

**OREGON PUBLIC UTILITY COMMISSION
INTEROFFICE CORRESPONDENCE**

DATE: June 20, 2017

TO: File through Bryan Conway and Bruce Hellebuyck

FROM: Stephen Hayes

SUBJECT: CenturyTel of Oregon and CenturyTel of Eastern Oregon (CenturyTel), Docket No. PL 62/Advice No. 17-001-PL. Standardize application cancellation process across all affiliates.

Recommendation

I have reviewed this filing and recommend that an acknowledgement letter be sent.

Background and Review Criteria

The filing is requested to go into effect on May 23, 2017, and was filed on May 22, 2017. CenturyTel proposes to revise terms and conditions in its Oregon Price List, Section 3, NONRECURRING CHARGES, Section 2, Service Date Change, 1st Revised Page 1.

CenturyTel is regulated under a price plan pursuant to ORS 759.255 and Order No. 14-347, issued October 7, 2014. Section P of CenturyTel's price plan requires tariffs to be filed at least 30 days' prior to price increases or other changes to terms and conditions for services under price cap. The services proposed to be affected by this filing are all listed in CenturyTel's Price List and except for the exchange access lines are classified in the *Other Services* group. Telecommunications utilities are normally required under ORS 759.175 to submit tariff filings to the Commission whenever they intend to change their rates, terms, or conditions of service. This does not apply to price-listed services.

Description of Tariff Filing

The company proposes to establish standardized service application cancellation processes in all Oregon CenturyLink affiliates. The filing is not rate affecting but may have billing implications to a customer not accepting certain services when made available on the due date.

The customer may cancel a service any time without consequence prior to the Company's notification that the service is available for the customer's use. Non-recurring charges that would have applied had the service been installed

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may be applied if the customer does not accept the service. The Company proposes that should the customer not be ready or able to accept the services on the due date the facilities will be held available for a 30-business-day grace period. At the end of the 30-day period if the customer has not accepted service, regular monthly billing may begin or the facilities will be released for other service order activity.

The terms and conditions described above are applicable to price listed services that require treatment, equipment or engineering design during the provisioning process.

Conclusion

The price list filing meets the terms and requirements of CenturyTel's Price Plan and should be allowed to go into effect.

CenturyTel.17-001-PL.PL.62.EstablishStandardServiceApplicationCancellationProcess