



CenturyLink™

April 3, 2023

Via E-Filing Only

Oregon Public Utility Commission
Attn: Filing Center
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 It 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 March 22, 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.

The Order required that information from January 1, 2023 through March 31, 2023, be filed by April 3, 2023. The process of gathering the information from various groups within CenturyLink and assembling requires several business days to accomplish, and as such this filing covers calls received through March 22, 2023. Presently, call data from March 23 to present is being collected. The next bi-weekly filing to be made on April 17, 2023, will contain call log information from March 23, 2023 through April 5, 2023, and shall continue in that fashion until the Commission eliminates the reporting obligation in a subsequent order.

CenturyLink respectfully requests that the Commission modify the Order to require CenturyLink to file data from January 1 through March 22, 2023, by April 3, 2023. CenturyLink will continue to file updated reports every two weeks as required by the Order.

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

Sincerely,

Peter J. Gose
Regulatory Affairs Director

Attachments

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