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Nolan Moser  
Chief Administrative Law Judge  
Public Utility Commission of Oregon  
201 High Street SE, Suite 100  
Salem, OR 97301-3398

December 15, 2022

Dear Judge Moser,

This is CenturyLink's response to the December 14, 2022 bench request. CenturyLink has substantially complied with the Commission's orders to date, including the requirement to provide information regarding trouble tickets that customers open through the dedicated toll-free number ("Trouble Report").<sup>1</sup>

As noted in CenturyLink's pleadings, Order No. 22-340 was suspended pending the outcome of a hearing or a finding that the public health and safety required it. That suspension was effective until October 28, 2022, when the Commission entered Order No. 22-422, finding that the public health and safety required it.

On October 24, 2022, the Commission's propounded Staff Information Requests Nos. IR 19-22. Those information requests sought the same information as that described in Order No. 22-422, commencing November 7, 2022:

Please provide the following information every two weeks starting on November 7, 2022, for RT 2900 and RT 2600 out of the Jacksonville wire center Oregon:

19. All tickets generated through the customer support line including but not limited to the address, name, and contact information for the customer for whom the ticket has been generated.
20. A description of the service issue, logs of customer contact regarding the service issue, actions taken to resolve the service issue, and information on the results.
21. A description of how tickets are routed and prioritize
22. Outage reports/alarms generated from RT 2600/2900.

CenturyLink responded to Staff IRs 19-22 on November 7, 2022, and again on November 21, 2022, and December 5, 2022. The company will next report on December 19, 2022. In the initial report, and all subsequent reports, CenturyLink has reported back to September 28, 2022, that being the day the toll-free, 24/7 dedicated customer support line became active. All responses to the Staff IRs are unredacted and have been made confidentially through the Commission's Huddle platform.

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<sup>1</sup> Until now, CenturyLink has provided only unredacted versions of the Trouble Report, but has since redacted the reported information and submitted to Staff via Huddle.

To comply with the Commission's bench request, non-confidential versions of the reports filed on November 7, November 21, and December 4, 2022, will be filed to the non-confidential folder within the Commission's Huddle platform for this docket. All future filings will contain both the confidential and non-confidential versions. CenturyLink is working Staff to ensure that future reports are filed through the correct system.

**QWEST CORPORATION D/B/A  
CENTURYLINK**

A handwritten signature in blue ink, appearing to read 'W. Hendricks', with a stylized flourish at the end.

By:

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