


UCB69

Public Utility Commission of Oregon Administrative Hearings Division	
FORMAL CONSUMER COMPLAINT	

Instructions: Complete this form to file a formal complaint against a utility. Complete all relevant parts and provide as much information as possible. Please attach additional pages if necessary. To assist you, we have provided a copy of rules on dispute resolution. We will serve your complaint on the utility and notify you of future events. Your complaint will be assigned a docket number and will be a public record. **If your service is disconnected or you received a notice of disconnection, you may be entitled to restored or continued service while we review your complaint. See Section 3.**

Section 1: Complainant and Utility Information			
Name: Matthew Steven, DBA GeniusWeb.com			
Address: 9281 SW Boones Ferry Rd			
City: Portland		State: Oregon	Zip Code: 97219
Home phone:	Cell Phone: 503 380 1724		Work Phone:
Email Address: matthew@geniusweb.com			
Utility: Centurylink		Account # (if known) 503-246-0403, 503-293-7811	

Section 2: Complaint

1. What is your complaint? What did the utility do or not do that caused the problem? Be specific.
(Attach additional pages if necessary.)

Please see the attached addendum for the full details.

(Please continue on next page)

Mailing Address: PO Box 1088 Salem, OR 97308-1088	Street Address: 201 High St Ste 100 Salem, OR 97308
Telephone: (503) 378-6678	Web Site: http://www.puc.state.or.us
Filing Center Email Address: puc.filingcenter@state.or.us	

Section 2: Complaint (continued)

2. If you know, please list the statutes, rules, or tariffs that you believe the utility violated.

Please see the attached addendum for the full details.

a. What do you want the utility or the PUC to do to resolve your complaint? *(We have authority to order refunds where appropriate, but cannot grant money damages.)*

Please see the attached addendum for the full details.

3. Consumer Services provided you with a copy of your informal case record. Do you want us to consider this case record in resolving your formal complaint?

<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
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Please see next page

Section 3: Continued or Restored Service

Has your utility service been disconnected, or have you received a disconnection notice? If so, you may be entitled to restored or continued service while we review your complaint. You may also be eligible for an expedited process to determine this eligibility. **If you have not been disconnected or have not received a disconnection notice, please skip to Section 4.**

Please answer all questions below completely. If you meet certain criteria, we will schedule a telephone hearing within three business days to determine whether you are entitled to continued or restored service. You and the utility will both be invited to participate.

1. Please check one:

- a. I have been refused an application for new service.
- b. I was disconnected.
- c. I received a notice that my service will be disconnected, but I have not yet been disconnected.

If you checked b. or c., fill in disconnection date here: _____

2. The utility claims that it is disconnecting/refusing service because:

- I did not pay my bill.
- I did not establish credit.
- Other (Please explain):

	I anticipate a disconnection notice on or about Nov 19 th	
	I have previously been disconnected, see attached addendum.	

3. Have you provided the utility with a deposit?

- Yes No

If so, what is the amount of the deposit? _____

4. Is the utility disconnecting your service or refusing to serve you for failure to pay your bill?

- Yes No

If you answered yes, you may be entitled to continued service if you make financial arrangements to protect the utility from future losses. This is usually done by paying all undisputed charges while your complaint is being resolved.

a. Are you willing to pay all undisputed charges while your complaint is being resolved?

- Yes No

Please see next page

Section 3: Continued or Restored Service (continued)

- b. Have you made, or are you willing to make, other financial arrangements with the utility, such as prepaying estimated monthly utility charges? If so, please describe the financial arrangements. Be specific.

I have been paying the bills in full, with objections each time, because I would lose most or all of my customers if I get disconnected.

Section 4: Additional Documents

To help us review your complaint, please attach a copy of your utility bill(s) and any disconnection notice(s) you received. Also include any additional documents that may be helpful in resolving your complaint.

Please black out any drivers' license numbers, social security numbers, bank routing numbers and bank account numbers before sending us your documents.

Please see next page

Section 5: Filing Options

Are you able to put your complaint into Word or text-searchable .pdf format and scan your other documents to .pdf format to email them to us?

Yes. **I am able to file my documents using email (Electronic Filing).**

Attach your complaint (and any additional documents you wish to add) as an attachment to an email addressed to: puc.filingcenter@state.or.us.

The *subject line* of the email must read: "Formal Complaint, [your name], [date]".

Please note: Our electronic filing system can accept only the attachments to the email. Do not include information about your complaint in the body of the email itself.

No. **I request a waiver of PUC electronic filing rules because I cannot prepare and submit documents electronically. I request permission to send copies of my documents by U. S. Mail to the Filing Center.**

Please mail the signed and dated original paper documents to the following mailing address:

**Public Utility Commission of Oregon
Formal Complaint
PO Box 1088
Salem, OR 97308-1088**

Section 6: Signature and Date

<u>/s/ Matthew J. Steven (e-signed)</u>	Nov 18, 2016
Complainant Signature	Date
<u>Matthew J. Steven</u>	
Printed Name	

**BEFORE THE
OREGON PUBLIC UTILITY COMMISSION**

MATTHEW STEVEN,
DBA GENIUSWEB.COM,

Complainant, *pro se*,

v.,

CENTURYLINK,

Defendant.

ADDENDUM IN SUPPORT OF
FORMAL COMPLAINT

HEARING REQUESTED

SUMMARY OF FACTS

This is a case about who should bear the burden of a billing misstatement by a large telecommunications provider and its repeated failures to correct that mistake.

Complainant GeniusWeb.com is a very small web development business, founded in 1997. It has numerous web sites which are hosted and managed by Matthew Steven, the owner. The business provides Matthew's family of four some income while he attends law school.

On about April 6th, 2016, in response to a flyer stating that CenturyLink has full fiber internet connectivity in the neighborhood where GeniusWeb operates, Matthew called CenturyLink in order to determine whether it might be more efficient to host the sites on fiber in the long run compared with his prior solution of renting cabinet space at a local datacenter at approximately \$250 a month.

In the phone conversation, the sales agent quoted a price of \$275 per month for a one-gigabit fiber connection. Matthew concluded that the price was too high to be worth it, and asked

whether there was a lower cost option, and was quoted a price of \$175 per month for a 100-megabit connection. The agent said that to reach that price point, she would have to bundle; the price of internet service was cheaper with an included phone line than without. Matthew stated that as long as the price is close to the quoted amount, it did not matter if she included a phone line with the agreement. The phone line was never put in use, in particular because the installer technician said the line could not be used to call 911 if the power was out.

After numerous issues, the service was eventually installed.¹ The modem was configured at one-gigabit speed but running the CenturyLink speed test showed that the service was in fact capped at 100 megabit. With numerous other difficulties, Matthew obtained the IP addresses and began hosting the web sites on the connection.

The first bill to arrive demanded \$592.47. Matthew contacted CenturyLink to make sure there was no misunderstanding about the pricing, asking the company to investigate and correct, and each time the agent agreed that the monthly price should be \$175 plus taxes and fees; no more than \$220, and agreed to put in an order to fix the problem, which led to no relief.²

On June 6, 2016, CenturyLink disconnected all service (including the phone line) within 60 seconds of emailing Matthew a notification. The reason was purported presence of malware on one of the hosting accounts. Matthew had already removed the complained about files before the disconnection. Customers noticed the outage, and some sales may have been lost.

On September 17, 2016, Matthew filed an informal complaint which was closed for lack of resolution by Senior Compliance Specialist Charla Muntz on November 11, 2016. The formal complaint was subsequently filed.

1 *See* Ex. A (timeline)

2 *Ibid*; *see also* Ex. C (billing records).

DISCUSSION OF COMPLAINT

Claim 1: Failure to Provide Mandatory Notifications

All allegations in the formal complaint form are re-alleged and incorporated herein.

OAR 860-021-0015 provides, “[w]hen a dispute occurs between a customer or applicant and a utility about any charge or service, the utility must,” among other things, thoroughly investigate the complaint, prepare a written record of the dispute, the disposition of the matter, and retain records for 36 months. If the dispute cannot be resolved, the utility must provide the contact information of the PUC to the customer. *Id.* If informal dispute resolution fails, the complainant may file a formal complaint as outlined in ORS 756.500. *Id.*

Here, complainant repeatedly disputed the charges involved, *see* Ex. A, and though Defendant’s phone agents agreed with Complainant each time that the billing was incorrect, there were other agents involved in the implementation of their orders who either failed to correctly enter the pricing codes or disputed the conclusions of the phone agents.

Defendant at no time pertinent to the telephone complaints notified Complainant as required under OAR 860-021-0015. Complainant discovered the contact information after repeated failures to obtain a remedy directly from Defendant on his own.

Claim 2: Illegal Disconnection of Complainant’s Telephone Service

The allegations in the formal complaint form and Claim 1 are realleged and incorporated herein.

With two exceptions not relevant here, a “large telecommunications utility must provide written notice to the customer at least five business days before disconnecting service.” OAR 860-021-0505(2)(a).

On June 7th, 2016, Defendant disconnected service within approximately sixty seconds of providing written (emailed) notice to Complainant. *See* Ex. C (email excerpt). Because Complainant's telephone service relies on the internet connection, and because telephone service is regulated by PUC, Defendant violated OAR 860-021-0505 and possibly other laws.

Claim 3: Violation of Oregon Trade Practices

The allegations in the formal complaint form, Claim 1, and Claim 2 are re-alleged and incorporated herein.

ORS 646.608 forbids a "person" from making "false or misleading representations of fact concerning the offering price of. . . services." ORS 646.608(1)(s). Defendant is a "person" for the purposes of this statute. ORS 646.605(4). The statute provides for civil damages of up to \$25,000 for willful violations. ORS 646.642. Oregon Courts may act to "restore to any person in interest any moneys or property, real or personal, of which the person was deprived by means of any practice declared to be unlawful in. . . ORS 646.608." ORS 646.636.

Here, Defendant CenturyLink made a false or misleading representation of fact when it quoted \$175 a month plus taxes and fees for 100 megabit internet service, and then proceeded to repeatedly charge Complainant for 1 gigabit internet service despite Complainant's protestation. The moneys of which Complainant were deprived of by means of that practice are the difference in what Complainant was told he would pay and what Complainant was billed for under threat of disconnection. The proposed amount is in the following section labeled "REMEDIES."

Further, CenturyLink has distinguished itself as a habitual offender in this practice, as even a cursory internet search reveals.³

³ E.g. Consumer Affairs, "Centurylink," https://www.consumeraffairs.com/cell_phones/centurylink.html; Ripoff Report, Centurylink

Claim 4: Breach of Contract

The allegations in the formal complaint form, Claim 1, Claim 2, and Claim 3 are re-alleged and incorporated herein.

In the April 6th, 2016 phone call, an oral contract for service was formed when Defendant offered 100 megabit fiber optic internet service to Complainant for \$175 a month plus taxes and fees, and Complainant orally accepted. Defendant breached the contract on or about April 19th when the first bill arrived for \$592.47. Complainant attempted to notify Defendant of the breach but was unable to reach an appropriate agent to notify. The agents answering could not offer any coherent solution to the problem or had no authority to fix the mistake. Subsequently, Complainant contacted Defendant several times, who acknowledged the problem each time, and ultimately failed to cure the breach, causing ongoing financial damage.

REMEDIES SOUGHT

The allegations in the formal complaint form, Claim 1, Claim 2, Claim 3, and Claim 4 are re-alleged and incorporated herein. The *pro se* Complainant recognizes the limited scope of available damages from the PUC, but also anticipates potential litigation in State Courts, and thus alleges all relevant damages here in an effort to avoid waiving these claims later.

1. Refund

A. Full Refund

On the grounds that Defendant's conduct was extraordinary and outrageous, and because Defendant has a pattern or practice of routinely engaging in deceptive billing practices

complaints, http://www.ripoffreport.com/reports/specific_search/Centurylink (listing numerous allegations of billing misconduct); Complaints Board, Centurylink Complaint Search, <http://www.complaintsboard.com/?search=centurylink> (same).

to its cumulative profit, Complainant seeks a refund of of all moneys paid to Defendant in this matter between the initiation of business service on April 6th, 2016 and the final disconnection, when that occurs. Complainant also seeks an order denying Defendant the early termination fee and any other fees which Defendant claims in this matter.

B. Differential Refund

In the alternative, Complainant seeks a refund amounting to the difference between the rates promised and the rates actually billed at the time of the settlement of this matter, which Complainant anticipates will amount to at least \$700. Complainant also seeks an order denying Defendant the early termination fee and any other fees which Defendant claims in this matter.

2. Attorney fees

Complainant seeks reasonable attorney fees as authorized by statute, regulation or other laws in connection with the litigation of this matter, to be determined after trial.

3. Actual, Consequential and Punitive Damages

Complainant has made significant investments in equipment and engineering efforts in reliance on Defendant's offered terms. Complainant seeks actual, consequential, and punitive damages, where authorized by law to compensate him for the losses resulting from the breach of contract and other violations herein alleged, to be determined at trial.

SIGNATURE

/s/ Matthew J. Steven

Matthew J. Steven

November 18, 2016

EXHIBIT A

Timeline of Events, Recorded by Matthew Steven

Dates with * are approximate. Note that CL is used to abbreviate "Centurylink."

04/06/2016 * Called CL and negotiated a business plan on fiber. The installation was scheduled for 4/12/2016.

04/12/2016 CL did not arrive to install, wasting four hours of my time. CL had apparently canceled the install. I spent more than an hour on the phone, mostly on hold to get the install completed (see phone logs, below). Installation was rescheduled for 4/14.

04/14/2016 CL completed the fiber install, with some hiccups in the technology (a technician had failed to connect a power wire properly) which I was able to diagnose and fix myself. I spent significant additional phone time (a total of 25 phone calls needed to be done to get things working, see phone logs). Technicians cut down a grape plant on the property (\$20)

I also called tech support to have a block of static IP addresses assigned. Before I could complete the call, I was disconnected. I called back, and another tech noted that the prior tech had created an order, but for a block of 16, though I only needed 8. He corrected the order, assigned me a block of 8. He failed to void the other order, so I found on the first bill that I was being charged for both sets. (see bill#1, below)

04/19/2016 The first bill is issued, and is clearly erroneous because rather than the approximately \$200 I anticipated (\$175 plus fees) the total was \$592.47. I attempt to contact CL over the next few weeks but am unable to reach anyone who can help me.

05/09/2016 CL disconnects me for nonpayment. I immediately call to address the bill, but the agent is unable to access enough information to fix it (see call logs). I submit a payment for the \$592.47 in anticipation of getting the matter sorted out later, mostly because I just cannot afford to have my customers sites offline for any period of time.

05/19/2016 The next bill arrives, totaling \$285.64. Closer, but still \$100 too high.

05/25/2016 After taking care of some personal issues which prevented me from dealing with the above bill immediately, I called CL to address the matter. The aforementioned payment did not post due to an error in the account number supplied. I spoke with agent "AB28919" (Ezekiel I think) who processed a payment (I did not want to be disconnected again) with confirmation# 14141004643 (I'm still not sure what happened to this payment but it did not go through), and put in two orders: First c44378349 to correct the \$100 disparity, and second c44337734 to reimburse me for install fees including the modem purchase as a courtesy. The agent assures me that he has extensively documented the problems on the account and that it will be properly entered.

05/26/2016 A payment for \$427.47 posts to my bank account.

05/27/2016 CL emails me to say that c44378349 was completed. (apparently it wasn't)

06/07/2016 CL disconnects me within approximately sixty seconds of emailing me a notice that one of my customer sites had some malware on it. I had already removed the malware and locked down the site in that minute after getting the message. Approximately an hour later I was reconnected and offered a promise that they would not do it again without calling first and giving me an opportunity to react. (this is an unfortunate but common issue in hosting web sites and typical bandwidth providers do not immediately disconnect over it)

06/08/2016 I paid the 5/19 invoice, though again noting it was \$100 too high.

06/10/2016 Payment for \$285.64 posts to my bank account.

06/19/2016 The next bill arrives, \$316.98. Obviously nothing has been fixed.

7/14/2016 Contacted Thomas Spenner, tspenne@CenturyLink.com who promised to fix it

7/19/2016 Spenner sent me an email acknowledging order "R47927931 which just completed. This order changes the speed from 1 GB to 100/100 Mb, meaning 100 MB both up & down as you stated you agreed to. The pricing going forward for the internet service is \$179.99 without paperless billing & automatic payments."

7/21/2016 Checked the bill which showed it overdue, but Spenner confirmed that "Sorry for the confusion, but you're not past due."

8/23/2016 Emailed Spenner again, noting that the 8/19 bill was as inaccurate as the previous bills, for \$345.64. (no response)

9/04/2016 Emailed Spenner, same subject as the 8/23 email. (no response)

9/14/2016 Filed complaint form with PUC.

(remaining events are documented in the informal record)

EXHIBIT B

Email Sent Immediately Prior To Disconnection

☐ **From:** abuse@centurylinkservices.net
To: pdx@matts.org
Subject: [AB-M42825239L] Phishing Sites and your Acceptable Use Policy
Date: Tue, 7 Jun 2016 14:53:13 +0000 (06/07/2016 07:53:13 AM)

Customer ID: ***geniusweb858***

CenturyLink Security Services has received notification about a fraudulent "phishing" site hosted on your network. Phishing websites attempt to deceive customers into divulging personal information, such as SSN or bank account numbers.

Phishing sites are often hosted by computers infected with viruses, or otherwise compromised.

Computers infected with bots are considered compromised hosts. They may be used to send spam (also called Unsolicited Bulk Email, or UBE), scan other computers for vulnerabilities, take advantage of security holes, and/or be used as part of Distributed Denial of Service (DDoS) attacks. These programs also allow computers used by attackers or spammers to hide their identity and location. These bots are often spread by viruses or worms.

More information on phishing is available at:
<http://antiphishing.org/>

Please see the Acceptable Use Policy at:
<https://www.centurylink.com/Pages/AboutUs/Legal/AcceptableUse/>

CenturyLink may take further action, including the suspension or termination of your Service. Please note that if you use the Internet for Voice over IP services (VoIP) to support Internet based calling, you will not be able to make any incoming or outgoing calls, including 9-1-1 calls, from your service address unless you have Internet service. Also, disconnection of a bundled service may result in loss of your bundle discount.

EXHIBIT C

All Bills Received (following pages)



BILL SUMMARY

GENIUSWEB
9281 SW BOONES FERRY RD
PORTLAND OR 97219 4829

Account 503-246-0403 918

Billing Date Apr 19, 2016

New Charges

For questions, call:

CenturyLink 1 800 603-6000 592.47

New Charges \$592.47

Total Amount Due by May 08, 2016 \$592.47

A late payment charge of 1.8% or \$.50, whichever is greater, may apply if amount due does not reach us by May 19, 2016, except Internet charges.

Any amount of Internet and related Internet charges left unpaid 30 days after bill date is subject to a \$7.00 late payment charge.

The company you have chosen for interLATA calls (long distance calls outside your local toll calling area) is CenturyLink Communications, LLC.

The company you have chosen for intraLATA calls (long distance calls inside your local toll calling area) is CenturyLink Communications, LLC.

CenturyLink welcomes you as a new customer. The billing date for your new service is the 19th of each month. Your bill will reach you about 10 days later.

Welcome to CenturyLink! Your communications needs are our top priority. Our dedicated business team answers questions, reviews your account and provides tailored solutions for your business. To manage your account, call 1 877-207-5797. Thanks for choosing CenturyLink.

New Charges

Local and Other Services

Description	Amount
Discount Summary	-95.92
Monthly Charges	433.03
Service Additions and Changes	238.74

Taxes, Fees and Surcharges

Facility Relocation Cost Recovery Fee at \$.30 per line	0.30
Federal Excise at 3%	1.33
Federal Universal Serv Fund at 17.9%	1.58
Franchise at 3%	0.63
Oregon PUC fee as required by law	0.13
Oregon Universal Service Surcharge of 8.5%	3.02
Portland Utility License Fee at 5%	8.81
Residential Service Protection Fund at \$.07 per access line	0.07

State 911 at \$.75 per access line 0.75

Subtotal \$592.47

TOTAL NEW CHARGES \$592.47

Savings

You selected a CenturyLink Choice Business Package for a term of 24 months. Your % discount applies to the month-to-month (MTM) rate for the term. CenturyLink may change the MTM rate during the term which will affect your discounted rate. If you remove this Pkg before 04-14-2018 you will incur early termination charges of \$200 per line.

You are currently receiving a discount off your monthly High-Speed Internet service because you have a 24-month Term Commitment Agreement. Your Current Agreement expires on 04-14-2018

Discounts are given one month in advance. Your bill may include a partial month and a month in advance of billing. Product changes may result in a charge for unused discounts previously given.

This document is for your internal use only. Please do not use to remit payment for CenturyLink Services.

Monthly Charges

Charges from Apr 19 to May 19

Qty	Description	Code	Item Rate	Amount
1	Choice Business Plus (includes your line and your selected features)	PGOQM	55.00	55.00
1	Non-Telecom Svc Surcharge	NT1	2.99	2.99
1	Extended Area Service Unlimited Local Calling Business	TBX	3.27	3.27
1	Federal Access Charge	9LM	6.50	6.50
1	Access Recovery Charge	9ZR23	1.28	1.28

Internet Service

Qty	Description	Code	Item Rate	Amount
1	Internet Cost Recovery Fee	C8RBB	3.99	3.99
1	High-Speed Internet	EF71C	275.00	275.00
1	Office Plus	NMO78	25.00	25.00
1	Static IP-Block of 8	S1P5X	20.00	20.00
1	Static IP-Block of 16	S1P6X	40.00	40.00

TOTAL MONTHLY CHARGES \$433.03

Discounts & Adjustments Summary

Customer Subscription Discounts

Description Amount

High-Speed Internet 24-Month Term Commitment	
Discount (04/19 - 05/18)	-45.00
High-Speed Internet	
Discount (Partial Month - 04/15 - 04/18)	-0.67
High-Speed Internet 24-Month Term Commitment	
Discount (Partial Month - 04/15 - 04/18)	-6.00
Choice Business 24 Month Term Commitment Discount	
Discount applied to Month 1 of 24	-8.25
High-Speed Internet	
Discount with Voice Service	-5.00
Welcome to CenturyLink Discount	
Installation Waiver	-31.00
TOTAL DISCOUNTS	-\$95.92

Service Additions & Changes

Apr 14, 2016 Order Number N 41000918

Add Service

503 246-0403

Qty	Description	Code	Item Rate	Amount
1	6 DA Call Allowance	D7V6X		
1	Three-Way Calling	ESC		
1	Last Call Return	NSQ		
1	Non-Telecom Svc Surcharge	NT1	2.99	
1	Choice Business Plus (includes your line and your selected features)	PGOQM	55.00	31.00
	Installation Charge			
1	Unistar(SM) Tier 1	SEQ1X		
1	Extended Area Service Unlimited Local Calling Business	TBX	3.27	
1	Business Line	1FB		
1	Federal Access Charge	9LM	6.50	
1	Access Recovery Charge	9ZR23	1.28	
	503 293-7811			
1	Internet Cost Recovery Fee	C8RBB	3.99	
1	High-Speed Internet	EF71C	275.00	
1	Office Plus	NMO78	25.00	
	Partial Month's Charge for Services Added, Apr 14 to Apr 19		373.03	49.74

Apr 15, 2016 Order Number R 41122788

Add Service

503 293-7811

Qty	Description	Code	Item Rate	Amount
1	Static IP-Block of 16	S1P6X	40.00	75.00

Installation Charge
 Partial Month's Charge for Services Added, Apr 14 to Apr 19 40.00 5.33

Apr 15, 2016 Order Number R 41122930

Add Service

503 293-7811

Qty	Description	Code	Item	Rate	Amount
1	Static IP-Block of 8 Installation Charge	S1P5X		20.00	75.00
	Partial Month's Charge for Services Added, Apr 14 to Apr 19			20.00	2.67
TOTAL SERVICE ADDITIONS & CHANGES					\$238.74

Taxes, Fees & Surcharges Summary

The detail listed below has been included in the New Charges on this bill. This summary is provided as information only.

Description	Amount
Federal Excise at 3%	1.33
Portland Utility License Fee at 5%	8.81
Facility Relocation Cost Recovery Fee at \$.30 per access line	0.30
Federal Universal Serv Fund at 17.9%	1.58
<i>This charge recovers the amount CenturyLink contributes to the Federal Universal Service Fund. This fund helps keep local phone rates affordable for all Americans.</i>	
Franchise at 3%	0.63
<i>This charge recovers a portion of the amount CenturyLink remits to operate within your city.</i>	
Oregon PUC fee as required by law	0.13
<i>This per line charge recovers the amount CenturyLink remits to the Public Utility Commission. This fee helps to recover the cost of utility regulation.</i>	
Oregon Universal Service Surcharge of 8.5%	3.02
<i>This charge recovers the amount CenturyLink contributes to the Oregon Universal Service Fund. This fund helps keep basic exchange rates affordable.</i>	
Residential Service Protection Fund at \$.07 per access line	0.07
<i>This charge funds relay centers that help hearing- and speech- impaired customers make and receive calls and funds programs used to provide telecommunication services to disadvantaged or disabled customers at a reduced rate.</i>	
State 911 at \$.75 per access line	0.75
<i>This surcharge, funds the cost of providing emergency services communications systems in your community.</i>	
TOTAL TAXES, FEES AND SURCHARGES SUMMARY	\$16.62

For Your Information

Customers using Teletype (TTY) devices can direct their inquiries to CenturyLink at 1 800 223-3131, a TTY equipped number.

NOTICE OF DISCONTINUANCE - CenturyLink will discontinue operator service features Busy Line Verification and Busy Line Interrupt. Busy Line Verification/Interrupt are optional services that allow customers to obtain assistance in determining if a called line is in use (verification) or in interrupting a communication in progress

(interrupt) by calling the "0" operator. Due to a small number of CenturyLink customers using these services, CenturyLink will file a petition on March 31, 2016 with the Oregon Public Utility Commission, to discontinue offering these services. Upon request from affected customers, the Commission may, but is not required to deny the petition or set it for hearing. You may contact the Commission at 1-800-522-2404. Subject to approval from the Oregon Public Utility commission, CenturyLink plans to discontinue Busy

NOTICE OF RATE CHANGE/INCREASE - Beginning with your next month's invoice, CenturyLink long distance customers will see a change to their bill. The Access Line Charge will now appear as the Long Distance Line Charge. The Long Distance Line Charge for customers with the obsolete Choice Long Distance plan will increase from \$1.50 to \$2.99 per month. For customers with the obsolete Long Distance Advantage plan, the Long Distance Line Charge will increase from \$1.99 to \$3.99 per month. For all other calling plans, the Long Distance Line Charge will increase from \$2.99 to \$3.99 per month. If you have any questions, please contact a Customer Care Representative at the telephone number printed on this bill. Thank you for choosing CenturyLink for your communication needs—we value you as our customer.

Tax Symbol Explanation: Explanation of tax symbols used throughout the bill

F - Federal Excise

Charges for your monthly service are billed one month in advance. CenturyLink should receive your payment for the total amount due on or before the due date on your bill. If you are unable to pay by the due date, please contact Customer Service to avoid possible collection action. In some states you may be assessed a charge for unpaid balances. Your basic telephone service will not be disconnected for non-payment of charges for: (1) CenturyLink Unregulated Services (or other itemized services) identified by an *, (2) services of other CenturyLink companies, or (3) services of other companies included in your bill. CenturyLink packages of features and the amounts in the Account Summary may include both basic and charges that are not basic.

Third-Party Billing Block

Cramming occurs when unauthorized charges appear on your telephone bill. To help prevent unwanted third party charges on your bill, contact CenturyLink and request, at no charge, a bill block that will prevent some third party charges such as charitable contributions, dial-up Internet by non-CenturyLink companies or other non-telecommunications charges from appearing on your bill.

TOTAL CENTURYLINK CHARGES

\$592.47

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BILL SUMMARY

GENIUSWEB
 9281 SW BOONES FERRY RD
 PORTLAND OR 97219 4829

Account 503-246-0403 918
 Billing Date May 19, 2016

Previous Balance

Charges	592.47
Adjustment\ CenturyLink	-165.00
Payment MAY 14	-427.47
Balance Forward	\$0.00

New Charges

For questions, call:

CenturyLink	1 800 603-6000	285.64
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New Charges

\$285.64

Total Amount Due by Jun 08, 2016

\$285.64

A late payment charge of 1.8% or \$.50, whichever is greater, may apply if amount due does not reach us by Jun 19, 2016, except Internet charges.

Any amount of Internet and related Internet charges left unpaid 30 days after bill date is subject to a \$.70 late payment charge.

Business needs change regularly. As a valued business customer, we want to work with you to provide a complete and cost effective solution for your business. Call (888) 544-4495 today for a free account consultation with a dedicated business sales consultant. For billing or technical questions, please call (877) 453-9407.

New Charges

Local and Other Services

Description	Amount
Discount Summary	-113.76
Monthly Charges	403.02
Service Additions and Changes	-11.67

Taxes, Fees and Surcharges

Facility Relocation Cost Recovery Fee at \$.30 per line	0.30
Federal Excise at 3%	1.14
Federal Universal Serv Fund at 17.9%	1.39
Franchise at 3%	0.53
Oregon PUC fee as required by law	0.13
Oregon Universal Service Surcharge of 8.5%	2.58
Portland Utility License Fee at 5%	1.16
Residential Service Protection Fund at \$.07 per access line	0.07

State 911 at \$.75 per access line 0.75

Subtotal \$285.64

TOTAL NEW CHARGES \$285.64

Savings

You selected a CenturyLink Choice Business Package for a term of 24 months. Your % discount applies to the month-to-month (MTM) rate for the term. CenturyLink may change the MTM rate during the term which will affect your discounted rate. If you remove this Pkg before 04-14-2018 you will incur early termination charges of \$200 per line.

You are currently receiving a discount off your monthly High-Speed Internet service because you have a 24-month Term Commitment Agreement. Your Current Agreement expires on 04-14-2018

Discounts are given one month in advance. Your bill may include a partial month and a month in advance of billing. Product changes may result in a charge for unused discounts previously given.

This document is for your internal use only. Please do not use to remit payment for CenturyLink Services.

Monthly Charges

Charges from May 19 to Jun 19

Qty	Description	Code	Item Rate	Amount
1	Choice Business Plus (includes your line and your selected features)	PGOQM	55.00	55.00
1	Non-Telecom Svc Surcharge	NT1	2.99	2.99
1	Extended Area Service Unlimited Local Calling Business	TBX	3.27	3.27
1	Federal Access Charge	9LM	6.50	6.50
1	Access Recovery Charge	9ZR23	1.28	1.28

Internet Service

Qty	Description	Code	Item Rate	Amount
1	Internet Cost Recovery Fee	C8RBB	3.99	3.99
1	High-Speed Internet	EF71C	275.00	275.00
1	Office Plus	NMO78	25.00	25.00
1	Static IP-Block of 8	S1P5X	20.00	20.00
1	Advanced Modem - Lease	XCBKD	9.99	9.99

TOTAL MONTHLY CHARGES \$403.02

Discounts & Adjustments Summary

Customer Subscription Discounts

Description	Amount
-------------	--------

High-Speed Internet 24-Month Term Commitment Discount (05/19 - 06/18)	-90.01
High-Speed Internet 24-Month Term Commitment Discount (Partial Month - 05/12 - 05/18)	10.50
High-Speed Internet 24-Month Term Commitment Discount (Partial Month - 05/12 - 05/18)	-21.00
Choice Business 24 Month Term Commitment Discount Discount applied to Month 2 of 24	-8.25
High-Speed Internet Discount with Voice Service	-5.00
TOTAL DISCOUNTS	-\$113.76

Service Additions & Changes

Apr 19, 2016 Order Number R 41434586

Add Service

503 293-7811

Qty	Description	Code	Item Rate	Amount
1	Advanced Modem - Lease	XCBKD	9.99	
	Partial Month's Charge for Services Added, Apr 19 to May 19		9.99	9.66

May 02, 2016 Order Number C 41915861

Remove Service

503 293-7811

Qty	Description	Code	Item Rate	Amount
1	Static IP-Block of 16	S1P6X	-40.00	
	Partial Month's Credit for Services Removed, May 02 to May 19		-40.00	-21.33

TOTAL SERVICE ADDITIONS & CHANGES **-\$11.67**

Taxes, Fees & Surcharges Summary

The detail listed below has been included in the New Charges on this bill. This summary is provided as information only.

Description	Amount
Federal Excise at 3%	1.14
Portland Utility License Fee at 5%	1.16
Facility Relocation Cost Recovery Fee at \$.30 per access line	0.30
Federal Universal Serv Fund at 17.9%	1.39
<i>This charge recovers the amount CenturyLink contributes to the Federal Universal Service Fund. This fund helps keep local phone rates affordable for all Americans.</i>	
Franchise at 3%	0.53
<i>This charge recovers a portion of the amount CenturyLink remits to operate within your city.</i>	
Oregon PUC fee as required by law	0.13

This per line charge recovers the amount CenturyLink remits to the Public Utility Commission. This fee helps to recover the cost of utility regulation.

Oregon Universal Service Surcharge of 8.5% 2.58

This charge recovers the amount CenturyLink contributes to the Oregon Universal Service Fund. This fund helps keep basic exchange rates affordable.

Residential Service Protection Fund at \$.07 per access line 0.07

This charge funds relay centers that help hearing- and speech- impaired customers make and receive calls and funds programs used to provide telecommunication services to disadvantaged or disabled customers at a reduced rate.

State 911 at \$.75 per access line 0.75

This surcharge, funds the cost of providing emergency services communications systems in your community.

TOTAL TAXES, FEES AND SURCHARGES SUMMARY \$8.05

Account Adjustments

Date	Description	Amount
Apr 29	Credit Adjustment	-165.00
TOTAL ACCOUNT ADJUSTMENTS		-\$165.00

The detail listed below has been included in the Account Summary section on this bill. This summary is provided as information only.

These adjustments are not reflected in the total charges for this Service Provider.

For Your Information

Customers using Teletype (TTY) devices can direct their inquiries to CenturyLink at 1 800 223-3131, a TTY equipped number.

Effective with your next bill, CenturyLink will apply a Property Tax Recovery Fee to recover amounts paid to various taxing jurisdictions. The current rate for this charge is 1.8%. This charge will be applied to monthly end user total interstate and international long distance charges and is subject to change. If you have any questions please call the telephone number printed on your bill. Thank you for choosing CenturyLink for your communication needs—we value you as our customer.

Tax Symbol Explanation: Explanation of tax symbols used throughout the bill

F - Federal Excise

Charges for your monthly service are billed one month in advance. CenturyLink should receive your payment for the total amount due on or before the due date on your bill. If you are unable to pay by the due date, please contact Customer Service to avoid possible collection action. In some states you may be assessed a charge for unpaid balances. Your basic telephone service will not be disconnected for non-payment of charges for: (1) CenturyLink Unregulated Services (or other itemized services) identified by an *, (2) services of other CenturyLink companies, or (3) services of other companies included in your bill. CenturyLink packages of features and the amounts in the Account Summary may include both basic and charges that are not basic.

Third-Party Billing Block

Cramming occurs when unauthorized charges appear on your telephone bill. To help prevent unwanted third party charges on your bill, contact CenturyLink and request, at no charge, a bill block that will prevent some third party charges such as charitable contributions, dial-up Internet by non-CenturyLink companies or other non-telecommunications charges from appearing on your bill.

TOTAL CENTURYLINK CHARGES \$285.64

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BILL SUMMARY

GENIUSWEB
 9281 SW BOONES FERRY RD
 PORTLAND OR 97219 4829

Account 503-246-0403 918
 Billing Date Jun 19, 2016

Previous Balance

Charges		285.64
Adjustment CenturyLink		427.47
Payment		-713.11
	May -427.47	
	25	
	Jun -285.64	
	09	

Thank you for your payments.

Balance Forward **\$0.00**

New Charges	For questions, call:	
CenturyLink	1 800 603-6000	291.49
Long Distance Service	1 800 603-6000	25.49

New Charges **\$316.98**

Total Amount Due by Jul 08, 2016 **\$316.98**

A late payment charge of 1.8% or \$.50, whichever is greater, may apply if amount due does not reach us by Jul 19, 2016, except Internet charges.

Any amount of Internet and related Internet charges left unpaid 30 days after bill date is subject to a \$7.00 late payment charge.

Business needs change regularly. As a valued business customer, we want to work with you to provide a complete and cost effective solution for your business. Call (888) 544-4495 today for a free account consultation with a dedicated business sales consultant. For billing or technical questions, please call (877) 453-9407.

New Charges

Local and Other Services

Description	Amount
Discount Summary	-103.26
Monthly Charges	393.03
Service Additions and Changes	-6.33
Taxes, Fees and Surcharges	
Facility Relocation Cost Recovery Fee at \$.30 per line	0.30
Federal Excise at 3%	1.14

Federal Universal Serv Fund at 17.9%	1.39
Franchise at 3%	0.53
Oregon PUC fee as required by law	0.13
Oregon Universal Service Surcharge of 8.5%	2.58
Portland Utility License Fee at 5%	1.16
Residential Service Protection Fund at \$.07 per access line	0.07
State 911 at \$.75 per access line	0.75
Subtotal	\$291.49

Long Distance Service

Description	Amount
Carrier Computed Charges	26.22
Discount Summary	-4.50
Taxes, Fees and Surcharges	
Carrier Computed Taxes	4.57
Federal Regulatory Recovery	-0.01
Federal Telecom Relay Service Fee	-0.06
Federal Universal Serv Fund at 17.9%	-0.56
Oregon Universal Service Surcharge of 8.5%	-0.11
Property Tax Recovery Fee at 1.8%	-0.06
Subtotal	\$25.49
TOTAL NEW CHARGES	\$316.98

Savings

Thank you for being a valued Choice Unlimited Long Distance customer. You have entered into an agreement to maintain this service until 05-11-2018. If you remove this service before that date, you will be assessed an early termination fee of \$60 per line.

You selected a CenturyLink Choice Business Package for a term of 24 months. Your % discount applies to the month-to-month (MTM) rate for the term. CenturyLink may change the MTM rate during the term which will affect your discounted rate. If you remove this Pkg before 04-14-2018 you will incur early termination charges of \$200 per line.

You are currently receiving a discount off your monthly High-Speed Internet service because you have a 24-month Term Commitment Agreement. Your Current Agreement expires on 04-14-2018

Discounts are given one month in advance. Your bill may include a partial month and a month in advance of billing. Product changes may result in a charge for unused discounts previously given.

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Monthly Charges

Charges from Jun 19 to Jul 19

Qty	Description	Code	Item Rate	Amount
1	Choice Business Plus (includes your line and your selected features)	PGOQM	55.00	55.00
1	Non-Telecom Svc Surcharge	NT1	2.99	2.99
1	Extended Area Service Unlimited Local Calling Business	TBX	3.27	3.27
1	Federal Access Charge	9LM	6.50	6.50
1	Access Recovery Charge	9ZR23	1.28	1.28

Internet Service

Qty	Description	Code	Item Rate	Amount
1	Internet Cost Recovery Fee	C8RBB	3.99	3.99
1	High-Speed Internet	EF71C	275.00	275.00
1	Office Plus	NMO78	25.00	25.00
1	Static IP-Block of 8	S1P5X	20.00	20.00
TOTAL MONTHLY CHARGES				\$393.03

Discounts & Adjustments Summary

Customer Subscription Discounts

Description	Amount
High-Speed Internet 24-Month Term Commitment Discount (06/19 - 07/18)	-90.01
Choice Business 24 Month Term Commitment Discount Discount applied to Month 3 of 24	-8.25
High-Speed Internet Discount with Voice Service	-5.00
TOTAL DISCOUNTS	-\$103.26

Service Additions & Changes

May 30, 2016 Order Number R 44314650

Remove Service

503 293-7811

Qty	Description	Code	Item Rate	Amount
1	Advanced Modem - Lease	XCBKD	-9.99	
	Partial Month's Credit for Services Removed, May 30 to Jun 19		-9.99	-6.33
TOTAL SERVICE ADDITIONS & CHANGES				-\$6.33

Taxes, Fees & Surcharges Summary

The detail listed below has been included in the New Charges on this bill. This summary is provided as information

only.

Description	Amount
Federal Excise at 3%	1.14
Portland Utility License Fee at 5%	1.16
Facility Relocation Cost Recovery Fee at \$.30 per access line	0.30
Federal Universal Serv Fund at 17.9%	1.39
<i>This charge recovers the amount CenturyLink contributes to the Federal Universal Service Fund. This fund helps keep local phone rates affordable for all Americans.</i>	
Franchise at 3%	0.53
<i>This charge recovers a portion of the amount CenturyLink remits to operate within your city.</i>	
Oregon PUC fee as required by law	0.13
<i>This per line charge recovers the amount CenturyLink remits to the Public Utility Commission. This fee helps to recover the cost of utility regulation.</i>	
Oregon Universal Service Surcharge of 8.5%	2.58
<i>This charge recovers the amount CenturyLink contributes to the Oregon Universal Service Fund. This fund helps keep basic exchange rates affordable.</i>	
Residential Service Protection Fund at \$.07 per access line	0.07
<i>This charge funds relay centers that help hearing- and speech- impaired customers make and receive calls and funds programs used to provide telecommunication services to disadvantaged or disabled customers at a reduced rate.</i>	
State 911 at \$.75 per access line	0.75
<i>This surcharge, funds the cost of providing emergency services communications systems in your community.</i>	
TOTAL TAXES, FEES AND SURCHARGES SUMMARY	\$8.05

Account Adjustments

Date	Description	Amount
May 25	Credit Adjustment	-20.00
May 19	Returned Check	427.47
May 19	Returned Check Charge	20.00
TOTAL ACCOUNT ADJUSTMENTS		\$427.47

The detail listed below has been included in the Account Summary section on this bill. This summary is provided as information only.

These adjustments are not reflected in the total charges for this Service Provider.

For Your Information

Customers using Teletype (TTY) devices can direct their inquiries to CenturyLink at 1 800 223-3131, a TTY equipped number.

NOTICE OF DISCONTINUANCE/CHANGE IN DATES - CenturyLink will discontinue operator service features Busy Line Verification and Busy Line Interrupt. Busy Line Verification/Interrupt are optional services that allow customers to obtain assistance in determining if a called line is in use (verification) or in interrupting a communication in progress (interrupt) by calling the "0" operator. Due to a small number of CenturyLink customers using these services, CenturyLink will file a petition on June 1, 2016 with the Oregon Public Utilities Commission to

discontinue offering these services. Upon request from affected customers, the Commission may, but is not required, to deny the petition or set it for hearing. You may contact the Commission at 1-800-522-2404. Subject to approval from the Oregon Public Utility commission, CenturyLink plans to

Effective July 17, 2016 the monthly rate for all flat rate and measured business access lines will increase by up to \$2.00 per line. Flat and measured Extended Area Service (EAS) charges will not change in most exchanges, but will be reduced by up to \$1.49 in some exchanges. If you have any questions, please contact CenturyLink representative at the telephone number printed on your bill. Thank you for choosing CenturyLink for your communication needs—we value you as our customer.

Tax Symbol Explanation: Explanation of tax symbols used throughout the bill

F - Federal Excise

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TOTAL CENTURYLINK CHARGES **\$291.49**

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For questions, call: 1 800 603-6000

Description	Amount
Long Distance Service Account Summary	
Charges For June	30.79
Long Distance Service Savings & Adjmnt Incl Tax&Srchrng 5.24cr	-5.24
Total Long Distance Service Account Summary	25.55

Long Distance Service Savings & Adjustments (Includes Tax & Surcharges)

Tax and Surcharge Adjustments

Description	Amount
Federal Regulatory Recovery	-0.01
Federal Telecom Relay Service Fee	-0.06
Federal Universal Service Fund	-0.56
Oregon Universal Service Surcharge of 8.5%	-0.11
Property Tax Recovery Fee	-0.06
Subtotal	-\$0.80

Description	Amount Eligible For Discount	Amount
--------------------	-------------------------------------	---------------

Choice Unlimited LD 24 Month Term Commitment		
Full Month Discount	4.50	-4.50
Subtotal		-\$4.50
TOTAL LONG DISTANCE SERVICE SAVINGS & ADJUSTMENTS		-\$5.30

CenturyLink Long Distance Summary of Charges for June

Your LD Account Balance - CenturyLink Communications, LLC

Current Service Charges		\$27.22
Discounts and Promotions		-\$1.00
Other Fees & Monthly Charges		
PUC Fee		\$0.02
Oregon Universal Service Fund		\$0.59
Federal Universal Service Fund		\$3.53
Fed Telecom Relay Service		\$0.37
Federal Regulatory Recovery		\$0.06
Subtotal		\$4.57
Current Total Charges		\$30.79

Current Total Charges, detail by sub-account

GENIUSWEB CenturyLink Choice Unlimited

Current Service Charges		\$27.22
Discounts and Promotions		\$1.00CR
PUC Fee		\$0.02
Oregon Universal Service Fund		\$0.59
Federal Universal Service Fund		\$3.53
Fed Telecom Relay Service		\$0.37
Federal Regulatory Recovery		\$0.06
Subtotal		\$30.79
Current Total Charges		\$30.79

The charges appearing on this portion of your bill are from a new service provider.

Discounts and Promotions Report

GENIUSWEB CenturyLink Choice Unlimited

Description	Amount	
Plan/Feature Charges		
Long Distance Line Discount		\$1.00CR
Subtotal		\$1.00CR
Total		\$1.00CR

Service Summary of Charges

GENIUSWEB

Usage Nonrecur. Monthly Total

Calls Min:Sec Charges Charges Charges Charges

Plan/Feature Chrgs 0:00 0.00 0.00 27.22 \$27.22

Total 0:00 \$0.00 \$0.00 \$27.22 \$27.22

Service Detail - Plan/Feature Charges

GENIUSWEB

Nonrecurring Monthly Total

Description Qty. Period Charges Charges Charges

Long Distance Line Chrg 1 MAY 11-JUN 03 0.00 3.99 \$3.99

CenturyLink Choice Unlim 1 MAY 11-JUN 03 0.00 23.23 \$23.23

Total Plan/Feature Charges \$0.00 \$27.22 \$27.22

Access Line Charge Report

GENIUSWEB

Phone Number Line Type Charges

503-246-0403 Long Distance Line Charge \$3.99

Total Access Line Charges \$3.99

This Portion of Your Bill Reflects Calls Served By CenturyLink Communications, LLC.

TOTAL LONG DISTANCE SERVICE CHARGES \$25.49

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BILL SUMMARY

GENIUSWEB Account 503-246-0403 918
9281 SW BOONES FERRY RD Billing Date Jul 19, 2016
PORTLAND OR 97219 4829

Previous Balance

Charges	316.98
Adjustment\ CenturyLink	-316.00
Payment JUL 08	-316.98
Balance Forward	-\$316.00

New Charges For questions, call:

CenturyLink	1 800 603-6000	298.84
Long Distance Service	1 800 603-6000	33.92

New Charges \$332.76

Total Amount Due by Aug 07, 2016 \$16.76

A late payment charge of 1.8% or \$.50, whichever is greater, may apply if amount due does not reach us by Aug 19, 2016, except Internet charges.

Any amount of Internet and related Internet charges left unpaid 30 days after bill date is subject to a \$7.00 late payment charge.

Business needs change regularly. As a valued business customer, we want to work with you to provide a complete and cost effective solution for your business. Call (888) 544-4495 today for a free account consultation with a dedicated business sales consultant. For billing or technical questions, please call (877) 453-9407.

New Charges

Local and Other Services

Description	Amount
Discount Summary	-103.26
Monthly Charges	393.53
Service Additions and Changes	0.30

Taxes, Fees and Surcharges

Facility Relocation Cost Recovery Fee at \$.30 per line	0.30
Federal Excise at 3%	1.17
Federal Universal Serv Fund at 17.9%	1.53
Franchise at 3%	0.53
Oregon PUC fee as required by law	0.13
Oregon Universal Service Surcharge of 8.5%	2.58
Portland Utility License Fee at 5%	1.21

Residential Service Protection Fund at \$.07 per access line	0.07
State 911 at \$.75 per access line	0.75

Subtotal **\$298.84**

Long Distance Service

Description	Amount
Carrier Computed Charges	32.99
Discount Summary	-4.50
Taxes, Fees and Surcharges	
Carrier Computed Taxes	6.24
Federal Regulatory Recovery	-0.01
Federal Telecom Relay Service Fee	-0.07
Federal Universal Serv Fund at 17.9%	-0.56
Oregon Universal Service Surcharge of 8.5%	-0.11
Property Tax Recovery Fee at 1.8%	-0.06
Subtotal	\$33.92
TOTAL NEW CHARGES	\$332.76

Savings

Thank you for being a valued Choice Unlimited Long Distance customer. You have entered into an agreement to maintain this service until 05-11-2018. If you remove this service before that date, you will be assessed an early termination fee of \$60 per line.

You selected a CenturyLink Choice Business Package for a term of 24 months. Your % discount applies to the month-to-month (MTM) rate for the term. CenturyLink may change the MTM rate during the term which will affect your discounted rate. If you remove this Pkg before 04-14-2018 you will incur early termination charges of \$200 per line.

You are currently receiving a discount off your monthly High-Speed Internet service because you have a 24-month Term Commitment Agreement. Your Current Agreement expires on 04-14-2018

Discounts are given one month in advance. Your bill may include a partial month and a month in advance of billing. Product changes may result in a charge for unused discounts previously given.

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Monthly Charges

Charges from Jul 19 to Aug 19

Qty	Description	Code	Item Rate	Amount
1	Choice Business Plus (includes your line and your selected features)	PGOQM	55.00	55.00
1	Non-Telecom Svc Surcharge	NT1	2.99	2.99
1	Extended Area Service	TBX	3.27	3.27

	Unlimited Local Calling Business			
1	Federal Access Charge	9LM	6.50	6.50
1	Access Recovery Charge	9ZR23	1.78	1.78

Internet Service

Qty	Description	Code	Item Rate	Amount
1	Internet Cost Recovery Fee	C8RBB	3.99	3.99
1	High-Speed Internet	EF71C	275.00	275.00
1	Office Plus	NMO78	25.00	25.00
1	Static IP-Block of 8	S1P5X	20.00	20.00
TOTAL MONTHLY CHARGES				\$393.53

Discounts & Adjustments Summary

Customer Subscription Discounts

Description	Amount
High-Speed Internet 24-Month Term Commitment Discount (07/19 - 08/18)	-90.01
Choice Business 24 Month Term Commitment Discount Discount applied to Month 4 of 24	-8.25
High-Speed Internet Discount with Voice Service	-5.00
TOTAL DISCOUNTS	-\$103.26

Service Additions & Changes

Jul 01, 2016 Rate Change Order

The following service was affected by a rate change.

Qty	Description	USOC	Old Rate	New Rate	Amount
1	Access Recovery Charge	9ZR23	1.28	1.78	
	Charge Due to Rate Increase on \$1.78 from Jul 01 to Jul 19				0.30
TOTAL SERVICE ADDITIONS & CHANGES					\$0.30

Taxes, Fees & Surcharges Summary

The detail listed below has been included in the New Charges on this bill. This summary is provided as information only.

Description	Amount
Federal Excise at 3%	1.17
Portland Utility License Fee at 5%	1.21
Facility Relocation Cost Recovery Fee at \$.30 per access line	0.30
Federal Universal Serv Fund at 17.9%	1.53

This charge recovers the amount CenturyLink contributes to the Federal Universal Service Fund. This fund helps

keep local phone rates affordable for all Americans.

Franchise at 3%	0.53
<i>This charge recovers a portion of the amount CenturyLink remits to operate within your city.</i>	
Oregon PUC fee as required by law	0.13
<i>This per line charge recovers the amount CenturyLink remits to the Public Utility Commission. This fee helps to recover the cost of utility regulation.</i>	
Oregon Universal Service Surcharge of 8.5%	2.58
<i>This charge recovers the amount CenturyLink contributes to the Oregon Universal Service Fund. This fund helps keep basic exchange rates affordable.</i>	
Residential Service Protection Fund at \$.07 per access line	0.07
<i>This charge funds relay centers that help hearing- and speech- impaired customers make and receive calls and funds programs used to provide telecommunication services to disadvantaged or disabled customers at a reduced rate.</i>	
State 911 at \$.75 per access line	0.75
<i>This surcharge, funds the cost of providing emergency services communications systems in your community.</i>	
TOTAL TAXES, FEES AND SURCHARGES SUMMARY	\$8.27

Account Adjustments

Date	Description	Amount
Jul 19	Credit Adjustment	-100.00
Jul 19	Credit Adjustment	-100.00
Jul 19	Credit Adjustment	-116.00
TOTAL ACCOUNT ADJUSTMENTS		-\$316.00

The detail listed below has been included in the Account Summary section on this bill. This summary is provided as information only.

These adjustments are not reflected in the total charges for this Service Provider.

For Your Information

Customers using Teletype (TTY) devices can direct their inquiries to CenturyLink at 1 800 223-3131, a TTY equipped number.

Future delivery of CenturyLink print directories may be reduced in certain areas and printed directories will only be provided upon customer request. You can obtain a print copy of your local directory at no charge by calling 800-888-8448. Digital versions of your directory are also accessible free of charge at www.dexpages.com. You can always let us know if you do not want a printed directory by visiting www.yellowpagesoptout.com. Thank you for choosing CenturyLink for your communication needs--we value you as our customer.

Tax Symbol Explanation: Explanation of tax symbols used throughout the bill

F - Federal Excise

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Third-Party Billing Block

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TOTAL CENTURYLINK CHARGES **\$298.84**

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For questions, call: 1 800 603-6000

Description	Amount
Long Distance Service Account Summary	
Charges For July	39.23
Long Distance Service Savings & Adjmnt Incl Tax&Srchr 5.25cr	-5.25
Total Long Distance Service Account Summary	33.98

Long Distance Service Savings & Adjustments (Includes Tax & Surcharges)

Tax and Surcharge Adjustments

Description	Amount
Federal Regulatory Recovery	-0.01
Federal Telecom Relay Service Fee	-0.07
Federal Universal Service Fund	-0.56
Oregon Universal Service Surcharge of 8.5%	-0.11
Property Tax Recovery Fee	-0.06
Subtotal	-\$0.81

Description	Amount Eligible For Discount	Amount
Choice Unlimited LD 24 Month Term Commitment		
Month 2 of 24.	4.50	-4.50
Subtotal		-\$4.50
TOTAL LONG DISTANCE SERVICE SAVINGS & ADJUSTMENTS		-\$5.31

CenturyLink Long Distance Summary of Charges for July

Your LD Account Balance - CenturyLink Communications, LLC

Current Service Charges	\$33.99
Discounts and Promotions	-\$1.00
Other Fees & Monthly Charges	
PUC Fee	\$0.02
Oregon Universal Service Fund	\$0.77
Federal Universal Service Fund	\$4.47

Fed Telecom Relay Service	\$0.47
Federal Regulatory Recovery	\$0.08
Property Tax Recovery	\$0.43
Subtotal	\$6.24
Current Total Charges	\$39.23

Current Total Charges, detail by sub-account

GENIUSWEB CenturyLink Choice Unlimited

Current Service Charges	\$33.99
Discounts and Promotions	\$1.00CR
PUC Fee	\$0.02
Oregon Universal Service Fund	\$0.77
Federal Universal Service Fund	\$4.47
Fed Telecom Relay Service	\$0.47
Federal Regulatory Recovery	\$0.08
Property Tax Recovery	\$0.43
Subtotal	\$39.23
Current Total Charges	\$39.23

Discounts and Promotions Report

GENIUSWEB CenturyLink Choice Unlimited

Description	Amount
Plan/Feature Charges	
Long Distance Line Discount	\$1.00CR
Subtotal	\$1.00CR
Total	\$1.00CR

Service Summary of Charges

GENIUSWEB

Usage Nonrecur. Monthly Total	
Calls Min:Sec Charges Charges Charges	
Plan/Feature Chrgs 0:00 0.00 0.00 33.99	\$33.99
Total 0:00 \$0.00 \$0.00 \$33.99	\$33.99

Service Detail - Plan/Feature Charges

GENIUSWEB

Nonrecurring Monthly Total	
Description Qty. Period Charges Charges Charges	
Long Distance Line Chrg 1 JUN 04-JUL 03 0.00 3.99	\$3.99

CenturyLink Choice Unlim 1 JUN 04-JUL 03 0.00 30.00	\$30.00
Total Plan/Feature Charges \$0.00 \$33.99	\$33.99
Access Line Charge Report	
GENIUSWEB	
Phone Number Line Type Charges	
503-246-0403 Long Distance Line Charge	\$3.99
Total Access Line Charges	\$3.99

This Portion of Your Bill Reflects Calls Served By CenturyLink Communications, LLC.

TOTAL LONG DISTANCE SERVICE CHARGES **\$33.92**

This document is for your internal use only. Please do not use to remit payment for CenturyLink Services.



BILL SUMMARY

GENIUSWEB
 9281 SW BOONES FERRY RD
 PORTLAND OR 97219 4829

Account 503-246-0403 918
 Billing Date Sep 19, 2016

Previous Balance

Charges	362.40
Payment SEP 17	-362.40
Balance Forward	\$0.00

New Charges

For questions, call:

CenturyLink	1 800 603-6000	298.15
Long Distance Service	1 800 603-6000	34.00

New Charges \$332.15

Total Amount Due by Oct 08, 2016 \$332.15

A late payment charge of 1.8% or \$.50, whichever is greater, may apply if amount due does not reach us by Oct 19, 2016, except Internet charges.

Any amount of Internet and related Internet charges left unpaid 30 days after bill date is subject to a \$7.00 late payment charge.

Business needs change regularly. As a valued business customer, we want to work with you to provide a complete and cost effective solution for your business. Call (888) 544-4495 today for a free account consultation with a dedicated business sales consultant. For billing or technical questions, please call (877) 453-9407.

New Charges

Local and Other Services

Description	Amount
Discount Summary	-103.26
Monthly Charges	393.26

Taxes, Fees and Surcharges

Federal Excise at 3%	1.22
Federal Universal Serv Fund at 17.9%	1.48
Franchise at 3%	0.59
Oregon PUC fee as required by law	0.13
Oregon Universal Service Surcharge of 8.5%	2.73
Portland Utility License Fee at 5%	1.18
Residential Service Protection Fund at \$.07 per access line	0.07
State 911 at \$.75 per access line	0.75

Subtotal **\$298.15**

Long Distance Service

Description	Amount
Carrier Computed Charges	32.99
Discount Summary	-4.50

Taxes, Fees and Surcharges

Carrier Computed Taxes	6.32
Federal Regulatory Recovery	-0.01
Federal Telecom Relay Service Fee	-0.07
Federal Universal Serv Fund at 17.9%	-0.56
Oregon Universal Service Surcharge of 8.5%	-0.11
Property Tax Recovery Fee at 1.8%	-0.06

Subtotal **\$34.00**

TOTAL NEW CHARGES **\$332.15**

Savings

Thank you for being a valued Choice Unlimited Long Distance customer. You have entered into an agreement to maintain this service until 04-14-2018. If you remove this service before that date, you will be assessed an early termination fee of \$60 per line.

You selected a CenturyLink Choice Business Package for a term of 24 months. Your % discount applies to the month-to-month (MTM) rate for the term. CenturyLink may change the MTM rate during the term which will affect your discounted rate. If you remove this Pkg before 04-14-2018 you will incur early termination charges of \$200 per line.

You are currently receiving a discount off your monthly High-Speed Internet service because you have a 24-month Term Commitment Agreement. Your Current Agreement expires on 04-14-2018

Discounts are given one month in advance. Your bill may include a partial month and a month in advance of billing. Product changes may result in a charge for unused discounts previously given.

This document is for your internal use only. Please do not use to remit payment for CenturyLink Services.

Monthly Charges

Charges from Sep 19 to Oct 19

Qty	Description	Code	Item Rate	Amount
1	Choice Business Plus (includes your line and your selected features)	PGOQM	55.00	55.00
1	Non-Telecom Svc Surcharge	NT1	2.99	2.99
1	Extended Area Service Unlimited Local Calling Business	TBX	3.00	3.00

1	Federal Access Charge	9LM	6.50	6.50
1	Access Recovery Charge	9ZR23	1.78	1.78

Internet Service

Qty	Description	Code	Item Rate	Amount
1	Internet Cost Recovery Fee	C8RBB	3.99	3.99
1	High-Speed Internet	EF71C	275.00	275.00
1	Office Plus	NMO78	25.00	25.00
1	Static IP-Block of 8	S1P5X	20.00	20.00
TOTAL MONTHLY CHARGES				\$393.26

Discounts & Adjustments Summary

Customer Subscription Discounts

Description	Amount
High-Speed Internet 24-Month Term Commitment Discount (09/19 - 10/18)	-90.01
Choice Business 24 Month Term Commitment Discount	
Discount applied to Month 6 of 24	-8.25
High-Speed Internet	
Discount with Voice Service	-5.00
TOTAL DISCOUNTS	-\$103.26

Taxes, Fees & Surcharges Summary

The detail listed below has been included in the New Charges on this bill. This summary is provided as information only.

Description	Amount
Federal Excise at 3%	1.22
Portland Utility License Fee at 5%	1.18
Federal Universal Serv Fund at 17.9%	1.48
<i>This charge recovers the amount CenturyLink contributes to the Federal Universal Service Fund. This fund helps keep local phone rates affordable for all Americans.</i>	
Franchise at 3%	0.59
<i>This charge recovers a portion of the amount CenturyLink remits to operate within your city.</i>	
Oregon PUC fee as required by law	0.13
<i>This per line charge recovers the amount CenturyLink remits to the Public Utility Commission. This fee helps to recover the cost of utility regulation.</i>	
Oregon Universal Service Surcharge of 8.5%	2.73
<i>This charge recovers the amount CenturyLink contributes to the Oregon Universal Service Fund. This fund helps keep basic exchange rates affordable.</i>	
Residential Service Protection Fund at \$.07 per access line	0.07
<i>This charge funds relay centers that help hearing- and speech- impaired customers make and receive calls and funds programs used to provide telecommunication services to disadvantaged or disabled customers at a reduced</i>	

rate.

State 911 at \$.75 per access line 0.75

This surcharge, funds the cost of providing emergency services communications systems in your community.

TOTAL TAXES, FEES AND SURCHARGES SUMMARY \$8.15

For Your Information

Customers using Teletype (TTY) devices can direct their inquiries to CenturyLink at 1 800 223-3131, a TTY equipped number.

Future delivery of CenturyLink print directories may be reduced in certain areas and printed directories will only be provided upon customer request. You can obtain a print copy of your local directory at no charge by calling 800-888-8448. Digital versions of your directory are also accessible free of charge at www.dexpages.com. You can always let us know if you do not want a printed directory by visiting www.yellowpagesoptout.com. Thank you for choosing CenturyLink for your communication needs—we value you as our customer.

Tax Symbol Explanation: Explanation of tax symbols used throughout the bill

F - Federal Excise

Charges for your monthly service are billed one month in advance. CenturyLink should receive your payment for the total amount due on or before the due date on your bill. If you are unable to pay by the due date, please contact Customer Service to avoid possible collection action. In some states you may be assessed a charge for unpaid balances. Your basic telephone service will not be disconnected for non-payment of charges for: (1) CenturyLink Unregulated Services (or other itemized services) identified by an *, (2) services of other CenturyLink companies, or (3) services of other companies included in your bill. CenturyLink packages of features and the amounts in the Account Summary may include both basic and charges that are not basic.

Third-Party Billing Block

Cramming occurs when unauthorized charges appear on your telephone bill. To help prevent unwanted third party charges on your bill, contact CenturyLink and request, at no charge, a bill block that will prevent some third party charges such as charitable contributions, dial-up Internet by non-CenturyLink companies or other non-telecommunications charges from appearing on your bill.

TOTAL CENTURYLINK CHARGES \$298.15

This document is for your internal use only. Please do not use to remit payment for CenturyLink Services.

For questions, call:1 800 603-6000

Description	Amount
Long Distance Service Account Summary	
Charges For September	39.31
Long Distance Service Savings &Adjmnt Incl Tax&Srchrng 5.25cr	-5.25
Total Long Distance Service Account Summary	34.06

Long Distance Service Savings & Adjustments (Includes Tax & Surcharges)

Tax and Surcharge Adjustments

Description	Amount
Federal Regulatory Recovery	-0.01
Federal Telecom Relay Service Fee	-0.07

Federal Universal Service Fund	-0.56
Oregon Universal Service Surcharge of 8.5%	-0.11
Property Tax Recovery Fee	-0.06
Subtotal	-\$0.81

Description	Amount Eligible For Discount	Amount
Choice Unlimited LD 24 Month Term Commitment		
Month 2 of 24.	4.50	-4.50
Subtotal		-\$4.50
TOTAL LONG DISTANCE SERVICE SAVINGS & ADJUSTMENTS		-\$5.31

CenturyLink Long Distance Summary of Charges for September

Your LD Account Balance - CenturyLink Communications, LLC

Current Service Charges	\$33.99
Discounts and Promotions	-\$1.00
Other Fees & Monthly Charges	
PUC Fee	\$0.02
Oregon Universal Service Fund	\$0.77
Federal Universal Service Fund	\$4.48
Fed Telecom Relay Service	\$0.54
Federal Regulatory Recovery	\$0.08
Property Tax Recovery	\$0.43
Subtotal	\$6.32
Current Total Charges	\$39.31

Current Total Charges, detail by sub-account

GENIUSWEB CenturyLink Choice Unlimited

Current Service Charges	\$33.99
Discounts and Promotions	\$1.00CR
PUC Fee	\$0.02
Oregon Universal Service Fund	\$0.77
Federal Universal Service Fund	\$4.48
Fed Telecom Relay Service	\$0.54
Federal Regulatory Recovery	\$0.08
Property Tax Recovery	\$0.43
Subtotal	\$39.31
Current Total Charges	\$39.31

Discounts and Promotions Report

GENIUSWEB CenturyLink Choice Unlimited

Description Amount

Plan/Feature Charges

Long Distance Line Discount \$1.00CR

Subtotal \$1.00CR

Total \$1.00CR

Service Summary of Charges

GENIUSWEB

Usage Nonrecur. Monthly Total

Calls Min:Sec Charges Charges Charges Charges

Plan/Feature Chrgs 0:00 0.00 0.00 33.99 \$33.99

Total 0:00 \$0.00 \$0.00 \$33.99 \$33.99

Service Detail - Plan/Feature Charges

GENIUSWEB

Nonrecurring Monthly Total

Description Qty. Period Charges Charges Charges

Long Distance Line Chrg. 1 AUG 12-SEP 11 0.00 3.99 \$3.99

CenturyLink Choice Unlim 1 AUG 12-SEP 11 0.00 30.00 \$30.00

Total Plan/Feature Charges \$0.00 \$33.99 \$33.99

Long Distance Line Chrg. Report

GENIUSWEB

Phone Number Line Type Charges

503-246-0403 Long Distance Line Charge \$3.99

Total Access Line Charges \$3.99

This Portion of Your Bill Reflects Calls Served By CenturyLink Communications, LLC.

TOTAL LONG DISTANCE SERVICE CHARGES \$34.00

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BILL SUMMARY

GENIUSWEB
9281 SW BOONES FERRY RD
PORTLAND OR 97219 4829

Account 503-246-0403 918
Billing Date Oct 19, 2016

Previous Balance

Charges	332.15
Adjustment\ CenturyLink	381.78
Payment OCT 17	-713.93
Balance Forward	\$0.00

New Charges

For questions, call:

CenturyLink	1 800 603-6000	298.11
Long Distance Service	1 800 603-6000	33.89

New Charges

\$332.00

Total Amount Due by Nov 06, 2016

\$332.00

A late payment charge of 1.8% or \$.50, whichever is greater, may apply if amount due does not reach us by Nov 19, 2016, except Internet charges.

Any amount of Internet and related Internet charges left unpaid 30 days after bill date is subject to a \$7.00 late payment charge.

Business needs change regularly. As a valued business customer, we want to work with you to provide a complete and cost effective solution for your business. Call (888) 544-4495 today for a free account consultation with a dedicated business sales consultant. For billing or technical questions, please call (877) 453-9407.

New Charges

Local and Other Services

Description	Amount
Discount Summary	-103.26
Monthly Charges	393.26

Taxes, Fees and Surcharges

Federal Excise at 3%	1.22
Federal Universal Serv Fund at 17.4%	1.44
Franchise at 3%	0.59
Oregon PUC fee as required by law	0.13
Oregon Universal Service Surcharge of 8.5%	2.73
Portland Utility License Fee at 5%	1.18
Residential Service Protection Fund at \$.07 per access line	0.07
State 911 at \$.75 per access line	0.75

Subtotal **\$298.11**

Long Distance Service

Description	Amount
Carrier Computed Charges	32.99
Discount Summary	-4.50

Taxes, Fees and Surcharges

Carrier Computed Taxes	6.20
Federal Regulatory Recovery	-0.01
Federal Telecom Relay Service Fee	-0.07
Federal Universal Serv Fund at 17.4%	-0.55
Oregon Universal Service Surcharge of 8.5%	-0.11
Property Tax Recovery Fee at 1.8%	-0.06

Subtotal **\$33.89**

TOTAL NEW CHARGES **\$332.00**

Savings

Thank you for being a valued Choice Unlimited Long Distance customer. You have entered into an agreement to maintain this service until 04-14-2018. If you remove this service before that date, you will be assessed an early termination fee of \$60 per line.

You selected a CenturyLink Choice Business Package for a term of 24 months. Your % discount applies to the month-to-month (MTM) rate for the term. CenturyLink may change the MTM rate during the term which will affect your discounted rate. If you remove this Pkg before 04-14-2018 you will incur early termination charges of \$200 per line.

You are currently receiving a discount off your monthly High-Speed Internet service because you have a 24-month Term Commitment Agreement. Your Current Agreement expires on 04-14-2018

Discounts are given one month in advance. Your bill may include a partial month and a month in advance of billing. Product changes may result in a charge for unused discounts previously given.

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Monthly Charges

Charges from Oct 19 to Nov 19

Qty	Description	Code	Item Rate	Amount
1	Choice Business Plus (includes your line and your selected features)	PGOQM	55.00	55.00
1	Non-Telecom Svc Surcharge	NT1	2.99	2.99
1	Extended Area Service Unlimited Local Calling Business	TBX	3.00	3.00

1	Federal Access Charge	9LM	6.50	6.50
1	Access Recovery Charge	9ZR23	1.78	1.78

Internet Service

Qty	Description	Code	Item Rate	Amount
1	Internet Cost Recovery Fee	C8RBB	3.99	3.99
1	High-Speed Internet	EF71C	275.00	275.00
1	Office Plus	NMO78	25.00	25.00
1	Static IP-Block of 8	S1P5X	20.00	20.00
TOTAL MONTHLY CHARGES				\$393.26

Discounts & Adjustments Summary

Customer Subscription Discounts

Description	Amount
High-Speed Internet 24-Month Term Commitment Discount (10/19 - 11/18)	-90.01
Choice Business 24 Month Term Commitment Discount Discount applied to Month 7 of 24	-8.25
High-Speed Internet Discount with Voice Service	-5.00
TOTAL DISCOUNTS	-\$103.26

Taxes, Fees & Surcharges Summary

The detail listed below has been included in the New Charges on this bill. This summary is provided as information only.

Description	Amount
Federal Excise at 3%	1.22
Portland Utility License Fee at 5%	1.18
Federal Universal Serv Fund at 17.4%	1.44
<i>This charge recovers the amount CenturyLink contributes to the Federal Universal Service Fund. This fund helps keep local phone rates affordable for all Americans.</i>	
Franchise at 3%	0.59
<i>This charge recovers a portion of the amount CenturyLink remits to operate within your city.</i>	
Oregon PUC fee as required by law	0.13
<i>This per line charge recovers the amount CenturyLink remits to the Public Utility Commission. This fee helps to recover the cost of utility regulation.</i>	
Oregon Universal Service Surcharge of 8.5%	2.73
<i>This charge recovers the amount CenturyLink contributes to the Oregon Universal Service Fund. This fund helps keep basic exchange rates affordable.</i>	
Residential Service Protection Fund at \$.07 per access line	0.07
<i>This charge funds relay centers that help hearing- and speech- impaired customers make and receive calls and funds programs used to provide telecommunication services to disadvantaged or disabled customers at a reduced</i>	

rate.

State 911 at \$.75 per access line 0.75

This surcharge, funds the cost of providing emergency services communications systems in your community.

TOTAL TAXES, FEES AND SURCHARGES SUMMARY \$8.11

Account Adjustments

Date	Description	Amount
Sep 22	Adjustment Credit for Facility Relocation Cost Recovery Fee Billed in Error After June 30, 2016.	-0.60
Sep 22	Adjustment credit for Federal Excise Tax Billed Against the Facility Relocation Fee in Error After June 30, 2016	-0.02
Sep 21	Returned Check	362.40
Sep 21	Returned Check Charge	20.00

TOTAL ACCOUNT ADJUSTMENTS \$381.78

The detail listed below has been included in the Account Summary section on this bill. This summary is provided as information only.

These adjustments are not reflected in the total charges for this Service Provider.

For Your Information

Customers using Teletype (TTY) devices can direct their inquiries to CenturyLink at 1 800 223-3131, a TTY equipped number.

Future delivery of CenturyLink print directories may be reduced in certain areas and printed directories will only be provided upon customer request. You can obtain a print copy of your local directory at no charge by calling 800-888-8448. Digital versions of your directory are also accessible free of charge at www.dexpages.com. You can always let us know if you do not want a printed directory by visiting www.yellowpagesoptout.com. Thank you for choosing CenturyLink for your communication needs--we value you as our customer.

Qwest Corporation (d/b/a CenturyLink QC) plans to remove Uniform Service Order Codes (USOCs) and Field Identifier (FID) Codes from its interstate and intrastate tariffs/ISGs. The USOC is a three or five character alphabetic, numeric, or an alphanumeric code that identifies a specific item of service or equipment. The term FID denotes two to four characters that are used on service orders to convey specific instructions. These Codes are being removed as part of the consolidation and alignment of CenturyLink's billing system and tariffs/ISGs/catalogs/price lists.

Tax Symbol Explanation: Explanation of tax symbols used throughout the bill

F - Federal Excise

Charges for your monthly service are billed one month in advance. CenturyLink should receive your payment for the total amount due on or before the due date on your bill. If you are unable to pay by the due date, please contact Customer Service to avoid possible collection action. In some states you may be assessed a charge for unpaid balances. Your basic telephone service will not be disconnected for non-payment of charges for: (1) CenturyLink Unregulated Services (or other itemized services) identified by an *, (2) services of other CenturyLink companies, or (3) services of other companies included in your bill. CenturyLink packages of features and the amounts in the Account Summary may include both basic and charges that are not basic.

Third-Party Billing Block

Cramming occurs when unauthorized charges appear on your telephone bill. To help prevent unwanted third party

charges on your bill, contact CenturyLink and request, at no charge, a bill block that will prevent some third party charges such as charitable contributions, dial-up Internet by non-CenturyLink companies or other non-telecommunications charges from appearing on your bill.

TOTAL CENTURYLINK CHARGES **\$298.11**

This document is for your internal use only. Please do not use to remit payment for CenturyLink Services.

For questions, call: 1 800 603-6000

Description	Amount
Long Distance Service Account Summary	
Charges For October	39.19
Long Distance Service Savings & Adjmnt Incl Tax&Srchr 5.24cr	-5.24
Total Long Distance Service Account Summary	33.95

Long Distance Service Savings & Adjustments (Includes Tax & Surcharges)

Tax and Surcharge Adjustments

Description	Amount
Federal Regulatory Recovery	-0.01
Federal Telecom Relay Service Fee	-0.07
Federal Universal Service Fund	-0.55
Oregon Universal Service Surcharge of 8.5%	-0.11
Property Tax Recovery Fee	-0.06
Subtotal	-\$0.80

Description	Amount Eligible For Discount	Amount
Choice Unlimited LD 24 Month Term Commitment		
Month 3 of 24.	4.50	-4.50
Subtotal		-\$4.50
TOTAL LONG DISTANCE SERVICE SAVINGS & ADJUSTMENTS		-\$5.30

CenturyLink Long Distance Summary of Charges for October

Your LD Account Balance - CenturyLink Communications, LLC

Current Service Charges	\$33.99
Discounts and Promotions	-\$1.00
Other Fees & Monthly Charges	
PUC Fee	\$0.02
Oregon Universal Service Fund	\$0.77
Federal Universal Service Fund	\$4.35
Fed Telecom Relay Service	\$0.54

Federal Regulatory Recovery	\$0.09
Property Tax Recovery	\$0.43
Subtotal	\$6.20
Current Total Charges	\$39.19

Current Total Charges, detail by sub-account

GENIUSWEB CenturyLink Choice Unlimited

Current Service Charges	\$33.99
Discounts and Promotions	\$1.00CR
PUC Fee	\$0.02
Oregon Universal Service Fund	\$0.77
Federal Universal Service Fund	\$4.35
Fed Telecom Relay Service	\$0.54
Federal Regulatory Recovery	\$0.09
Property Tax Recovery	\$0.43
Subtotal	\$39.19
Current Total Charges	\$39.19

Discounts and Promotions Report

GENIUSWEB CenturyLink Choice Unlimited

Description	Amount
Plan/Feature Charges	
Long Distance Line Discount	\$1.00CR
Subtotal	\$1.00CR
Total	\$1.00CR

Service Summary of Charges

GENIUSWEB

Usage Nonrecur. Monthly Total	
Calls Min:Sec Charges Charges Charges	
Plan/Feature Chrgs 0:00 0.00 0.00 33.99	\$33.99
Total 0:00 \$0.00 \$0.00 \$33.99	\$33.99

Service Detail - Plan/Feature Charges

GENIUSWEB

Nonrecurring Monthly Total	
Description Qty. Period Charges Charges Charges	
Long Distance Line Chrg. 1 SEP 12-OCT 11 0.00 3.99	\$3.99
CenturyLink Choice Unlim 1 SEP 12-OCT 11 0.00 30.00	\$30.00

Total Plan/Feature Charges \$0.00 \$33.99	\$33.99
Long Distance Line Chrg. Report GENIUSWEB	
Phone Number Line Type Charges	
503-246-0403 Long Distance Line Charge	\$3.99
Total Long Distance Line Chrg.	\$3.99

This Portion of Your Bill Reflects Calls Served By CenturyLink Communications, LLC.

TOTAL LONG DISTANCE SERVICE CHARGES **\$33.89**

This document is for your internal use only. Please do not use to remit payment for CenturyLink Services.

Oregon Public Utility Commission

Specialist: MUNTZ, CHARLA

Name: STEVEN, MATTHEW

Commercial

Addresses: 9281 SW BOONES FERRY RD , PORTLAND OR 97219 (LOC) (INVOLVED)

EMail: mattstevenlaw@gmail.com

Phones: (503) 246-0403 (ACCT) (Involved)
(503) 380-1724 (RESI)

Contacts GENIUSWEB (DBA)

COMPLAINT	BILLING	PACKAGE	UNAUTHORIZED CHARGES
Company: 0031 T QWESTC		QWEST CORPORATION	
Open: 9/20/2016 cmuntz INET		Close: 11/10/2016 cmuntz TELE	
			Docket #:

Call Taken: 9/19/2016
Open Date: 9/20/2016

Taken By: MALM, KIM
Opened By: MUNTZ, CHARLA

Disconnect Notice Due:

Disconnected:

Out of Service:

9/17/2016

CODE DETAIL

COMPLAINT - BILLING - PACKAGE - UNAUTHORIZED CHARGES

Matthew Steven, owner of GeniusWeb, states CenturyLink/Qwest is overbilling him for his business account.

9/17/2016 3:03:00 PM

EMAIL FROM CUSTOMER - ONLINE COMPLAINT

-----Original Message-----

From: mattstevenlaw@gmail.com
Sent: Saturday 09/17/2016 3:03 pm
To: puc.consumer@state.or.us
Subject: Consumer Complaint

Preferred Method of Contact: EMAIL

Email: mattstevenlaw@gmail.com

Home Phone: (503) 380-1724

Account Name: MATTHEW STEVEN

Involved Phone: (503) 246-0403

Service Address:

Account Name: STEVEN, MATTHEW
Open Date: 9/20/2016
Analyst: MUNTZ, CHARLA

9281 SW BOONES FERRY RD
PORTLAND, OR 97219
County: MULTNOMAH

Utility Company: CENTURYLINK

Service: TELEPHONE Type:COMMERCIAL

Complaint:This complaint is submitted because Centurylink has not been complaint with OAR 860?021?0015(1) through its ongoing failure to resolve the overbilling of my account.

In April, I called Centurylink to negotiate a business plan on their fiber network, was quoted \$275/mo for gigabit speeds, which I declined. I then accepted the quoted \$175/mo for 100Mbit speed. The agent apparently created my account under the \$275 codes anyhow, but without the gigabit speed. Despite dozens of calls, emails, and chats I am still being billed at the \$275/mo rate. I have also filed a complaint with the public utilities commission and Oregon DOJ for other misconduct regarding the personal internet service I had before this. The exact timeline follows below.

Because my business depends completely on this service, I am at the mercy of CenturyLink despite their repeated failure to perform under the terms we agreed to. Because CenturyLink has proven convincingly that none of their agents are capable of fixing the billing codes on this account.

My company, GeniusWeb, was founded in 1997 and has developed internet enabled software and provided web hosting services ever since. In 2016, due to the availability of fiber in the neighborhood, Geniusweb invested in sufficient equipment, including over \$1000 in redundant conditioned power and backup solutions to locate its hosting business here on CenturyLink's network. Geniusweb has many dozens of customers relying on this internet connection.

Contacted the Company? YES; Representative: MR THOMAS SPENNER AND OTHERS; Date Contacted: 04/12/2016

Outcome: Timeline

Dates with * are approximate. Note that CL is used to abbreviate "Centurylink."

04/06/2016 * Called CL and negotiated a business plan on fiber. The installation was scheduled for 4/12/2016.

04/12/2016 CL did not arrive to install, wasting four hours of my time. CL had apparently canceled the install. I spent more than an hour on the phone, mostly on hold to get the install completed (see phone logs, below). Installation was rescheduled for 4/14.

04/14/2016 CL completed the fiber install, with some hiccups in the technology (a technician had failed to connect a power wire properly) which I was able to diagnose and fix myself. I spent significant additional phone time (a total of 25 phone calls needed to be done to get things working, see phone logs). Technicians cut down a grape plant on the property (\$20) I also called tech support to have a block of static IP addresses assigned. Before I could complete the call, I was disconnected. I called back, and another tech noted that the prior tech had created

Account Name: STEVEN, MATTHEW
Open Date: 9/20/2016
Analyst: MUNTZ, CHARLA

an order, but for a block of 16, though I only needed 8. He corrected the order, assigned me a block of 8. He failed to void the other order, so I found on the first bill that I was being charged for both sets. (see bill#1, below)

04/19/2016 The first bill is issued, and is clearly erroneous because rather than the approximately \$200 I anticipated (\$175 plus fees) the total was \$592.47. I attempt to contact CL over the next few weeks but am unable to reach anyone who can help me.

05/09/2016 CL disconnects me for nonpayment. I immediately call to address the bill, but the agent is unable to access enough information to fix it (see call logs). I submit a payment for the \$592.47 in anticipation of getting the matter sorted out later, mostly because I just cannot afford to have my customers sites offline for any period of time.

05/19/2016 The next bill arrives, totaling \$285.64. Closer, but still \$100 too high.

05/25/2016 After taking care of some personal issues which prevented me from dealing with the above bill immediately, I called CL to address the matter. The aforementioned payment did not post due to an error in the account number supplied. I spoke with agent "AB28919" (Ezekiel I think) who processed a payment (I did not want to be disconnected again) with confirmation# 14141004643 (I'm still not sure what happened to this payment but it did not go through), and put in two orders: First C44378349 to correct the \$100 disparity, and second C44337734 to reimburse me for install fees including the modem purchase as a courtesy. The agent assures me that he has extensively documented the problems on the account and that it will be properly entered.

05/26/2016 A payment for \$427.47 posts to my bank account.

05/27/2016 CL emails me to say that C44378349 was completed. (apparently it wasn't)

06/07/2016 CL disconnects me within approximately sixty seconds of emailing me a notice that one of my customer sites had some malware on it. I had already removed the malware and locked down the site in that minute after getting the message. Approximately an hour later I was reconnected and offered a promise that they would not do it again without calling first and giving me an opportunity to react. (this is an unfortunate but common issue in hosting web sites and typical bandwidth providers do not immediately disconnect over it)

06/08/2016 I paid the 5/19 invoice, though again noting it was \$100 too high.

06/10/2016 Payment for \$285.64 posts to my bank account.

06/19/2016 The next bill arrives, \$316.98. Obviously nothing has been fixed.

7/14/2016 Contacted Thomas Spenner, tspenne@CenturyLink.com who promised to fix it

7/19/2016 Spenner sent me an email acknowledging order "R47927931 which just completed. This order changes the speed from 1 GB to 100/100 Mb, meaning 100 MB both up & down as you stated you agreed to.?The pricing going forward for the internet service is \$179.99 without paperless billing & automatic payments."

7/21/2016 Checked the bill which showed "disconnection pending," Spenner confirmed that "Sorry for the confusion, but you're not past due."

8/23/2016 Emailed Spenner again, noting that the 8/19 bill was as inaccurate as the previous bills, for \$345.64. (no response)

9/04/2016 Emailed Spenner, same subject as the 8/23 email. (no response)

9/14/2016 Filled complaint form with PUC.

There was another call in June sometime which I cannot place exactly, but it was yet another agent who repeated the same assurances as the one on 5/25/2016 did, saw the notes, and put in

Account Name: STEVEN, MATTHEW
Open Date: 9/20/2016
Analyst: MUNTZ, CHARLA

an order to fix it. The result was that a CL tech called me to ask the way to my house for my "new service installation." So apparently even their cancellation agents cannot do it right.

PUC ACTION: RECORD MY COMPLAINT AND INITIATE INVESTIGATION

Description: PUC Should facilitate a retroactive correction of the overbilling and enjoin CenturyLink from disconnecting service. At the very least, PUC should make a record as directed under OAR 860-021-0015(3) so that I may proceed under ORS 756.500 if needed.

How CL Should Have Billed This

My accounting is as follows, assuming that I pay \$175 (which no CL agent has disputed is my monthly base internet cost, plus approximately \$20 for the static Ips and further some funds for regulatory fees, which every CL agent including the original salesperson has assured me would not exceed \$220/mo). Thus, my "should" figure is at most \$220/mo.

"Should" Total, April 19-Sept 19 \$1100.00

"Actual" Total, April 19-Sept 19 \$1890.00

This represents an over billing of approximately \$790 over five months. Extrapolating this imbalance to the remainder of the two-year contract implies that I will be overbilled approximately \$3,000 over the entire contract term, and I face a \$400 early termination fee if I were to switch to a technologically inferior service.

This is a monopoly situation. There is no equivalent alternative in the marketplace. Comcast is the only utility that might come close, but its network is not end to end fiber optic like CL's is. CL has locked me into a two-year contract under penalty of early termination fees, and it bills me at 1000Mbit rates when my actual service is, by choice due to price point, 100Mbit. It has not performed on the contract despite hours and hours on the phone to try to make it work.

My bills are nine pages long, and entirely unintelligible. It is not a shock that well-meaning agents are unable to get the codes right. But what has happened here due to their incompetence is that I am now locked in a mafia-like protection scheme where my own customers have to be protected by me giving the CL mafia double the money we originally agreed upon, or they'll cut me off and destroy my business. Maybe it's not malicious like that, and it's just incompetence, but it sure feels exploitative. Additionally when I asked around, virtually every other business and residential customer that has dealt with them has had stories of billing outrages even more grotesque than my own so far. It's as if they intentionally set up their business to rip off even the most diligent consumer.

Privacy Statement Acknowledged: YES

9/20/2016 2:03:00 PM

EMAIL TO CLQ - TARIFFED SERVICES?

From: MUNTZ Charla

Sent: Tuesday, September 20, 2016 2:03 PM

To: 'uswpuc@centurylink.com'

Subject: OR/PUC - Matthew Steven - GeniusWeb

Please see attached.

Account Name: STEVEN, MATTHEW
Open Date: 9/20/2016
Analyst: MUNTZ, CHARLA

1. Please tell me what services he currently has.
2. Please let me know if he is on a package, if it is a tariffed package (Choice Business, etc...)

Once I know the if the service is tariffed or not, I will either ask questions or send over to DOJ for investigation.

Thank you!

Char Muntz
Senior Compliance Specialist
Oregon Public Utility Commission
503-373-1942
charla.muntz@state.or.us

9/29/2016 3:26:00 PM EMAIL FROM PATTI - CHOICE BUSINESS PACKAGE

From: Strong, Patricia [mailto:Patricia.Strong@CenturyLink.com]
Sent: Thursday, September 29, 2016 3:26 PM
To: MUNTZ Charla
Subject: RE: OR/PUC - Matthew Steven - GeniusWeb

Charla,

The customer is currently subscribed to the choice business package with number 503 246 0403
\$55.00 per month plus taxes, fees, surcharges

Internet service is under 503 293 7811
Up to 100 mb \$171.74
Office Plus \$25.00
Static IP block of 8 \$20.00
Plus taxes, fees, surcharges.

Regards,

Patti Strong
CenturyLink Customer Advocacy
Consumer/Small business sales and care
999 Main St
Boise, Idaho 83702
Patricia.Strong@Centurylink.com

10/4/2016 4:45:00 PM CALL FROM MATTHEW

Matthew called to get an update on his case. He states when he signed up they promised him

Account Name: STEVEN, MATTHEW
Open Date: 9/20/2016
Analyst: MUNTZ, CHARLA

high speed internet (up to 100 mb) for under \$220. He said he didn't need phone but they told him he had to have it. He said he has two numbers (accounts). One for phone and one for internet and he does not understand why. His bills have been running around \$330 a month.

He wants the high speed internet, phone if he must have it for the \$220 including taxes and fees like they promised. He said the internet themselves they promised would be \$175. I stated I was just getting ready to send him and email and I will send it. He will send me back a copy of his latest bill.

I said I would ask CenturyLink why two account numbers and why he had to have the voice services with the internet. He will call me back next week if he doesn't hear from me first.

10/4/2016 4:51:00 PM EMAIL TO MATT-

From: MUNTZ Charla
Sent: Tuesday, October 04, 2016 4:51 PM
To: 'mattstevenlaw@gmail.com'
Subject: OPUC/CenturyLink

Matt:

CenturyLink shows you are currently subscribed to the following.

Choice Business Package with number 503 246 0403
\$55.00 per month plus taxes, fees, surcharges

Internet service is under 503 293 7811
Up to 100 mb \$171.74
Office Plus \$25.00
Static IP block of 8 \$20.00
Plus taxes, fees, surcharges

Did you understand that the voice (503-246-0403) and Internet (503-293-7811) were to be under one package for the \$175?

Let me know.

Char Muntz
Senior Compliance Specialist
Oregon Public Utility Commission
503-378-6600|1-800-522-2404
charla.muntz@state.or.us

10/4/2016 4:59:00 PM EMAIL FROM MATTHEW - BILL COPIES

From: Matthew Steven [mailto:mattstevenlaw@gmail.com]

Account Name: STEVEN, MATTHEW
Open Date: 9/20/2016
Analyst: MUNTZ, CHARLA

Sent: Tuesday, October 04, 2016 4:59 PM
To: MUNTZ Charla
Subject: Re: OPUC/CenturyLink

(sent bill copies only)

10/17/2016 3:44:00 PM EMAIL FROM MATTHEW - D/C NOTICE RECEIVED

From: Matthew Steven [mailto:mattstevenlaw@gmail.com]
Sent: Monday, October 17, 2016 3:44 PM
To: MUNTZ Charla
Subject: Re: OPUC/CenturyLink

Is there a no-disconnect order in place?

They sent me a disconnect notice with a \$713.93 total today. So either the payment I submitted last month did not get put through or they've doubled the rates on me.

As always, the date the notice arrives is the date they will disconnect you so there's no time to argue about it.

Thanks,
Matt

10/17/2016 4:08:00 PM EMAIL TO PATTI - HOLD D/C

From: MUNTZ Charla
Sent: Monday, October 17, 2016 4:08 PM
To: 'Strong, Patricia'
Cc: 'uswpuc@centurylink.com'
Subject: RE: OR/PUC - Matthew Steven - GeniusWeb

Patti:

Steven states he made payment, but still received a disconnect notice. Please verify that service will not be disconnected while complaint is open.

Thank you!

Char

10/17/2016 4:09:00 PM EMAIL TO MATTHEW - D/C SHOULD BE HELD

From: MUNTZ Charla
Sent: Monday, October 17, 2016 4:09 PM
To: 'Matthew Steven'
Subject: RE: OPUC/CenturyLink

Account Name: STEVEN, MATTHEW
Open Date: 9/20/2016
Analyst: MUNTZ, CHARLA

I requested your service not be disconnected while we are investigating.

Please send me a copy of the notice.

Thank you!

Char

10/28/2016 2:21:00 PM EMAIL FROM MATTHEW - NEW BILL/FORMAL

From: Matthew Steven [mailto:mattstevenlaw@gmail.com]
Sent: Friday, October 28, 2016 2:21 PM
To: MUNTZ Charla
Subject: Centurylink

Char,

The latest bill is attached. If you're not able to get anywhere, I'd like your OK to file a formal complaint so we can get this moving toward a court decision.

Thanks,

11/1/2016 2:32:00 PM EMAIL TO PATTI - NEED STANDALONE PRICES

From: MUNTZ Charla
Sent: Tuesday, November 01, 2016 2:32 PM
To: 'Strong, Patricia'
Subject: RE: OR/PUC - Matthew Steven - GeniusWeb

Hi Patti:

Have you had a chance to get the quote for stand-alone high speed internet so I can give him his options?

Thank you,

Char

11/2/2016 9:26:00 AM EMAIL FROM PATTI - CUSTOMER NEEDS TO CALL

From: Strong, Patricia [mailto:Patricia.Strong@CenturyLink.com]
Sent: Wednesday, November 02, 2016 9:26 AM
To: MUNTZ Charla
Subject: RE: OR/PUC - Matthew Steven - GeniusWeb

Charla,

Account Name: STEVEN, MATTHEW

Open Date: 9/20/2016

Analyst: MUNTZ, CHARLA

These types of quotes are handled by a specialized group of experts. The customers best option is to contact our business office for a price on the standalone internet services available to them. Non-regulated GPON internet service has many different options of service that may affect the pricing and these experts will be able to provide the best information to our customer.

Thanks,

Patti Strong
CenturyLink Customer Advocacy
Consumer/Small business sales and care
999 Main St
Boise, Idaho 83702
Patricia.Strong@Centurylink.com

11/8/2016 9:00:00 AM EMAIL TO MATTHEW - REQUEST A CALL

From: MUNTZ Charla
Sent: Tuesday, November 08, 2016 9:00 AM
To: 'Matthew Steven'
Subject: RE: OPUC/CenturyLink

Hi Matthew:

Please call me when you have a moment. I will be in the office most of today (Tuesday), and I am in the office tomorrow (Wednesday) 8 - 11:30 a.m.

Thank you!

Char Muntz
Senior Compliance Specialist
Oregon Public Utility Commission
503-378-6600|1-800-522-2404
charla.muntz@state.or.us

11/8/2016 10:13:00 AM CALL TAKEN BY CARISSA

Matthew called to speak to Char. I transferred him to her voicemail.

11/8/2016 10:14:00 AM VOICE MAIL FROM MATT - REQST RTN CALL

11/8/2016 11:12:00 AM CALL TO MATTHEW - TO CLOSE

I spoke to Matthew and went over his complaint. I explained they CLQ only let me know the cost of the package/bundle he is on. They do not show what he was quoted. Also when I asked CLQ

Account Name: STEVEN, MATTHEW
Open Date: 9/20/2016
Analyst: MUNTZ, CHARLA

what his cost would be without voice, they told me to let him know to call the business group. They would not quote me.

I explained that the package he has Choice Business which is tariffed. He can request formal if he wants it heard in front of an administrative law judge. I stated we do not have regulation over internet, so I am unsure if his complaint would be dismissed or not. I explained that I will close the case (informal complaint) with Consumer Services and send him the paperwork to file formal. He will then be moved to our Administrative Hearings Division. He would like to proceed.

11/10/2016 3:00:00 PM LETTER TO CUSTOMER Formal

November 10, 2016

MATTHEW STEVEN
9281 SW BOONES FERRY RD
PORTLAND OR 97219

RE: Formal Complaint

Dear Matthew:

Enclosed are the formal complaint form and an explanation of the formal procedure you have requested. I have also included a copy of your informal complaint record.

The formal complaint should be legibly written or typed. If you need more space to respond to the questions, please attach additional pages to the complaint form.

If you have any questions regarding the filing of your complaint, please feel free to contact me.

Sincerely,

Charla Muntz
Senior Compliance Specialist
Oregon Public Utility Commission
Consumer Services Section
(503) 378-6600 or toll free 1-800-522-2404
charla.muntz@state.or.us

Enclosures

11/10/2016 4:33:00 PM EMAIL TO MATT - TO CLOSE

From: MUNTZ Charla
Sent: Thursday, November 10, 2016 4:33 PM
To: 'mattstevenlaw@gmail.com'
Subject: Formal Paperwork

Account Name: STEVEN, MATTHEW
Open Date: 9/20/2016
Analyst: MUNTZ, CHARLA

Dear Matt:

Attached is the formal paperwork. Please let me know if you have any questions.

Sincerely,

Char Muntz
Senior Compliance Specialist
Oregon Public Utility Commission
503-378-6600|1-800-522-2404
charla.muntz@state.or.us

11/11/2016 4:58:00 PM EMAIL FROM MATTHEW - DEADLINES TO FILE

From: Matthew Steven [mailto:mattstevenlaw@gmail.com]
Sent: Friday, November 11, 2016 4:58 PM
To: MUNTZ Charla
Subject: Re: Formal Paperwork

Thanks Char. I don't see anything about deadlines in there. How long is the no-disconnect order good for, and how long do I have to file?

I'm a full time law student with other work, so I need to plan carefully.

Thanks,
Matt

11/14/2016 8:47:00 AM EMAIL TO MATTHEW - DEADLINES/DISCONNECTS

From: MUNTZ Charla
Sent: Monday, November 14, 2016 8:47 AM
To: 'Matthew Steven'
Subject: RE: Formal Paperwork

Once I close the case, they can disconnect. We have no regulation for keeping the internet on which is what you need.

You may want to make payment on the undisputed charges. But again, with internet, I cannot guarantee they will keep it on without full payment; then you can request credits through the formal process or civil court, if the case is dismissed through PUC.

There is no deadline for filing the formal paperwork.

Let me know if further questions,

Char

Account Name: STEVEN, MATTHEW

Open Date: 9/20/2016

Analyst: MUNTZ, CHARLA

Attachments to Case:

10/11/2016 2:10:55 PM

SL3 Sept bill copies

11/8/2016 12:52:26 PM

Choice Business Tariff



BILL SUMMARY

GENIUSWEB
 9281 SW BOONES FERRY RD
 PORTLAND OR 97219 4829

Account 503-246-0403 918
 Billing Date Sep 19, 2016

Previous Balance

Charges	362.40
Payment SEP 17	-362.40
Balance Forward	\$0.00

New Charges

For questions, call:

CenturyLink	1 800 603-6000	298.15
Long Distance Service	1 800 603-6000	34.00

New Charges \$332.15

Total Amount Due by Oct 08, 2016 \$332.15

A late payment charge of 1.8% or \$.50, whichever is greater, may apply if amount due does not reach us by Oct 19, 2016, except Internet charges.

Any amount of Internet and related Internet charges left unpaid 30 days after bill date is subject to a \$7.00 late payment charge.

Business needs change regularly. As a valued business customer, we want to work with you to provide a complete and cost effective solution for your business. Call (888) 544-4495 today for a free account consultation with a dedicated business sales consultant. For billing or technical questions, please call (877) 453-9407.

New Charges

Local and Other Services

Description	Amount
Discount Summary	-103.26
Monthly Charges	393.26

Taxes, Fees and Surcharges

Federal Excise at 3%	1.22
Federal Universal Serv Fund at 17.9%	1.48
Franchise at 3%	0.59
Oregon PUC fee as required by law	0.13
Oregon Universal Service Surcharge of 8.5%	2.73
Portland Utility License Fee at 5%	1.18
Residential Service Protection Fund at \$.07 per access line	0.07
State 911 at \$.75 per access line	0.75

Subtotal **\$298.15**

Long Distance Service

Description	Amount
Carrier Computed Charges	32.99
Discount Summary	-4.50

Taxes, Fees and Surcharges

Carrier Computed Taxes	6.32
Federal Regulatory Recovery	-0.01
Federal Telecom Relay Service Fee	-0.07
Federal Universal Serv Fund at 17.9%	-0.56
Oregon Universal Service Surcharge of 8.5%	-0.11
Property Tax Recovery Fee at 1.8%	-0.06

Subtotal **\$34.00**

TOTAL NEW CHARGES **\$332.15**

Savings

Thank you for being a valued Choice Unlimited Long Distance customer. You have entered into an agreement to maintain this service until 04-14-2018. If you remove this service before that date, you will be assessed an early termination fee of \$60 per line.

You selected a CenturyLink Choice Business Package for a term of 24 months. Your % discount applies to the month-to-month (MTM) rate for the term. CenturyLink may change the MTM rate during the term which will affect your discounted rate. If you remove this Pkg before 04-14-2018 you will incur early termination charges of \$200 per line.

You are currently receiving a discount off your monthly High-Speed Internet service because you have a 24-month Term Commitment Agreement. Your Current Agreement expires on 04-14-2018

Discounts are given one month in advance. Your bill may include a partial month and a month in advance of billing. Product changes may result in a charge for unused discounts previously given.

This document is for your internal use only. Please do not use to remit payment for CenturyLink Services.

Monthly Charges

Charges from Sep 19 to Oct 19

Qty	Description	Code	Item Rate	Amount
1	Choice Business Plus (includes your line and your selected features)	PGOQM	55.00	55.00
1	Non-Telecom Svc Surcharge	NT1	2.99	2.99
1	Extended Area Service Unlimited Local Calling Business	TBX	3.00	3.00

1	Federal Access Charge	9LM	6.50	6.50
1	Access Recovery Charge	9ZR23	1.78	1.78

Internet Service

Qty	Description	Code	Item Rate	Amount
1	Internet Cost Recovery Fee	C8RBB	3.99	3.99
1	High-Speed Internet	EF71C	275.00	275.00
1	Office Plus	NMO78	25.00	25.00
1	Static IP-Block of 8	S1P5X	20.00	20.00
TOTAL MONTHLY CHARGES				\$393.26

Discounts & Adjustments Summary

Customer Subscription Discounts

Description	Amount
High-Speed Internet 24-Month Term Commitment Discount (09/19 - 10/18)	-90.01
Choice Business 24 Month Term Commitment Discount applied to Month 6 of 24	-8.25
High-Speed Internet Discount with Voice Service	-5.00
TOTAL DISCOUNTS	-\$103.26

Taxes, Fees & Surcharges Summary

The detail listed below has been included in the New Charges on this bill. This summary is provided as information only.

Description	Amount
Federal Excise at 3%	1.22
Portland Utility License Fee at 5%	1.18
Federal Universal Serv Fund at 17.9%	1.48
<i>This charge recovers the amount CenturyLink contributes to the Federal Universal Service Fund. This fund helps keep local phone rates affordable for all Americans.</i>	
Franchise at 3%	0.59
<i>This charge recovers a portion of the amount CenturyLink remits to operate within your city.</i>	
Oregon PUC fee as required by law	0.13
<i>This per line charge recovers the amount CenturyLink remits to the Public Utility Commission. This fee helps to recover the cost of utility regulation.</i>	
Oregon Universal Service Surcharge of 8.5%	2.73
<i>This charge recovers the amount CenturyLink contributes to the Oregon Universal Service Fund. This fund helps keep basic exchange rates affordable.</i>	
Residential Service Protection Fund at \$.07 per access line	0.07
<i>This charge funds relay centers that help hearing- and speech- impaired customers make and receive calls and funds programs used to provide telecommunication services to disadvantaged or disabled customers at a reduced</i>	

rate.

State 911 at \$.75 per access line 0.75

This surcharge, funds the cost of providing emergency services communications systems in your community.

TOTAL TAXES, FEES AND SURCHARGES SUMMARY \$8.15

For Your Information

Customers using Teletype (TTY) devices can direct their inquiries to CenturyLink at 1 800 223-3131, a TTY equipped number.

Future delivery of CenturyLink print directories may be reduced in certain areas and printed directories will only be provided upon customer request. You can obtain a print copy of your local directory at no charge by calling 800-888-8448. Digital versions of your directory are also accessible free of charge at www.dexpages.com. You can always let us know if you do not want a printed directory by visiting www.yellowpagesoptout.com. Thank you for choosing CenturyLink for your communication needs—we value you as our customer.

Tax Symbol Explanation: Explanation of tax symbols used throughout the bill

F - Federal Excise

Charges for your monthly service are billed one month in advance. CenturyLink should receive your payment for the total amount due on or before the due date on your bill. If you are unable to pay by the due date, please contact Customer Service to avoid possible collection action. In some states you may be assessed a charge for unpaid balances. Your basic telephone service will not be disconnected for non-payment of charges for: (1) CenturyLink Unregulated Services (or other itemized services) identified by an *, (2) services of other CenturyLink companies, or (3) services of other companies included in your bill. CenturyLink packages of features and the amounts in the Account Summary may include both basic and charges that are not basic.

Third-Party Billing Block

Cramming occurs when unauthorized charges appear on your telephone bill. To help prevent unwanted third party charges on your bill, contact CenturyLink and request, at no charge, a bill block that will prevent some third party charges such as charitable contributions, dial-up Internet by non-CenturyLink companies or other non-telecommunications charges from appearing on your bill.

TOTAL CENTURYLINK CHARGES \$298.15

This document is for your internal use only. Please do not use to remit payment for CenturyLink Services.

For questions, call: 1 800 603-6000

Description	Amount
Long Distance Service Account Summary	
Charges For September	39.31
Long Distance Service Savings & Adjmnt Incl Tax&Srchr 5.25cr	-5.25
Total Long Distance Service Account Summary	34.06

Long Distance Service Savings & Adjustments (Includes Tax & Surcharges)

Tax and Surcharge Adjustments

Description	Amount
Federal Regulatory Recovery	-0.01
Federal Telecom Relay Service Fee	-0.07

Federal Universal Service Fund	-0.56
Oregon Universal Service Surcharge of 8.5%	-0.11
Property Tax Recovery Fee	-0.06
Subtotal	-\$0.81

Description	Amount Eligible For Discount	Amount
Choice Unlimited LD 24 Month Term Commitment		
Month 2 of 24.	4.50	-4.50
Subtotal		-\$4.50
TOTAL LONG DISTANCE SERVICE SAVINGS & ADJUSTMENTS		-\$5.31

CenturyLink Long Distance Summary of Charges for September

Your LD Account Balance - CenturyLink Communications, LLC

Current Service Charges	\$33.99
Discounts and Promotions	-\$1.00
Other Fees & Monthly Charges	
PUC Fee	\$0.02
Oregon Universal Service Fund	\$0.77
Federal Universal Service Fund	\$4.48
Fed Telecom Relay Service	\$0.54
Federal Regulatory Recovery	\$0.08
Property Tax Recovery	\$0.43
Subtotal	\$6.32
Current Total Charges	\$39.31

Current Total Charges, detail by sub-account

GENIUSWEB CenturyLink Choice Unlimited

Current Service Charges	\$33.99
Discounts and Promotions	\$1.00CR
PUC Fee	\$0.02
Oregon Universal Service Fund	\$0.77
Federal Universal Service Fund	\$4.48
Fed Telecom Relay Service	\$0.54
Federal Regulatory Recovery	\$0.08
Property Tax Recovery	\$0.43
Subtotal	\$39.31
Current Total Charges	\$39.31

Discounts and Promotions Report

GENIUSWEB CenturyLink Choice Unlimited

Description Amount

Plan/Feature Charges

Long Distance Line Discount \$1.00CR

Subtotal \$1.00CR

Total \$1.00CR

Service Summary of Charges

GENIUSWEB

Usage Nonrecur. Monthly Total

Calls Min:Sec Charges Charges Charges Charges

Plan/Feature Chrgs 0:00 0.00 0.00 33.99 \$33.99

Total 0:00 \$0.00 \$0.00 \$33.99 \$33.99

Service Detail - Plan/Feature Charges

GENIUSWEB

Nonrecurring Monthly Total

Description Qty. Period Charges Charges Charges

Long Distance Line Chrg. 1 AUG 12-SEP 11 0.00 3.99 \$3.99

CenturyLink Choice Unlim 1 AUG 12-SEP 11 0.00 30.00 \$30.00

Total Plan/Feature Charges \$0.00 \$33.99 \$33.99

Long Distance Line Chrg. Report

GENIUSWEB

Phone Number Line Type Charges

503-246-0403 Long Distance Line Charge \$3.99

Total Access Line Charges \$3.99

This Portion of Your Bill Reflects Calls Served By CenturyLink Communications, LLC.

TOTAL LONG DISTANCE SERVICE CHARGES \$34.00

This document is for your internal use only. Please do not use to remit payment for CenturyLink Services.

Qwest Corporation d/b/a CenturyLink QC

PRICE LIST

OREGON

EXCHANGE AND
NETWORK SERVICES
FOURTH EDITION

SECTION 5
3rd Revised Sheet 146
Cancels 2nd Revised Sheet 146

5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)

B. *QWEST CHOICE* Business Plus

1. Description

QWEST CHOICE Business Plus is a package of features available to business customers in conjunction with an individual flat rate or additional flat rate access line. Business customers subscribing to the package are entitled to unlimited use of the services/features specified below:

a. Standard Features

- Caller ID Family
 - Anonymous Call Rejection
 - Caller ID - Name and Number
- Call Forwarding Family
 - Call Forwarding Busy Line
 - Call Forwarding Busy Line/Don't Answer
 - Call Forwarding Don't Answer
 - Call Forwarding Variable
 - Remote Access Forwarding
- Call Transfer
- Call Waiting Family
 - Call Waiting
 - Call Waiting ID
 - Selective Call Waiting
 - Long Distance Alert
- Custom Ringing
- Dial Lock
- Directory Assistance (6 calls above allowance)
- Easy Access
- Last Call Return
- Message Waiting Indication – Audible or Audible/Visual
- Series Hunting
- Three-Way Calling
- *UNISTAR* Service[1]
- Voice Messaging Service[1]

[1] A \$2.99 Non-Telecom Service Surcharge applies in addition to the monthly package rate. When a customer subscribes to both *UNISTAR* Service and Voice Messaging Service, only one surcharge applies.

(1)

Advice No. 2015-005-PL
Issued by Qwest Corporation
By Ron Trullinger
OR2015-013

Received by OPUC
Utility Division
7-16-2015

Effective: July 17, 2015
Title: Director - Oregon

Qwest Corporation
PRICE LIST
OREGON

**EXCHANGE AND
NETWORK SERVICES
FOURTH EDITION**

SECTION 5
Original Sheet 148

5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

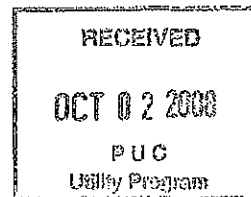
5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

B.2. (Cont'd)

- c. A customer may choose one or more compatible features in the Call Forwarding Family as one of their selections.
- d. A customer may choose Call Waiting, Call Waiting ID or Selective Call Waiting from the Call Waiting Family as one of their selections. They may add Long Distance Alert as part of that selection.
- e. A customer who chooses Qwest Voice Messaging Service will also be provided with Call Forwarding Busy Line/Don't Answer, Easy Access and Message Waiting Indication as part of their Voice Messaging Service selection. A customer who wishes to use another provider's Voice Messaging Service will be provided with Call Forwarding Busy Line/Don't Answer, Easy Access and Message Waiting Indication and it will not be counted as one of their five selections of features/services.
- f. All services or features selected in the package can only be provided where technically available and compatible with other features the customer may choose to order.
- g. Customers selecting Directory Assistance may place six calls above the allowance to Qwest 411 service.

3. Rates and Charges

- a. The monthly rate that follows includes a business individual flat rate or additional flat rate line as specified in 5.2.4 of the Exchange and Network Services Tariff. Where applicable, incremental charges specified in 5.1 of the Exchange and Network Services Tariff, apply.
- b. Existing *QWEST CHOICE* Business Plus customers cannot take advantage of promotions for *QWEST CHOICE* Business Plus or any of the services/features specified in 5.9.1.B.1.a., preceding, unless specifically allowed by the terms and conditions of the promotion.



(M) Material moved from Sheet 9.

Transmittal No. 2008-003-PL

Effective: November 1, 2008

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

OR2008-017

Qwest Corporation
PRICE LIST
OREGON

**EXCHANGE AND
NETWORK SERVICES
FOURTH EDITION**

SECTION 5
2nd Revised Sheet 150
Cancels 1st Revised Sheet 150

5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

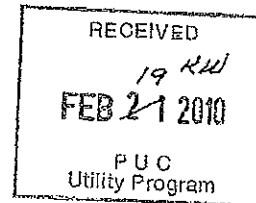
B. QWEST CHOICE Business Plus (Cont'd)

4. Term Agreement Pricing

- a. A discount will be applied to the monthly rates specified in 5.9.1.B.3.h., preceding, when a customer agrees to subscribe to one or more *QWEST CHOICE* Business Plus or Add-A-Line packages for a specific term. The discounts and required terms are as follows: (T)

DISCOUNT	TERM
10%	12 months
15%	24 months
20%	36 months

- b. The discount(s) will apply when a customer agrees to subscribe to one or more packages for 12, 24 or 36 months.
- c. The discount(s) will appear as credit(s) on the customer's bill. No partial month's credit(s) can be provided. The discounts specified in 5.9.1.B.4.a., apply for each *QWEST CHOICE* Business Plus or Add-A-Line package subscribed to by the customer under the Term Agreement Pricing plan.
- d. All qualifying packages must be at the same location, for the same customer, on the same billing number.



Transmittal No. 2010-004-PL

Effective: March 22, 2010

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

OR2010-007

**Qwest Corporation
PRICE LIST
OREGON**

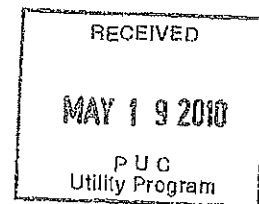
**EXCHANGE AND
NETWORK SERVICES
FOURTH EDITION**

**SECTION 5
1st Revised Sheet 151.1
Cancel Original Sheet 151.1**

5. EXCHANGE SERVICES

**5.9 PACKAGED SERVICES
5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

(M)



(M) Material moved to 105.9.1.

Transmittal No. 2010-007-PL

Effective: March 22, 2010

NOTICE
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

OR2010-018

**BEFORE THE PUBLIC UTILITY COMMISSION
OF OREGON**

UCB 69

Served electronically at Salem, Oregon, 11/18/16, to: carla.butler@centurylink.com

Carla M. Butler
CenturyLink
310 SW Park, 11th Floor
Portland, Oregon 97205

MATTHEW STEVEN, DBA GENIUSWEB.COM,

Complainant,

vs.

QWEST CORPORATION d/b/a CENTURYLINK,

Defendant.

A copy of a complaint filed against Qwest Corporation d/b/a CenturyLink is attached. The Public Utility Commission must receive an Answer from the defendant or its attorneys by December 5, 2016. A copy must also be served on the complainant.

On the bottom of page two, complainant asks that the Commission consider the informal case record in resolving this complaint. This information is comprised of case notes taken by the Consumer Services Division, is attached to the complaint, and is deemed part of the complainant's official filing.

You must submit filings electronically to the Commission as described in OAR 860-001-0170. A copy of your filing will automatically be sent to the complainant when it is processed by the Filing Center.

PUBLIC UTILITY COMMISSION OF OREGON



Cheryl Walker
Administrative Specialist 2
Administrative Hearings Division
(503) 378-2849

Attachments: Complaint
Notice of Contested Case Rights and Procedures

c: William Hendricks, at tre.hendricks@centurylink.com (w/attachments)
Philip Grate, at phil.grate@centurylink.com (w/attachments)



Oregon

Kate Brown, Governor

Public Utility Commission

201 High St SE Suite 100

Salem, OR 97301

Mailing Address: PO Box 1088

Salem, OR 97308-1088

Consumer Services

1-800-522-2404

Local: 503-378-6600

Administrative Services

503-373-7394

November 18, 2016

ELECTRONIC SERVICE TO: matthew@geniusweb.com

Matthew Steven
Matthew Steven, DBA GeniusWeb.com
9281 SW Boones Ferry Road
Portland, Oregon 98219

RE: UCB 69, Matthew Steven, DBA GeniusWeb.com, Complainant
v. Qwest Corporation dba CenturyLink, Defendant

The Commission has received your complaint and assigned it docket number UCB 69. You should use this number whenever you refer to this case.

The Commission has served a copy of your complaint on the defendant. The defendant must file an answer to your complaint by December 5, 2016. You will receive a copy of the answer when it is filed.

The Commission will assign an Administrative Law Judge to handle the complaint. If the matter is not resolved through the process of filings or your settlement discussions with the defendant, the case will be set for hearing and you will be notified of the time and place.

You must submit **future filings** electronically to the Commission. To make a filing electronically, please follow the steps below:

Filing with the Commission by electronic filing –

- a. Create or convert your document to Word or text-searchable pdf format so that you can attach it to an email; and
- b. You must date and sign your document. You may use an electronic signature, such as /s/ John Doe.
- c. Attach the document to an email.
- d. In the Subject Line of the email, type “Docket UCB 69, [description of your filing], [your name], and [date].
- e. Send the email to the Filing Center’s email address at puc.filingcenter@state.or.us;
- f. It is not necessary to send me a copy of your filing; and
- g. A copy of your filing will automatically be sent to the defendant’s representative when it is processed by the Filing Center.

PUBLIC UTILITY COMMISSION OF OREGON



Cheryl Walker
Administrative Specialist 2
Administrative Hearings Division
(503) 378-2849

Attachments: Filing a Formal Complaint Fact Sheet
Notice of Contested Case Rights and Procedures

Filing a Formal Complaint

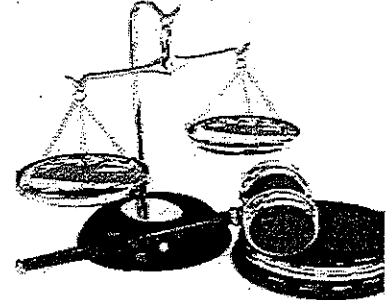


When do I file a formal complaint?

You may file a formal complaint if you and our Consumer Services Section cannot informally resolve your billing or service dispute with the utility.

How do I file a formal complaint?

Call the Consumer Services Section at (503) 378-6600 or 1-800-522-2404 for a formal complaint form. Fill it out and send the completed form to our Filing Center at puc.filingcenter@state.or.us or to the following address: Public Utility Commission of Oregon, PO Box 1088, Salem, OR 97308-1088.



What happens after I file a formal complaint?

When we receive your complaint, we will assign it a docket number and send a copy to the utility. The utility has 15 days to respond, and you will receive a copy of their response.

We apply the laws and rules and may reach a decision based solely on information in your complaint and the utility's response. In most cases, when we receive the utility's answer, we will assign an Administrative Law Judge (ALJ) to hear the complaint. The ALJ may first hold a prehearing conference to informally discuss the case with you and the utility, and to determine what proceedings are necessary to resolve it. If additional evidence is needed, the ALJ may schedule a hearing.

What happens to my utility service while my complaint is being heard?

If the utility has or intends to disconnect your service, you may ask for our help. Depending on the circumstances, we may direct the utility to continue or restore your service until your complaint is resolved.

Who's who in a formal complaint case?

You and the utility are called parties. You are the complainant and the utility is the defendant.

The utility may be represented by an attorney. You may hire an attorney to represent you, but you are not required to. If you decide before the hearing that you need an attorney, you may ask the ALJ for a continuance to hire an attorney. The ALJ will not grant a continuance once the hearing starts unless you have a good reason for not hiring an attorney before the hearing.

How do I prepare for the hearing?

At the hearing each party may present evidence, ask questions of witnesses, object to evidence, and present argument. You may request information from the utility on issues in your complaint. At least 20 days before the hearing, you should give the ALJ a written list of your witnesses. If necessary, the ALJ can prepare subpoenas to order your witnesses to appear at the hearing. The ALJ will resolve disputes regarding witnesses.

If you want to use documents (such as bills, receipts, letters or other papers), let the ALJ know prior to the hearing. The hearing will not be postponed to give you more time to obtain additional evidence unless you show that you could not have produced the evidence at the time of the hearing.

Filing a Formal Complaint (cont.)

Consumer protection laws designed to help you in the marketplace.

What happens at the hearing?

The hearing is similar to a trial before a judge without a jury. *See* ORS 756.518 to 756.610. As the complainant, you must prove that you are entitled to the requested relief.

The ALJ will decide the order in which evidence will be presented at the hearing. You and the utility will call witnesses and present evidence (orally or in writing) on all issues relating to your complaint. Testimony is given under oath. Witnesses may be asked questions by the opposing parties and the ALJ.

The ALJ will rule on any objections or motions, and will admit evidence into the official case record. After the evidence is offered, each party may give a closing statement. In the statement, you should explain how the facts and law support a ruling in your favor.

The ALJ or court reporter will record the hearing for the official record. The record of the hearing may be used to assist the parties in filing written legal arguments, the Commissioners in deciding the complaint, or the court in reviewing the PUC's decision, if necessary. You may obtain a copy of an audio recording by paying the amount established in our Administrative Rules. *See* OAR 860-001-0060.

If a court reporter recorded the hearing, you may request a word-for-word written transcript of the hearing. You must pay the court reporter for the cost of preparing the transcript. If you cannot afford to pay for the copy of the transcript, you must provide a statement called an "Affidavit of Indigency," explaining why you cannot afford to pay. You may request the "Affidavit of Indigency" from our Administrative Hearings Division and provide it at the time you request the copy.

What happens after the hearing?

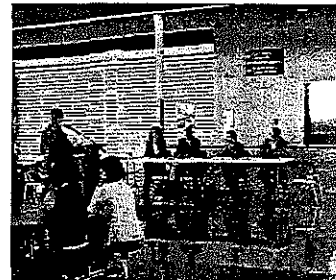
Based on the evidence in the record, the ALJ makes recommendations to the Commissioners. You will not have the opportunity to comment on the ALJ's recommendation.

The Commissioners may accept, reject, or modify the ALJ's recommendation. The final order is issued by the Commissioners. *We cannot grant money damages or attorney fees.* You will receive a copy of the final order.

The final order will include information about how you may request us to reconsider the order or how you may appeal the decision to the Court of Appeals. *See* ORS 756.610.

Questions?

If you have questions about the process before filing a formal complaint, call the Consumer Services Section at (503) 378-6600 or (800) 522-2404. If you have questions after filing a formal complaint, call the Administrative Hearings Division at (503) 378-6678. We accept all relay calls.



NOTICE OF CONTESTED CASE RIGHTS AND PROCEDURES

Oregon law requires state agencies to provide parties written notice of contested case rights and procedures. Under ORS 183.413, you are entitled to be informed of the following:

Hearing: The time and place of any hearing held in these proceedings will be noticed separately. The Commission will hold the hearing under its general authority set forth in ORS 756.040 and use procedures set forth in ORS 756.518 through 756.610 and OAR Chapter 860, Division 001. Copies of these statutes and rules may be accessed via the Commission's website at www.puc.state.or.us. The Commission will hear issues as identified by the parties.

Right to Attorney: As a party to these proceedings, you may be represented by counsel. Should you desire counsel but cannot afford one, legal aid may be able to assist you; parties are ordinarily represented by counsel. The Commission Staff, if participating as a party in the case, will be represented by the Department of Justice. Generally, once a hearing has begun, you will not be allowed to postpone the hearing to obtain counsel.

Administrative Law Judge: The Commission has delegated the authority to preside over hearings to Administrative Law Judges (ALJs). The scope of an ALJ's authority is defined in OAR 860-001-0090. The ALJs make evidentiary and other procedural rulings, analyze the contested issues, and present legal and policy recommendations to the Commission.

Hearing Rights: You have the right to respond to all issues identified and present evidence and witnesses on those issues. *See* OAR 860-001-0450 through OAR 860-001-0490. You may obtain discovery from other parties through depositions, subpoenas, and data requests. *See* ORS 756.538 and 756.543; OAR 860-001-0500 through 860-001-0540.

Evidence: Evidence is generally admissible if it is of a type relied upon by reasonable persons in the conduct of their serious affairs. *See* OAR 860-001-0450. Objections to the admissibility of evidence must be made at the time the evidence is offered. Objections are generally made on grounds that the evidence is unreliable, irrelevant, repetitious, or because its probative value is outweighed by the danger of unfair prejudice, confusion of the issues, or undue delay. The order of presenting evidence is determined by the ALJ. The burden of presenting evidence to support an allegation rests with the person raising the allegation. Generally, once a hearing is completed, the ALJ will not allow the introduction of additional evidence without good cause.

Record: The hearing will be recorded, either by a court reporter or by audio digital recording, to preserve the testimony and other evidence presented. Parties may contact the court reporter about ordering a transcript or request, if available, a copy of the audio recording from the Commission for a fee set forth in OAR 860-001-0060. The hearing record will be made part of the evidentiary record that serves as the basis for the Commission's decision and, if necessary, the record on any judicial appeal.

Final Order and Appeal: After the hearing, the ALJ will prepare a draft order resolving all issues and present it to the Commission. The draft order is not open to party comment. The Commission will make the final decision in the case and may adopt, modify, or reject the ALJ's recommendation. If you disagree with the Commission's decision, you may request reconsideration of the final order within 60 days from the date of service of the order. *See* ORS 756.561 and OAR 860-001-0720. You may also file a petition for review with the Court of Appeals within 60 days from the date of service of the order. *See* ORS 756.610.