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3 **BEFORE THE PUBLIC UTILITY COMMISSION**  
4 **OF OREGON**

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UM 1908

In the Matter of  
LUMEN TECHNOLOGIES,  
Proposed Commission action Pursuant to ORS  
756.515 to Suspend and Investigate Price Plan  
(UM 1908), and  
QWESST CORPORATION,  
Investigation Regarding the Provision of  
Service in Jacksonville, Oregon and  
Surrounding Areas (UM 2206),  
Hearing Relating to Order Nos. 22-340 and  
22-422.

STAFF'S AMENDED CROSS EXAMINATION  
STATEMENT

Pursuant to the Administrative Law Judge's December 8, 2022 Ruling, Staff of the Public  
Utility Commission of Oregon (Staff) submits this *amended* cross-examination statement for the  
December 21, 2022, hearing on Order No. 22-340 as modified by Order No. 22-422. This  
amendment is in addition to Staff's Cross-Examination Statement and List of Pre-Filed Exhibits  
Filed by Staff on December 15, 2022, which remains true and accurate. Staff submits the  
following cross-examination exhibits not previously filed in this case.

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<b>Exhibit</b>	<b>Description</b>
Staff/300	Lumen's Reports on Jacksonville Customer Support Line
Staff/301	Century Link Webpage 'Do I still need a landline?'

DATED this 20<sup>th</sup> day of December 2022.

Respectfully submitted,

ELLEN F. ROSENBLUM  
Attorney General

*/s/ Natascha Smith*

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Natascha Smith, OSB # 174661  
Assistant Attorney General  
Of Attorneys for Public Utility Commission of  
Oregon,

Impacted Area	call_timestamp	contact_tn	customer_name	caller_name	address	account	circuit_tn	alt_contact_tn	caller_sms	caller_email	ticket_timestamp	sf_case_number	rx_case_number	cause	disposition
#N/A	9/28/2022 11:06:02										9/28/2022 17:14:17	sf_ticket_null	44614867	Repair Flow - CSC	Completed
#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										9/29/2022 10:51:25	44661675	262847457	Out of Scope.Misdirect	Transfer/Refer.CARE/Existing Order
#N/A	9/29/2022 11:56:21										9/29/2022 11:56:23	44673450		Out of Scope.Misdirect	Transfer/Refer.
2900 LAR RT	9/29/2022 13:03:52										9/29/2022 13:03:55	44685120	262931762	Subsequent.Missed Commitment(CenturyLink missed)	Other
#N/A	9/29/2022 14:41:00										9/29/2022 14:41:03	44703142		No Assistance Provided	Account Not Found
2900 LAR RT	9/30/2022 11:23:40										9/30/2022 11:23:41	44786105	263347533	Phone Line.Can't Call Out	Other
#N/A	9/30/2022 11:56:01													Phone Line.No Dial Tone - All Phones	
#N/A	9/30/2022 12:19:44										9/30/2022 12:19:46	44796415	263361848	Wireless.Setup/Credentials/Configuration	Troubleshooting Obstacle.Call Dropped
#N/A	9/30/2022 17:19:05										9/30/2022 17:19:12	44847887		Non-Customer Call.No Caller On Line	Call Abandoned.
2900 LAR RT	9/30/2022 17:37:46										9/30/2022 17:37:47	44850027	263555869	Non-Customer Call.Other Internal	Other
#N/A	9/30/2022 17:38:28										9/30/2022 17:38:32	44850125		Repair Flow - CSC	Completed
2900 LAR RT	10/1/2022 11:52:36										10/1/2022 11:52:52	44869181	263709262	Subsequent.Status Only	Completed

Depending on the time during the day that tickets are generated through incoming calls to the dedicated repair line, a ticket will receive a current day or next business day due date. Dispatch operations generate an open ticket report at 6 AM and 6 PM each day. The open ticket report is reviewed by field operations management and any open voice grade service tickets not already assigned to a technician are loaded to the next available technician to be worked.

Impacted Area	call_timestamp	contact_tn	customer_name	caller_name	address	account	circuit_tn	alt_contact_tn	caller_sms	caller_email	ticket_timestamp	sf_case_number	rx_case_number	cause	disposition
#N/A	10/4/2022 13:18:37										10/4/2022 13:18:53	45100013			
2900 LAR RT	10/4/2022 17:07:49										10/4/2022 17:07:51	45144432	264855520	ABANDONED_SESSION.Tool Issue	Other
#N/A	10/4/2022 17:23:17										10/4/2022 17:23:22	45146711	264862848	Non-Customer Call.Other Internal	Customer Education.Issue Resolved
#N/A	10/5/2022 10:50:37										10/5/2022 10:50:44	45195895	265056015	Phone Line.No Dial Tone - All Phones	Customer Education.Issue Resolved
#N/A	10/5/2022 12:08:24										10/5/2022 12:08:25	45210156		Research Account	Research
2900 LAR RT	10/5/2022 16:12:10										10/5/2022 16:12:23	45255283	265235715	NDT.OOS	Dispatched
#N/A	10/5/2022 16:14:28														
2900 LAR RT	10/5/2022 16:16:40										10/5/2022 16:16:45	45256096	265234746	FASTFECTicketV1.FASTFECTicketV1	Dispatched
#N/A	10/5/2022 16:17:06										10/5/2022 16:17:08	45256158	265235916	Phone Line.No Dial Tone - All Phones	Other
2900 LAR RT	10/5/2022 16:19:26										10/5/2022 16:19:42	45256621	265236487	FASTFECTicketV1.FASTFECTicketV1	Completed
2900 LAR RT	10/5/2022 16:28:14										10/5/2022 16:28:17	45258123	265242043	Subsequent.Cancel	Other
2900 LAR RT	10/5/2022 16:47:11										10/5/2022 16:47:26	45261455	265251032	Phone Line.No Dial Tone - All Phones	Dispatch.Customer
#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										10/5/2022 19:21:15	45276704	265306461	Phone Line.No Dial Tone - All Phones	Dispatch.Customer
#N/A	10/6/2022 12:35:44										10/6/2022 11:42:44	45319112	265483229	Phone Line.Gets Curt Off	Other
2900 LAR RT	10/6/2022 12:49:03										10/6/2022 12:36:38	45328505	265315462	Phone Line.No Dial Tone - All Phones	Other
#N/A	10/7/2022 10:43:56												265520046	Phone Line.Gets Curt Off	
#N/A	10/7/2022 15:43:17												265853926	Non-Customer Call.No Caller On Line	Troubleshooting Obstacle.No Caller On Line
2900 LAR RT	10/8/2022 13:26:44										10/8/2022 13:26:46	45506442		Repair Flow - CSC	Dispatched

Depending on the time during the day that tickets are generated through incoming calls to the dedicated repair line, a ticket will receive a current day or next business day due date. Dispatch operations generate an open ticket report at 6 AM and 6 PM each day. The open ticket report is reviewed by field operations management and any open voice grade service tickets not already assigned to a technician are loaded to the next available technician to be worked.

Impacted Area	call_timestamp	contact_tn	customer_name	caller_name	address	account	circuit_tn	alt_contact_tn	caller_sms	caller_email	ticket_timestamp	sf_case_number	rx_case_number	cause	disposition
2900 LAR RT	10/18/2022 12:42:52										10/18/2022 12:43:08	46344171	269464698	Phone Line.No Dial Tone All Phones	Dispatch.Customer
#N/A	10/25/2022 19:02:54										10/25/2022 19:03:10	47018496	271889538	Phone Line.No Dial Tone - All Phones	Other
#N/A	10/26/2022 17:17:02										10/26/2022 17:17:05	47129768	272262536	Non-Customer Call.Tool Issue	Issue Resolved.Other
2600 UAR RT	10/27/2022 18:38:07										10/27/2022 18:38:23	47248940	272674830	Phone Line.Transmission (Noisy Line)	Dispatched
2900 LAR RT	10/31/2022 11:45:51										10/31/2022 11:45:52	47436570		Out of Scope.Misdirect	Transfer/Refer.

Depending on the time during the day that tickets are generated through incoming calls to the dedicated repair line, a ticket will receive a current day or next business day due date. Dispatch operations generate an open ticket report at 6 AM and 6 PM each day. The open ticket report is reviewed by field operations management and any open voice grade service tickets not already assigned to a technician are loaded to the next available technician to be worked.

Impacted Area	call_timestamp	contact_tn	customer_name	caller_name	address	account	circuit_tn	alt_contact_tn	caller_sms	caller_email	ticket_timestamp	sf_case_number	rx_case_number	cause	disposition
#N/A	11/2/2022 10:53:17										11/2/2022 10:53:33	47669636	274351175	Phone Line.Transmission(Noisy Line)	Dispatch.Customer
#N/A	11/2/2022 18:14:10										11/2/2022 18:14:17	47744113			
#N/A	11/2/2022 18:18:34										11/2/2022 18:18:46	47744452			
#N/A	11/2/2022 18:20:10										11/2/2022 18:20:21	47744587		Status Update.RMA	Issue Resolved.Gave Tracking Info
#N/A	11/3/2022 11:49:48										11/3/2022 11:50:04	47794231		Out of Scope.Misdirect	Transfer/Refer.
2900 LAR RT	11/7/2022 12:40:10										11/7/2022 12:40:15	48083787		Subsequent.Status Only	Other
#N/A	11/7/2022 14:14:28												sf_ticket_null	276201863	Phone Line.No Dial Tone - All Phones
#N/A	11/10/2022 12:06:03												sf_ticket_null	277699451	Phone Line.Gets Cut Off

Depending on the time during the day that tickets are generated through incoming calls to the dedicated repair line, a ticket will receive a current day or next business day due date. Dispatch operations generate an open ticket report at 6 AM and 6 PM each day. The open ticket report is reviewed by field operations management and any open voice grade service tickets not already assigned to a technician are loaded to the next available technician to be worked.

Impacted Area	call_timestamp	contact_tn	customer_name	caller_name	address	account	circuit_tn	alt_contact_tn	caller_sms	caller_email	ticket_timestamp	sf_case_number	rx_case_number	cause	disposition
#N/A	11/16/2022 11:29:38										11/16/2022 11:29:54	48950185		ABANDONED_SESSION.No Ticketing Options	Other
#N/A	11/16/2022 11:53:38										11/16/2022 11:53:40	48954386			
#N/A	11/16/2022 16:11:07										11/16/2022 16:11:23	49001098	279861391	Fast Front End Close-CLAS Customer Education	Other
#N/A	11/17/2022 16:11:45										11/17/2022 16:11:47	49112066	280284551	Phone Line:Transmission (Noisy Line)	Dispatch.Customer
#N/A	11/17/2022 18:00:22										11/17/2022 18:00:23	49125248		Status Update.Outage	Customer Notified.
2900 LAR RT	11/18/2022 11:34:12										11/18/2022 11:34:31	49174655	280528497	Non-Customer Call.Other Internal	
#N/A	11/19/2022 10:33:21										11/19/2022 10:33:32	49246974		No Assistance Provided	Call Disconnected
#N/A	11/23/2022 11:36:47										11/23/2022 11:36:58	49543923		Status Update.Outage	Customer Notified.Entered Contact Info/Gave ETR

Depending on the time during the day that tickets are generated through incoming calls to the dedicated repair line, a ticket will receive a current day or next business day due date. Dispatch operations generate an open ticket report at 6 AM and 6 PM each day. The open ticket report is reviewed by field operations management and any open voice grade service tickets not already assigned to a technician are loaded to the next available technician to be worked.

Impacted Area	call_timestamp	contact_tn	customer_name	caller_name	address	account	circuit_tn	alt_contact_tn	caller_sms	caller_email	ticket_timestamp	sf_case_number	rx_case_number	cause	disposition
#N/A	12/1/2022 15:53:23										12/1/2022 15:53:24	50157945	284337537	NDT.OOS	Dispatch.Customer
#N/A	12/12/2022 13:32:09										12/12/2022 13:32:21	50972789	287732474	Repair Flow - CSC	Completed

Depending on the time during the day that tickets are generated through incoming calls to the dedicated repair line, a ticket will receive a current day or next business day due date. Dispatch operations generate an open ticket report at 6 AM and 6 PM each day. The open ticket report is reviewed by field operations management and any open voice grade service tickets not already assigned to a technician are loaded to the next available technician to be worked.



## Do I still need a landline?

September 20, 2021

By CenturyLink

In the era of modern technology, you look around and it seems as though everyone — from young children to older adults — has a cellphone and the reasons make sense. In just a few simple clicks, you can [book your next vacation](#), [shop for groceries](#), play your favorite [online games](#), or video chat with a loved one who lives miles away. In fact, according to a [study done by the National Center for Health Statistics](#), the number of cellphone-only households risen over the years, reaching almost 51%.



However, with the rise of smartphones, the use of landlines in households is becoming less<sup>2</sup> common, with only 6.5% of U.S. households exclusively having a landline. Yet over a third of households use both a landline and a cellphone. The landline is not obsolete.

If you are a part of a house that still has a landline and are considering if you still need one, then read on. We explain the pros and cons of having a landline vs. cellphone that can help you decide whether to keep it.

## What is a landline?

For those that have never used a landline phone before, it works a little differently than a cellphone. Instead of the radio waves your cellphone uses, a landline transfers voice calls over a metal wire or [fiber-optic cables](#).

There are two different types of landlines: a corded landline and a cordless landline. The phone base and handset of corded landlines are connected through a wall jack. However, the phone base for a cordless landline is connected through a jack but the handset is wireless, which can usually reach within the premises of the home or location. Many telecommunications companies still offer [home phone services](#) that include both corded and cordless landlines.



## Landline or cell: reasons to keep a landline

Landline telephones were the voice communication standard for decades until the rise of cellphone technology. And though they are being used less in most American households, landlines have a few features that may make them irreplaceable. Here are a few reasons for keeping a landline:

1. **They are good to have during an emergency.** Since landlines are wired to a physical building or address, this helps emergency personnel know precisely where a call is coming from. Though cellphones have a built-in GPS, it often transmits only a general location, which could make it more difficult for emergency personnel to find you.
2. **A wired connection means better call quality.** If you live in an area where cell reception isn't as reliable, then a landline may be useful to have. Often, poor cell reception means dropped calls or choppy connection. However, with a landline's wired connection, you can experience higher-quality phone conversations since there is a more stable connection.
3. **Electricity is not required for a landline to work.** Unlike other forms of voice connection, a traditional landline can still work during storms or blackouts. As long as the wires connecting the phone base to the jack is still intact, then the landline will work.
4. **They are easy to use.** A landline phone can be easier to use than a cellphone. A cellphone has a more complex interface and touchscreen technology that can make it difficult to use for those not as [smartphone savvy](#). Therefore, having a traditional landline around may be more beneficial to those who want a simpler phone system.





## Cellphone vs. landline: reasons for the cellphone-only option

As more households rely on cellphones as their sole means of voice communication, there are plenty of valid reasons to stop using a landline. Here are a few reasons for the cellphone-only option:

1. **Having a landline and cellphone can be expensive.** Managing the cost of a home phone and cellphone bill could be too costly for you. If you're trying to cut monthly spending, then getting rid of a landline phone and just having a cellphone may be the best option for you.
2. **Take and receive calls from anywhere.** One of the biggest downsides to having a landline is that you can't take it with you outside of your home. Cellphones, however, allow you to use your device no matter where you are — dependent on available cell reception, of course.
3. **Access more features from your cellphone.** As cellphone technology has advanced, people are able to send emails, video chat and shop online in just a few simple clicks. These types of features are not accessible with a landline, which may encourage people to choose a cellphone over a traditional landline.



Ultimately, the decision about whether to get rid of a landline can come down to its usefulness and practicality in a particular home. Before making your final decision, take time to consider if having a cellphone or landline is the right option for you. Discover more tips, how-to's and guides on [life with technology](#) from CenturyLink.

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