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Carla M. Butler
Lead Paralegal

February 9, 2007

Vikie Bailey-Goggins
Oregon Public Utility Commission
550 Capitol St., NE
Suite 215
Salem, OR 97301

Re: New Filing - UX

Dear Ms. Bailey-Goggins:

Enclosed for filing in the above entitled matter please find an original and (5) copies of Qwest Corporation's Petition to Exempt from Regulation Qwest's Trouble Isolation Charge. Confidential pages 9 and 11 are printed on yellow paper and sealed in separate envelopes.

If you have any questions, please do not hesitate to give me a call.

Sincerely,



Carla M. Butler

CMB:
Enclosures
L:\Oregon\Executive\Duarte\UX 31 (TIC)\UX 31 Transmittal Ltr.doc

BEFORE THE PUBLIC UTILITY COMMISSION OF OREGON

DOCKET UX ___

In the Matter of

Petition of Qwest Corporation to Exempt from
Regulation Qwest's Trouble Isolation Charge

**QWEST'S PETITION TO EXEMPT
FROM REGULATION QWEST'S
TROUBLE ISOLATION CHARGE**

Pursuant to ORS 759.052(1)(c) and OAR 860-032-0025(2)(c), Qwest Corporation ("Qwest") respectfully petitions the Commission to exempt from regulation all terms, conditions and rates of Qwest's Trouble Isolation Charge ("TIC" or "TIC Charge") as described herein. The geographic area for which Qwest seeks exemption from regulation consists of Qwest's service territory in the state of Oregon.

For the reasons set forth below, the public interest does not require continued regulation of Qwest's TIC Charge. This is so for a number of reasons. First, customers themselves can and do test their own lines to isolate trouble. Second, Qwest customer service representatives provide customers with instructions to self-test, and advise customers that there is a service charge (the TIC Charge) if a Qwest technician comes to the premises but finds no trouble in Qwest's network. Third, the impact of the TIC Charge on Qwest's Oregon customers is minimal. Fourth, the number of alternatives to Qwest's TIC Charge, including alternative providers who provide functionally equivalent and substitutable services at comparable rates, and for which there are no economic or regulatory barriers to entry, further obviates the need for regulation of this service. Fifth, the vast majority of states in Qwest's 14-state region have deregulated Qwest's TIC Charge, and this Commission itself deregulated inside wiring and Customer Premises Equipment, which are closely associated with the TIC Charge, more than 20 years ago. Finally, the Commission does not regulate any of the alternative providers (whether

telecommunications or non-telecommunications providers) that compete against Qwest and provide similar services.

The TIC Charge for which Qwest is seeking exemption from regulation in this petition is found in Qwest's Exchange and Network Services tariff, PUC No. 33, section 3.1.B., which is attached as Exhibit A to this petition.

Pursuant to OAR 860-032-0025(4), Qwest submits the following information:

BACKGROUND

A. Name and address of petitioner

Qwest Corporation
421 SW Oak Street
Portland, OR 97204

The following persons should be placed on the service list:

Alex M. Duarte
Qwest
421 SW Oak Street, Room 810
Portland, OR 97204-1817
(503) 242-5623
(503) 242-8589 (facsimile)
Alex.Duarte@qwest.com

Don Mason
Qwest
421 SW Oak Street, Room 810
Portland, OR 97204-1817
(503) 242-7454
(503) 242-7243 (facsimile)
Don.Mason@qwest.com

B. Petitioner's certificate of authority

Qwest's Certificate of Authority is on file with the Commission.

C. Services proposed to be exempted from regulation

The TIC Charge for which Qwest is seeking exemption from regulation in this petition is found in Qwest's Exchange and Network Services tariff, PUC No. 33, section 3.1.B. (A copy of section 3.1.B. of the tariff is attached as Exhibit A to this petition.) Briefly, as described in section 3.1.B. of the tariff, this charge applies to customers when Qwest makes a repair or trouble isolation visit to the customer's premises to test the central office line, up the main point of presence, when the line tests clear and trouble is not found in Qwest's facilities. (See Exhibit

(“Ex.”) A, § 3.1.B.1.) The TIC Charge does not apply to customers who subscribe to a wire maintenance plan, such as “LineBacker” or “UniStar.” (See Ex. A, § 3.1.B.2.)

D. Documentation demonstrating that this petition meets the requirements of ORS 759.052 and OAR 860-032-0025

See analysis below, which addresses the factors the Commission should consider in evaluating petitions filed under ORS 759.052 and OAR 860-032-0025.

E. Information pertaining to revenues, costs and allocations

Effective December 30, 1999, Qwest opted into “price cap” regulation under ORS 759.405 – 759.410. As of this date, and in accordance with ORS 759.410, Qwest is no longer subject to “rate-of-return” regulation requirements.¹ The OAR 860-032-0025(4)(e) provisions that pertain to revenues earned from the services impacted by this petition, or the allocation of expenses between regulated and unregulated activities “for future rate-making treatment,” are related to future “rate-of-return” regulation, and thus would no longer be required of a “price cap” company in support of its service deregulation filings.

F. Statement from each joint provider of the service that it agrees to the exemption

Not applicable.

ANALYSIS AND APPLICABLE STANDARDS

Pursuant to ORS 759.052(2) and OAR 860-032-0025(1), the Commission shall, upon the petition of a telecommunications utility, exempt from regulation Qwest’s services if price and service competition exists. Further, pursuant to ORS 759.052(1) and OAR 860-032-0025(2), upon a petition from any interested party or person, including a telecommunications utility like Qwest, the Commission may exempt from regulation Qwest’s services if one of the three

¹ Qwest’s election of price cap regulation under ORS 759.405, *et seq.*, does not limit its ability to seek deregulation of telecommunications services under ORS 759.052. See ORS 759.410(7).

following conditions are met: (1) price and service competition exist; (2) the service is subject to competition; or (3) the public interest no longer requires full regulation of the service.

Under either of the two approaches described in the paragraph above, ORS 759.052(3) and OAR 860-032-0025(3) set forth the factors the Commission must consider in deciding whether there exists price and/or service competition for Qwest's TIC Charge, or whether the TIC Charge is subject to competition, or whether the public interest no longer requires full regulation of the TIC Charge. These factors are as follows:

1. the extent to which the services are available from alternative providers in the relevant market;
2. the extent to which the services of alternative providers are functionally equivalent or substitutable at comparable rates, terms and conditions;
3. existing economic or regulatory barriers to entry; and
4. any other factors deemed relevant by the Commission.

As described below, the public interest no longer requires regulation of Qwest's TIC Charge. As such, Qwest meets the requirements of ORS 759.052(1)(c) and OAR 860-032-0025(2)(c).

GENERAL BACKGROUND REGARDING TIC CHARGE

I. Regulatory Background

In 1987, the Commission deregulated inside wiring and customer premises equipment ("CPE"), both of which are closely associated with the TIC Charge. See e.g., Order No. 87-778, docket UM 142 (formerly UX 5) (inside wiring); Order No. 87-1316, docket UM 143 (CPE). In 1991, the Commission approved a tariff change (and name change from "Maintenance of Service Charge" to "Trouble Isolation Charge") that (1) restructured the rates of Qwest's TIC Charge from the then-existing time-sensitive amounts to a flat fee for the services performed, (2) differentiated rates for residential and business service, and (3) provided customers with the

ability to utilize installment billing for trouble isolation charges. The TIC Charge has remained regulated since.

II. Background re TIC Charge, and TIC Market/Alternatives

A. Qwest's TIC Charge tariff

As described in section 3.1.B. of the tariff is attached, the TIC Charge only applies to customers when Qwest makes a repair or trouble isolation visit to the customer's premises to test the central office line, up the main point of presence, when the line tests clear and no trouble is found in Qwest's facilities. (See Ex. A, Tariff No. 33, § 3.1.B.1.) The TIC Charge does not apply to customers who subscribe to a wire maintenance plan, such as "LineBacker" or "UniStar." (See Ex. A, § 3.1.B.2.)

B. Customers are advised about the TIC Charge and self-repair

In addition, Qwest customers are repeatedly advised about the TIC Charge (and how to avoid it) and about self-repair. That is, when a customer calls into Qwest's repair department to report line trouble, he or she will speak to a Qwest Screening Consultant or use an automated service to report a repair problem. The customer can also log on to Qwest's website, www.qwest.com, and report a repair problem online. In each situation, customers who do not subscribe to LineBacker or UniStar are advised of the possibility of their being charged a TIC Charge. The Qwest Dex White Pages print directory also advises customers about self-repair, with instructions.

1. Customer calls to Qwest's repair department

For example, when a customer calls Qwest's repair number, a Screening Consultant will speak with the customer and generate a trouble report in the Repair Call Expert (RCE) system. While talking to the customer, the Screening Consultant will perform various troubleshooting activities, including the Mechanical Loop Test (MLT), to see if he or she can remotely identify

the source of the problem. Based on the test results and the dialogue with the customer, the Screening Consultant will route the ticket to Qwest network field personnel. In some cases, the customer may demand that a field technician be dispatched to their premise. Once it is determined that a field dispatch is required, the Screening Consultant will advise the customer of the TIC Charge as follows:

If a technician is dispatched to your premises and the trouble is found in the Qwest outside facilities, the technician will make the repair at no charge to you. *However, if the trouble is not in the Qwest outside facilities, you will be charged a minimum of \$35.00.* This charge does not include repair of the inside wiring and the technician does not have to come inside for the charge to apply. If your line starts working before the technician arrives, be sure to call Qwest to cancel the report so you will not be billed for the repair visit. (Emphasis added.)

At that point in the call, the customer may choose to continue the call and open a repair ticket, or decide not to open a repair ticket at that time. The Screening Consultant will also advise the customer how to perform various tests to isolate the trouble to the Qwest network, inside wiring or CPE. If a customer requests information on what he or she can do to avoid a potential TIC Charge, the Screening Consultant will generally discuss the information found in the Repair Service section of the Dex White Pages print directory.

2. Dex White Pages summary re self-testing of line

In fact, the Dex White Pages print directory devotes an entire page to repair service, including diagrams that demarcate what equipment is the local telephone company's responsibility and what is the customer's responsibility, including the telephone, inside wiring and the jack. (See e.g., Ex. B (2007 Portland Dex White Pages, p. 20, "Phone Service Pages- Repair Service").) This page also explains how a customer can test the line to determine if the problem is inside the house (inside wiring or CPE) or outside the house (Qwest's responsibility), and further explains that if the problem is in the wiring, the customer can call his or her "local telephone company *or another company* to repair your inside wiring." (*Id.* (emphasis added).)

3. Customer calls to Qwest's automated repair service

Further, when a customer calls Qwest's repair service and uses an automated service to report a repair problem, the customer is given the option of using that automated service to open a repair ticket. Since the customer has already entered his or her ten-digit telephone number, the system can identify whether or not the customer has a wire maintenance plan (such as LineBacker or UniStar). At that point in the call, the customer will hear the following message:

Please test your inside wire and jacks before you enter a repair ticket. This is described under the heading Repair Service in the phone services pages at the front of the Qwest DEX White Pages.

Our records indicate you do not have a Qwest maintenance plan, so, *if a technician is dispatched to your premises, and no trouble is found in the Qwest outside facilities you will be charged a minimum of \$35.00.* So be sure to test and if your line starts working, before the technician arrives, call Qwest to cancel the visit, or you will be billed for the visit.

The technician need not come into your home or business for the charge to apply and the charge does not include the inside repair.

To enter a repair ticket now, press 1. (Emphasis added.)

At that point in the call, the customer may choose to press 1 and proceed to open a repair ticket, or hang up and not open a repair ticket at that time.

4. Online repair tickets

Finally, a customer may also open a repair ticket after logging in to "MyAccount" at Qwest's website, www.qwest.com. The customer can select which line he or she is having a problem with and identify the type of problem that he or she is experiencing.

If a customer does not have a wire maintenance plan like LineBacker, the online system will advise the customer of the following:

If a Repair Technician Visit is Necessary...

Preparing for a Technician Visit

We will contact you before a field technician is dispatched to your site. The technician will need clear access to the Network Interface Device (NID). The NID is usually a gray box about 6” by 9” where the inside wiring connects with the outside wiring.

Charges

Our records show that this line is not covered by a Qwest wire maintenance plan.

In most states, you will be charged a Trouble Isolation Charge of \$85 if a Qwest technician is dispatched to your home and determines that the trouble is not in the Qwest outside facilities.

If you click “Submit Repair Ticket”, you agree to accept these potential charges. Please call 1 800-244-1111 if you have any questions about these charges. (Emphasis added.)

There is also information available on Qwest’s website under Troubleshooting. There are detailed instruction on how to test the inside equipment and how to test at the Network Interface Device. At that point, the customer may choose to submit a repair ticket or to log off the system.

Accordingly, it is clear that Qwest customer service representatives and Qwest’s website provide customers with instructions to self-test, and these resources advise customers that there is a service charge (the TIC Charge) if a Qwest network technician comes to the premises but no trouble in Qwest’s network is found. (See also Ex. C (computer page screen from Qwest customer service representative script when fielding a repair call).)

C. Alternative providers provide functionally equivalent and substitutable work

Moreover, as noted above, Qwest is not the only company that can isolate and repair troubles with inside wiring or CPE. For example, there are a number of private companies that can perform this type of work. (See e.g., Ex. Defendant (ads in the 2007 Portland Dex Yellow Pages, pp. 1321-1322, “Telecommunications Equipment & Systems- Service and Repair,” listing more than 40 providers, including electrical contractors and companies that repair telephone wiring).) These are among the other companies mentioned in the Dex White Pages directory that

can repair inside wiring. (See Ex. B.) These alternative providers provide functionally equivalent or substitutable services to that which Qwest provides under the TIC Charge.²

D. Minimal impact of TIC Charge on Qwest customers

Because of the approach that Qwest takes, very few customers are ever charged a TIC Charge, in part because they may self-test, or call another company to test the line, or because they have a maintenance plan like LineBacker. For example, in 2006, Qwest's total Oregon billed revenues from TIC Charges were only [Confidential- \$XXX,XXX] for residential customers, and only [Confidential- \$XXX,XXX] for business customers, for a total of [Confidential- \$XXX,XXX].³ This equates to less than .1% of Qwest's Oregon intrastate revenues. Taking the total billed revenues and dividing by the appropriate rate for residential and business TIC Charges indicates that Qwest billed a TIC Charge only [Confidential- XX,XXX] times to residential customers, and only [Confidential-X,XXX] times to business customers, in Oregon. This represents only a little more than 1% of Qwest's residential and business lines in the state of Oregon. Finally, these approximately [Confidential-XX,XXX] repair calls that generated a billed TIC Charge in Oregon made up only a small percentage (about 7.1%) of all Qwest repair calls in Oregon during 2006. Thus, TIC Charges comprise a very small portion of Qwest's revenues in Oregon, and these charges impact very few customers in Oregon.

E. The vast majority of states have deregulated the TIC Charge

Finally, Qwest notes that 11 out of the 13 other states in Qwest's 14-state region have deregulated its TIC Charge. And, as discussed, this Commission deregulated inside wiring and

² There are also no economic or regulatory barriers to entry for these alternative providers.

³ Because Qwest considers these amounts confidential, Qwest has redacted these numbers in the public version of its petition. However, Qwest has provided the Commission with the pages that contain the confidential

CPE, which are closely associated with the TIC Charge, almost 20 years ago. Order No. 87-778, docket UM 142 (formerly UX 5) (inside wiring); Order No. 87-1316, docket UM 143 (CPE).

DEREGULATION REQUIREMENTS MET

As stated above, under ORS 759.052(1)(c) and OAR 860-032-0025(2)(c), the Commission may deregulate a telecommunications service if it finds that “the public interest no longer requires full regulation thereof.”⁴ Qwest’s petition shows that the public interest no longer requires full regulation of these services.

First, it is well-recognized that the primary roles of regulation should be to (1) protect consumers where providers clearly possess significant market power, (2) facilitate change to a competitive environment in an efficient way, and (3) turn these tasks over to the market and deregulate as competition unfolds. Given the federal Telecommunications Act of 1996, this Commission’s pro-competitive policies and the current technological and market environment, regulation of the TIC Charge is an unnecessary use of resources for the Commission and Qwest. Regulation should shift its focus to areas more likely to provide tangible benefits to consumers.

Second, customers themselves can, and often do, test their own lines to isolate trouble. Indeed, the Dex White Pages devotes an entire page to repair service, including diagrams that demarcate what equipment is the local telephone company’s responsibility and what is the customer’s responsibility (inside wiring and CPE), including the telephone, inside wiring and the jack. (See e.g., Ex. B.) This page also explains how a customer can test the line to determine if the problem is inside the house (inside wiring and CPE) or outside the house (Qwest’s responsibility), and further explains that if the problem is in the wiring, the customer can call his

numbers, on yellow paper, with a request that the Commission treat the pages as confidential. Qwest will promptly file a motion for the issuance of a standard protective order as soon as the Commission docket this petition.

or her “local telephone company *or another company* to repair your inside wiring.” (*Id.* (emphasis added).) See also Order No. 87-778, docket UM 142, p. 3 (in deregulating inside wiring, the Commission recognized that some maintenance plans are available, that many telephone companies sell installation kits and provide consumer information enabling customers to install and maintain their own wiring, and that deregulating inside wiring was consistent with Commission policy of placing the burden of payment for inside wire installation and maintenance on the person who imposed the cost).

Third, Qwest customer service representatives also provide customers with instructions to self-test, and advise customers there is a service charge (the TIC) if a Qwest network technician comes to the premises but finds no trouble in Qwest’s network. (See Ex. C, and detailed description at pp. 5-7, *supra.*) Indeed, Qwest goes to great lengths to advise its customers about the TIC Charge, whether they call into the Qwest repair department, or report a repair trouble on an automated system, or log on to the Qwest website. (See discussion at pp. 5-8, *supra.*)

Fourth, the impact of the TIC Charge on Qwest’s Oregon customers is minimal. Indeed, there are very few customers that are ever charged a TIC Charge, in part because they may self-test, or call another company to test the line, or because they have a maintenance plan like Line-Backer. For example, as Qwest mentioned, in 2006, Qwest’s total Oregon billed revenue from TIC charges was only a total of [**Confidential-** \$XXXX], or less than .1% of its intrastate Oregon revenues. Also, Qwest billed the TIC Charge for only a little more than 1% of its lines in Oregon in 2006, and these approximately [**Confidential-** XX,XXX] billed TIC Charges constituted

⁴ However, the Commission, after notice and hearing, may determine that a service that was deregulated under this subsection should be reregulated if it determines that an essential finding on which the deregulation was based no longer prevails, and reregulation is necessary to protect the public interest. ORS 759.052(4).

only about 7.1% of all Qwest repair calls in Oregon during 2006. Clearly, the TIC Charge only affects a *de minimis* number of customers in the state of Oregon.

Fifth, the number of alternatives to Qwest's TIC Charge further obviates the need for regulation of this service. As stated above, apart from self-testing, there are a number of private companies that can perform this type of work. (See e.g., Ex. D.) See also Order No. 87-778 (docket UM 142), p. 3 (recognizing that installation and maintenance of inside wiring is offered by numerous other providers, including cable companies, electricians and retired telephone complaint employees); Order No. 87-1316, docket UM 143, p.3 (finding that CPE is available from a wide variety of sources, including 40 vendors listed in the Salem telephone book). These alternative providers provide functionally equivalent or substitutable services at comparable rates to that which Qwest provides under the TIC Charge. There are also no economic or regulatory barriers to entry for these alternative providers. See also Order No. 87-778, p. 3 (no barriers to entry for inside wiring installation and maintenance), Order No. 87-1316, pp. 3-5 (no barriers to entry for CPE providers).

Sixth, as stated, the vast majority of states (11 of the other 13) in Qwest's 14-state region have deregulated Qwest's TIC Charge. Further still, this Commission itself recognized almost 20 years ago that inside wiring and CPE, which are closely associated with the TIC Charge, should be deregulated. See e.g., Order No. 87-778, docket UM 142 (inside wiring); Order No. 87-1316, docket UM 143 (CPE). The Commission should do so likewise for the TIC Charge.

Finally, the Commission does not regulate any charges of any other telecommunications providers that compete against Qwest when those providers provide services similar to those that Qwest provides under its TIC Charge in Oregon. The Commission also clearly does not regulate non-telecommunications providers that can (and do) provide similar repair services, and thus that provide customers with a competitive alternative to Qwest's TIC Charge. Thus, there is no reason

to believe that Qwest's TIC Charge, for a service similar to services of other providers (both telecommunications and non-telecommunications providers) that compete against Qwest, continues to require full regulation. Deregulation will allow all providers that provide a service similar to that which Qwest provides under its TIC Charge to compete on the same basis within the competitive marketplace.

Accordingly, Qwest respectfully submits its petition demonstrates that the public interest no longer requires full regulation of its TIC Charge. Thus, Qwest respectfully requests that the Commission grant Qwest's petition to exempt Qwest's TIC Charge from regulation in its entirety.

CONCLUSION

WHEREFORE, Qwest respectfully requests the Commission grant its petition to exempt its Trouble Isolation Charge from regulation in its entirety.

DATED: February 9, 2007

Respectfully submitted,

QWEST CORPORATION



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Attorney for Qwest Corporation

Qwest Corporation

P.U.C. OREGON No. 33
EXCHANGE AND
NETWORK SERVICES
Replaces U S WEST Original Sheet 2

SECTION 3
Original Sheet 2

3. SERVICE CHARGES**3.1 MISCELLANEOUS NONRECURRING CHARGES (Cont'd)****B. Trouble Isolation Charge****1. Description**

A Trouble Isolation Charge applies to customers when the Company makes a repair or trouble isolation visit to the customer's premises to test the central office line, up to the main point of presence, when the line tests clear and trouble is not found in the Company's facilities.

2. Terms and Conditions

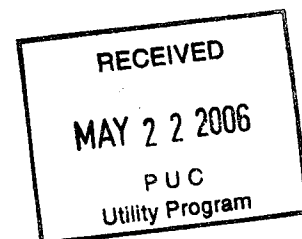
The Trouble Isolation Charge does not apply to customers who subscribe to a Company Wire Maintenance Plan.

- The Trouble Isolation Charge will apply to customers subscribing to Optional Wire Maintenance, USOC WMR, if the trouble is found to be in the customer premises equipment.

Deregulated Time and Material charges are applicable in addition to the Trouble Isolation Charge if the customer has the Company repair the inside wire trouble.

The customer shall be responsible for the payment of all Company charges for visits by the Company to the customer's premises to test the central office line, up to the main point of presence, and the line tests clear and trouble is not found in the Company's facilities. Residential customers may request installment billing per Section 2, preceding.

In connection with Wide Area Telecommunications Service (WATS) access lines, the charge will apply to each WATS access line which, at the customer's request, requires a visit to the customer's premises by Company personnel to establish the levels of signal power or to provide any conditioning required on the access line due to the connection of customer provided equipment. The charge does not apply if this work is performed at the same time the WATS access line is installed.



Advice No. 2028
Issued by Qwest Corporation
By J. A. Pepler
OR2006-021

Effective: June 22, 2006
Title: President - Oregon

Qwest Corporation

P.U.C. OREGON NO. 33
EXCHANGE AND
NETWORK SERVICES
Replaces U S WEST Original Sheet 3

SECTION 3
Original Sheet 3

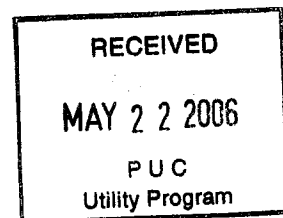
3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

B. Trouble Isolation Charge (Cont'd)

3. Charges

	USOC	NONRECURRING CHARGE
• Per premises visit		
- Residence	MCE	\$35.00
- Business	MCE	50.00
C. Institutional Program for Premises Wiring		
• For the time spent by Company employees in related monitoring or participation in acceptance tests and/or in related inspection of customer-provided premises wiring for Communications Systems subject to Part 68 of the Federal Communications Commission's Rules and Regulations, and for administrative expenses including the visit to the customer's premises.	EPC1E	[1]



[1] Nonrecurring charges are the same as the Trouble Isolation Charge. See B., preceding. These charges are designed to recover all costs associated with employee time spent on the customer's premises.

Advice No. 2028
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Effective: June 22, 2006
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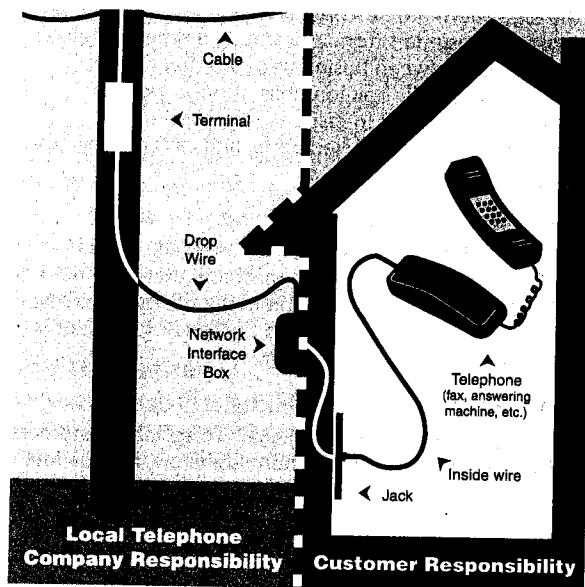
Repair Service

Simple tests can be done to determine whether to call your local telephone company or another company. These tests may save you time and money.

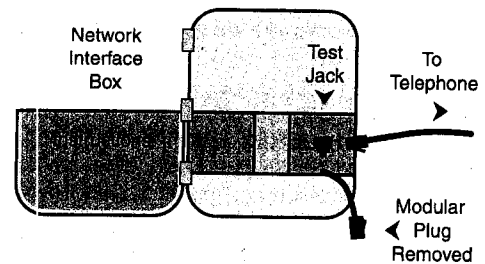
Repair Service reporting numbers are in the front of this section.

Before You Call

- 1 Hang up all telephones. Make sure phone accessories – answering or fax machines, computers, modems, security system, and telephone sets – are working. To check, unplug the phone cord from the unit or the jack and check for damage. Leave everything unplugged for 5 minutes. Then try plugging in phone sets one at a time to see if the trouble still exists.
- 2 If all the phone accessories are working, go to your network interface box. (Outside, where the phone line enters the house.)



- 3 Test to determine if the problem is inside or outside the house:



1. Take a working phone to the network interface box (single line phone only).
2. Remove the modular plug from the test jack and insert the modular plug from your phone.

If the same problem occurs:

The problem may be in the phone lines. Call your local telephone company.

If the problem is in the phone lines, they will repair the lines at no charge to you.

If the problem does not occur:

The problem is in your wiring. Call your local telephone company or another company to repair your inside wiring.

If the problem is in your telephone set:

Follow the instructions on your warranty or contact your equipment retailer for repair or replacement.

RCE User: Cathy Garcia

TN: 5037684740

Customer Time Zone: PST

Result: Take Ticket.

Make sure a Can Be Reached (CBR) number is included on the report - If the CBR provided is a toll free number, be sure to include the appropriate extensions or options for the toll free number in the Remarks field below.

Diagnostic Assistant (Type Code): NDT

Handle Code: G4-AUTOSCREENER

Commitment: Out of Service

Narrative:

YRD-Y

- Before I take a ticket, I need to let you know...
- Before we go further, I need to let you know...
- Before we continue, I need to let you know...

If a technician is dispatched to your premises and the trouble is found in the Qwest outside facilities, the technician will make the repair at no charge to you. However, if the trouble is not in the Qwest outside facilities you will be charged a minimum of : 35.00 . This charge does not include repair of the inside wiring and the technician does not have to come inside for the charge to apply. If your line starts working before the technician arrives, be sure to call Qwest to cancel the report so you will not be billed for the repair visit.

- Continue.
- Customer refuses charges.
- Unable to quote charges.

Remarks	FEC	Activations	Records	Adjust To Satisfy	Backup	Next
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Hint:

Host Data Status

DLR	TR	DATH	SO	ASN	RST	MLT Start	DLETH
OK	OK	OK	OK	OK	Not Requested	Not Requested	OK

ipplb Version 19.0 sudnp494-rce5

Telecommunication Equip & Systems-Dealers (Cont'd)

Driscoll Communications -----503 255-4685

ESCHELON TELECOM INC



- Business Telephone Systems
- VoIP Telephony Systems
- Data Switches & Routers
- Local & Long Distance Service
- Voice Messaging Service & Systems
- T-1/PRI Service

503-968-1700

www.eschelon.com

ireenline Inc
17700 SW Upper Boones Ferry Rd Tgrd --- 503 968-1978
fatfield Communications LLC
P O Box 83825 ----- 503 978-8888
ntegrated Voice Resources
9725 SW Beaverton Hillsdale Hwy Bvrtn - 971 249-1300
nterconnect Telephone Co
5006 SW Sweeney St ----- 503 246-8200

ENTER-TEL

AUTHORIZED DEALERS

PAVELCOMM INC
1640 NW 14th Ave ----- 503 223-5008
www.pavelcomm.com

ENTER-TEL TECHNOLOGIES INC

6975 SW Sandburg Rd Tgrd ----- 503 620-3737

OFFICE

AUTHORIZED DEALERS

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