

1 **BEFORE THE PUBLIC UTILITY COMMISSION**
2 **OF OREGON**

3 **UM 1908**

4 In the Matter of

5 LUMEN TECHNOLOGIES,

6 Proposed Commission action Pursuant to ORS
7 756.515 to Suspend and Investigate Price Plan
8 (UM 1908), and

9 QWEST CORPORATION,

10 Investigation Regarding the Provision of
11 Service in Jacksonville, Oregon and
12 Surrounding Areas (UM 2206),

13 Hearing Relating to Order Nos. 22-340 and
14 22-422.

RESPONSE TO BENCH REQUEST

15 Staff submits the following response to the Bench Request issued by Judge Spruce on
16 March 5, 2024.

17 Bench Requests:

18 2-1 Refer to page 2 of Attachment E to the Erratum to the stipulation in compliance with Order
19 No. 24-041 filed on February 23, 2024, and page 27 of Order No. 24- 041. Please:

20 (a) explain the addition of “Wire center designation of the Protected Customer” to the list of
21 items to be included in the dedicated customer support line report and whether it is
22 distinct from the item “Impacted Area – RT or Wire center.”

23 (b) As part of this response, explain whether the stipulating parties intend for the wire center
24 information to be included as part of the RCT and TT/100 monthly metric report for
25 protected customers as set forth in Order No. 24-041.

26 Response to Bench Requests:

1 2-1 (a):

2 The addition of the “Wire center designation of the Protected Customer” to the list of
3 items required from the customer support line report is intended to support the ability of the
4 Commission Staff to easily compare data between the customer support line report and the RCT
5 and TT/100 monthly metric report. Requiring inclusion of the wire center in the customer
6 support line report ensures that if/when CenturyLink lists the impacted area at the RT level, the
7 wire center will also be included. Wire center data from the customer support line report can then
8 be directly compared to the Protected Customer RCT and TT/100 report, which only provides
9 data at the wire center level. CenturyLink still retains discretion to identify the impacted area at
10 the wire center or remote terminal (RT) level.¹

11 As an example, the customers residing off Little Applegate Road are all included in the
12 Jacksonville wire center but can be further subdivided into customers served by either the 2600
13 or 2900 remote terminal. A customer service line report which identifies the impacted area at the
14 RT level provides more detailed information about where a service issue is occurring, while
15 inclusion of the wire center data will permit easy comparison to the Protected Customer RCT
16 and TT/100 monthly metric report.

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18 2-1 (b):

19 The Stipulating Parties intend for the wire center information to be provided as part of the
20 RCT and TT/100 monthly metric report for protected customers as set forth in Order No. 24-041.
21 The RCT and TT/100 report for protected customers must include the wire centers for trouble
22 reports submitted by Protected Customers. This data is necessary both for comparison of
23 Protected Customer RCT and TT/100 metrics with the customer support line report but also for
24 understanding how many of each wire center’s trouble reports are created by Protected
25 Customers.

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¹ Defining the impacted area at either the wire center or RT level recognizes that not all of CenturyLink’s wire centers contain the technology required to support reporting at the RT level.

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Dated this 20th day of March 2024.

Respectfully submitted,

ELLEN F. ROSENBLUM
Attorney General

/s/ Natascha B. Smith

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Commission of Oregon