

Kim A. Douglass
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July 14, 2008

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

Re: **UM 1375 - Verizon Northwest Inc. 2008 Annual ETC Filing**

Dear Filing Center:

Enclosed for filing are an original and two copies of Verizon Northwest Inc.'s 2008 Annual ETC Filing per the requirements in the Commission's Order No. 06-292 in Docket No. UM 1217.

Sincerely,

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

Kim A. Douglass

Enclosures

DOCKET NO. UM 1375

**Required Cover Sheet for Submission of
2008 Annual ETC Recertification Reports**

Filing Deadline: Tuesday, July 15, 2008

Name of Eligible Telecommunications Carrier: Verizon Northwest Inc.

Filing date: July 14, 2008

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 1375. 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. 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.

2008 Annual Recertification Reports for ETCs in Oregon

Docket No. UM 1375

Report Formats to Satisfy Requirements of Order No. 06-292 for 2008

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**

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 ____

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 2007. 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 2007. 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 2007: _____.
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 2007: _____.
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 2007 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 2007.

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 2007 was placed in April 2007 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: Clackamas County, Clatskanie, Gresham, Murphy-Provolt, Marion County, Southern Oregon Coast, Union-Wallowa, Yamhill County and Washington County. See Attachment 1 for a sample.

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 2007 in the designated service area: 7,059.

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 2007, 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 2007 public notice that ran in the following newspapers in April 2007: 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: Clackamas County, Clatskanie, Gresham, Marion County, Murphy-Provolt, Portland and Vancouver, Southern Oregon Coast, Union-Wallowa, Washington County and Yamhill County.

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 2007. 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 2007. 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 2007 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 2007 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.

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 2007 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 2007. 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 2007, 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 2007: ____ per month, per 100 working access lines.

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.

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 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 2008.

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.

Patrick Garzillo
Vice President Service Costs



One Verizon Way
VC22E205
Basking Ridge, NJ 07920
Tel: (908) 559-6711
Fax: (908) 696-2081
pat.garzillo@verizon.com

June 26, 2008

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.

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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,



Marlene H. Dortch



Federal Communications Commission

The FCC Acknowledges Receipt of Comments From ... **Verizon** ...and Thank You for Your Comments

Your Confirmation Number is: '2008626613923 '	
Date Received:	Jun 26 2008
Docket:	96-45
Number of Files Transmitted: 1	

DISCLOSURE

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updated 12/11/03

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

I, KATHY KOELLE, 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):
 - 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 21st day of May, 2008.

VERIZON NORTHWEST INC. (Company)

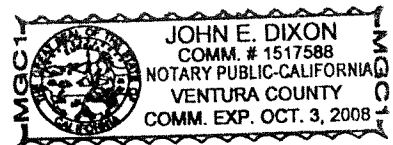
By: Kathy Koelle (Name)

Its: SENIOR VICE PRESIDENT (Title)

SUBSCRIBED AND SWORN to before me this 21st day of May, 2008.

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

My Commission Expires: 10/3/2008



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



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 **1-800-555-1212**
(See page 10, Area Code listings under WATS for a list of toll-free area codes.)

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 503. Customers requesting new or additional lines may also 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

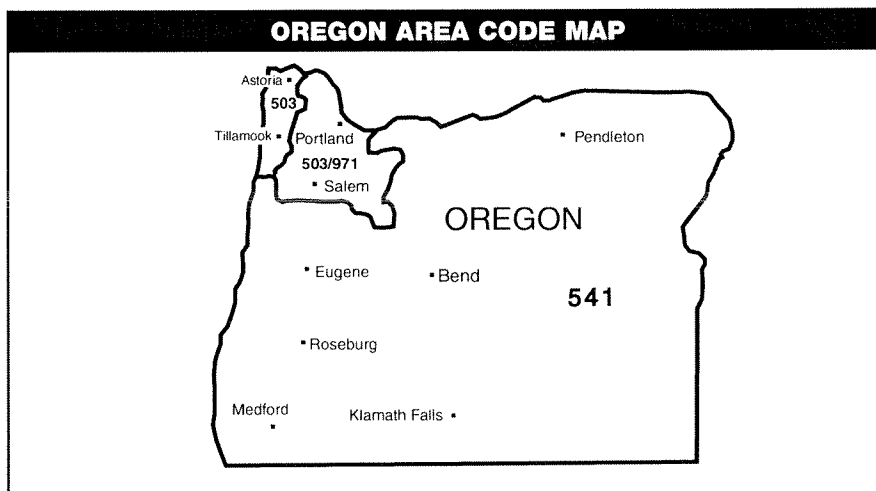
Gresham456, 465, 491, 492, 618, 660
663, 665, 666, 667, 669, 674
Hoodland622
Sandy.....661, 668, 826

Extended Area Service

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

EXTENDED AREA SERVICE PREFIXES

Aurora678
Beaver Creek632
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



Burlington	621	939, 940, 948, 952, 970, 972, 973, 977, 978	
Canby.....	263, 266, 651	Redland	631
Carlton	852	Scholls	628
Charbonneau	694	Sherwood	625, 925
Colton	824	Stafford	570, 582, 612, 638 673, 682, 691, 885
Corbett	695	Sunnyside	558, 658
Estacada.....	630, 637	Tigard	431, 443, 453, 598, 603, 620 624, 639, 670, 684, 968
Forest Grove – (Banks, Gaston).....	324, 357 359, 985, 992	Tualatin	692
Hillsboro.....	(971) 215 (503) 264, 547, 615, 640, 648, 681 693, 696, 712, 844, 846	Valley View.....	698
Lake Oswego	210, 303, 635, 636 675, 697, 699	Vernonia.....	429
Milwaukie – Oak Grove ..	305, 513, 571, 652 653, 654, 659, 786, 794, 905	Wilsonville	685
Newberg	537, 538, 554	Woodburn	980, 981, 982
North Plains	647	Yamhill.....	662
Oregon City	212, 406, 518, 557, 650 655, 656, 657, 722		
Portland	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		

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 pages 8-9 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 711. 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 911.

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 711 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 711 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

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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)**



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
- Cientes 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
- Cientes Comerciales..... **1-800-483-4522**
- 國語住家客戶服務中心 **1-800-483-8688**
- 星期一至星期五 .8:00 a.m. - 5:00 p.m. PST
- 國語商務客戶服務中心 .. **1-877-500-5522**
- 星期一至星期五 .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

For changes or additions to your service, you can also contact **Verizon Plus** at 314 NW Eastman Parkway, Gresham, **503-667-9726** or **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.

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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.

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