



April 5, 2017

Oregon Public Utility Commission
Attention: Joan Grindeland, Tariff Coordinator
201 High St. SE
Salem, OR 97301-3612

RE: Advice No. OR17-04A for United Telephone Company of the Northwest

Dear Members of the Commission:

Pursuant to United Telephone's Price Plan under ORS 759.255, United Telephone Company of the Northwest d/b/a CenturyLink is filing notice of revisions to the pages listed on Attachment A.

In this filing CenturyLink is revising terms associated with cancellation of customer orders contained in this Tariff. Current language is not clear as to what happens to the customer's order when the customer fails to respond to company inquiries within 30 days after the original service date. Company processes differ by legacy company on when billing begins and when the orders should be cancelled and there is a strong desire to have standard company processes. Accordingly, Service date Change Language is being revised to a standardized format and language surrounding the number of days the existing service orders can be delayed is being set at 60 days.

The proposed effective date is May 6, 2017.

Paper copies of the current Access Service Tariff sheets will be provided with the confirmation email and the filing.

Yours very truly,

A handwritten signature in blue ink that reads "Mark Brinton".

Mark Brinton
Manager Regulatory Operations
Office: (303) 992-5832
e-mail: Mark.Brinton@CenturyLink.com

Enclosures

ACCESS SERVICE TARIFF
P.U.C. OR No. 6

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	18.1	Third
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ACCESS SERVICE

EXPLANATION OF ABBREVIATIONS

- VG - Voice Grade
- V & H - Vertical & Horizontal
- VoIP - Voice over Internet Protocol
- WATS - Wide Area Telecommunications Service(s)

(D)

REFERENCE TO OTHER TARIFFS

Whenever reference is made in this tariff to other Oregon tariffs of the Telephone Company, the reference is to the tariffs in force as of the effective date of those tariffs, and to amendments thereto and successive issues thereof as approved by the Oregon Public Utilities Commission.

(T)

ACCESS SERVICE

5. Ordering Options for Switched and Special Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.3 Access Order Modifications (Cont'd)

(A) Service Date Change Charge

Access Order service dates for the installation of new services or rearrangements of existing services may be changed, but the new service date may not exceed the original service date by more than 60 calendar days. When, for any reason, the customer indicates that service cannot be accepted for a period not to exceed 60 calendar days, and the Telephone Company accordingly delays the start of service, a Service Date Change charge will apply. If the customer requested service date is more than 60 calendar days after the original service date, the order will be cancelled by the Telephone Company and reissued with the appropriate cancellation charges applied unless the customer indicates that billing for the service is to commence as set forth in 5.2.4(A) following. (C)

A new service date may be established that is prior to the original standard or negotiated interval service date if the Telephone Company determines it can accommodate the customer's request without delaying service dates for orders of other customers. If the service date is changed to an earlier date, the customer will be notified by the Telephone Company that Expedited Order Charges as set forth in (D) following will apply. Such charges will apply in addition to the Service Date Change Charge. (C)

A Service Date Change Charge will apply, on a per order per occurrence basis, for each service date changed. The applicable charge is:

	<u>Charge</u>
Service Date Change Charge,	
- per order	\$37.36

ACCESS SERVICE

5. Ordering Options for Switched and Special Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.4 Cancellation of an Access Order

(A) A customer may cancel an Access Order for the installation of service at any time prior to notification by the Telephone Company that service is available for the customer's use. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the order is to be canceled. If a customer or a customer's end user is unable to accept Access Service within 30 calendar days of the latest agreed upon service date (i.e. firm order confirmation date), the customer has the choice of the following options:

- The Access Order shall be canceled and charges set forth in (C) following will apply if the service has not been fully provisioned, or
- The Access Order will be completed and billing for the service will commence if the service has been fully provisioned or the customer has indicated that billing for the service should begin.

(C)
(C)
(C)
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(C)
|
(D)
|
(D)

(B) Reserved For Future Use

(C) When a customer cancels an Access Order for the installation of service, a Cancellation Charge will apply as follows:

- (1) Costs incurred in conjunction with the provision of Switched or Special Access Service starts on the Application Date as defined in 5.1.1 preceding.
- (2) When the customer cancels an Access Order prior to the Application Scheduled Date, no charges shall apply.