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Witness: Jessica B. Cain and Daniel M. Traynor
Request from: Office of Education, Outreach, and Enforcement

Question:

(TERMINATION NOTICES) Exhibit CLP-REVREQ-2, Schedule H-2.0(B).
Before terminating a customer's service, does the Company mail a termination notice via first class mail to that customer? If yes, please describe the process the Company has in place to ensure this occurs. If no, please indicate how the Company contacts the customer.

Response:

Yes, prior to disconnecting any customer, the Company mails both an initial disconnect notice and a final disconnect notice via first-class mail to each customer. To ensure this occurs as expected, the following processes are in place:

- The Company's print and mail vendor, Kubra, is required to mail disconnect notices via first class mail and in accordance with United States Postal Service ("USPS") guidelines.
- When the Company sends a print job to its vendor, the vendor creates a "job log," allowing the Company to reconcile the total number of disconnect notices sent to the vendor on a given day to the total number of disconnect notices received by the vendor for print and mail. The Company reconciles this daily.
- In addition to reconciling the number of disconnect notices received by its vendor, the Company performs a reconciliation to ensure all jobs received by the vendor are processed and picked up for mailing by the USPS.
- To ensure ample delivery time by USPS, the Company sends disconnect-eligible customers their first notice 14 days before the disconnect date and sends the final disconnect notice 7 days before disconnect date.

In *addition* to the two disconnect notices that are sent via first-class mail, the Company *also* sends customers disconnect notifications via email and/or text message. If a customer provides both an e-mail and mobile phone number, they are defaulted into receiving both an e-mail and text message disconnect notification[1]. Specifically, and without needing to take action to choose the notification preference, (1) customers who provide a valid e-mail address are defaulted into receiving e-mailed disconnect notifications, and (2) customers who provide a mobile phone number are defaulted into receiving text message disconnect notifications.

[1] Customers can choose to opt out of e-mailed and/or text message disconnect notifications.