

December 16, 2022

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



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

Attached for filing are six (6) redacted responses each covering a specific two-week period as required in Commission Order 22-340.

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

Sincerely,

A handwritten signature in blue ink that reads "Peter Gose".

Peter Gose
Regulatory Affairs Director

Attachments

14530 NW 63rd Street
Parkville, Missouri 64152-8703
Tel: 816.759.2895
Peter.Gose@Lumen.com

GENERAL OBJECTIONS TO INFORMATION REQUESTS 15-18.

Lumen objects to information requests 15-18 on the ground that Order No. 22-340 (the “Order”), to which they relate, was suspended on September 27, 2022 under ORS 756.515(6) when Lumen filed its request for hearing under ORS 756.515(5), and remains suspended. Information requests 15-18 pertain to requirements that were imposed by the Order; however, those requirements never applied to Lumen because the Order was suspended before those requirements came into effect. This objection is incorporated into each of the responses to information requests 15-18.

15. Please describe the system the Company has implemented the Commission direction in Order 22-340, for Lumen to deploy a toll-free, 24/7 dedicated customer support line no later than September 28, 2022, to support customers in Jacksonville, Applegate, and surrounding areas in southern Oregon.” Provide a flow chart that shows the steps that a customer experiences when calling the dedicated toll free number from first contact with the Company to the dedicated support personnel.

RESPONSE: Subject to and notwithstanding its General Objections, Lumen responds to this request as follows. As set forth in the flow chart attachment, the abbreviated IVR path for the dedicated toll-free customer support line confirms by zip code the impacted location, then through an automated call distribution system connects the caller to the next available agent. If the caller is not from the impacted location, a call will route to the general IVR experience.

Response provided by Patrick O’grady
Flow chart provided by Peter Gose

16. When a customer from the Jacksonville, Applegate and surrounding areas calls the dedicated toll-free number, does that result in the customer being connected to Company general customer support facilities that any other Lumen customer might reach located in Oregon, or are calls routed to specific customer call personnel? Please explain.

RESPONSE: Subject to and notwithstanding its General Objections, Lumen responds to this request as follows. Calls to the dedicated toll-free customer support line are answered by repair agents that provide technical support to customers across all 16 states. These agents do not exclusively handle any one state. All agents are skilled and capable of working with Oregon customers.

Response provided by Patrick O'grady

17. Please describe the training that Lumen has prepared, including any script, that the customer support personnel handling any trouble/service calls from these identified geographic areas.

RESPONSE: Subject to and notwithstanding its General Objections, Lumen responds to this request as follows. All repair agents complete a variety of training and have an extensive online handbook to support them. The repair troubleshooting and ticketing process for the Oregon customers in the Jacksonville area is identical to processes applied by repair agents. Information on creating multiple repair tickets was addressed in weekly meeting content and huddles, and also made available in knowledge wiki articles. Accelerated dispatch times available are automatically provided through the ticketing system.

Response provided by Patrick O'grady

18. What requirements did Lumen understand were placed on the company given the direction included in Order 22-340, that Lumen deploy a toll-free, 24/7 dedicated customer support line no later than September 28, 2022, to support customers in Jacksonville, Applegate, and surrounding areas in southern Oregon.

RESPONSE: Lumen objects to this request on the ground that it seeks information regarding a legal interpretation, which is not a proper subject of discovery. Subject to and notwithstanding this objection and its General Objections, Lumen responds to this request as follows. Lumen understood the requirements to be as follows:

- a. Establishment of a separate and distinct toll-free number with an abbreviated IVR structure that expedited the callers to a repair center agent.
- b. Staffing of the dedicated support line 24/7, including holidays, throughout the pendency of Staff's investigation.
- c. Establishment of the dedicated customer support line no later than September 28, 2022, for customers in and around Jacksonville, Oregon.
- d. Establishment of the ability for callers to report service issues for multiple addresses and to create multiple repair tickets.

Response provided by Peter Gose

Impacted Area	call_timestamp	contact_tn	customer_name	caller_name	address	account	circuit_tn	alt_contact_tn	caller_sms	caller_email	ticket_timestamp	sf_case_number	rx_case_number	cause	disposition
#N/A	9/28/2022 11:06:02										9/28/2022 17:14:17	sf_ticket_null	44614867	Repair Flow - CSC	Completed
#N/A	9/28/2022 17:14:16														
#N/A	9/28/2022 17:15:08														
2900 LAR RT	9/29/2022 10:51:24										9/29/2022 10:51:25	44661675	262847457	Out of Scope.Misdirect	Transfer/Refer.CARE/Existing Order
#N/A	9/29/2022 11:56:21										9/29/2022 11:56:23	44673450		Out of Scope.Misdirect	Transfer/Refer.
2900 LAR RT	9/29/2022 13:03:52										9/29/2022 13:03:55	44685120	262931762	Subsequent.Missed Commitment(CenturyLink missed)	Other
#N/A	9/29/2022 14:41:00										9/29/2022 14:41:03	44703142		No Assistance Provided	Account Not Found
2900 LAR RT	9/30/2022 11:23:40										9/30/2022 11:23:41	44786105		Phone Line.Can't Call Out	Other
#N/A	9/30/2022 11:56:01													Phone Line.No Dial Tone - All Phones	
#N/A	9/30/2022 12:19:44										9/30/2022 12:19:46	44796415		Wireless.Setup/Credentials/Configuration	Troubleshooting Obstacle.Call Dropped
#N/A	9/30/2022 17:19:05										9/30/2022 17:19:12	44847887		Non-Customer Call.No Caller On Line	Call Abandoned.
2900 LAR RT	9/30/2022 17:37:46										9/30/2022 17:37:47	44850027	263555869	Non-Customer Call.Other Internal	Other
#N/A	9/30/2022 17:38:28										9/30/2022 17:38:32	44850125		Repair Flow - CSC	Completed
2900 LAR RT	10/1/2022 11:52:36										10/1/2022 11:52:52	44869181	263709262	Subsequent.Status Only	Completed

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

Impacted Area	call_timestamp	contact_tn	customer_name	caller_name	address	account	circuit_tn	alt_contact_tn	caller_sms	caller_email	ticket_timestamp	sf_case_number	rx_case_number	cause	disposition
#N/A	10/4/2022 13:18:37										10/4/2022 13:18:53	45100013			
2900 LAR RT	10/4/2022 17:07:49										10/4/2022 17:07:51	45144432	26485520	ABANDONED_SESSION:Tool Issue	Other
#N/A	10/4/2022 17:23:17										10/4/2022 17:23:22	45146711	264862848	Non-Customer Call Other Internal	
#N/A	10/5/2022 10:50:37										10/5/2022 10:50:44	45195895	265056015	Phone Line.No Dial Tone - All Phones	Customer Education.Issue Resolved
#N/A	10/5/2022 12:08:24										10/5/2022 12:08:25	45210156		Research Account	Research
2900 LAR RT	10/5/2022 16:12:10										10/5/2022 16:12:23	45255283	265235715	NDT.OOS	Dispatched
#N/A	10/5/2022 16:14:28														
2900 LAR RT	10/5/2022 16:16:40										10/5/2022 16:16:45	45256096	265234746	FASTFECTicketV1.FASTFECTicketV1	
#N/A	10/5/2022 16:17:06										10/5/2022 16:17:08	45256158	265235916	Phone Line.No Dial Tone - All Phones	Other
2900 LAR RT	10/5/2022 16:19:26										10/5/2022 16:19:42	45256621	265236487	FASTFECTicketV1.FASTFECTicketV1	Completed
2900 LAR RT	10/5/2022 16:28:14										10/5/2022 16:28:17	45258123	265242043	Subsequent.Cancel	Other
2900 LAR RT	10/5/2022 16:47:11										10/5/2022 16:47:26	45261455	265251032	Phone Line.No Dial Tone - All Phones	Dispatch.Customer
#N/A	10/5/2022 17:17:09														
#N/A	10/5/2022 19:20:59														
2900 LAR RT	10/6/2022 11:42:40										10/5/2022 19:21:15	45276704	265306461	Phone Line.No Dial Tone - All Phones	
#N/A	10/6/2022 12:35:44										10/6/2022 11:42:44	45319112	265483229	Phone Line.Gets Curt Off	Dispatch.Customer
2900 LAR RT	10/6/2022 12:49:03										10/6/2022 12:36:38	45328505	265315462	Phone Line.No Dial Tone - All Phones	Other
#N/A	10/7/2022 10:43:56												265520046	Phone Line.Gets Curt Off	
#N/A	10/7/2022 15:43:17												265853926	Non-Customer Call.No Caller On Line	Troubleshooting Obstacle.No Caller On Line
2900 LAR RT	10/8/2022 13:26:44										10/8/2022 13:26:46	45506442		Repair Flow - CSC	Dispatched

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

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

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

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

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

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