



Oregon Citizens' Utility Board

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January 11, 2024

Via electronic filing

Public Utility Commission of Oregon
Attn: Filing Center
P.O. Box 1088
Salem, OR 97308-1088
puc.filingcenter@puc.oregon.gov

RE: UM 1908 (Price Plan Investigation) - CUB's Comments on our Labor Day outage comments

Dear Chair Decker and Commissioner Tawney:

CUB submits this filing at the request of Lumen based upon information the Company provided to CUB on January 10, 2024. Lumen sent an email to CUB informing us that Mr. Peter Lee did not call the dedicated line (844-304-5337) to report his phone outages. Rather, Mr. Lee called Lumen's general customer care line (800-244-1111). This information was not available to CUB before the public meeting, but suggests Mr. Lee called their normal customer line at least four times over the course of the year trying to get his service restored. Complaints made to Lumen's general customer care line are not part of the record in UM 1908. We regret implying he called the dedicated line. Attached is the email the Company sent us confirming these calls from Mr. Lee, with the customer information kept confidential.

Sincerely,

Jennifer Hill-Hart
Policy Manager
Oregon Citizens' Utility Board



Jennifer Hill-Hart <jennifer@oregoncub.org>

UM 1908/2206: Open Meeting follow up

Sherr, Adam <Adam.Sherr@lumen.com>

Wed, Jan 10, 2024 at 1:38 PM

To: Jennifer Hill-Hart <jennifer@oregoncub.org>

Cc: "Reichman, Lawrence (Perkins Coie)" <LReichman@perkinscoie.com>, "Gose, Peter J" <Peter.Gose@lumen.com>, "Villa, Brook" <Brook.Villa@lumen.com>

CONTAINS CONFIDENTIAL CUSTOMER INFORMATION

Jennifer:

I write to follow up on comments you made at this week's OPUC Open Meeting concerning CenturyLink's candor and compliance with the Jacksonville Orders. During your presentation, you represented to the Commission that Jacksonville customer Peter Lee's calls to CenturyLink's dedicated repair line are not appearing on CenturyLink's bi-weekly call log submissions. You shared this to demonstrate that CenturyLink is not complying with the Jacksonville Orders, and to prompt another Commission investigation.

Had you shared that concern with CenturyLink prior to the Open Meeting, we could have informed you that, while Mr. Lee has called CenturyLink four (4) times since the dedicated line went into service in September 2022, he has not actually called the dedicated line. To ascertain this, our Lead Data Analyst ran a SQL query of Call Detail Records coming into all customer care queues. His report summary is below, and reveals that Mr. Lee called the general customer care line (800-244-1111), not the dedicated line (844-304-5337). Because he called the general customer care line, the bi-weekly log of calls to the dedicated line of course would not and does not reflect his calls to CenturyLink.

call_seg_start	vdn_product	dialed_num	calling number	account_name	wtn
1/20/2023	VOICE	tel:+18002441111	[REDACTED]	[REDACTED]	[REDACTED]
1/23/2023	VOICE	tel:+18002441111	[REDACTED]	[REDACTED]	[REDACTED]
9/5/2023	VOICE	tel:+18002441111	[REDACTED]	[REDACTED]	[REDACTED]
1/4/2024	DATA	tel:+18002441111	[REDACTED]	[REDACTED]	[REDACTED]

Your inaccurate assertion is damaging to CenturyLink, specifically as to its credibility before the Commission, and was misleading. I request that CUB immediately submit comments in the UM 1908/2206 retracting the assertion regarding Mr. Lee, and clarifying that CUB's comments were inaccurate. Please confirm CUB's intention to do so. I appreciate it.

LUMEN[®]



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