Changing Your Phone Service

If you've just moved into a new home or established a new business, we will be happy to connect your phone service. We can also make any changes needed to your current service. Please call Verizon's Customer Contact Center at one of these toll-free numbers:

Residential customers....**1-800-483-4000**

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**

國語住家客戶服務中心.....**1-800-483-8688**

星期一到星期五 ..8:00 a.m. - 5:00 p.m. PST

國語商務客戶服務中心..**1-877-500-5522**

星期一到星期五 ..8:00 a.m. - 5:30 p.m. PST

한국어 가정용 고객**1-800-483-7772**

월요일 - 금요일8:00 a.m. - 5:00 p.m. PST

한국어 비즈니스 고객**1-877-511-5522**

월요일 - 금요일8:00 a.m. - 5:30 p.m. PST

Trung tâm khách hàng Việt Nam..**1-800-483-2262**

Thứ hai - Thứ sáu8:00 a.m. - 5:00 p.m. PST

Trung tâm thương mại Việt Nam..**1-877-522-5575**

Thứ hai - Thứ sáu8:00 a.m. - 5:30 p.m. PST

For changes or additions to your service, you can also contact **Verizon Plus** at **1-800-483-6697**.

All customers with Text Telephones (TTYs—special equipment for people with hearing and/or speech disabilities) call Verizon through the Telecommunications Relay Service. (Please see page 8 for calling instructions.)

When applying for new telephone service you will be asked to answer several questions. Responses to questions such as your address, how your name should appear in the directory, Verizon calling services you may wish to order, credit information, and previous telephone services will help us with all of your telephone service needs and determine if a deposit will be required. If a deposit is required, it will be refunded to you, with interest, after a year of timely payments.

Residential phones are installed for normal domestic use. Residential service will be changed to business service if the telephone is used primarily for business or is advertised for business purposes. If you want to change your business service to residential service, you will be required to change your telephone number.

Please Note: To ensure your white page listing is correct for the next directory, please call the appropriate 1-800 number at least three months prior to the publication date to make any additions, changes, or deletions.

Deposits

To apply for service you must establish credit. Credit may be approved by making a deposit equal to a percentage of your estimated annual billing, or by other established credit arrangements. Additional deposits may be required as a result of late payment, disconnection, or nonpayment. Deposits are refunded with interest on your final bill after one year provided your payments have been on time. For further information please call Verizon's Customer Contact Center.

Transferring Telephone Service

The transfer of existing telephone service from one customer to another is called a "supersedure." Upon your request, your telephone service—including your telephone number—can be transferred to another person. The new customer must agree to assume the responsibility for all outstanding charges, both billed and unbilled, including charges for directory advertising. Supersedure requires continuous billing with no change in the type or location of equipment. There is a one-time fee to supersede telephone service. For further information, please call Verizon's Customer Contact Center.

Financial Assistance for Low Income Telephone Customers

Programs are available in Oregon to help qualifying low income customers pay their telephone charges. The Oregon Telephone Assistance Plan provides funds to help customers pay monthly network access charges. Another program, Link-Up America, provides funds to help customers pay telephone installation charges. For more information about these programs, contact the Public Utility Commission of Oregon. In Oregon, call 1-800-848-4442.

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 a 50% discount (up to \$30.00). In addition, we can provide Lifeline customers with 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)

Installation Charges

There is a charge to start your new telephone service. Please talk to Verizon's Customer Contact Center to find out the charges in your area. Installation charges generally appear on your first telephone bill.



Doing Business With Verizon

Setting Up or Changing Your Phone Service

If you've just moved into a new home or established a new business, we will be happy to connect your phone service. We can also make any changes needed to your current service. Please call Verizon's Customer Contact Center at one of these toll-free numbers:

Residential customers . **1-800-483-4000**
 Business customers . **1-800-483-5000**

For changes or additions to your service, you can also contact or visit Verizon Plus. (Please see page 1 for the location near you.)

All customers with Text Telephones (TTYs—special equipment for people with hearing and/or speech disabilities) call Verizon through the Telecommunications Relay Service. (Please see pages 13-14 for calling instructions.)

When applying for new telephone service you will be asked to answer several questions. Responses to questions such as your address, how your name should appear in the directory, Verizon calling services you may wish to order, credit information, and previous telephone services will help us with all of your telephone service needs and determine if a deposit will be required. If a deposit is required, it will be refunded to you, with interest, after a year of timely payments.

Residential phones are installed for normal domestic use. Residential service will be changed to business service if the telephone is used primarily for business or is advertised for business purposes. If you want to change your business service to residential service, you will be required to change your telephone number.

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Deposits

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final bill after one year provided your payments have been on time. For further information please call Verizon's Customer Contact Center.

Transferring Telephone Service

The transfer of existing telephone service from one customer to another is called a "supersedure." upon your request, your telephone service—including your telephone number—can be transferred to another person. The new customer must agree to assume the responsibility for all outstanding charges, both billed and unbilled, including charges for directory advertising. Supersedure requires continuous billing with no change in the type or location of equipment. There is a one-time fee to supersede telephone service. For further information, please call Verizon's Customer Contact Center.

Financial Assistance for Low Income Telephone Customers

Programs are available in Oregon to help qualifying low income customers pay their telephone charges. The Oregon Telephone Assistance Plan provides funds to help customers pay telephone installation charges. For more information about these programs, contact the Public Utility Commission of Oregon. In Oregon, call 1-800-848-4442.

Installation Charges

There is a charge to start your new telephone service. Please talk to Verizon's Customer Contact Center to find out the charges in your area. Installation charges generally appear on your first telephone bill.

Unresolved Complaints

Do you have a billing question or a service inquiry?

If you have a question about your bill, or have a concern or problem about your local telephone service, please call your local telephone service provider. Your telephone service provider would like to help you resolve any issue you may have.

Verizon customers may call:

Residential customers . **1-800-483-4000**
 Business customers . **1-800-483-5000**

Text Telephone (TTY) customers call Verizon through the Telecommunications Relay Service. (Please see pages 7-8 for calling instructions.)

The customer service representative who answers your call will help you resolve your issue. If for any reason you are not satisfied with the solution offered, please ask to speak with a supervisor. Supervisors are highly trained and are able to resolve most issues.

If there are multiple telephone service providers in this area, and if you are attempting to reach a company other than Verizon, please see pages 4-5 for a list of contact numbers.

What do I do if I am not fully satisfied with the solution proposed by my telephone service provider?

Many service providers have a customer relations office which is staffed to provide additional assistance to customers with billing or service issues.

Verizon customers who are not satisfied after speaking with a supervisor, may contact:

Verizon Customer Relations (toll-free) at **1-800-483-7988**. The office is open Monday through Friday, from 8:30 a.m. to 4:30 p.m.

You may also reach Verizon Customer Relations via Verizon's web site at <http://www.verizon.com/customer-support/contactus/> - Please select the "Comment on a recent service experience" button and submit your inquiry.

Or you may write to:

Verizon Customer Relations
P.O. Box 1003
Everett, WA 98206-1003

If I am still not satisfied, is there any other alternative for me?

You may also contact the Public Utility Commission of Oregon for further review of your complaint or dispute. To reach the commission, please call 1-800-522-2404.

Or you may write to:
 Public Utility Commission of Oregon
 Consumer Services Division
 550 Capitol Street NE
 Salem, OR 97310-1380

Billing

If you have billing questions, please contact us at one of these toll-free numbers:

Residential customers . **1-800-483-3000**
 Business customers . **1-800-483-5000**

Text Telephone (TTY) customers call Verizon through the Telecommunications Relay Service. (Please see pages 7-8 for calling instructions.)

For your convenience, you can also use Verizon's automated system to check the status of your bill; find the payment location nearest you; and make payment arrangements. Before you call, please locate your customer ID number. You'll find it on the first page of your bill next to your telephone number. The automated system