

PUBLIC UTILITY COMMISSION OF OREGON
STAFF REPORT
PUBLIC MEETING DATE: July 12, 2005

REGULAR CONSENT EFFECTIVE DATE July 13, 2005

DATE: June 30, 2005

TO: Public Utility Commission

FROM: David Sloan

THROUGH: Lee Sparling, Phil Nyegaard and Lance Ball

SUBJECT: VERIZON NORTHWEST INC: (Advice No. 857) Clarifies the use of Local Directory Assistance, the use of National Directory Assistance and the difference between the two services.

STAFF RECOMMENDATION:

Staff recommends the filing be allowed to go into effect.

DISCUSSION:

Verizon Northwest Inc. filed Advice No. 857 on May 27, 2005. The purpose of the filing is to add language to the company's retail services tariff, P. U. C. OR. No. 18, to clarify the use of Local Directory Assistance, the use of National Directory Assistance and the difference between the two services. The filing does not impact existing customers or the way the company administers either Directory Assistance service. The filing has no financial impact on the company.

In the following descriptions of the two services, the clarifying language added by Advice No. 857 is shown in italics.

Local Directory Assistance service provides a calling party with telephone numbers available from the Company's Directory Assistance Operator, information that a customer has a nonpublished number, or that the requested customer has no telephone listing. *Local Directory Assistance call allowances and charges apply to those requests for telephone numbers that are within the calling party's area code (NPA) or Local Access Transport Area (LATA).*

National Directory Assistance (NDA) provides customers with directory listings from the Company's directory assistance database. This database makes all Company listings available to any Company operator along with national listings from other directory assistance provider database(s). *National Directory Assistance is available to residence, business and government customers who request directory assistance listings outside their Local Access and Transport Area (LATA).*

NDA also provides listings for Company 1-800/866/877/888 and Company local emergency numbers. *A separate feature is also available, Customer Name and Address (CNA).* CNA is a reverse search feature allowing the caller to request a customer's name and /or address after giving the directory assistance operator a complete phone number.

The filing is in compliance with ORS 759.190, which requires the Company to give a 30-day notice to the Public Utility Commission for any change made to its tariff schedules. The filing is not contrary to the public interest.

PROPOSED COMMISSION MOTION:

The tariff sheets filed with Verizon Northwest Inc's Advice No. 849 be allowed to go into effect for service rendered on or after July 13, 2005.