



CenturyLink™

May 29, 2023

Oregon Public Utility Commission
P.O. Box 1088
Salem, OR 97308-1088
puc.filingcenter@state.or.us

RE: UM 1908 – QWEST CORPORATION, UNITED TELEPHONE COMPANY OF THE NORTHWEST, CENTURYTEL OF OREGON, and CENTURYTEL OF EASTERN OREGON, Joint Petition for Approval of Price Plan Pursuant to ORS 759.255 and Partial Exemption Pursuant to ORS 759.052.

To whom this may concern:

In the attached confidential and redacted documents, CenturyLink files call logs from the toll-free, 24/7 dedicated customer support line for the period of September 28, 2022, through May 17, 2023. This response goes back to the date of deployment of the toll-free, 24/7 dedicated customer support line because a manual process was added to collect and present additional information that the Commission in Order 23-109 (the “Order”) indicated was lacking from prior reporting.

If you have any questions or concerns, please do not hesitate to contact me.

Sincerely,

Peter Gose
Director State and Local Government Affairs
Attachments

14530 NW 63rd Street
Parkville, Missouri 64152-8703
Tel: 816.759.2895
peter.gose@lumen.com

Impacted Area	call_timestamp	contact_tn	customer_name
#N/A	9/28/2022 11:06:02		
#N/A	9/28/2022 17:14:16		
#N/A	9/28/2022 17:15:08		
2900 LAR RT	9/29/2022 10:51:24		
#N/A	9/29/2022 11:56:21		
2900 LAR RT	9/29/2022 13:03:52		
#N/A	9/29/2022 14:41:00		
2900 LAR RT	9/30/2022 11:23:40		
#N/A	9/30/2022 11:56:01		
#N/A	9/30/2022 12:19:44		
#N/A	9/30/2022 17:19:05		
2900 LAR RT	9/30/2022 17:37:46		
#N/A	9/30/2022 17:38:28		
2900 LAR RT	10/1/2022 11:52:36		
#N/A	10/4/2022 13:18:37		
2900 LAR RT	10/4/2022 17:07:49		
#N/A	10/4/2022 17:23:17		
#N/A	10/5/2022 10:50:37		
#N/A	10/5/2022 12:08:24		
2900 LAR RT	10/5/2022 16:12:10		
#N/A	10/5/2022 16:14:28		
2900 LAR RT	10/5/2022 16:16:40		
#N/A	10/5/2022 16:17:06		
2900 LAR RT	10/5/2022 16:19:26		
2900 LAR RT	10/5/2022 16:28:14		
2900 LAR RT	10/5/2022 16:47:11		
#N/A	10/5/2022 17:17:09		
#N/A	10/5/2022 19:20:59		
2900 LAR RT	10/6/2022 11:42:40		
#N/A	10/6/2022 12:35:44		
2900 LAR RT	10/6/2022 12:49:03		
#N/A	10/7/2022 10:43:56		
#N/A	10/7/2022 15:43:17		
#N/A	10/8/2022 13:26:44		
2900 LAR RT	10/18/2022 12:42:52		
#N/A	10/25/2022 19:02:54		
#N/A	10/26/2022 17:17:02		
2600 UAR RT	10/27/2022 18:38:07		
#N/A	10/31/2022 11:45:51		
#N/A	11/2/2022 10:53:17		
#N/A	11/2/2022 18:14:10		
#N/A	11/2/2022 18:18:34		
#N/A	11/2/2022 18:20:10		
#N/A	11/3/2022 11:49:48		
2900 LAR RT	11/7/2022 12:40:10		
#N/A	11/7/2022 14:14:28		

#N/A	11/10/2022 12:06:03
#N/A	11/16/2022 11:29:38
#N/A	11/16/2022 11:53:38
#N/A	11/16/2022 16:11:07
#N/A	11/17/2022 16:11:45
#N/A	11/17/2022 18:00:22
2900 LAR RT	11/18/2022 11:34:12
#N/A	11/19/2022 10:33:21
#N/A	11/23/2022 11:36:47
#N/A	12/1/2022 15:53:23
#N/A	12/12/2022 13:32:09
#N/A	12/13/2022 11:53:33
#N/A	12/16/2022 19:11:59
#N/A	12/19/2022 17:57:39
2900 LAR RT	12/28/2022 0:20:41
2900 LAR RT	1/2/2023 23:12:01
#N/A	1/3/2023 11:36:46
#N/A	1/3/2023 11:47:55
#N/A	1/3/2023 18:26:23
#N/A	1/4/2023 20:55:05
2900 LAR RT	1/4/2023 21:00:32
#N/A	1/4/2023 21:56:47
#N/A	1/5/2023 13:03:40
#N/A	1/5/2023 15:55:25
#N/A	1/5/2023 19:17:29
#N/A	1/7/2023 10:48:34
#N/A	1/8/2023 18:43:27
#N/A	1/9/2023 12:00:08
2600 UAR RT	1/10/2023 15:02:50
#N/A	1/11/2023 15:34:27
2600 UAR RT	1/20/2023 14:53:52
2600 UAR RT	1/21/2023 20:36:03
2600 UAR RT	1/22/2023 17:40:40
2600 UAR RT	1/23/2023 10:44:43
#N/A	1/24/2023 15:15:14
#N/A	1/31/2023 16:55:23
#N/A	2/2/2023 13:56:23
#N/A	2/14/2023 19:36:30
#N/A	2/15/2023 14:07:46
2900 LAR RT	2/28/2023 10:12:18
#N/A	2/28/2023 10:41:10
#N/A	2/28/2023 11:14:48
2900 LAR RT	2/28/2023 11:16:30
2900 LAR RT	2/28/2023 11:22:28
#N/A	3/14/2023 9:25:52
#N/A	3/20/2023 0:36:18
#N/A	3/20/2023 13:00:40

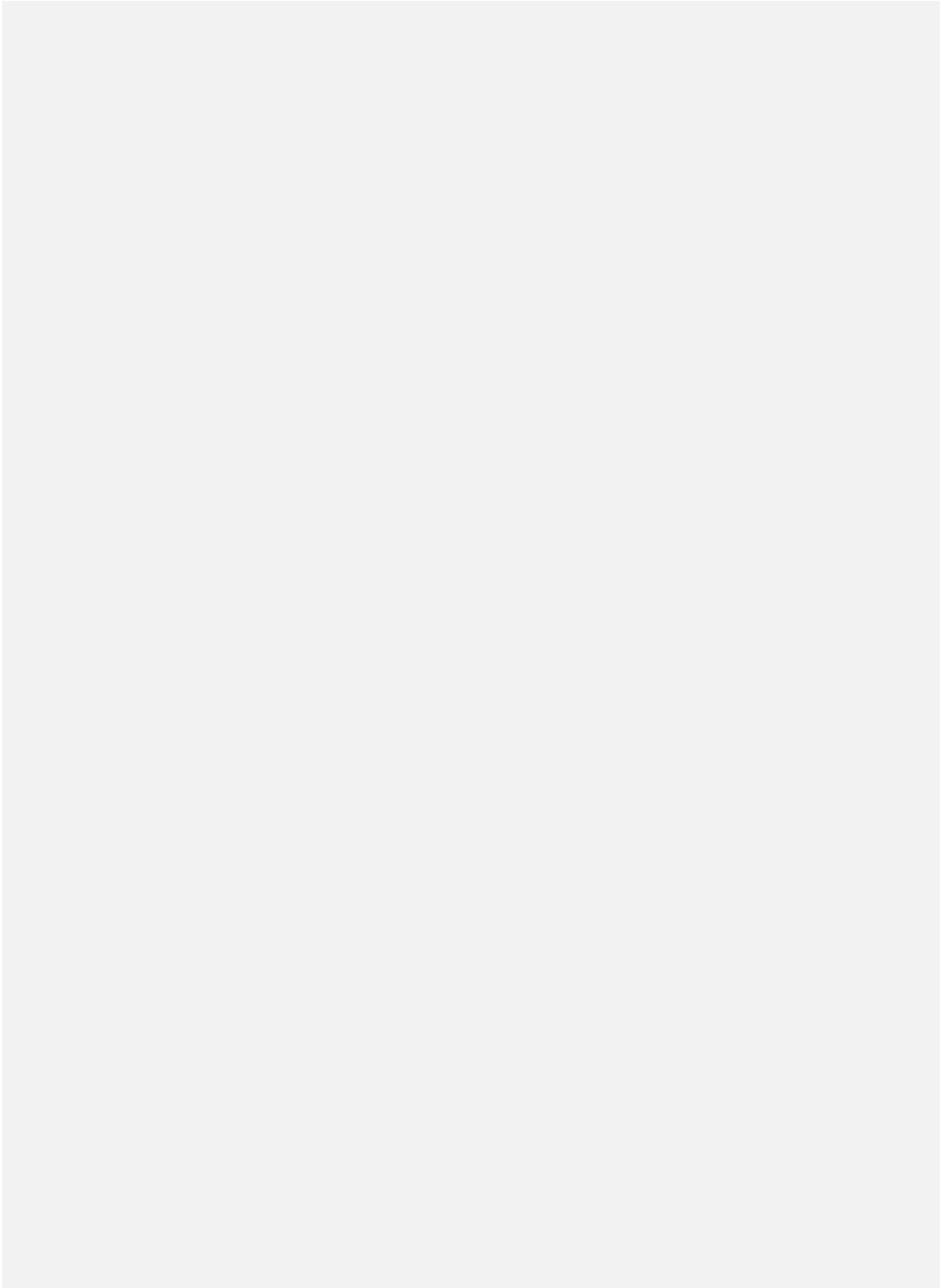
#N/A	4/7/2023 16:22:23
#N/A	4/9/2023 21:42:45
#N/A	4/10/2023 8:02:46
#N/A	4/10/2023 8:03:23
#N/A	4/10/2023 8:06:31
#N/A	4/10/2023 8:07:05
#N/A	4/10/2023 18:32:46
#N/A	4/10/2023 22:02:45
#N/A	4/10/2023 22:03:16
#N/A	4/21/2023 6:50:08
#N/A	4/21/2023 6:53:13
#N/A	5/3/2023 14:45:56
2600 UAR RT	5/19/2023 13:16:18

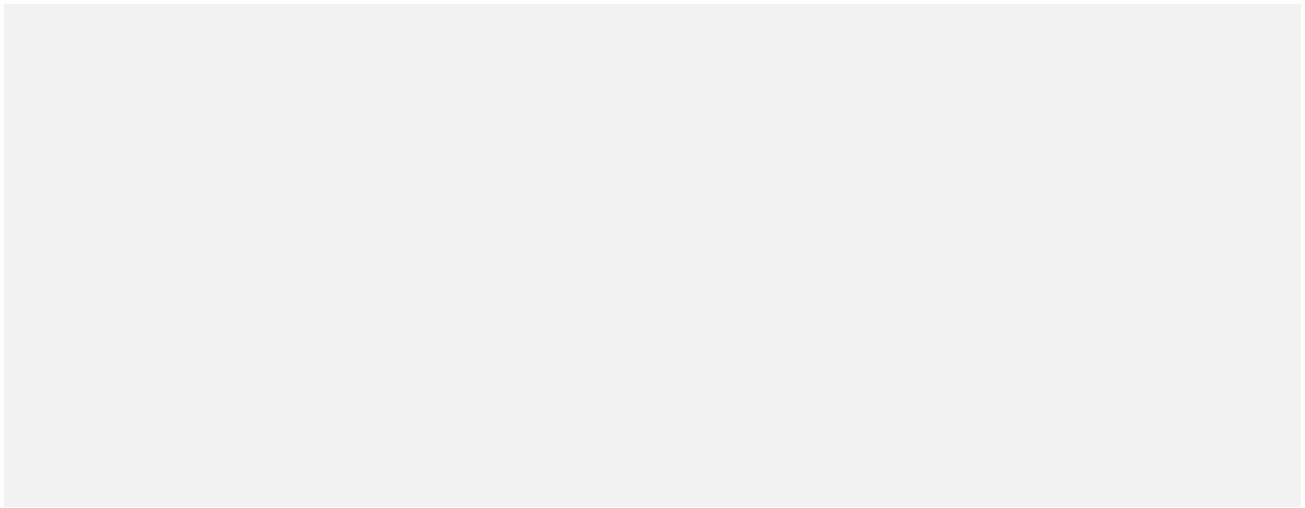
Depending on the time during the day that tickets are generated through incoming ca

caller_name

address

account

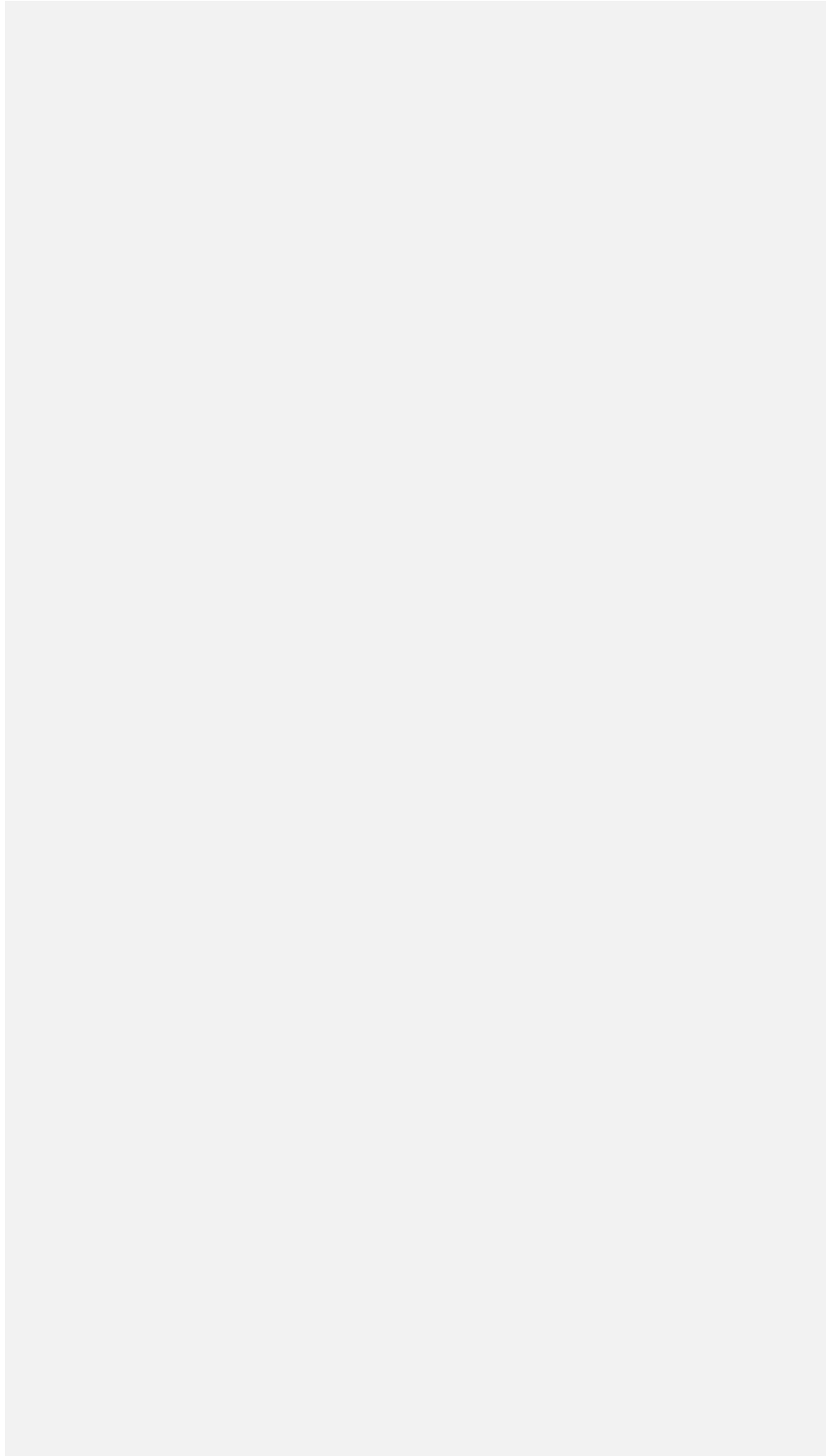




alls to the dedicated repair line, a ticket will receive a current day or next business day due date. Dispa

circuit_tn alt_contact_tn caller_sms caller_email

ticket_timestamp



9/28/2022 17:14:17

9/29/2022 10:51:25

9/29/2022 11:56:23

9/29/2022 13:03:55

9/29/2022 14:41:03

9/30/2022 11:23:41

9/30/2022 12:19:46

9/30/2022 17:19:12

9/30/2022 17:37:47

9/30/2022 17:38:32

10/1/2022 11:52:52

10/4/2022 13:18:53

10/4/2022 17:07:51

10/4/2022 17:23:22

10/5/2022 10:50:44

10/5/2022 12:08:25

10/5/2022 16:12:23

10/5/2022 16:16:45

10/5/2022 16:17:08

10/5/2022 16:19:42

10/5/2022 16:28:17

10/5/2022 16:47:26

10/5/2022 19:21:15

10/6/2022 11:42:44

10/6/2022 12:36:38

10/8/2022 13:26:46

10/18/2022 12:43:08

10/25/2022 19:03:10

10/26/2022 17:17:05

10/27/2022 18:38:23

10/31/2022 11:45:52

11/2/2022 10:53:33

11/2/2022 18:14:17

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11/2/2022 18:20:21

11/3/2022 11:50:04

11/7/2022 12:40:15

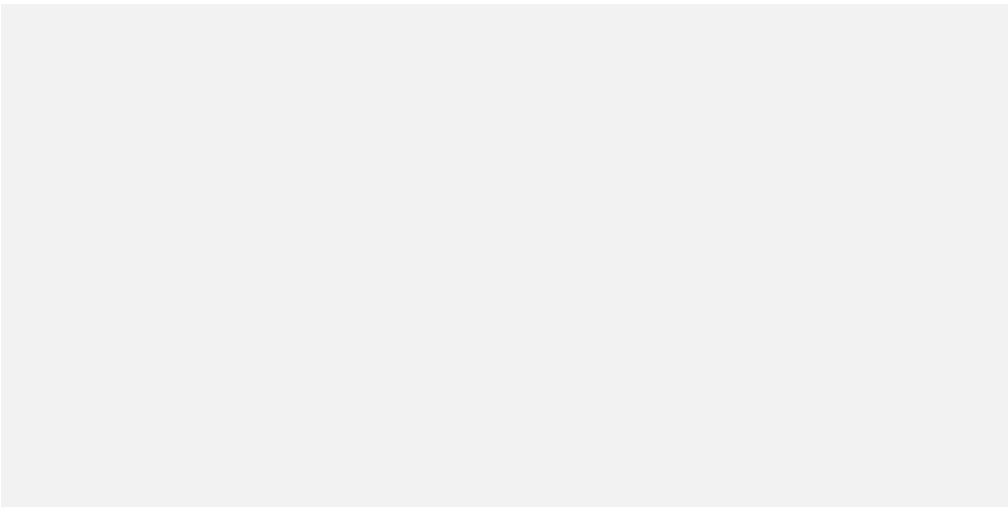
11/16/2022 11:29:54
11/16/2022 11:53:40
11/16/2022 16:11:23
11/17/2022 16:11:47
11/17/2022 18:00:23
11/18/2022 11:34:31
11/19/2022 10:33:32
11/23/2022 11:36:58
12/1/2022 15:53:24
12/12/2022 13:32:21
12/13/2022 11:53:39
12/16/2022 19:12:00
12/19/2022 17:57:41
12/28/2022 0:20:56
1/2/2023 23:12:17
1/3/2023 11:36:48
1/3/2023 11:47:57

1/4/2023 20:55:14
1/4/2023 21:00:38

1/5/2023 15:55:27
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1/10/2023 15:03:04
1/11/2023 15:34:43
1/20/2023 14:53:55
1/21/2023 20:36:14
1/22/2023 17:42:53
1/23/2023 10:44:59
1/24/2023 15:15:18
1/31/2023 16:55:25
2/2/2023 13:56:39
2/14/2023 19:36:32

2/28/2023 10:12:20
2/28/2023 10:41:26

2/28/2023 11:16:33
2/28/2023 11:22:36
3/14/2023 9:25:55
3/20/2023 0:36:21
3/20/2023 13:00:41



4/7/2023 16:22:25
4/9/2023 21:42:47

4/10/2023 18:32:47

4/21/2023 6:50:14
4/21/2023 6:53:15
5/3/2023 14:45:58
5/19/2023 13:16:23

.tch operations generate an open ticket report at 6 AM and 6 PM each day.

sf_case_number	rx_case_number	cause
sf_ticket_null	44614867	Repair Flow - CSC
sf_ticket_null	44661675	262847457 Out of Scope.Misdirect
	44673450	Out of Scope.Misdirect
	44685120	262931762 Subsequent.Missed Commitment(CenturyLink missed)
	44703142	No Assistance Provided
	44786105	263347533 Phone Line.Can't Call Out
sf_ticket_null	263361848	Phone Line.No Dial Tone - All Phones
	44796415	Wireless.Setup/Credentials/Configuration
	44847887	Non-Customer Call.No Caller On Line
	44850027	263555869 Non-Customer Call.Other Internal
	44850125	Repair Flow - CSC
	44869181	263709262 Subsequent.Status Only
	45100013	
	45144432	264855520 ABANDONED_SESSION.Tool Issue
	45146711	264862848 Non-Customer Call.Other Internal
	45195895	265056015 Phone Line.No Dial Tone - All Phones
	45210156	Research Account
	45255283	265235715 NDT.OOS
sf_ticket_null	45256096	265234746 FASTFECTicketV1.FASTFECTicketV1
	45256158	265235916 Phone Line.No Dial Tone - All Phones
	45256621	265236487 FASTFECTicketV1.FASTFECTicketV1
	45258123	265242043 Subsequent.Cancel
	45261455	265251032 Phone Line.No Dial Tone - All Phones
sf_ticket_null	45276704	265306461 Phone Line.No Dial Tone - All Phones
	45319112	265483229 Phone Line.Gets Cut Off
	45328505	265515462 Phone Line.No Dial Tone - All Phones
sf_ticket_null	265520046	Phone Line.Gets Cut Off
sf_ticket_null	265853926	Non-Customer Call.No Caller On Line
sf_ticket_null	45506442	Repair Flow - CSC
	46344171	269464698 Phone Line.No Dial Tone All Phones
	47018496	271889538 Phone Line.No Dial Tone - All Phones
	47129768	272262536 Non-Customer Call.Tool Issue
	47248940	272674830 Phone Line.Transmission (Noisy Line)
	47436570	Out of Scope.Misdirect
	47669636	274351175 Phone Line.Transmission(Noisy Line)
	47744113	
	47744452	
	47744587	Status Update.RMA
	47794231	Out of Scope.Misdirect
	48083787	Subsequent.Status Only
sf_ticket_null	276201862	Phone Line.No Dial Tone - All Phones

sf_ticket_null	277699451	Phone Line.Gets Cut Off
48950185		ABANDONED_SESSION.No Ticketing Options
48954386		
49001098	279861391	Fast Front End Close.CLAS Customer Education
49112066	280284551	Phone Line.Transmission (Noisy Line)
49125248		Status Update.Outage
49174655	280528497	Non-Customer Call.Other Internal
49246974		No Assistance Provided
49543923		Status Update.Outage
50157945	284337537	NDT.OOS
50972789	287732474	Repair Flow - CSC
51068088		
51435184	289512281	Phone Line.No Dial Tone - All Phones
51572868		Out of Scope.Misdirect
52115700	292816903	NDT.OOS
52517624	294720863	NDT.OOS
52554066		No Assistance Provided
52556254	294892708	Phone Line.No Dial Tone All Phones
sf_ticket_null		
52737274	295671180	NDT.OOS
52737349	295671933	Phone Line.No Dial Tone All Phones
sf_ticket_null		
sf_ticket_null	295918383	Non-Customer Call.Other Internal
52820805		Status Update.Outage
52842702		Status Update.Outage
52955616		
52980371	296873805	Referrals.Business Office
53032024		Fast Front End Close.MISC Customer Education
53182716	297680911	Phone Line.Transmission(Noisy Line)
53292336		
54014552		ABANDONED_SESSION.No Ticketing Options
54069911	301768747	Phone Line.No Dial Tone All Phones
54080784	301897893	NDT.OOS
54116142		Repair Flow - CSC
54281713	302719424	Phone Line.No Dial Tone - All Phones
54859734	305190512	NDT.OOS
55050215	305964857	Phone Line.No Dial Tone All Phones
55984838	310078040	NDT.OOS
sf_ticket_null	310349694	Subsequent.Status Only
56957814	314377399	Phone Line.No Dial Tone All Phones
56962700	314396514	Phone Line.No Dial Tone All Phones
sf_ticket_null		
56968435	314415657	Phone Line.No Dial Tone All Phones
56969368		Phone Line.No Dial Tone - All Phones
57998621		Repair Flow - CSC
58376481		Non CenturyLink Customer
58430259		Fast Front End Close.MISC Customer Education

59863864	Research Account
59906116	No Assistance Provided
sf_ticket_null	
sf_ticket_null	
sf_ticket_null	
sf_ticket_null	
60006024	Repair Flow - CSC
sf_ticket_null	
sf_ticket_null	
60782663	Out of Scope.Misdirect
60782683	330701978 NDT.OOS
61680643	Out of Scope.Misdirect
62815075	341217979 Phone Line.Transmission (Noisy Line)

disposition

Completed

Transfer/Refer.CARE/Existing Order

Transfer/Refer.

Other

Account Not Found

Other

Troubleshooting Obstacle.Call Dropped

Call Abandoned.

Other

Completed

Completed

Other

Customer Education.Issue Resolved

Research

Dispatched

Other

Completed

Other

Dispatch.Customer

Dispatch.Customer

Other

Troubleshooting Obstacle.No Caller On Line

Dispatched

Dispatch.Customer

Other

Issue Resolved.Other

Dispatched

Transfer/Refer.

Dispatch.Customer

Issue Resolved.Gave Tracking Info

Transfer/Refer.

Other

What Issue Was Reported?
Never spoke with agent
Agent transferred to repair
Same customer transferred
customer was midrected-no issue reported
customer was midrected-no issue reported
calls get cut off
checking open ticket
checking on ongoing repairs
need to get line buried
internet gone bad to worse
no caller on line when agent picked up
no caller on line when agent picked up
danielle from puc checking if repair line working
long distance not working
customer checking on getting new service
dropping calls and no dial tone
called to get ticket number for dispatch
no dial tone
no dial tone
no dial tone
didn't speak with agent
no dial tone
dial tone went out when power went out
power out and back but no dial tone
no dial tone
no dial tone
customer hung up on recording
no dial tone
intermittent dial tone
no dial tone
no dial tone
no caller on line when agent picked up
test call from PUC
no dial tone
intermittent dial tone
intermittent service issues
echo on line
intermittent dial tone-dropped calls
getting charged for service doesn't have
cuts off calls
no agent on line
no agent on line
need help to send back modem
no dial tone
trouble dialing people
no dial tone

Other	gets cut off
Other	internet down
Dispatch.Customer	no agent on line
Customer Notified.	no internet connection
Call Disconnected	ongoing static on line
Customer Notified.Entered Contact Info/Gave ETR	internet not working
Dispatch.Customer	phone not working
Completed	no agent on line
Other	intermittent connection
Transfer/Refer.	no dial tone
Dispatched	no dial tone
Dispatched	no dial tone-check on dispatch scheduled
Customer Ended Contact	phone dead
Dispatch.Customer	trying to make payment-can't login
Dispatched	phone not working
Dispatched	phone not working
Customer Ended Contact	no dial tone
Dispatch.Customer	no dial tone
Dispatched	internet not working
Dispatch.Customer	phone not working
Dispatched	phone not working
Dispatch.Customer	no info
Issue Resolved.Issue Credit	no customer call in
Customer Notified.	no internet connection
Transfer/Refer.	no internet connection
Other	no agent on line
Dispatch.Customer	voicemail not working
Dispatched	internet not working
Completed	line not working
Other	centurylink rep testing dedicated line
Dispatch.Customer	phone line dead
Dispatched	phone line dead
Completed	no info found
Other	customer calling to cancel ticket
Dispatched	no internet connection
Dispatch.Customer	phone down
Dispatched	no dial tone on 2nd line
Dispatch.Customer	no dial tone
Dispatched	n/a
Dispatch.Customer	no dial tone
Dispatch.Customer	no dial tone
Dispatched	n/a
Dispatched	no dial tone
Other	no dial tone
Completed	test call from manager
Completed	test call from manager
Other	called about billing

Research
QA/Account Research

dropped calls-hum on line
no call-agent accessed to research
n/a
n/a
n/a
n/a
Completed
no internet connection
n/a
n/a
Transfer/Refer.Tier 1.0 HSI/Market
Completed
Internet Down
Phone and Internet Down
Transfer/Refer.
email noting payment failed to process
Dispatched
awaiting data for issue/resolution

What Was the Service Problem?	Specific Steps to Correct Issue?
Never spoke with agent-IVR	Never spoke with agent
Agent transferred to repair	Agent transferred to repair
Same customer transferred	Same customer transferred
customer was midrected-no issue reported	customer was midrected-no issue reported
customer was midrected-no issue reported	customer was midrected-no issue reported
line going down-create dispatch	tech was dispatched-no notes found
agent didn't handle circuit	transferred to correct department
no service problem at time	agent gave information they had
get line connected after buried	agent advised would create ticket
was helping customer resolve issue-got disconnected	call was disconnected
no caller on line when agent picked up	no caller on line when agent picked up
no caller on line when agent picked up	no caller on line when agent picked up
danielle from puc checking if repair line working	danielle from puc checking if repair line working
needed order to correct	customer service not open-agent gave information
refer to customer service	refer to customer service
created dispatch	tech was dispatched-no trouble found
agent gaave ticket number	agent gave ticket number
agent had customer check cords	determined was bad jack-working now
had outage checking on when will be fixed	gave information repair by 7pm
created dispatch	tech went out and no trouble found
didn't speak with agent	didn't speak with agent
current outage-	added ticket to outage-notes show no trouble found
created dispatch	customer cancelled ticket
had unplug phone and back in-working	agent fixed by unplugging and back in
dial tone came back	dial tone came back up
created dispatch	tech repaired issue at central office
n/a	n/a
set up dispatch	tech repaired pair gain
set up dispatch	tech reload controllers in central office
set up dispatch	tech recovered short pair-good to terminal
set up dispatch	tech reload controllers in central office
n/a	n/a
n/a	n/a
created dispatch	customer cancelled ticket
created dispatch	tech noted good to box
set up dispatch	tech out and good to box
agent put on hold-customer hung up	n/a
set up dispatch	tech good to box-no trouble found
transfer to customer care	customer care
set up dispatch	tech out and good to box-no trouble found
customer hung up	n/a
customer hung up	n/a
agent sent instructions on how to return	sent email to return
cordless phone issue not at location to troubleshoot	will check when gets to location
agent helped reset phone lines	customer reset phone lines by unplugging and plug b
set up dispatch	tech cut port to clear trouble

set up dispatch	tech noted no trouble found
customer hung up when put on hold	n/a
customer hung up	n/a
outage in area	no notes on when resolved
set up dispatch	tech repaired f2 cable
outage in area	damage to equipment repaired
set up dispatch	tech noted no trouble found
customer hung up	n/a
outage in area	damage to equipment repaired
set up dispatch	tech fixed buried line-good to box
agent had to check schedule and would call back	n/a
agent gave info on dispatch currently scheduled	tech noted cable cut -dug pit and spliced in new pede
set up dispatch	tech short on inside wire
transfer to customer care	n/a
set up dispatch	tech out and good to box
set up dispatch	tech out and good to box
wanted customer to troubleshoot by calling phone	customer would call back after troubleshooting
set up dispatch	tech out and no trouble found
outage in area	cards replaced in dslam
set up dispatch	customer cancelled ticket saying it was fixed
set up dispatch	customer cancelled saying it was fixed
n/a	n/a
n/a	n/a
outage in area-agent gave estimated repaired	equipment repaired
outage in area-agent gave estimated repaired	equipment repaired
n/a	n/a
voicemail was removed from account-gave cus service	gave customer service number to call when open
outage in area	equipment repaired
set up dispatch	tech out and noted good to box no trouble found
n/a	n/a
customer just wanted to note it-no ticket created	agent said it was noted but no other ticket created
set up dispatch	tech out and repaired F1 cable
n/a	n/a
service was working	agent cancelled ticket
was going to check some things and call back if need	customer will call back
created dispatch	customer cancelled ticket working
set up dispatch	tech repaired line-cut to a different pair
set up dispatch	was part of outage cleared 2/15-repaired pair gain
n/a	n/a
created dispatch	part of outage cleared 3/1/23-replaced repeater
created dispatch	part of outage cleared 3/1/23-replaced repeater
n/a	n/a
created dispatch	part of outage cleared 3/1/23-replaced repeater
created dispatch	part of outage cleared 3/1/23-replaced repeater
n/a	n/a
n/a	n/a
gave info to customer	gave info to customer

customer will call back to trblshoot	customer calling back later
no call-agent accessed to research	no call-agent accessed to research
n/a	n/a
n/a	n/a
n/a	n/a
n/a	n/a
troubleshoot issue-power cycled	ethernet connection on customer end-now working
n/a	n/a
n/a	n/a
No internet connection	Transferred call to Internet Group: agent transferred
No dialtone/No internet conenction	Internet/Phone connection/wiring check. MLT test o
credit card expired	transferred to billing
awaiting data for issue/resolution	awaiting data for issue/resolution

Date Service Issue Was Resolved
Never spoke with agent
Agent transferred to repair
Same customer transferred
customer was midrected-no issue reported
customer was midrected-no issue reported
10/1/2022
9/29/2023
9/30/2023
no ticket made
9/30/2022
9/30/2022
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