

BEFORE THE PUBLIC UTILITY COMMISSION

OF OREGON

UM 1908, UM 2206

IN THE MATTER OF
LUMEN TECHNOLOGIES

INTERVENOR'S RESPONSE TO
COMMISSION'S PROPOSED MODIFICATION
OF ORDER NO. 22-340

The proposed modification is a welcome clarification that succinctly summarizes the functionality to which customers are entitled and which Lumen is required by law to provide. The option for Lumen to provide substitute service in the event Lumen is unable to restore service within 48 hours is -- according to statements made by a representative of the DOJ at the August 30, 2022, working session -- one that has already been utilized in connection with CenturyLink/Lumen service quality issues in Wyoming. We urge the Commission to make their proposed change.

Respectfully submitted,



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