



May 22, 2017

Oregon Public Utility Commission  
201 High St SE  
Salem, OR 97301-3612

RE: Advice No. 17-001 for United Telephone Company of the Northwest d/b/a CenturyLink

Dear Commissioners:

Attached for electronic filing are revised sheets for United Telephone Company of the Northwest, CenturyLink Price List No. 102. This filing is submitted with a proposed effective date of May 23, 2017.

Section 3      2nd Revised Page 4

These revisions standardize CenturyLink's process and timeline for acceptance of a customer-requested service date for price listed services that require treatment, equipment or engineering design during the provisioning process. CenturyLink will allow customers to change a requested service date for such services by up to 60 days beyond the originally requested service date. This timeline and process previously differed across CenturyLink ILECs.

Conditions associated with customer cancellation of pending service orders for the described services are also being standardized and clarified. If a customer is unable to accept service within 30 calendar days after the latest agreed upon service date but does not cancel the order, CenturyLink will either cancel the order and apply appropriate cancellation charges if the service has not been fully provisioned, or will begin billing once the service has been fully provisioned.

Questions concerning this filing may be directed to me or to Phil Grate at (206) 345-6224.

Sincerely,

A handwritten signature in black ink that reads "Zarneisha Dixon".

Zarneisha Dixon

Attachments

cc: Phil Grate, CenturyLink  
John Felz, CenturyLink

OR 17-01

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**SERVICE DATE CHANGE CHARGE**

(N)

The customer may request a change of service date on a pending Private Line Service or Design Service order prior to the service date. For purposes of this section, a Design Service is defined as any service provided under this Price List that is not immediately available for provisioning and requires treatment, equipment or engineering design (e.g. ISDN-PRI, DS1, Private Line, Foreign Exchange Service).

A change of service date is a change of the scheduled service date by the customer to either an earlier date or a later date which does not exceed 60 calendar days from the original service.

If the Company determines that the customer's request can be accommodated without delaying the service dates for orders of other customers, the service date will be changed and appropriate service charges will apply.

If the service date is changed to an earlier date, the customer will be notified by the Company that Expedited Order Charges (Time and Material Charge) may apply as set forth elsewhere in this section in addition to the service charge applicable for a change order.

If the requested service date exceeds 60 calendar days following the original service date, and the Company determines that the customer's request can be accommodated, the Company will cancel the original order and apply the Cancellation Charges set forth elsewhere in this section for "Cancellation for Application of Service", and a new order with a new service date will be issued. In this instance, no service charge will apply for the service date change; however, normally applicable service ordering charges will apply to the new order. Failure by the Customer to notify the Company prior to the latest agreed upon service date to request a different service date may result in the application of a premises visit charge.

If a customer is unable to accept service within 30 days after the latest agreed upon service date, the order will either be cancelled or billing will commence as specified elsewhere in this section for "Cancellation of Application for Service."

**CANCELLATION OF ORDER CHARGE (a.k.a. Cancellation of Application for Service)**

A customer may cancel an order for the installation of services provided under this Price List at any time prior to notification by the Company that service is available for the customer's use. The cancellation date is the date the Company receives written or verbal notice from the customer that the order is to be canceled. Verbal notice to the Company must be followed by written confirmation within 10 days. If a customer is unable to accept service within 30 calendar days of the latest agreed upon service date and the order has not been cancelled by the customer, the following conditions will apply:

- The order will be cancelled and applicable cancellation charges will apply, if the service has not been fully provisioned, or
- The order will be completed and billing will commence once the service has been fully provisioned.

When a customer cancels an order for the installation of a service, cancellation charges will be determined as specified in Section 2 of the Company's PUC OR No. 4 Tariff, unless specified otherwise elsewhere in this Price List for a specific service.

(N)