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September 28, 2021

*Via E-Filing*

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**RE: UM 1908 – Price Plan Performance Report**

Dear Commission:

Attached for filing, please find the latest iteration of CenturyLink's Price Plan Performance Report. This report addresses the performance and progress of each CenturyLink entity covered by the Price Plan<sup>1</sup> and shall address how each CenturyLink entity is meeting the objectives of the Plan.

Confidential Attachment 1 and Attachment 2 are submitted electronically and under password security.

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

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<sup>1</sup> CenturyLink entities covered by this Price Plan Performance Report include Qwest Corporation; United Telephone Company of the Northwest; CenturyTel of Oregon; and CenturyTel of Eastern Oregon.

**CENTURYLINK PRICE PLAN PERFORMANCE REPORT  
DOCKET UM 1908**

On September 28, 2018, in Order No. 18359 in Docket UM 1908, the Oregon Public Utility Commission (the Commission) adopted a Price Plan for the operations of Qwest Corporation d/b/a CenturyLink QC, United Telephone Company of the Northwest d/b/a CenturyLink, CenturyTel of Oregon d/b/a CenturyLink, and CenturyTel of Eastern Oregon d/b/a CenturyLink (collectively “CenturyLink” or interchangeably “Lumen Technologies” or “Lumen”). The CenturyLink Price Plan that was adopted by the Commission resulted from a stipulation among the Commission Staff, the Oregon Citizens’ Utility Board, and CenturyLink.

Section 3 of Appendix A of the Price Plan sets forth reporting provisions required at the end of year three of the four-year Plan term. Specifically, this report provides the information required by Section 3 c) of Appendix A of the Price Plan and includes the following reporting sections:

- Section I - An analysis of current Oregon market conditions for the various categories of CenturyLink's regulated retail intrastate telecommunications services to the extent such information is publicly available.
- Section II - Data regarding the gain or loss of access lines by wire center.
- Section III - Identification of any new services CenturyLink has introduced.
- Section IV - Identification of any ways in which the burden of regulation for both CenturyLink and the Commission has been simplified or reduced during the current Plan period.
- Section V - A list of all price increases performed during the current Plan term, including the remaining amount of pricing flexibility available for each service.

## SECTION I: THE OREGON LOCAL EXCHANGE MARKET

### 1. Overview

CenturyLink affiliated incumbent local exchange carriers last filed a Price Plan Performance Report in January 2017. At that time observations were set forth and data was presented which demonstrated the telecommunications market in Oregon was exceptionally competitive. Four- and one-half years later the competitive landscape in Oregon for telecommunications has further evolved into an even more robust environment comprised of aggressive competitors. The mix of competitive telecommunications alternatives continues to grow and evolve. Traditional competitors continue to aggressively compete with CenturyLink. Those competing include the major cable companies, such as Comcast, Charter and BendBroadband, that serve much of CenturyLink's Oregon territory. Most cable companies not only offer television programming, but also voice telephony services and high-speed internet services which they are able to bundle into competitive packages. CenturyLink also faces numerous Competitive Local Exchange Carriers ("CLECs") such as Allstream, AT&T, and Verizon. At the same time, intermodal voice services from wireless companies such as AT&T, Verizon, and T-Mobile, and Voice over Internet Protocol ("VoIP") services from companies like Vonage and Google, continue to gain market share in the Oregon telecommunications market. Oregon consumers and businesses have numerous alternatives<sup>2</sup> to meet their local voice calling and broadband needs. The Oregon telecommunications market is competitive, and there is no reason to conclude that the expansion of competitive alternatives will subside as new technologies are developed, and customer preferences evolve. New entrants providing telecommunications services in cooperation with rural electric cooperative consortiums and through use of low earth orbit satellite constellations all have the potential to further erode CenturyLink's dwindling market share.

A smaller number of competitors offer services to customers through the purchase of wholesale services from CenturyLink (including unbundled network elements, CenturyLink Local Services Platform ("CLSP"), Special Access, and the resale of CenturyLink's retail services). Competition has evolved largely from cable providers, wireless carriers and certain CLECs that

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<sup>2</sup> According to Broadbandnow.com, a research and analytics firm focused on social, economic, and political issues respecting broadband technology, there are presently 241 internet providers alone in the State of Oregon. CenturyLink is in the process of specifically quantifying the level of competitiveness on a modality of service basis down to the wire center level and will supplement this document with that information once that compilation is complete.

offer services to customers through the provision of their own facilities. CenturyLink wireline services also face competition from non-voice services such as email, texting, internet communication and social networking platforms. These services provide users with the ability to communicate instantly across a wide variety of applications and telecommunications equipment such as computers and smart phone devices.

As competition for voice communications services has increased, the collective CenturyLink entities have lost over four-fifths of their Oregon access lines. Between December 2001 and June 2021, CenturyLink retail access lines in Oregon declined 86.3%, from 1.511 million to 0.208 million.<sup>3</sup> During the time period that CenturyLink QC’s current Price Plan has been in place (September 2018 to June 2021), CenturyLink QC access lines declined 25.6% from 278,964 lines in December 2018 to 207,505 lines in June 2021.<sup>4</sup>

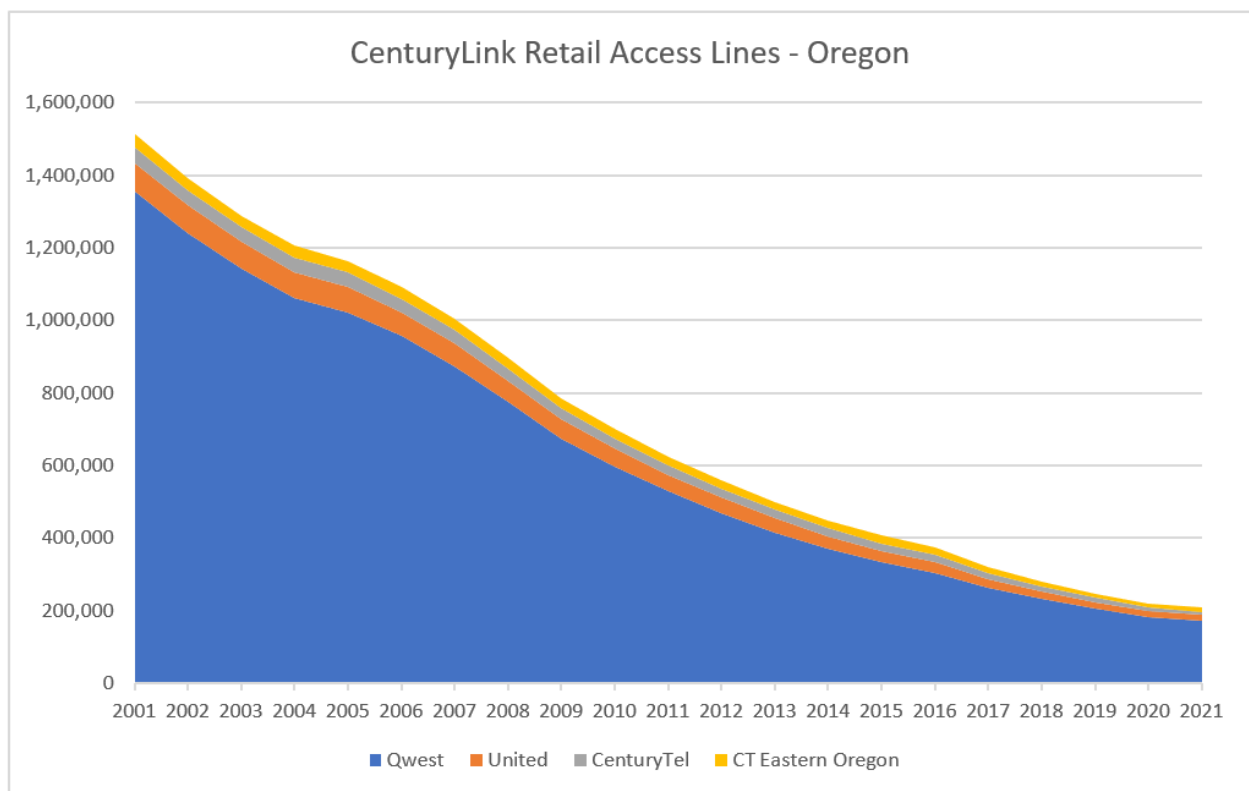


Figure 1

The damage competition has inflicted on CenturyLink’s regulated telephone business is

<sup>3</sup> Residential retail access lines dropped 89.5% and business retail access lines dropped 78.0% over this time frame.

<sup>4</sup> Residential retail access lines dropped 28.7% and business retail access lines dropped 21.6% over this time frame. See Confidential Attachment 1 for supporting information, including wire center level detail.

worse than the nominal 86.3% access line loss described above as line loss alone disregards substantial growth in the customer base for Oregon’s voice services. Over the period of CenturyLink’s access line decline, U.S. Census data show significant increases in both Oregon population and Oregon households. Over the nineteen years ended December 2019 Oregon’s population increased 22.0%<sup>5</sup> and the number of Oregon households increased 9.1%<sup>6</sup>. Accounting for Oregon’s 22.0% population increase requires multiplying CenturyLink’s 86.3% Oregon access line loss by 122% which yields a population growth-adjusted competitive loss of 105%. As Oregon has grown, demand for voice communications services in Oregon has grown with it. Increases in Oregon households and population notwithstanding, CenturyLink’s retail residential access line base in Oregon has undeniably fallen in steady fashion since 2001.

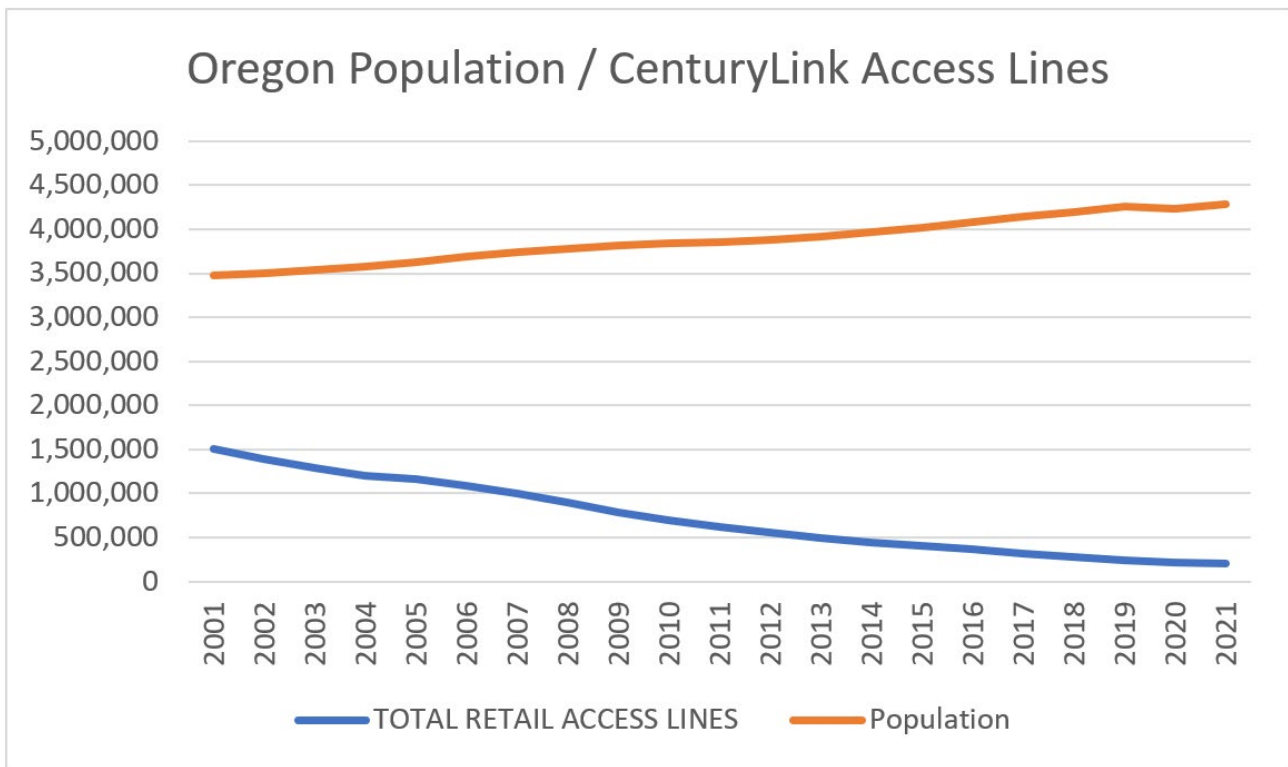


Figure 2

The upward trend in Oregon’s population and household growth coupled with a continued and steady decline in access line counts makes clear that a continually increasing number of

<sup>5</sup> From 3,472,867 people in July 2001 to 4,237,256 people in April 2020. See <https://www.census.gov/quickfacts/OR>

<sup>6</sup> From 1,476,996 households in July 2001 to 1,611,982 household in April 2020 See <https://www.census.gov/quickfacts/OR>

telecommunications consumers avail themselves of the wide array of competitive alternatives to CenturyLink's wireline voice telephone services, and they do so throughout the state. As CenturyLink's access lines decline, more consumers satisfy their telecommunications needs with services provided by cable telephony providers, wireless providers, Voice over Internet Protocol ("VoIP") providers and CLECs.

The Federal Communications Commission ("FCC") compiles voice connection data for:

- CLECs (such as Verizon, AT&T and Allstream)
- Wireless providers (such as Verizon, AT&T, and T-Mobile)
- Incumbent Local Exchange Carriers ("ILECs" such as CenturyLink and Ziply)

The FCC presents this data in its *Voice Telephone Services Reports*. These reports demonstrate how CenturyLink and other ILECs' share of the voice market in Oregon has withered as customers have migrated from the ILEC services to cable, wireless, CLEC and VoIP service providers (and this does not include the unreported numbers of customers who have switched to satellite internet-based telephone service, including ViaSat and Starlink, which have been designated as ETCs by this Commission). Figure 3 and Figure 4 below graphically depict the change in the share of voice connections in Oregon and how consumer choice of how they acquire telecommunications services has changed over a 19-year period.<sup>7</sup>

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<sup>7</sup> The time under review for voice connections stops at June 30, 2019, as this is the date of the most currently available date released by the FCC in 2021. See: <https://www.fcc.gov/voice-telephone-services-report>

### Share of Oregon Voice Connections 12/2001

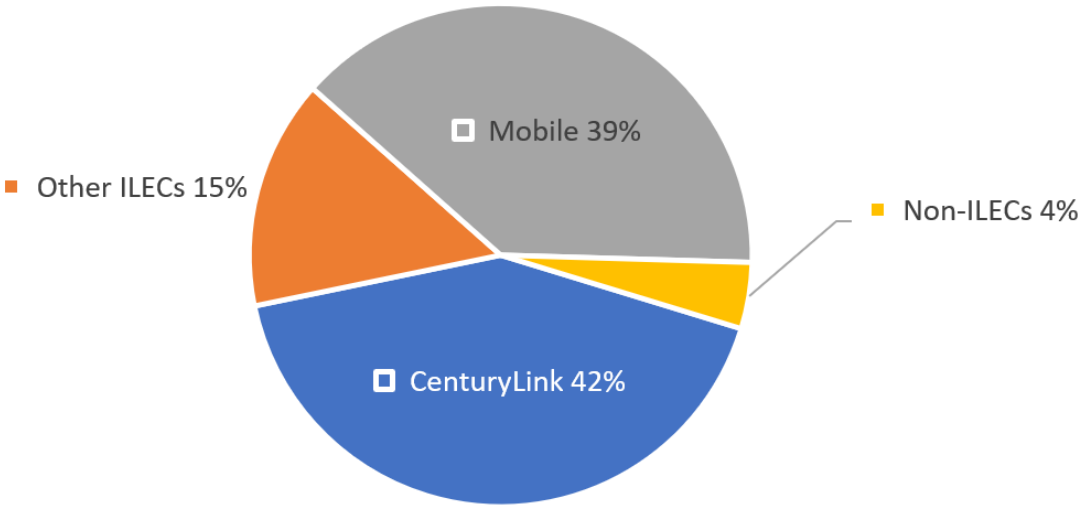


Figure 3

### Share of Oregon Voice Connections 6/2019

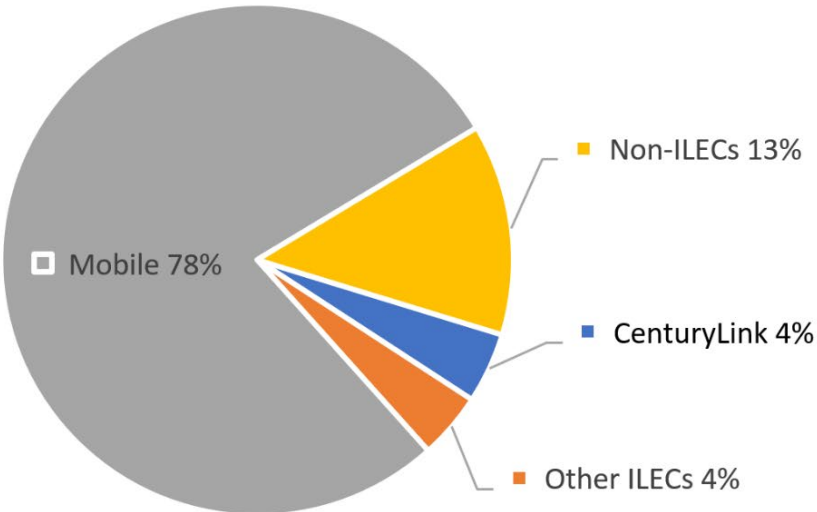


Figure 4



The charts in Figure 3 and Figure 4 demonstrate that wireless providers’ share (including residence and business lines) grew from 39% in 2001 to 78% in 2019. The non-ILEC share grew from 4% in 2001 to 13% in 2019. The total ILEC share (CenturyLink, Frontier, Cooperatives, and Rural ILECs) shrank from 57% in 2001 to 8% in 2019.<sup>8</sup> The chart in Figure 5 below shows the overall growth in voice subscriptions (from 3.1 million in 1999 to 5.5 million in 2019) and shows the migration of customers from ILECs such as CenturyLink to other wireline and wireless providers over the past nineteen and a half years.

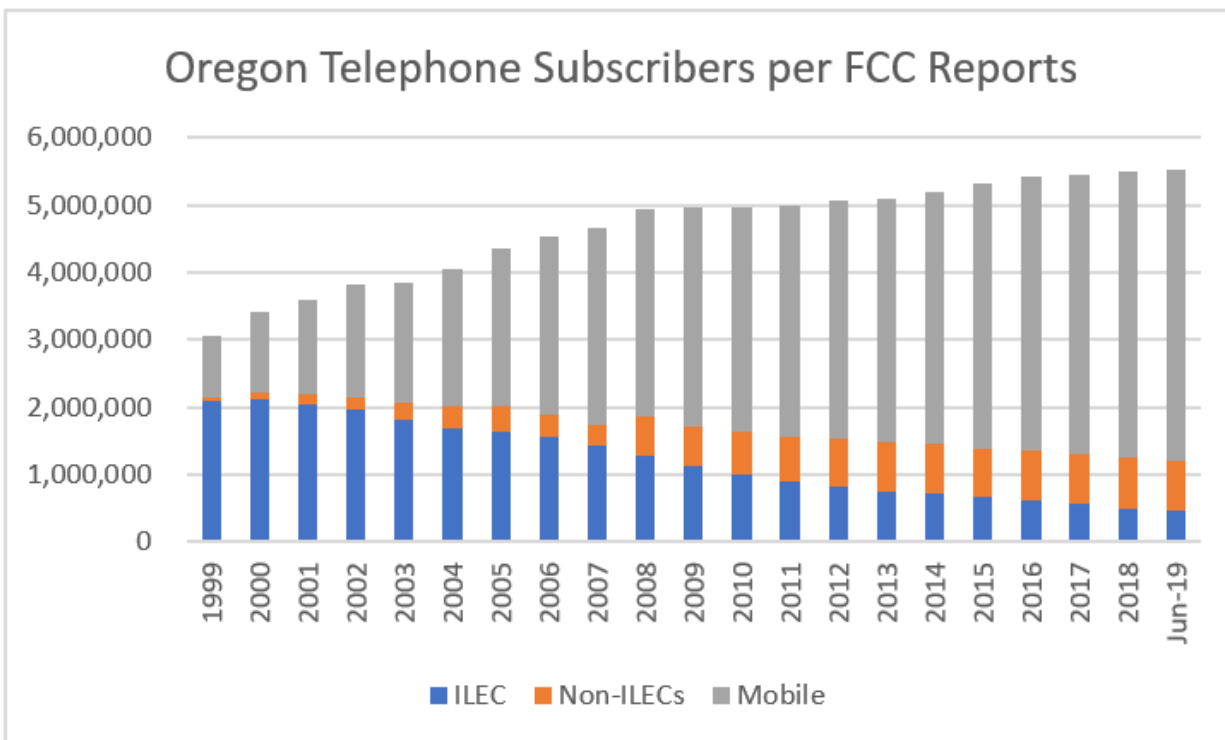


Figure 5

FCC subscribership penetration data also reveals how consumers have steadily increased their use of multiple local service options, including voice-over-cable, wireless voice services and VoIP-based voice services. When the FCC evaluates telephone subscribership (and develops penetration percentages), it considers all local exchange options of wireless, cable and VoIP as these voice service options are readily available to consumers.<sup>9</sup> The chart in Figure 6 below

<sup>8</sup> *Voice Telephone Services: Status as of June 30, 2019*; Industry Analysis Division, Office of Economics and Analytics, April 2021, Supplemental Table 1. Voice Subscriptions – Oregon, <https://www.fcc.gov/wireline-competition/voice-telephone-services-report>

<sup>9</sup> The U. S. Census Bureau’s Current Population Survey (“CPS”), which is used to develop telephone penetration data, asks the following question: "Does this house, apartment, or mobile home have telephone service from which you can

shows that over nearly two decades the telephone subscriber penetration rates in Oregon have remained relatively steady even as CenturyLink has consistently lost access lines. These data series demonstrate that if a customer is dissatisfied with any aspect of CenturyLink’s service, including rates, service quality, billing, or any other aspect of CenturyLink’s offerings, they are most likely to choose a competitive provider rather than go without voice telephone service. The chart below further depicts CenturyLink’s decline in Oregon residential access lines along with the FCC’s Oregon telephone penetration rate since 2001.<sup>10</sup>

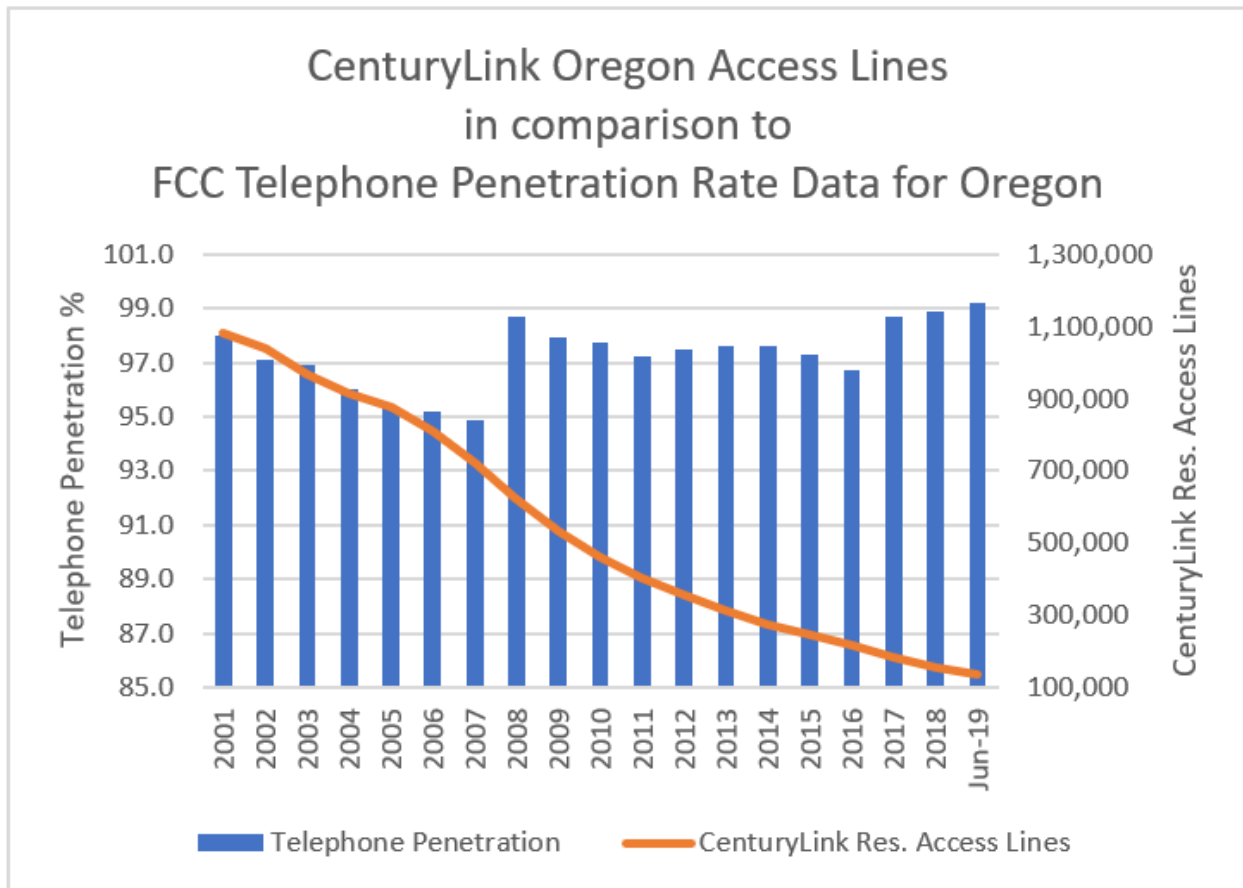


Figure 6

both make and receive calls? Please include cell phones, regular phones, and any other type of telephone." And, if the answer to the first question is "no," this is followed up with, "Is there a telephone elsewhere on which people in this household can be called?" If the answer to the first question is "yes," the household is counted as having a telephone "in unit." If the answer to either the first or second question is "yes," the household is counted as having a telephone "available." *Universal Service Monitoring Report, 2020*, Federal Communications Commission, See: <https://docs.fcc.gov/public/attachments/DOC-369262A1.pdf>

<sup>10</sup> *Id.*, Table 6.6.

The maintenance of a 96% to 99% telephone penetration rate (blue bars) in the face of steeply declining CenturyLink residential access line counts (orange line) demonstrates that, instead of going without voice service, Oregon consumers have been replacing CenturyLink and other ILEC telephone service with voice service from cable telephony, wireless and VoIP-based providers.

The sections below provide additional detail on the current market conditions and competitive alternatives being offered in Oregon.

## **2. Wireline Competition**

### **a. Cable Telephony**

Cable companies provide voice service (along with video and high-speed internet) throughout CenturyLink's Oregon serving territory. Comcast, Charter and BendBroadband are major cable companies, offering digital voice and broadband service to customers in many parts of the state, including major cities such as Portland, Salem, Eugene, Medford and the Bend/Redmond areas. Cable voice service is now available to customers in nearly all of CenturyLink's 167 wire centers in Oregon. As noted earlier in footnote 2, CenturyLink is in the process of specifically quantifying the level of competitiveness on a modality of service basis down to the wire center level and will supplement this document with that information once the compilation is complete. CenturyLink believes that the result of the more granular competition survey will demonstrate that voice service from cable companies is now available to the vast majority of residents within CenturyLink's exchange territories in Oregon

Cable companies provide voice service over their own coaxial and/or fiber optic facilities, and sometimes partner with wholesale providers to offer a complete array of local voice services. The voice services provided via cable telephony include local calling, long distance calling and calling features, and are functionally equivalent to the services that are offered by CenturyLink. Some cable providers use VoIP-based technology, but these are managed services that do not utilize the public internet. Because voice-over-cable providers utilize their own networks and facilities, they do not rely on CenturyLink's wholesale network elements in the provision of their voice services.

Comcast, Charter, and other cable companies offer a broad range of telecommunications services to residential and business customers in Oregon, as described above. These offerings demonstrate that voice-over-cable service providers see the provision of voice service as a key ingredient in their strategy to expand their customer bases and improve revenue streams by driving up the number of customers purchasing multiple services in addition to cable television service.

**b. Competitive Local Exchange Carriers (“CLECs”)**

According to data from the Commission’s 2020 Competitive Provider Report<sup>11</sup>, as of November 2019 there were 296 competitive providers in Oregon, of which 205 were certificated to provide local exchange service. The number of CLECs reporting the generation of local exchange revenues in Oregon was 145. While not all certificated providers currently offer voice services in Oregon, there are in addition to Comcast, Charter and other cable providers, numerous unaffiliated CLECs actively competing with CenturyLink for customers in Oregon, including Allstream, AT&T, Verizon and many smaller CLECs. Most of these CLECs are primarily focused on serving business customers. In many cases these carriers provide service using their own facilities and in other cases they provide service by leasing CenturyLink facilities (e.g., resale, CenturyLink Local Services Platform (“CLSP”) or Unbundled Loops (UNE-L)). CLECs serve every aspect from small business to large enterprise and governmental customers.

**3. Wireless Competition**

Over the last two decades the wireless telecommunications industry has had a fundamental impact on voice telephony subscribership methods, both nationally and for Oregon. FCC data<sup>12</sup> show that on June 30, 2019, wireless providers served 78% of the total Oregon access line market. Data obtained from FCC reports on telephone service subscribership<sup>13</sup>, indicate that wireless subscriptions in Oregon have increased 372% over the past 20.5 years from 0.915 million at year end 1999 to 4.317 million as of June 30, 2019. Over that same period, ILEC access line counts

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<sup>11</sup> Competitive Provider Report to the 2020 Oregon Legislature, Public Utility Commission of Oregon, January 2020.

<sup>12</sup> *Voice Telephone Services: Status as of June 30, 2019*; Industry Analysis Division, Office of Economics and Analytics, April 2021, Table S1. Voice Subscriptions – Oregon.

<sup>13</sup> See the FCC’s [Local Telephone Competition Reports](#) and [Voice Telephone Services Reports](#).

shrank 77% from 2.105 million at year end 1999 to 0.478 million as of July 1, 2019. While wireless subscriptions have more than quadrupled since 1999, CenturyLink access lines (residential and business) in Oregon have dropped 84% since 2001, from 1.511 million in December 2001 to 0.247 million in June 2019. The graph in Figure 7 below shows the relationship of wireless connections, total wirelines, and CenturyLink access lines in Oregon:

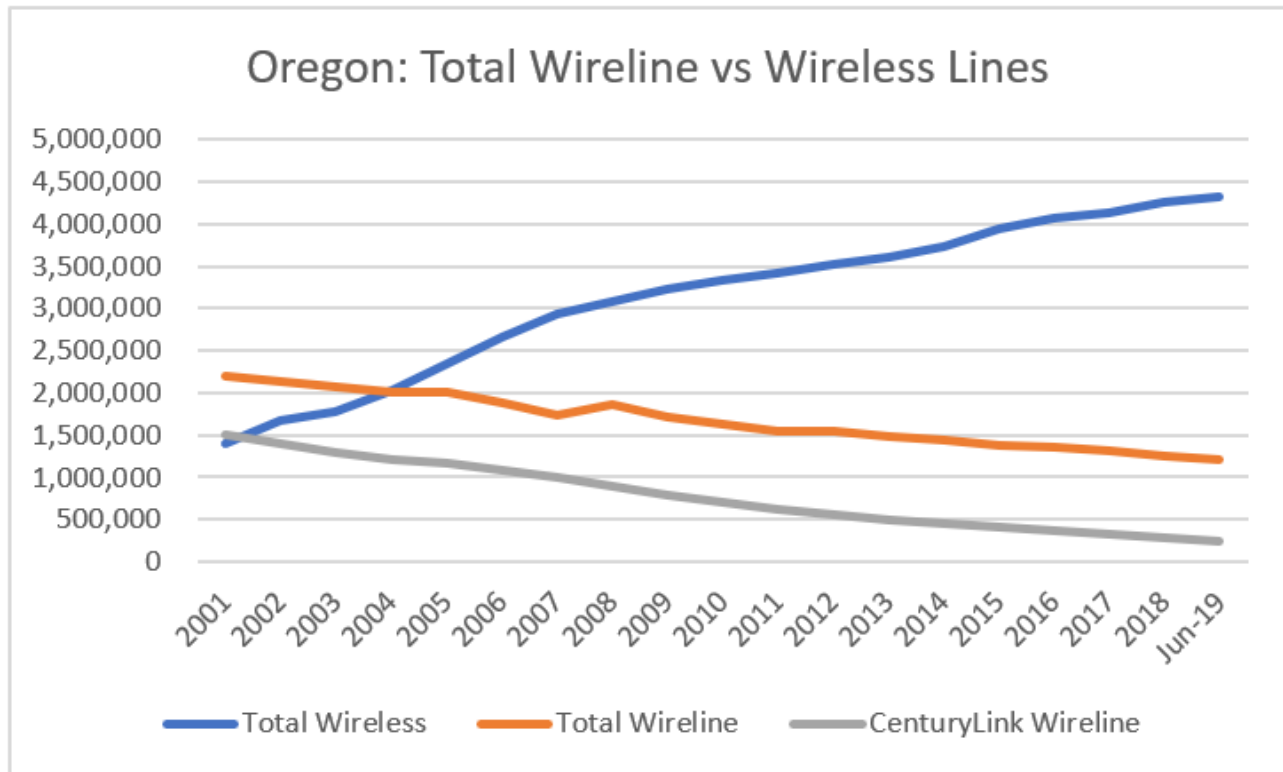


Figure 7

With the exception of a small number of consumers located in extremely remote areas, most Oregon consumers have numerous wireless telecommunications options. Exhibit 1 provides maps depicting the boundaries of the wire centers served by CenturyLink, along with wireless coverage areas in Oregon based on mobile voice deployment data as reported by the wireless carriers via Form 477.<sup>14</sup> The maps identify wireless coverage by major carrier and demonstrate that there are very few areas within the CenturyLink wire center boundaries that do not have wireless coverage. Regarding instances where wireless coverage is unavailable in a portion of a

<sup>14</sup> Source: Form 477 mobile voice deployment data as of December 31, 2020, from <https://www.fcc.gov/mobile-deployment-form-477-data>

CenturyLink wire center, the topography, terrain, and foliage in such areas largely contribute to the lack wireless signal. In most locations where wireless signals are challenging, the population of that area is generally found to be sparse. Said differently, very few Oregonians live in the areas without wireless service.

The large national wireless companies, including AT&T, Verizon, and T-Mobile each have a large presence in Oregon. There are also regional wireless carriers providing service in Oregon such as US Cellular and mobile virtual network operators which resell wireless services provided by facilities-based carriers under different brands. As earlier noted, Exhibit 1, found on pages 27-35, is comprised of six maps for the primary national carriers that show the wireless coverage area based on mobile voice deployment data as reported by the wireless carriers on Form 477 overlaid on the CenturyLink serving territory in the state. These maps demonstrate that AT&T, Verizon, Sprint, T-Mobile and US Cellular provide services across the vast majority of CenturyLink’s serving territory. That broad coverage allows nearly all customers to choose from multiple wireless providers.

The decline in CenturyLink landlines, coupled with wireless connections increasing four-fold over the last two decades, further demonstrates that Oregon customers increasingly view wireless phones as a substitute for wireline service, and that wireless phones are indeed replacing wireline service. In fact, more than half of all Oregon households have already “cut the cord,” and rely solely on wireless service to meet their telecommunications needs.

The National Center for Health Statistics (“NCHS”) routinely surveys Americans about a variety of issues including their access to voice services. NCHS uses this survey data to issue periodic Wireless Substitution reports. In August 2021, the NCHS released a detailed analysis of its Wireless Substitution report—with state-specific data—for the January through December 2019 timeframe. For this time period, the NCHS found that 64.1% of adult Oregon households were “wireless-only,” which reflects a slightly higher percentage of cord-cutters than the national average of 61.3% for the same time period.<sup>15</sup> The chart in Figure 8 below shows the wireless-only

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<sup>15</sup> *Centers for Disease Control and Prevention, National Center for Health Statistics, Wireless Substitution: State-level Estimates from the National Health Interview Survey, released August 2021, Table 1.* [https://www.cdc.gov/nchs/data/nhis/earlyrelease/Wireless\\_state\\_202108-508.pdf](https://www.cdc.gov/nchs/data/nhis/earlyrelease/Wireless_state_202108-508.pdf)

percentages – both nationally and Oregon specific – and demonstrates that the increase in the percent of wireless-only households in Oregon tracks with and slightly exceeds the national increase.

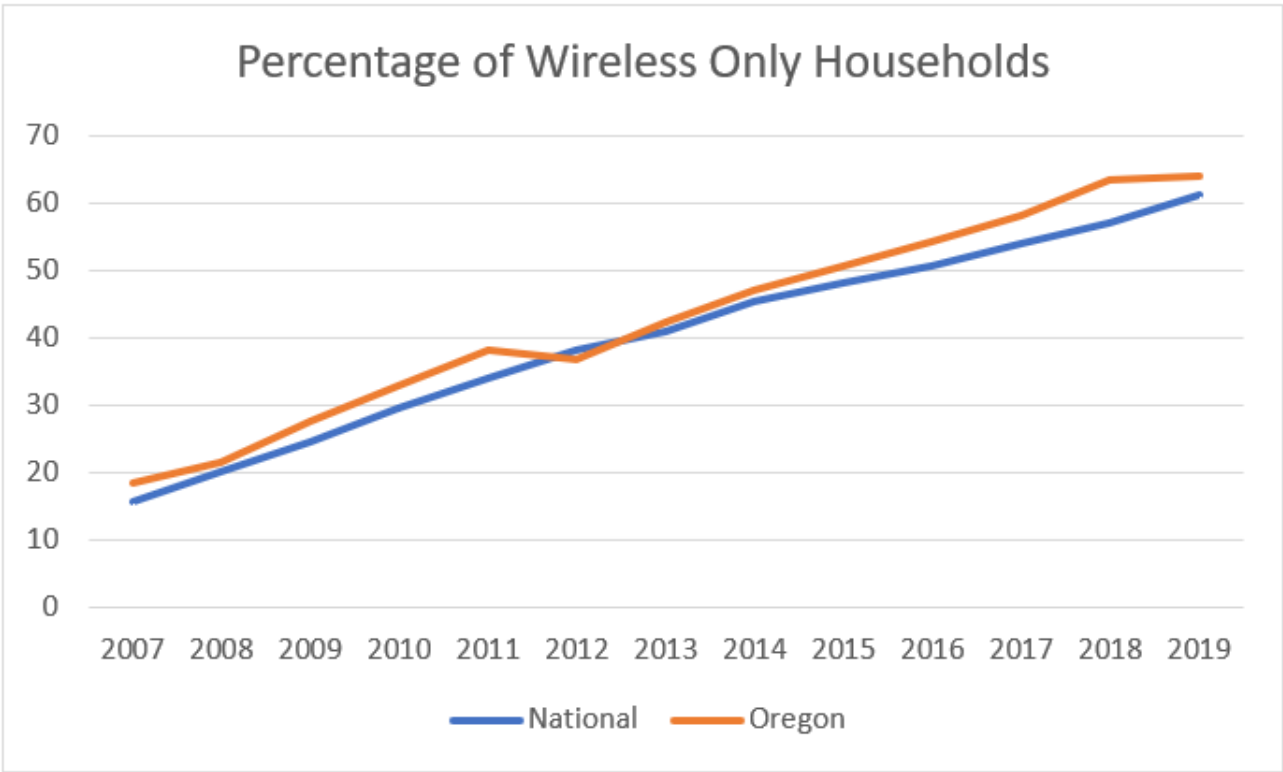


Figure 8

As wireless devices become more compelling and feature rich, and as wireless data speeds continue to increase and enable numerous new services, the trend towards wireless-only adoption will likely continue. This seems even more likely as many Oregon households that are not wireless-only are categorized as “wireless-mostly.” Utilizing information from the August 2021 NCHS survey results for Oregon, the chart in Figure 9 below graphically depicts just how deeply wireless service has penetrated the Oregon voice communications marketplace for consumer customers.

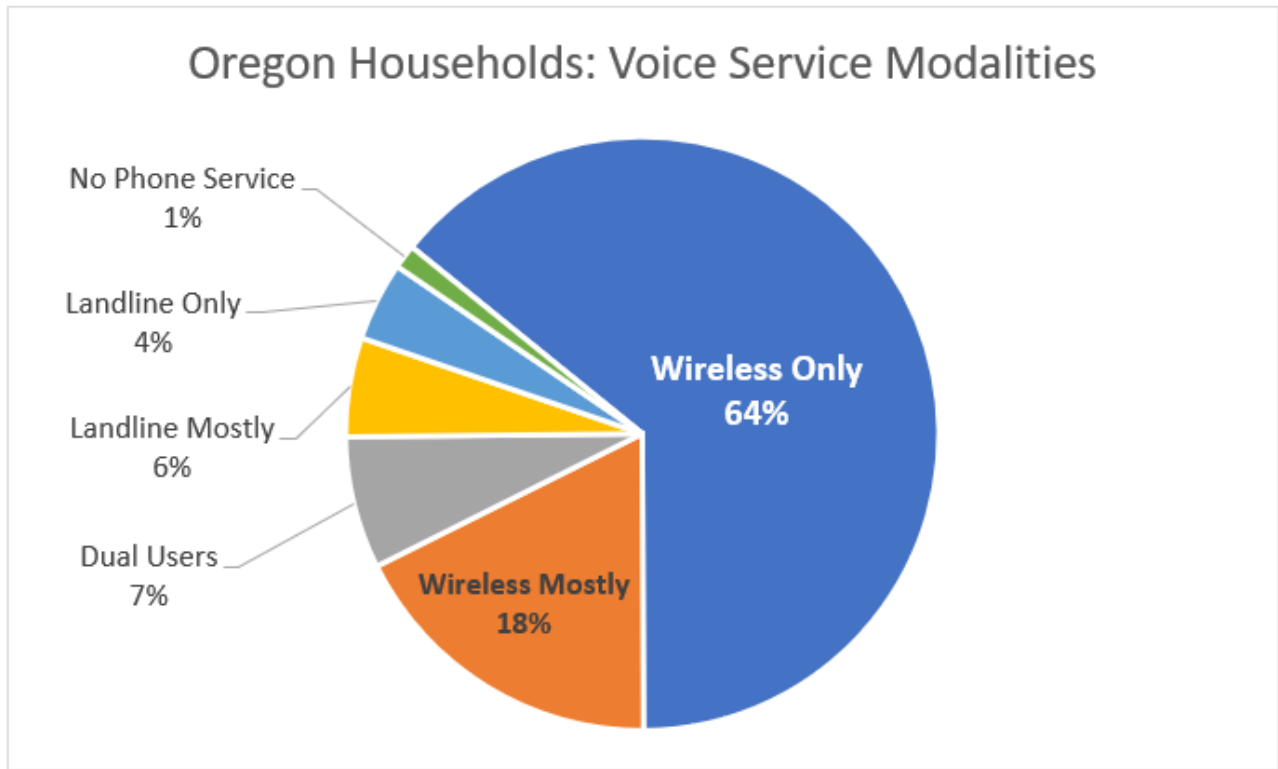


Figure 9

The NCHS survey estimates that another 18% of Oregon households fall into the wireless-mostly category (the orange shaded area on the pie chart above). Wireless-mostly households are prime candidates for “cutting the cord” because they already depend on their wireless service for most of their voice needs. As the steady increase in wireless-only adoption shows, households making little use from their wireline service are more likely to determine they do not get enough benefit from wireline service to justify the retention cost.

#### 4. Voice over Internet Protocol (VoIP) Competition

It is useful to describe VoIP services as either “managed” or “over-the-top.” Generally, cable companies offer “managed” VoIP-based services that are non-portable and that carry traffic over private managed networks, rather than the internet. Many other companies, such as Vonage, Google, MagicJack, RingCentral, and a host of others offer “over-the-top” VoIP services, which rely on a third-party broadband connection, and transmit calls over the public internet. These companies often offer “portable” VoIP services that can be used over any high-speed internet connection. Because cable VoIP services were addressed above, this section describes “over-the-top” VoIP services.



From a customer perspective, VoIP service functions in a manner similar to standard circuit switched telephony and allows a customer to utilize a standard telephone set to originate and receive telephone calls using the same dialing patterns that are used for standard wireline telephone service.<sup>16</sup> To utilize VoIP services, a customer must have a high-speed connection, such as Digital Subscriber Line (“DSL”), a high-speed wireless connection, satellite broadband, or a cable modem. The FCC describes VoIP as follows: Interconnected VoIP service “(1) [e]nables real-time, two-way voice communications; (2) [r]equires a broadband connection from the user’s location; (3) [r]equires IP-compatible customer premises equipment (CPE); and (4) [p]ermits users generally to receive calls that originate on the public switched telephone network and to terminate calls to the public switched telephone network.”<sup>17</sup>

VoIP telephone service is a rapidly growing communications technology that clearly represents a competitive alternative to traditional landline-based telephone services in Oregon. As described earlier, the FCC includes VoIP-based telephone service when it is developing telephone subscribership data, and the FCC now includes VoIP-based services in its *Voice Telephone Services Report*. Starting with the data reported for 2014, the FCC has solicited information on VoIP service to differentiate between “over-the-top” interconnected VoIP subscriptions from other interconnected VoIP subscriptions. As noted in the most recent *Voice Telephone Services Report*, non-ILEC VoIP subscriptions in Oregon increased to 644,000 in June 2019.<sup>18</sup> VoIP-based telephone offerings represent an increasing and significant form of competition for CenturyLink’s local exchange service.

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<sup>16</sup> VoIP setup is simple—a standard telephone is simply plugged into a VoIP adaptor (provided by the VoIP carrier), which is connected to a broadband internet modem. From the standpoint of the customer, VoIP works much the same as traditional phone service, except that it provides additional features and functionality.

<sup>17</sup> *In the Matter of Connect America Fund a National Broadband Plan for Our Future Establishing Just and Reasonable Rates for Local Exchange Carriers High-Cost Universal Service Support Developing a Unified Intercarrier Compensation Regime Federal-State Joint Board on Universal Service Lifeline and Link-Up*, WC Docket No. 10-90, GN Docket No. 09-51, WC Docket No. 07-135, WC Docket No. 05-337, CC Docket No. 01-92, CC Docket No. 96-45, WC Docket No. 03-109, Notice of proposed rulemaking and further notice of proposed Rulemaking, FCC 11-13, released February 9, 2011 (“*ICC/USF NPRM*”), footnote 923.

<sup>18</sup> *Voice Telephone Services: Status as of June 30, 2019*; Industry Analysis Division, Office of Economics and Analytics, April 2021, Supplemental Table S1. Voice Subscriptions – Oregon, <https://www.fcc.gov/wireline-competition/voice-telephone-services-report>

While it is challenging to obtain accurate subscribership information regarding VoIP services in Oregon, VoIP is clearly a rapidly growing communications technology that represents a competitive alternative to traditional landline-based telephone services. “Over the Top” VoIP-based telephone service, which is typically offered as a package that includes unlimited local and long-distance service (and often some bundled international calling abilities) plus an array of calling features, is now readily available from a broad range of providers to any customer in Oregon that has high-speed broadband internet access. Moreover, it is clear that broadband availability and subscribership will increase over time, especially given the current initiatives by the FCC to provide universal service funding for broadband through its Connect America Fund and Rural Digital Opportunity Fund. In fact, the FCC acknowledged how increases in broadband availability will stimulate VoIP usage: “The deployment of broadband infrastructure to all Americans will in turn make services such as interconnected VoIP service accessible to more Americans.”<sup>19</sup>

Broadband access has been increasing rapidly in Oregon. According to the FCC’s latest Internet Access Services Report, ADSL broadband connections in Oregon have grown from 57,899 in December 2001 to 228,000 in December 2018—an increase of approximately 293 percent. Of interest, while the ADSL connection number increased over the aforementioned time frame, the number of ADSL subscriptions decreased slightly from June 2015, while from December 2001 to December 2018, cable modem broadband connections in Oregon grew over this timeframe from approximately 100,000 to 992,000—an increase of 892 percent.<sup>20</sup> This may likely signal customer demand for greater bandwidth. As of June 2018, according to the FCC, there were 228,000 ADSL connections, 992,000 cable modem connections, 183,000 fiber connections, 28,000 fixed wireless broadband connections, 4,057,000 mobile wireless broadband connections, and 43,000 other broadband connections, for a total of 5.531 million broadband connections.<sup>21</sup> Thus, the number of broadband connections in Oregon far exceeded the 278,964 total CenturyLink

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<sup>19</sup> ICC/USF Order, ¶67

<sup>20</sup> Internet Access Services: Status as of December 31, 2018, FCC Industry Analysis Division, Office of Economics and Analytics, September 2020, Figure 34,

<sup>21</sup> Id.

access lines that were in service in Oregon on December 31, 2018. According to the FCC, as of December 2018, 85% of residential households subscribe to a broadband connection from one of the 104 broadband providers in Oregon.<sup>22</sup> While this data is the most currently available, nearly three years later it is very likely that these percentage of households subscribing to a broadband connection is even higher. Hence, competitive broadband services are now widely available from multiple providers in Oregon, and these services have been embraced by a rapidly increasing number of customers. Each broadband connection represents an existing or potential VoIP subscriber.

CenturyLink broadband service subscribers have the option of utilizing their CenturyLink broadband connection (or a broadband connection from another provider) to subscribe to VoIP service from another provider, in lieu of traditional CenturyLink local exchange services. Residential and business customers within CenturyLink's service territory in Oregon may subscribe to CenturyLink broadband service on a "stand-alone" basis; they are not required to subscribe to standard CenturyLink local exchange service as a precondition to subscribing to CenturyLink DSL service. These customers may order VoIP telephone service from a wide range of non-CenturyLink VoIP providers as a replacement for CenturyLink basic exchange service. Numerous companies offer VoIP services in Oregon, including Vonage, MagicJack, VoIP.com, Google voice, and a host of others. VoIP providers offer very attractively priced phone services that are functionally equivalent or substitute services to CenturyLink telephone service and are readily available at highly competitive rates, terms, and conditions.

To conclude Section I, the 167 CenturyLink wire centers in Oregon cover 43,000 square miles, or about 44% of the entire state. As a result of competition in its many forms, CenturyLink served a total of only 4% of the total voice connections in the State of Oregon as of June 2019, and that figure is likely lower two years on. Unquestionably, the current Oregon market conditions for the various categories of CenturyLink's regulated retail intrastate telecommunications services is substantially more competitive than it was at the last price plan reporting in 2017.

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<sup>11</sup> <sup>22</sup> *Id.*, Figures 32 and 36.

## SECTION II: CENTURYLINK ACCESS LINE GAIN OR LOSS

As described in greater detail in Section I of this report, the collective CenturyLink affiliates, *viz.* CenturyLink QC, CenturyTel of Oregon, CenturyTel of Eastern Oregon, and United Telephone Company of Northwest Oregon continue to face significant competition in their respective Oregon markets. As competition for voice communications services has increased, these companies have continued to experience declines in access line volumes.

While Section I of this report primarily focused on the CenturyLink entities as a whole, it is appropriate to consider access line losses separately for each affiliated entity. During the time period between December 2014 (the first year of the previous plan) and June 2021, CenturyLink QC access lines decreased by 53.5% from 370,547 access lines in December 2014 to 172,168 access lines in June 2021. Residential retail access lines decreased 58.8% and business retail access lines decreased by 45.7% over this time period. CenturyTel of Oregon access lines decreased by 58.7% from 21,776 in December 2014 to 8,988 in June 2021. Residential retail access lines decreased by 62.6% and business retail access lines decreased by 44.1% over this time period. CenturyTel of Eastern Oregon access lines decreased by 49.4% from 21,805 access lines in December 2014 to 11,031 access lines in June of 2021. Residential retail access lines decreased by 55.7% and business retail access lines decreased by 35% over this time period. United Telephone Company of Northwest Oregon access lines decreased by 55.7% from 34,558 access lines in December 2014 to 15,318 access lines in June of 2021. Residential access lines decreased by 61.9% and business retail access lines decreased by 43.2% over this period.

During the time between December 2001 to June 2021, access lines for these companies have declined a total of 86.3%. CenturyLink QC access lines decreased by 87.3%, from 1,353,899 in December 2001 to 172,168 in June 2021. Residential retail access lines decreased by 91% and business retail lines decreased by 79% over this time period. CenturyTel of Oregon access lines decreased by 79.4%, from 43,678 in December of 2014 to 8,988 in June 2021. Residential retail access lines decreased by 81.1% and business retail access lines decreased by 73.2% over this period. CenturyTel of Eastern Oregon access lines decreased by 68.3%, from 34,786 access lines in December 2021 to 11,031 access lines in June 2021. Residential retail access lines decreased by 73.1% and business retail access lines decreased by 56.1% over this

time period. United Telephone Company of Northwest Oregon access lines decreased by 80.6%, from 78,988 in December 2001 to 15,318 access lines in June 2021. Residential retail access lines decreased by 83.8% and business retail access lines decreased by 73.8% over this time period.

As set forth in Section I, the CenturyLink entities in Oregon have collectively lost over four fifths of their access lines during the last two decades. From 1.511 million lines in 2001 to 0.208 million at the end of June 2021, the decline has been steady and severe. It is worthy of repetition to note that the access line counts for the combined CenturyLink incumbent local exchange operations account for only four percent of all voice connections in the State of Oregon.

Confidential Attachment 1, submitted electronically and under password security, provides annual access lines counts organized by company and Oregon wire center for the period December 2001 through June of 2021.

### **SECTION III: NEW SERVICES**

CenturyLink QC, CenturyTel of Oregon, CenturyTel of Eastern Oregon, and United Telephone Company of Northwest Oregon, collectively CenturyLink, have introduced the following new services subject to the Commission’s jurisdiction since the effective date of the current price plan:

<b>Company</b>	<b>Package</b>	<b>Effective</b>
CT/UT/QC	Home Phone Extra	July 15, 2017
CT/UT/QC	Unlimited Nationwide Calling Bundle	July 15, 2017
CT/UT	Emergency Line Service	January 31, 2018
CT/UT/QC	Essential Home Phone With 30 Minutes Nationwide Long Distance	April 21, 2018
CT/UT	CenturyLink Business Bundle Two-year Option	October 26, 2018
CT/UT	CenturyLink Business Bundle Preferred	June 14, 2019
CT/UT/QC	Simply Unlimited Business Bundle	August 16, 2021
CT/UT/QC	Simply Unlimited Residential Bundle	September 18, 2021

## SECTION IV: SIMPLIFICATION OR REDUCTION IN THE BURDEN OF REGULATION

In adopting CenturyLink's Price Plan, the Commission waived requirements set forth in several state statutes and Commission rules relating to the regulation of telecommunications in Oregon. Certain of these waivers represented a continuation of the manner in which CenturyLink has operated since 2000 under its prior price cap regulation plan. Other waivers provided expansion of relief from existing regulatory requirements, thereby reducing regulatory burdens and work tasks accruing to both CenturyLink and Commission personnel. This section of CenturyLink's report discusses how adoption of the Price Plan has simplified regulation for both CenturyLink and the Commission or reduced regulatory burden. The discussion centers on those waivers that have the more significant impacts.

The waivers of 22 individual statutes and Commission rules authorized by the Price Plan have reduced the resources that CenturyLink previously devoted to gathering, analyzing, assembling, and filing Commission required reports. In turn, because the Commission is no longer required to expend its resources reviewing and analyzing these reports, it can focus on other areas that are more critical to Oregonians. In addition, the Price Plan has provided relief from regulatory burdens associated with the regulation and pricing of CenturyLink's services. Below are the more significant areas where the burden of regulation has been reduced for CenturyLink and the Commission as a result of the waivers of statutes and Commission rules authorized by the PricePlan.

### Financial

- Financial Reporting – Certain waivers of financial reporting requirements as established in statutes and rules specifically set forth in the Price Plan allow:
  - CenturyLink QC is no longer required to file the Commission's annual Form I
  - CenturyLink QC is not required to provide regional information in Form O and is only required to provide Oregon-specific information. Additionally, the removal of the requirement to no longer file seven schedules associated with Form O continues to be beneficial in relieving regulatory and administrative burden.

### Pricing Flexibility and Tariff/Schedule Filings

- The Price Plan provides flexibility for CenturyLink to change prices for certain services within established parameters without meeting the requirements of certain statutes related to rate of return regulation.
- The Price Plan allows CenturyLink to make price list filings for new services and specified other retail services not subject to price caps without meeting the requirements of certain statutes and rules for filing tariffs or schedules. This allows CenturyLink to more quickly respond to market factors to introduce new services and change prices.

## SECTION V: PRICE INCREASE DATA DURING CURRENT PLAN TERM

### 1. Introduction

CenturyLink's Price Plan was designed to achieve the following objectives with respect to pricing flexibility:

Allow CenturyLink to price business and certain other services competitively with services offered by alternative providers, including those using landline, wireless, cable, and VoIP technologies.

Simplify regulation and permit CenturyLink to respond to evolving market conditions.

The Price Plan established price or rate increase caps for certain services subject to the plan. At the initiation of the Price Plan in September 2018, rates for all services covered by the plan were set at existing rates. Noted below is information on the pricing flexibility established in the Price Plan for the major categories of services.

### 2. Summary of Pricing Flexibility

#### Pricing and Availability of Services provisions under the Price Plan:

- a) Pricing: The rates, terms, and conditions that CenturyLink charges under its price lists and approved tariffs are just and reasonable and will be its published terms as of the effective date of the Plan.
- b) Availability: CenturyLink will continue to offer residential and business Primary Line Basic Service on a stand-alone basis.
- c) Non-recurring charges for residential Primary Line Basic Service: Charges may increase by a maximum of \$10 during any four-year Plan term.
- d) Non-recurring charges for business Primary Line Basic Service: Charges will not be subject to price caps.
- e) Recurring charges for residential Primary Line Basic Service: Primary Line Basic Service for residential customers will be subject to price caps.



- i) Monthly rates for flat rate residential Primary Line Basic Service may not increase by more than \$3.00 in any Plan year and may not increase by more than \$10.00 in total over any four-year Plan term.
  - ii) Residential measured service: Monthly rates for the line component of measured service for each CenturyLink entity covered by the Price Plan shall not be priced any higher than 80% of that entity's flat rate residential Primary Line Basic Service. Rates for the usage component of residential measured service are capped at Pre-Plan rates.
- f) Recurring charges for business Primary Line Basic Service:
  - i) Prices for business Primary Line Basic Service will not be subject to price caps.
  - ii) The rate that is charged for this service by CenturyTel of Oregon, CenturyTel of Eastern Oregon, and United Telephone Company of The Northwest shall be priced no higher than the rate charged for this service by Qwest Corporation in Rate Group 2.
- g) Extended Area Service (EAS): Rates for existing mandatory EAS are capped at Pre-Plan rates. CenturyLink is permitted to combine the respective EAS rates and the rate for residential Primary Line Basic Service into a single line-item amount for the purpose of bill simplification. CenturyLink will not be required to establish any new or expanded EAS routes as long as it operates under the Price Plan.
- h) Directory Listings:
  - i) CenturyLink will provide at no additional charge the first listing included with the Primary Line Basic Service/ including those within packages and bundles.
  - ii) Additional listings beyond the initial listing are price capped with increases limited to not more than 25% per Plan year.
- i) Directory Assistance: CenturyTel of Oregon, CenturyTel of Eastern Oregon, and United Telephone Company of the Northwest may update their Rate Schedules to eliminate the two-call allowance for Directory Assistance Service/ consistent with the terms for National Directory Assistance Service contained in Qwest Corporation's Rate Schedules.
- j) Toll Restriction/Call Trace/Unlisted Numbers:
  - i) Toll Restriction and Call Trace will continue to be priced at Pre-Plan rates.

- ii) Residential Unlisted Numbers will continue to be priced at Pre-Plan rates.
  - iii) Business Unlisted Numbers may not increase by more than \$1.00 in any Plan year and may not increase by more than \$3.00 total over a four-year Plan term.
  - iv) Non-published Numbers may not increase by more than \$1.00 in any Plan year and may not increase by more than \$3.00 total over a four-year Plan term.
- k) Other Services: Monthly rates for "Other Services" for business customers will not be subject to price caps. Monthly rates for "Other Services" for residential customers may increase up to 50 percent or \$0.50 annually, whichever is greater. The cumulative price increase for any Other Service over a four-year Plan term may not exceed 200 percent for residential customers. Within 60 days of receiving notice of price increase to "Other Services" business and residential customers who request removal of any service contained in "Other Services" will not incur a nonrecurring charge for the removal of the service.
- l) Cost-Based Charges: Prices that are identified as at actual cost in CenturyLink's Rate Schedules as of August 3, 2018, will continue to be priced at actual cost
- n) DS-1, DS-3 and ISDN-PRI Services: Rates for DS-1, DS-3 and ISDN-PRI services will not be subject to price caps.
- o) E911 Services: Rates, terms, and conditions for E911 services in CenturyLink's rate schedules as of the effective date of this plan will remain at Pre-Plan status, except that CenturyLink may petition the Commission separately for any proposed rate changes or price structures.
- p) Switched Access Rates: Rates for intrastate switched access services will be capped at Pre-Plan rates and the Commission may adjust the price caps if required by FCC action.
- q) New Services: Any New Service introduced after the effective date of the Plan will not be subject to price caps.
- r) Packages and Bundles: CenturyLink may combine any regulated telecommunications service with any other service(s) to offer Packages and Bundles of services, which may include residential Primary Line Basic Service and EAS, at any price, subject to the below conditions:
- i) All regulated telecommunications services offered as part of a package or bundle shall remain separately available for purchase from CenturyLink's Rate Schedules.
  - ii) The package or bundle price shall not exceed the sum of the stand-alone retail prices of all available services in the package or bundle.

s) Rate Averaging:

- i) CenturyLink will not further de-average the pricing of any existing regulated services that are currently de-averaged.
- ii) CenturyLink will not increase the existing dollar differences between rate groups for residential or business Primary Line Basic Service rates. However, CenturyLink is permitted to reduce any differences in price between these rate groups.
- iii) For regulated services that as of the effective date of this plan are sold on the basis of a statewide average rate, CenturyLink will maintain statewide average rates for these regulated services in each Rate Schedule.

### **3. Conclusion**

The pricing flexibility provided under the Price Plan has allowed CenturyLink to modify its prices for some services to meet changing market conditions and remain more competitive with services offered by other providers. Attachment 2, provided electronically and under password security, provides a list of all price changes performed by each CenturyLink affiliate, including the remaining amount of pricing flexibility available for the services that had a price change during the Plan term. CenturyLink has utilized the pricing flexibility afforded under the Price Plan to modify certain of its prices in an attempt to provide compelling value propositions to its customers while remaining competitive in the market.

Although the Price Plan has provided CenturyLink additional pricing flexibility that did not exist prior to the adoption of the current Plan, CenturyLink continues to operate under significant pricing constraints that are not required of its competitors. As outlined in the previous section of this report respecting competition, CenturyLink is facing ever increasing competitive pressure from alternative providers, including cable, wireless and VoIP providers who continue to gain market share. As a result, competitive market forces can be relied upon to ensure discipline over pricing is maintained, and the non-market pricing constraints that apply to CenturyLink, but not to any of its competitors, should be eliminated.

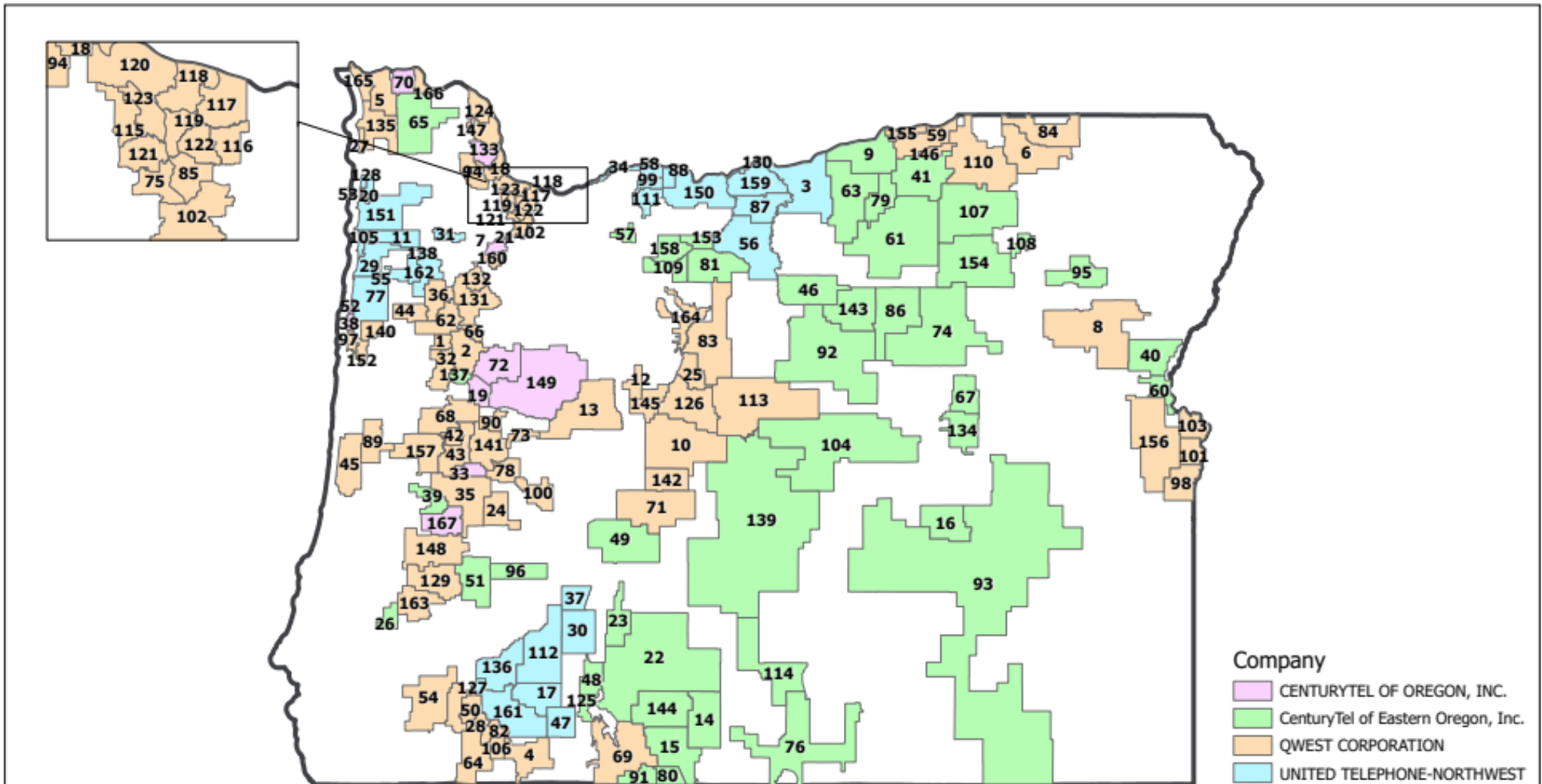
Throughout the remainder of the current Price Plan, CenturyLink looks forward to new dialog with the Oregon Public Utility Commission in the areas of competitive pricing, universal service

funding, carrier of last resort obligations, and further mutually beneficial reporting and rule adjustments that provide efficiencies for the Commission and the company.

## Lumen Oregon Wire Centers: Reference Numbers for Maps

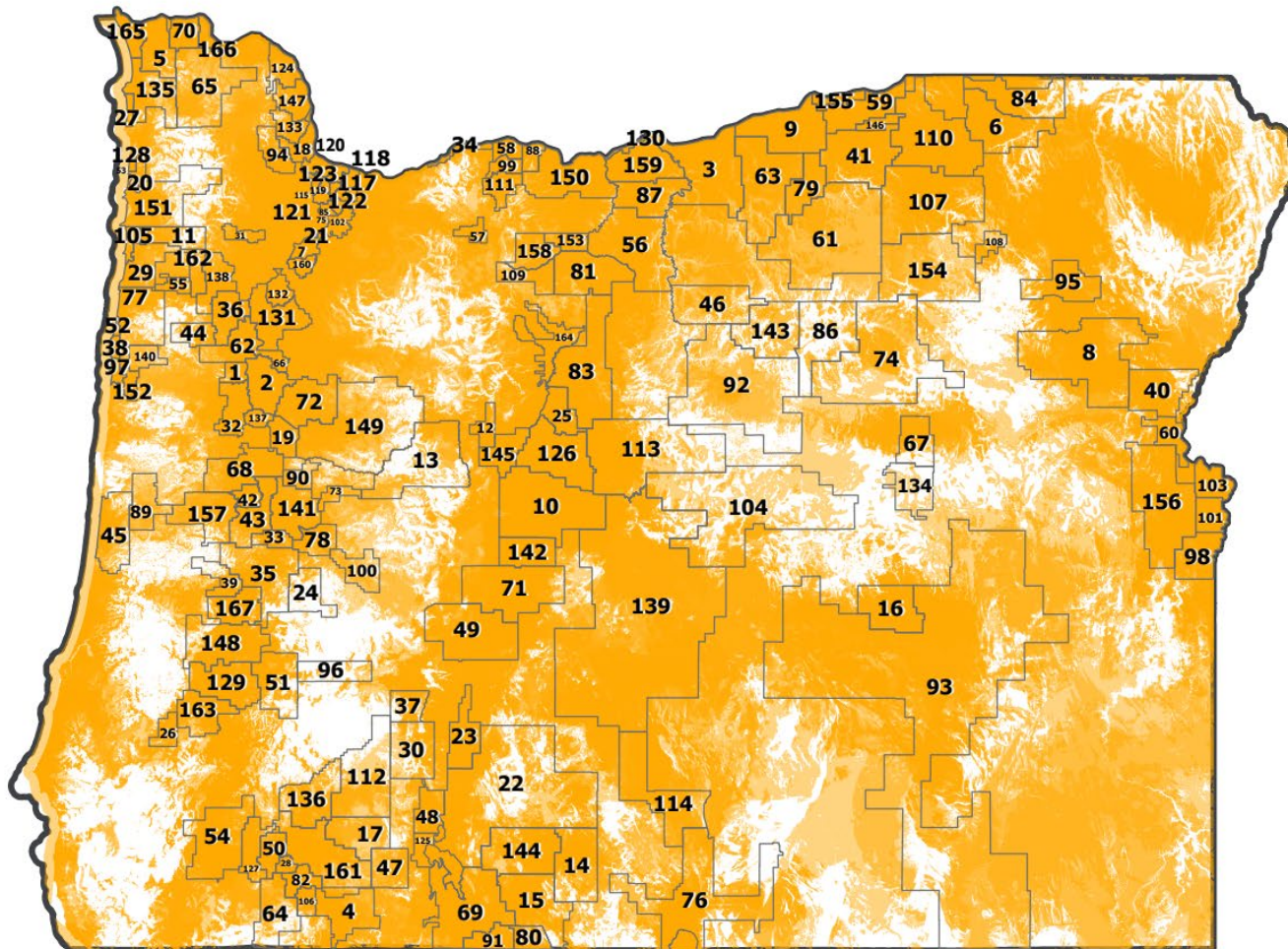
1 Adair	35 Cottage Grove	69 Klamath Falls	103 Oregon Slope	137 Shedd
2 Albany	36 Dallas	70 Knappa	104 Paulina	138 Sheridan
3 Arlington	37 Diamond Lake	71 La Pine	105 Pacific City	139 Silver Lake
4 Ashland	38 Depoe Bay	72 Lebanon	106 Phoenix	140 Siletz
5 Astoria	39 Drain	73 Leaburg	107 Pilot Rock	141 Springfield
6 Athena	40 Durkee	74 Long Creek	108 Starkey	142 Spring River Rd
7 Aurora	41 Echo	75 Lake Oswego	109 Pine Grove	143 Spray
8 Baker-Sumpter	42 Eugene River Road	76 Lakeview	110 Pendleton	144 Sprague River
9 Boardman	43 Eugene 10th Ave	77 Lincoln City	111 Parkdale	145 Sisters
10 Bend	44 Falls City	78 Lowell	112 Prospect	146 Stanfield
11 Beaver	45 Florence	79 Lexington	113 Prineville	147 Saint Helens
12 Black Butte	46 Fossil	80 Malin	114 Paisley	148 Oakland-Sutherlin
13 Blue River	47 Fish Lake	81 Maupin	115 Portland Cypress	149 Sweet Home
14 Bly	48 Fort Klamath	82 Medford	116 Portland Harold	150 The Dalles
15 Bonanza	49 Gilchrist	83 Madras	117 Portland Alpine	151 Tillamook
16 Burns	50 Gold Hill	84 Milton-Freewater	118 Portland Atlantic	152 Toledo
17 Butte Falls	51 Glide	85 Milwaukie	119 Portland Belmont	153 Tygh Valley
18 Burlington	52 Gleneden Beach	86 Monument	120 Portland Butler	154 Ukiah
19 Brownsville	53 Garibaldi	87 Moro	121 Portland Cherry	155 Umatilla
20 Bay City	54 Grants Pass	88 Mosier	122 Portland Prospect	156 Vale
21 Charbonneau	55 Grand Ronde	89 Mapleton	123 Portland Capitol	157 Veneta
22 Chiloquin	56 Grass Valley	90 Marcola	124 Rainier	158 Wamic
23 Chemult	57 Government Camp	91 Merrill	125 Rocky Point	159 Wasco
24 Culp Creek	58 Hood River	92 Mitchell	126 Redmond	160 Woodburn
25 Culver	59 Hermiston	93 Harney	127 Rogue River	161 White City
26 Camas Valley	60 Huntington	94 North Plains	128 Rockaway	162 Willamina
27 Cannon Beach	61 Heppner	95 North Powder	129 Roseburg	163 Winston
28 Central Point	62 Independence	96 North Umpqua	130 Rufus	164 Warm Springs
29 Cloverdale	63 Lone	97 Newport	131 Salem Main	165 Warrenton
30 Crater Lake	64 Jacksonville	98 Nyssa	132 Salem 10th Ave	166 Westport
31 Carlton	65 Jewell	99 Odell	133 Scappoose	167 Yoncalla
32 Corvallis	66 Jefferson	100 Oakridge	134 Seneca	
33 Creswell	67 John Day	101 Ontario	135 Seaside	
34 Cascade Locks	68 Junction City	102 Oregon City	136 Shady Cove	

# LUMEN® Lumen Oregon Wire Centers





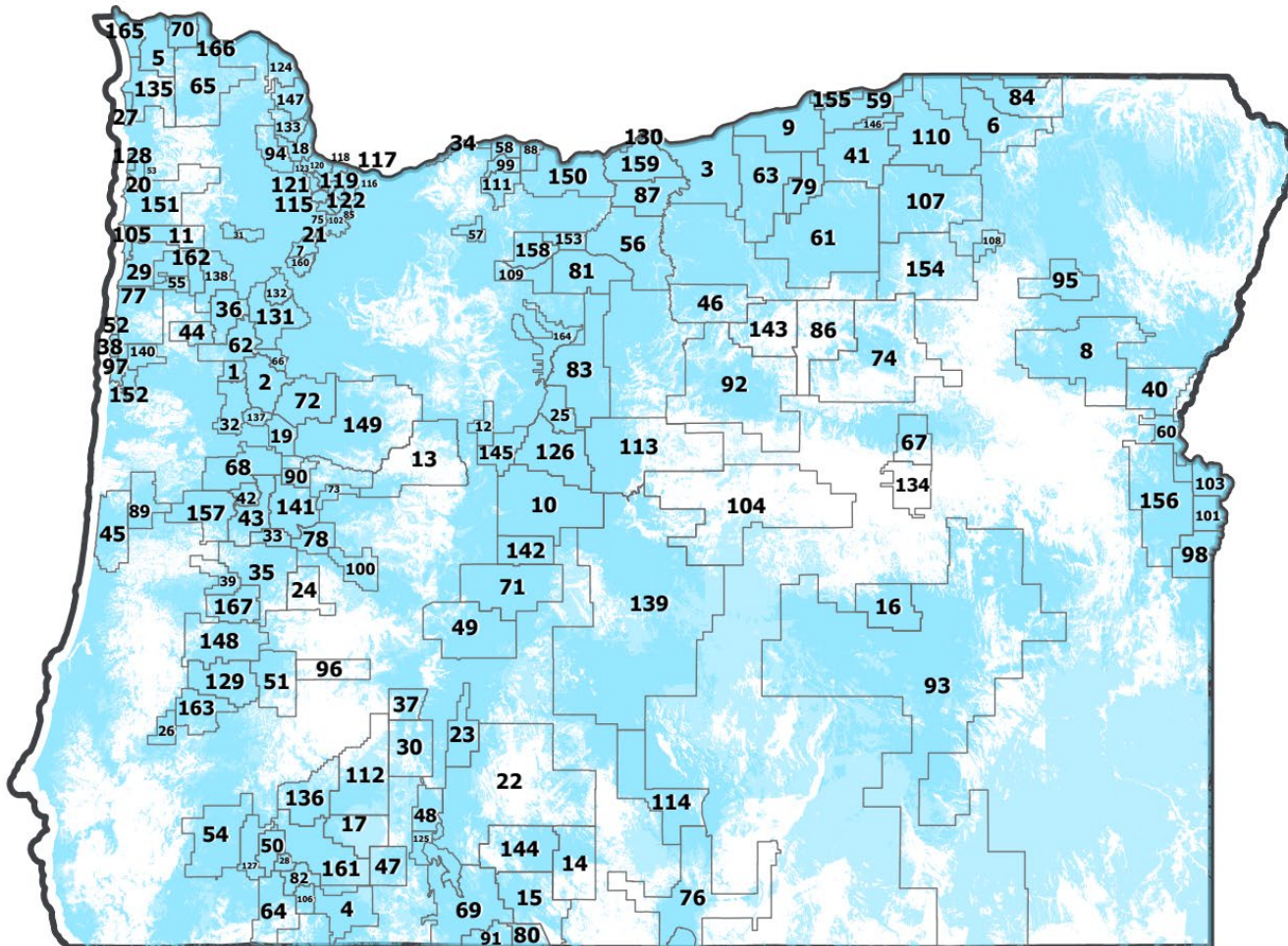
# Lumen Oregon Wire Centers With All Mobile Coverage



Source: Form 477 mobile voice deployment data as of June 30th, 2020 from <https://www.fcc.gov/mobile-deployment-form-477-data>.



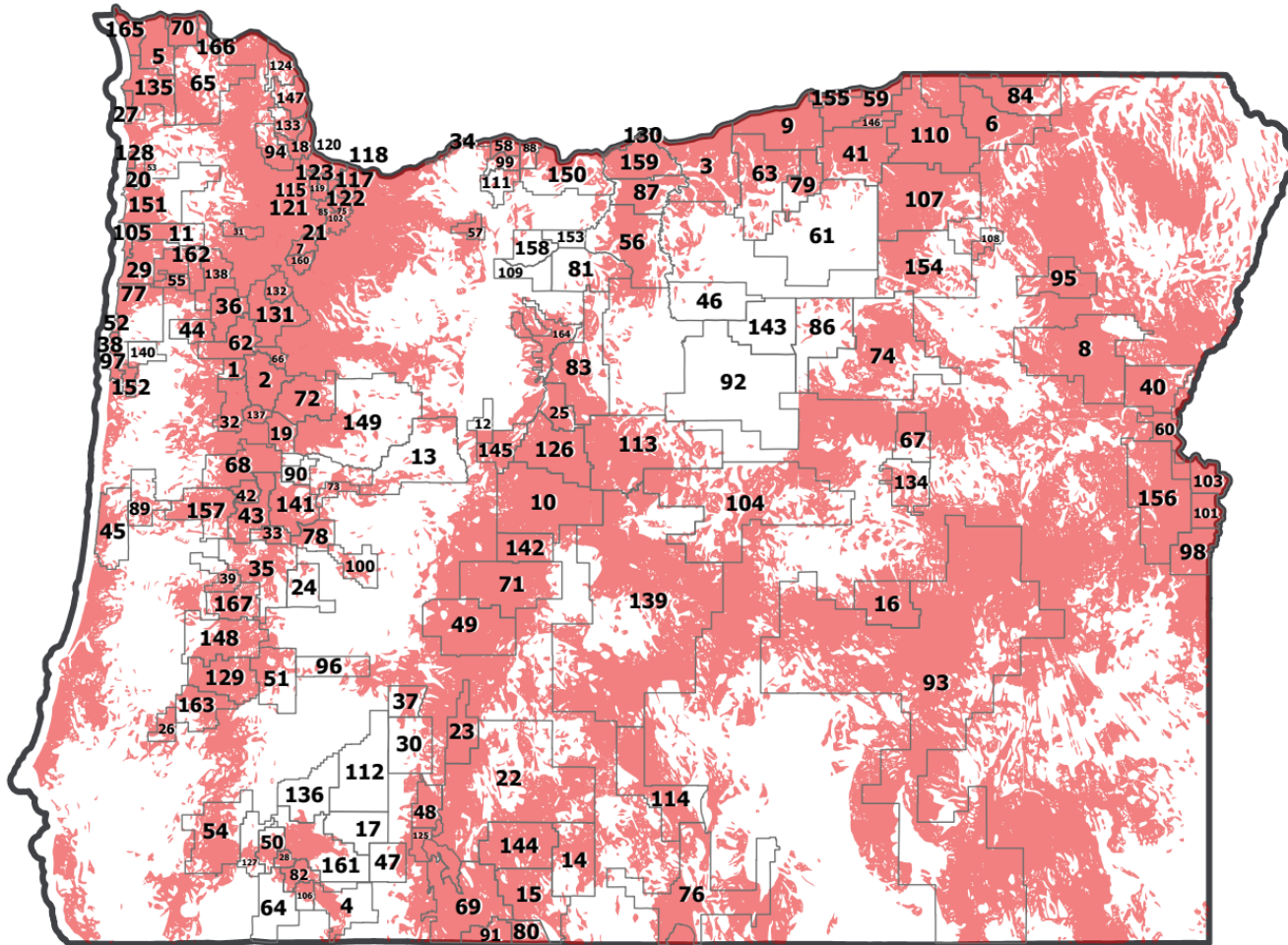
# Lumen Oregon Wire Centers With AT&T Coverage







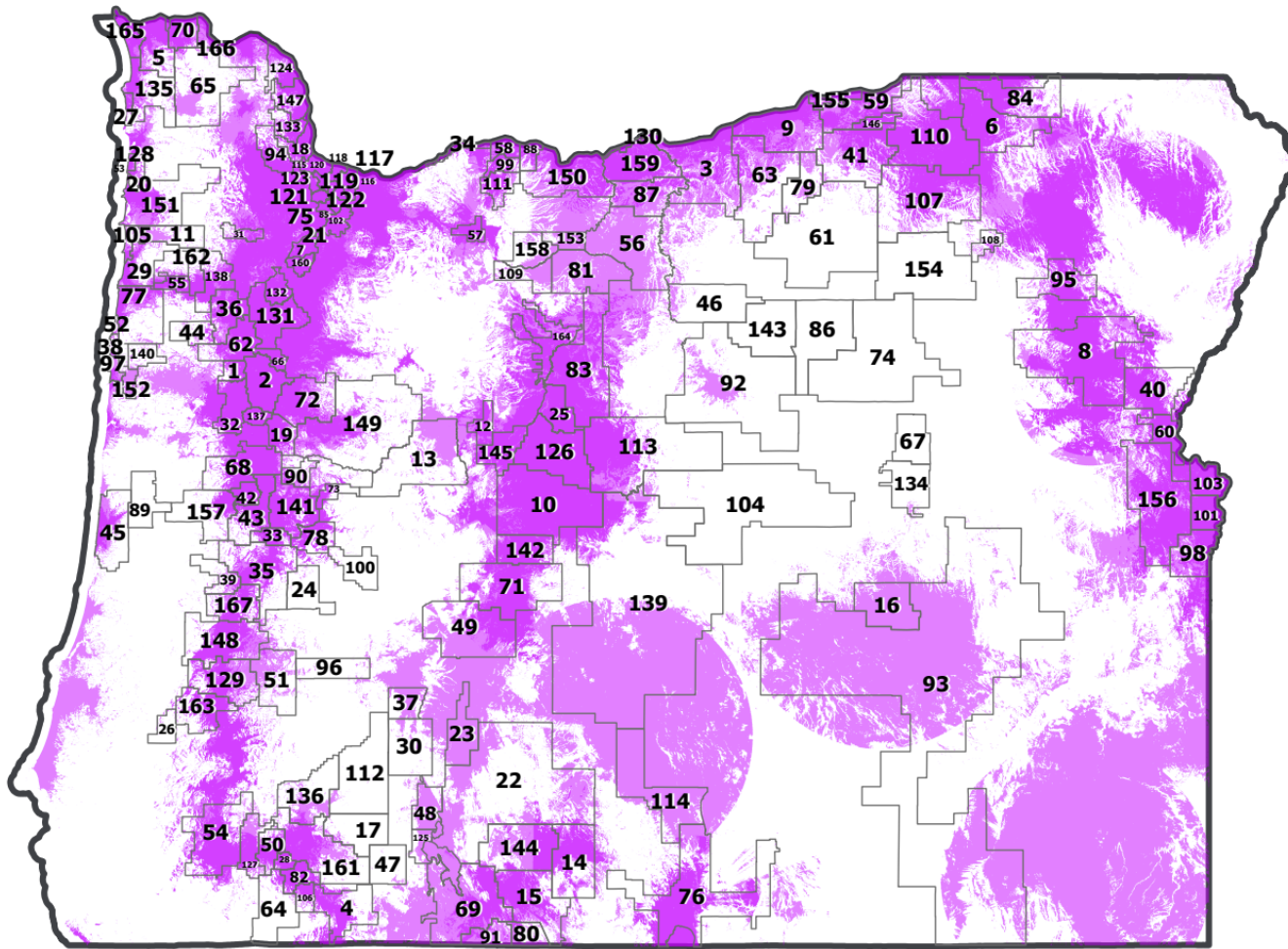
# Lumen Oregon Wire Centers With Verizon Coverage



Source: Form 477 mobile voice deployment data as of June 30th, 2020 from <https://www.fcc.gov/mobile-deployment-form-477-data>.



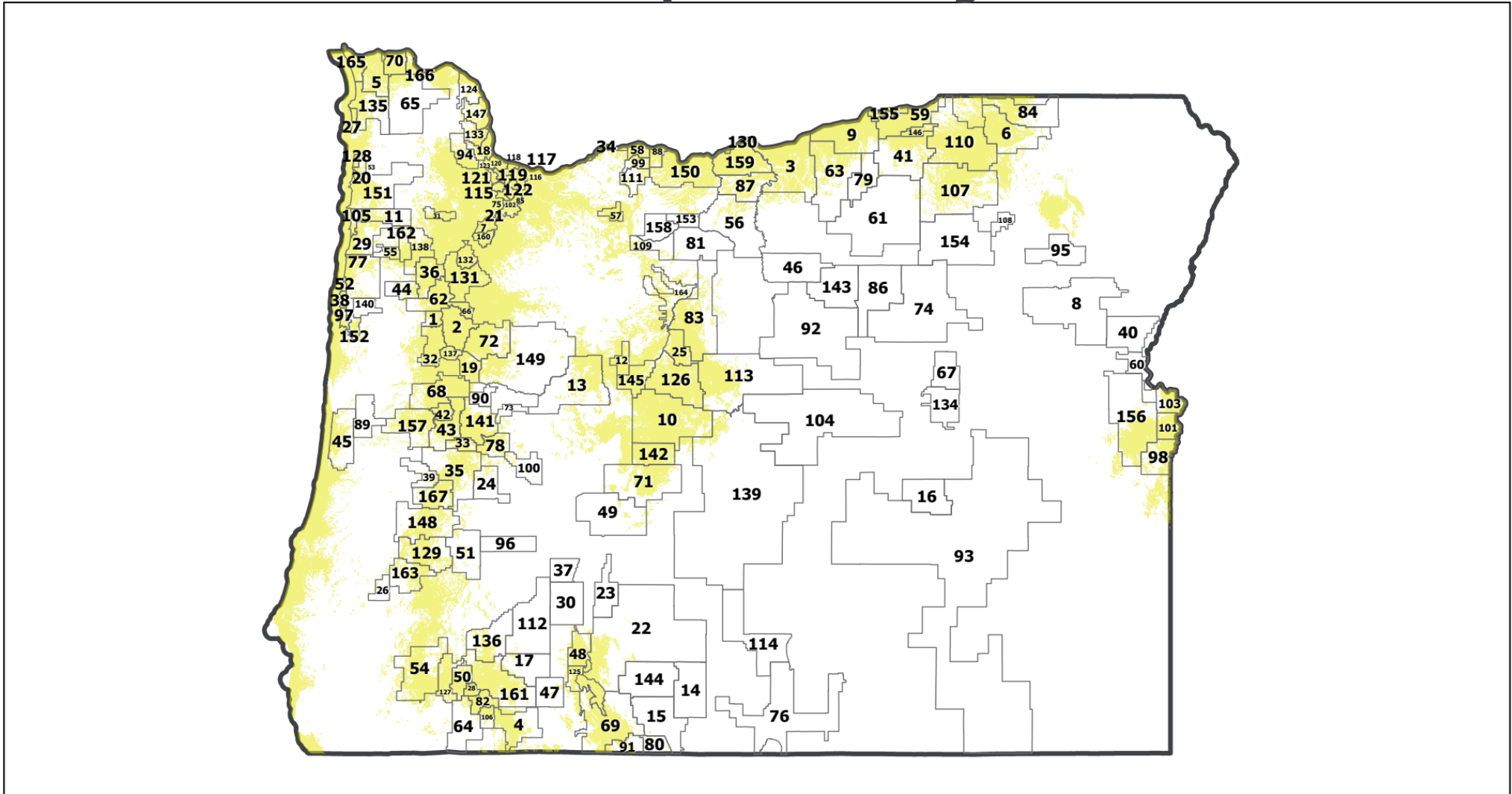
# Lumen Oregon Wire Centers With T-Mobile Coverage



Source: Form 477 mobile voice deployment data as of June 30th, 2020 from <https://www.fcc.gov/mobile-deployment-form-477-data>.



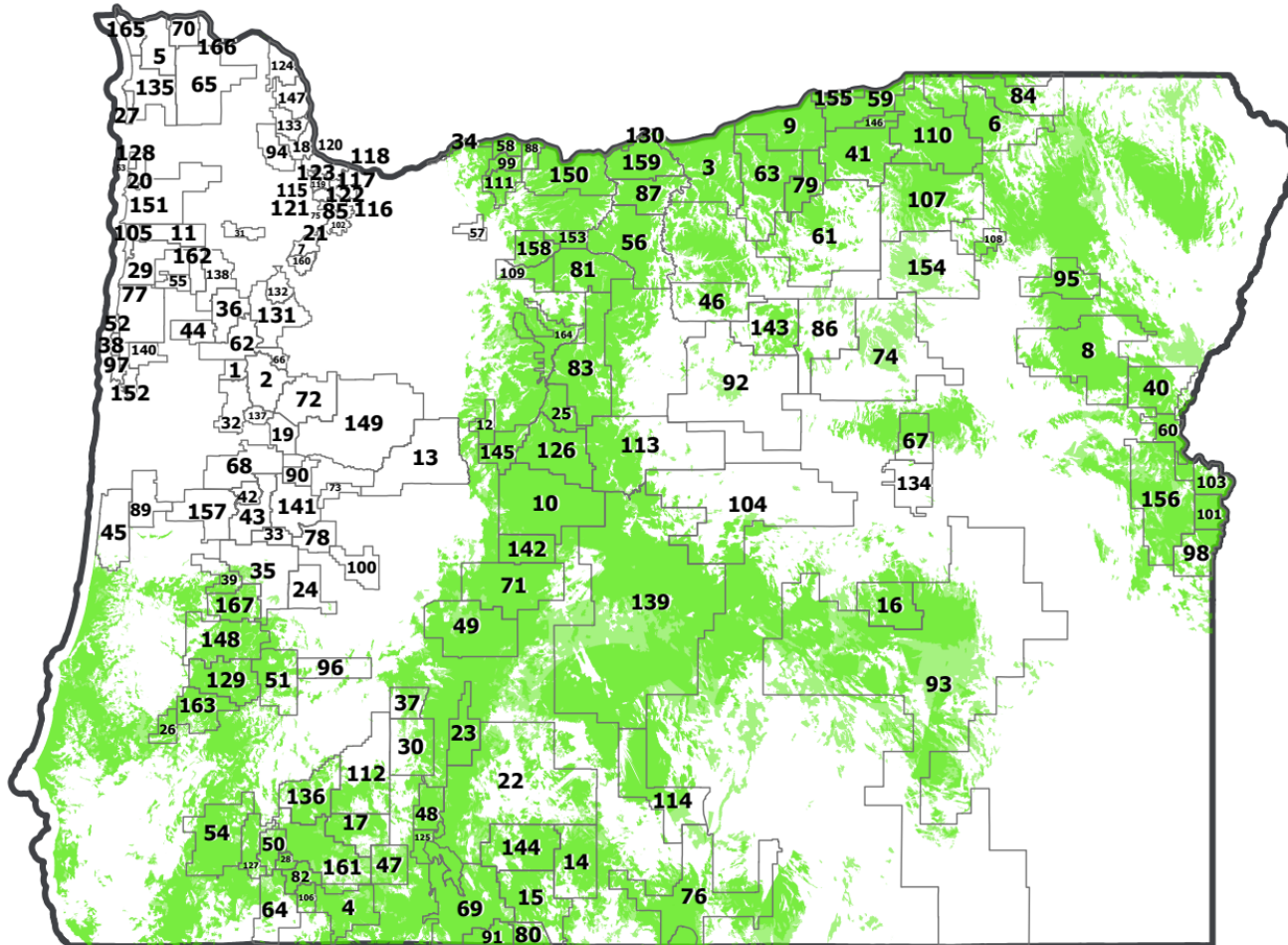
# Lumen Oregon Wire Centers With Sprint Coverage



Source: Form 477 mobile voice deployment data as of June 30th, 2020 from <https://www.fcc.gov/mobile-deployment-form-477-data>.



# Lumen Oregon Wire Centers With US Cellular Coverage



UNITED TELEPHONE COMPANY OF THE NORTHWEST - OREGON

PRICE CHANGE SUMMARY

2014-2018 PRICE PLAN

Tariff/ Price List Ref.	Sheet No.	Service Description	Pricing Flexibility	Pre-Plan Price	2019 Price Change	2020 Price Change	2021 Price Change	Cumulative Price Change	Current Price	Cummulative % Price Change
		<b>TARIFF</b>								
<b>PUC 4 - Sec 3</b>	3	Non-Sufficient Funds Check - Residence	Greater of 50% or \$0.50	\$ 20.00	\$ 10.00	\$ -	\$ -	\$ 10.00	\$ 30.00	50.00%
<b>PUC 4 - Sec 5</b>		<b>Residence Rates</b>								
	6	One-Party Flat Rate Res	≤ \$3/year: ≤ \$10 over Plan Term	\$ 16.43	\$ 3.00	\$ 2.00	\$ 2.57	\$ 7.57	\$ 24.00	N/A
	6	One-Party Measured Res	≤ 80% of Flat Rate	\$ 10.07	\$ 3.00	\$ 2.00	\$ 3.00	\$ 8.00	\$ 18.07	N/A
		<b>Extended Area Service (EAS)</b>								
		<b>Flat rate EAS</b>								
	7	Level 2 Res EAS	Capped at Pre-Plan Rates	\$ 4.04	\$ (0.04)	\$ (1.00)	\$ (1.00)	\$ (2.04)	\$ 2.00	N/A
	7	Level 3 Res EAS	Capped at Pre-Plan Rates	\$ 6.00	\$ (2.00)	\$ (1.00)	\$ (1.00)	\$ (4.00)	\$ 2.00	N/A
	7	Level 2 Bus EAS	Capped at Pre-Plan Rates	\$ 6.00	\$ (2.00)	\$ (1.00)	\$ -	\$ (3.00)	\$ 3.00	N/A
	7	Level 3 Bus EAS	Capped at Pre-Plan Rates	\$ 11.00	\$ (3.00)	\$ (2.00)	\$ (3.00)	\$ (8.00)	\$ 3.00	N/A
<b>PUC 4 - Sec 6</b>	1	Non-Published - Residence	≤ \$1/year: ≤ \$3 over Plan Term	\$ 1.00	\$ 1.00	\$ 1.00	\$ 1.00	\$ 3.00	\$ 4.00	N/A
	1	Non-Published - Business	≤ \$1/year: ≤ \$3 over Plan Term	\$ 1.00	\$ 1.00	\$ 1.00	\$ 1.00	\$ 3.00	\$ 4.00	N/A
	1	Non-Listed - Business	≤ \$1/year: ≤ \$3 over Plan Term	\$ 1.00	\$ -	\$ 1.00	\$ -	\$ 1.00	\$ 2.00	N/A
		<b>PRICE LIST</b>								
<b>PL - Sec 3</b>		<b>Service Connection Charges</b>								
	3	Non-Sufficient Funds Check - Business	No price cap	\$ 20.00	\$ 10.00	\$ -	\$ -	\$ 10.00	\$ 30.00	N/A
<b>PL - Sec 5</b>		<b>Business Rates</b>								
	1	One-Party Flat Rate Bus	No price cap ≤ QC RG 2	\$ 27.00	\$ 3.00	\$ 2.00	\$ 3.00	\$ 8.00	\$ 35.00	N/A
	1	One-Party Measured Bus	No price cap ≤ QC RG 2	\$ 16.00	\$ 3.00	\$ 2.00	\$ 4.00	\$ 9.00	\$ 25.00	N/A
	1	Key Line Flat Rate	No price cap	\$ 31.00	\$ 3.00	\$ -	\$ 1.00	\$ 4.00	\$ 35.00	N/A
	1	Key Line Measured	No price cap	\$ 16.00	\$ 3.00	\$ 2.00	\$ 4.00	\$ 9.00	\$ 25.00	N/A
	1	PBX Trunk Flat	No price cap	\$ 32.00	\$ 3.00	\$ -	\$ -	\$ 3.00	\$ 35.00	N/A
	1	PBX Trunk Measured	No price cap	\$ 17.00	\$ 3.00	\$ 2.00	\$ 3.00	\$ 8.00	\$ 25.00	N/A
	6	Joint User Service	No price cap	\$ 8.50	\$ -	\$ 1.50	\$ 2.00	\$ 3.50	\$ 12.00	N/A
		<b>Directory Service</b>								
	19	Residence - Additional Listing - Reference	≤ 25% per year	\$ 2.25	\$ 0.55	\$ 0.70	\$ 0.50	\$ 1.75	\$ 4.00	77.78%
	19	Residence - Additional Listing - Other Information	≤ 25% per year	\$ 2.25	\$ 0.55	\$ 0.70	\$ 0.50	\$ 1.75	\$ 4.00	77.78%
	19	Residence - Foreign Listings	≤ 25% per year	\$ 2.25	\$ 0.55	\$ 0.70	\$ 0.50	\$ 1.75	\$ 4.00	77.78%
	19	Residence - Foreign Listings - Other Information	≤ 25% per year	\$ 2.25	\$ 0.55	\$ 0.70	\$ 0.50	\$ 1.75	\$ 4.00	77.78%
	19	Alpha listing of telephone number	≤ 25% per year	\$ 6.00	\$ 1.00	\$ 1.00	\$ 1.00	\$ 3.00	\$ 9.00	50.00%
	19	Business - Additional Listing - Reference	≤ 25% per year	\$ 2.25	\$ 0.55	\$ 0.70	\$ 0.50	\$ 1.75	\$ 4.00	77.78%
	19	Business - Additional Listing - Other Information	≤ 25% per year	\$ 2.25	\$ 0.55	\$ 0.70	\$ 0.50	\$ 1.75	\$ 4.00	77.78%
	19	Business -secretarial listings	≤ 25% per year	\$ 3.50	\$ 0.75	\$ 1.00	\$ 1.00	\$ 2.75	\$ 6.25	78.57%
	19	Business - Foreign Listings	≤ 25% per year	\$ 2.25	\$ 0.55	\$ 0.70	\$ 0.50	\$ 1.75	\$ 4.00	77.78%
	19	Business - Foreign Listings - Other Information	≤ 25% per year	\$ 2.25	\$ 0.55	\$ 0.70	\$ 0.50	\$ 1.75	\$ 4.00	77.78%
	19	Alpha listing of telephone number	≤ 25% per year	\$ 6.00	\$ 1.00	\$ 1.00	\$ 1.00	\$ 3.00	\$ 9.00	50.00%
		<b>Custom Calling Features-Residence</b>								
	25	Call Forwarding - Single	Greater of 50% or \$0.50	\$ 3.75	\$ 1.25	\$ -	\$ -	\$ 1.25	\$ 5.00	33.33%
	25	Call Forwarding (Fixed)- Single	Greater of 50% or \$0.50	\$ 3.75	\$ 1.25	\$ -	\$ -	\$ 1.25	\$ 5.00	33.33%

UNITED TELEPHONE COMPANY OF THE NORTHWEST - OREGON

PRICE CHANGE SUMMARY

2014-2018 PRICE PLAN

Tariff/ Price List Ref.	Sheet No.	Service Description	Pricing Flexibility	Pre-Plan Price	2019 Price Change	2020 Price Change	2021 Price Change	Cumulative Price Change	Current Price	Cummulative % Price Change
	25	Call Forward No Answer (Fixed) Single	Greater of 50% or \$0.50	\$ 1.75	\$ 0.50	\$ 0.25	\$ 0.50	\$ 1.25	\$ 3.00	71.43%
	25	Call Forward No Answer (Customer Programmable) Single	Greater of 50% or \$0.50	\$ 1.75	\$ 0.50	\$ 0.25	\$ 0.50	\$ 1.25	\$ 3.00	71.43%
	25	Call Forward Busy (Fixed) Single	Greater of 50% or \$0.50	\$ 1.75	\$ 0.50	\$ 0.25	\$ -	\$ 0.75	\$ 2.50	42.86%
	25	Call Forward Busy (Customer Programmable) Single	Greater of 50% or \$0.50	\$ 1.75	\$ 0.50	\$ 0.25	\$ -	\$ 0.75	\$ 2.50	42.86%
	25	Call Waiting - Single	Greater of 50% or \$0.50	\$ 3.75	\$ 1.25	\$ 1.00	\$ 1.00	\$ 3.25	\$ 7.00	86.67%
	25	Call Waiting with Options - Single	Greater of 50% or \$0.50	\$ 3.75	\$ 1.75	\$ 0.50	\$ 1.00	\$ 3.25	\$ 7.00	86.67%
	25	Personal Alert Line - Single	Greater of 50% or \$0.50	\$ 3.75	\$ 1.25	\$ -	\$ -	\$ 1.25	\$ 5.00	33.33%
	25	Signal Ring - Single	Greater of 50% or \$0.50	\$ 3.75	\$ 1.25	\$ -	\$ 1.00	\$ 2.25	\$ 6.00	60.00%
	25	Speed Dial - 8 Single	Greater of 50% or \$0.50	\$ 3.75	\$ 1.25	\$ -	\$ -	\$ 1.25	\$ 5.00	33.33%
	25	3-way Calling - Single	Greater of 50% or \$0.50	\$ 3.75	\$ 1.25	\$ -	\$ -	\$ 1.25	\$ 5.00	33.33%
	26	3-way Calling - Usage Sensitive	Greater of 50% or \$0.50	\$ 1.00	\$ 0.50	\$ -	\$ -	\$ 0.50	\$ 1.50	50.00%
	25	Call Forwarding - Multiple	Greater of 50% or \$0.50	\$ 3.25	\$ 1.25	\$ 0.50	\$ -	\$ 1.75	\$ 5.00	53.85%
	25	Call Forwarding (Fixed)- Multiple	Greater of 50% or \$0.50	\$ 3.25	\$ 1.25	\$ 0.50	\$ -	\$ 1.75	\$ 5.00	53.85%
	25	Call Forward No Answer (Fixed) Multiple	Greater of 50% or \$0.50	\$ 1.50	\$ 0.75	\$ 0.25	\$ 0.50	\$ 1.50	\$ 3.00	100.00%
	25	Call Forward No Answer (Customer Programmable) Multiple	Greater of 50% or \$0.50	\$ 1.50	\$ 0.75	\$ 0.25	\$ 0.50	\$ 1.50	\$ 3.00	100.00%
	25	Call Forward Busy (Fixed) Multiple	Greater of 50% or \$0.50	\$ 1.50	\$ 0.75	\$ 0.25	\$ 0.50	\$ 1.50	\$ 3.00	100.00%
	25	Call Forward Busy (Customer Programmable) Multiple	Greater of 50% or \$0.50	\$ 1.50	\$ 0.75	\$ 0.25	\$ 0.50	\$ 1.50	\$ 3.00	100.00%
	15	Call Waiting - Multiple	Greater of 50% or \$0.50	\$ 3.25	\$ 1.50	\$ 1.25	\$ 1.00	\$ 3.75	\$ 7.00	115.38%
	25	Call Waiting with Options - Multiple	Greater of 50% or \$0.50	\$ 3.25	\$ 1.50	\$ 1.25	\$ 1.00	\$ 3.75	\$ 7.00	115.38%
	25	Personal Alert Line - Multiple	Greater of 50% or \$0.50	\$ 3.25	\$ 1.50	\$ 0.25	\$ -	\$ 1.75	\$ 5.00	53.85%
	25	Signal Ring - Multiple	Greater of 50% or \$0.50	\$ 3.25	\$ 1.50	\$ 0.25	\$ 1.00	\$ 2.75	\$ 6.00	84.62%
	25	Speed Dial - 8 Multiple	Greater of 50% or \$0.50	\$ 3.25	\$ 1.50	\$ 0.25	\$ -	\$ 1.75	\$ 5.00	53.85%
	25	3-way Calling - Multiple	Greater of 50% or \$0.50	\$ 3.25	\$ 1.50	\$ 0.25	\$ -	\$ 1.75	\$ 5.00	53.85%
		<b>Custom Calling Features-Business</b>								
	25	Call Forwarding - Single	No price cap	\$ 3.00	\$ 1.50	\$ 0.50	\$ -	\$ 2.00	\$ 5.00	N/A
	25	Call Forwarding (Fixed)- Single	No price cap	\$ 3.00	\$ 1.50	\$ 0.50	\$ -	\$ 2.00	\$ 5.00	N/A
	25	Call Forward Add'l Paths (Single)- Bus	No price cap	\$ 3.00	\$ 1.50	\$ -	\$ -	\$ 1.50	\$ 4.50	N/A
	25	Call Forward No Answer (Fixed) Single	No price cap	\$ 1.00	\$ 0.50	\$ 1.00	\$ 0.50	\$ 2.00	\$ 3.00	N/A
	25	Call Forward No Answer (Customer Programmable) Single	No price cap	\$ 1.00	\$ 0.50	\$ 1.00	\$ 0.50	\$ 2.00	\$ 3.00	N/A
	25	Call Forward Busy (Fixed) Single	No price cap	\$ 1.00	\$ 0.50	\$ 1.00	\$ 0.50	\$ 2.00	\$ 3.00	N/A
	25	Call Forward Busy (Customer Programmable) Single	No price cap	\$ 1.00	\$ 0.50	\$ 1.00	\$ 0.50	\$ 2.00	\$ 3.00	N/A
	25	Call Waiting - Single	No price cap	\$ 3.00	\$ 1.50	\$ 1.50	\$ 1.00	\$ 4.00	\$ 7.00	N/A
	25	Call Waiting with Options - Single	No price cap	\$ 3.00	\$ 1.50	\$ 1.50	\$ 1.00	\$ 4.00	\$ 7.00	N/A
	25	Personal Alert Line - Single	No price cap	\$ 3.00	\$ 1.50	\$ 0.50	\$ -	\$ 2.00	\$ 5.00	N/A
	25	Signal Ring - Single	No price cap	\$ 3.00	\$ 1.50	\$ 0.50	\$ 1.00	\$ 3.00	\$ 6.00	N/A
	25	Speed Dial - 8 Single	No price cap	\$ 3.00	\$ 1.50	\$ 0.50	\$ -	\$ 2.00	\$ 5.00	N/A
	25	3-way Calling - Single	No price cap	\$ 3.00	\$ 1.50	\$ 0.50	\$ -	\$ 2.00	\$ 5.00	N/A
	26	3-way Calling - Usage Sensitive	No price cap	\$ 1.00	\$ 0.50	\$ -	\$ -	\$ 0.50	\$ 1.50	N/A
	25	Call Forwarding - Multiple	No price cap	\$ 2.50	\$ 1.25	\$ 1.25	\$ -	\$ 2.50	\$ 5.00	N/A
	25	Call Forwarding (Fixed)- Multiple	No price cap	\$ 2.50	\$ 1.25	\$ 1.25	\$ -	\$ 2.50	\$ 5.00	N/A
	25	Call Forward No Answer (Fixed) Multiple	No price cap	\$ 0.75	\$ 0.25	\$ 1.50	\$ 0.50	\$ 2.25	\$ 3.00	N/A
	25	Call Forward No Answer (Customer Programmable) Multiple	No price cap	\$ 0.75	\$ 0.25	\$ 1.50	\$ 0.50	\$ 2.25	\$ 3.00	N/A
	25	Call Forward Busy (Fixed) Multiple	No price cap	\$ 0.75	\$ 0.25	\$ 1.50	\$ 0.50	\$ 2.25	\$ 3.00	N/A
	25	Call Forward Busy (Customer Programmable) Multiple	No price cap	\$ 0.75	\$ 0.25	\$ 1.50	\$ 0.50	\$ 2.25	\$ 3.00	N/A
	25	Call Waiting - Multiple	No price cap	\$ 2.50	\$ 1.25	\$ 2.25	\$ 1.00	\$ 4.50	\$ 7.00	N/A
	25	Call Waiting with Options - Multiple	No price cap	\$ 2.50	\$ 1.25	\$ 2.25	\$ 1.00	\$ 4.50	\$ 7.00	N/A
	25	Personal Alert Line - Multiple	No price cap	\$ 2.50	\$ 1.25	\$ 1.25	\$ -	\$ 2.50	\$ 5.00	N/A
	25	Signal Ring - Multiple	No price cap	\$ 2.50	\$ 1.25	\$ 1.25	\$ 1.00	\$ 3.50	\$ 6.00	N/A

UNITED TELEPHONE COMPANY OF THE NORTHWEST - OREGON

PRICE CHANGE SUMMARY

2014-2018 PRICE PLAN

Tariff/ Price List Ref.	Sheet No.	Service Description	Pricing Flexibility	Pre-Plan Price	2019 Price Change	2020 Price Change	2021 Price Change	Cumulative Price Change	Current Price	Cummulative % Price Change
	25	Speed Dial - 8 Multiple	No price cap	\$ 2.50	\$ 1.25	\$ 1.25	\$ -	\$ 2.50	\$ 5.00	N/A
	25	3-way Calling - Multiple	No price cap	\$ 2.50	\$ 1.25	\$ -	\$ 1.25	\$ 2.50	\$ 5.00	N/A
	25	3-way calling with Transfer-Business	No price cap	\$ 5.00	\$ 1.25	\$ -	\$ -	\$ 1.25	\$ 6.25	N/A
	28	Fixed Remote Call Forwarding - Residence	Greater of 50% or \$0.50	\$ 10.50	\$ 3.00	\$ 2.00	\$ 3.00	\$ 8.00	\$ 18.50	76.19%
	28	Fixed Remote Call Forwarding - Business	No price cap	\$ 15.00	\$ 3.00	\$ 2.00	\$ 3.00	\$ 8.00	\$ 23.00	N/A
		<b>ExpressTouch Service</b>								
	34	Caller ID with Name - Residence	Greater of 50% or \$0.50	\$ 9.00	\$ 1.00	\$ -	\$ -	\$ 1.00	\$ 10.00	11.11%
	34	Caller ID with Number Only - Residence	Greater of 50% or \$0.50	\$ 9.00	\$ 1.00	\$ -	\$ -	\$ 1.00	\$ 10.00	11.11%
	34	Caller ID with Name - Business	No price cap	\$ 9.00	\$ 1.00	\$ -	\$ -	\$ 1.00	\$ 10.00	N/A
	34	Caller ID with Number Only - Business	No price cap	\$ 8.00	\$ 2.00	\$ -	\$ -	\$ 2.00	\$ 10.00	N/A
	34	Repeat Dial - Business	No price cap	\$ 4.50	\$ 0.50	\$ -	\$ -	\$ 0.50	\$ 5.00	N/A
	34	Selective Call Forwarding - Business	No price cap	\$ 4.50	\$ 0.50	\$ -	\$ -	\$ 0.50	\$ 5.00	N/A
		Usage Sensitive - per activation:								
	34	Repeat Dial	Greater of 50% or \$0.50	\$ 1.00	\$ 0.50	\$ -	\$ -	\$ 0.50	\$ 1.50	50.00%
	34	Return Call	Greater of 50% or \$0.50	\$ 1.00	\$ 0.50	\$ -	\$ -	\$ 0.50	\$ 1.50	50.00%
		<b>Feature Packages</b>								
	37.1	Advantage - grandfathered	Incr up to sum of parts max	\$ 14.00	\$ -	\$ 1.00	\$ -	\$ 1.00	\$ 15.00	N/A
	37.1	Call Manager - grandfathered	Incr up to sum of parts max	\$ 14.00	\$ -	\$ 1.00	\$ -	\$ 1.00	\$ 15.00	N/A
	37.1	Essentials - grandfathered	Incr up to sum of parts max	\$ 15.00	\$ -	\$ 1.00	\$ -	\$ 1.00	\$ 16.00	N/A
	37.1	InTouch with Call Forward - grandfathered	Incr up to sum of parts max	\$ 8.00	\$ -	\$ 1.00	\$ -	\$ 1.00	\$ 9.00	N/A
	37.1	Elite - grandfathered	Incr up to sum of parts max	\$ 20.00	\$ -	\$ 1.00	\$ -	\$ 1.00	\$ 21.00	N/A
	37.1	Classics Calling Package - grandfathered	Incr up to sum of parts max	\$ 14.00	\$ -	\$ 1.00	\$ -	\$ 1.00	\$ 15.00	N/A
	37.1	Priority Package - grandfathered	Incr up to sum of parts max	\$ 9.00	\$ -	\$ 1.00	\$ -	\$ 1.00	\$ 10.00	N/A
		<b>Solutions - Residence</b>								
	49.2	Ideal Solution - residence grandfathered & Sure Solution I & Basic Solution	Incr up to sum of parts max	\$ 33.95	\$ 3.05	\$ 2.00	\$ 3.00	\$ 8.05	\$ 42.00	N/A
	49.2	Sure Solution I - residence grandfathered (see Ideal Solution above)	Incr up to sum of parts max	\$ 33.95	\$ 3.05	\$ 2.00	\$ 3.00	\$ 8.05	\$ 42.00	N/A
	49.2	Sure Solution II - residence grandfathered & Custom I Solution & Classic Solution	Incr up to sum of parts max	\$ 30.95	\$ 3.05	\$ 2.00	\$ 3.00	\$ 8.05	\$ 39.00	N/A
	49.2	Custom Solution I - residence grandfathered (see Sure Solution II above)	Incr up to sum of parts max	\$ 30.95	\$ 3.05	\$ 2.00	\$ 3.00	\$ 8.05	\$ 39.00	N/A
	49.2	Choice Solution - residence grandfathered & Essential Home Phone Plan	Incr up to sum of parts max	\$ 28.95	\$ 3.05	\$ 2.00	\$ 3.00	\$ 8.05	\$ 37.00	N/A
	49.2	Standard Solution II - residence grandfathered & Safe and Sound II	Incr up to sum of parts max	\$ 23.95	\$ 3.05	\$ 2.00	\$ 3.00	\$ 8.05	\$ 32.00	N/A
	49.2	Basic Solution - residence grandfathered (see Ideal Solution above)	Incr up to sum of parts max	\$ 33.95	\$ 3.05	\$ 2.00	\$ 3.00	\$ 8.05	\$ 42.00	N/A
	49.2	Classic Solution - residence grandfathered (see Sure Solution II above)	Incr up to sum of parts max	\$ 30.95	\$ 3.05	\$ 2.00	\$ 3.00	\$ 8.05	\$ 39.00	N/A
	49.2	Core Solution - residence grandfathered & Clear Solution & Core Plus	Incr up to sum of parts max	\$ 40.75	\$ 3.25	\$ 2.00	\$ 3.00	\$ 8.25	\$ 49.00	N/A
	49.2	Clear Solution - residence grandfathered (see Core Solution Above)	Incr up to sum of parts max	\$ 40.75	\$ 3.25	\$ 2.00	\$ 3.00	\$ 8.25	\$ 49.00	N/A
	49.2	Personal II Solution - residence grandfathered & Standard HP II	Incr up to sum of parts max	\$ 35.95	\$ 3.05	\$ 2.00	\$ 3.00	\$ 8.05	\$ 44.00	N/A
	49.2	Home II Solution - residence grandfathered & Progressive & Progressive II	Incr up to sum of parts max	\$ 29.45	\$ 3.05	\$ 2.00	\$ 3.00	\$ 8.05	\$ 37.50	N/A
	49.2	Safe and Sound II Solution - residence grandfathered (see Standard II above)	Incr up to sum of parts max	\$ 23.95	\$ 3.05	\$ 2.00	\$ 3.00	\$ 8.05	\$ 32.00	N/A
	49.2	Core Solution Plus - residence grandfathered (see Core Solution above)	Incr up to sum of parts max	\$ 43.75	\$ -	\$ 2.00	\$ -	\$ 2.00	\$ 45.75	N/A
	49.2	Progressive Plan - residence grandfathered (see Home II Solution above)	Incr up to sum of parts max	\$ 29.45	\$ 3.05	\$ 2.00	\$ 3.10	\$ 8.15	\$ 37.60	N/A
	49.2	Simple Solution - residence grandfathered	Incr up to sum of parts max	\$ 23.99	\$ 3.01	\$ 2.00	\$ 3.00	\$ 8.01	\$ 32.00	N/A
	49.2	Standard Home Phone Service II - residence grandfathered (see Personal II Solution)	Incr up to sum of parts max	\$ 35.95	\$ 3.05	\$ 2.00	\$ 3.00	\$ 8.05	\$ 44.00	N/A
	49.2	Progressive Plan II - grandfathered (see Home II Solution below)	Incr up to sum of parts max	\$ 29.45	\$ 3.05	\$ 2.00	\$ 3.00	\$ 8.05	\$ 37.50	N/A
	49.2	Follow Me Plan - grandfathered	Incr up to sum of parts max	\$ 29.95	\$ 3.05	\$ 2.00	\$ 3.00	\$ 8.05	\$ 38.00	N/A

UNITED TELEPHONE COMPANY OF THE NORTHWEST - OREGON

PRICE CHANGE SUMMARY

2014-2018 PRICE PLAN

Tariff/ Price List Ref.	Sheet No.	Service Description	Pricing Flexibility	Pre-Plan Price	2019 Price Change	2020 Price Change	2021 Price Change	Cumulative Price Change	Current Price	Cummulative % Price Change
	49.2	Essential Home Phone Plan - grandfathered (see Choice Solution below)	Incr up to sum of parts max	\$ 28.95	\$ 3.05	\$ 2.00	\$ 3.00	\$ 8.05	\$ 37.00	N/A
	49.3	Pure Bundle - residence	Incr up to sum of parts max	\$ 28.00	\$ 2.00	\$ -	\$ -	\$ 2.00	\$ 30.00	N/A
	49.3	Simple Choice Bundle	Incr up to sum of parts max	\$ 29.95	\$ 2.00	\$ 2.00	\$ 3.00	\$ 7.00	\$ 36.95	N/A
	49.3	Simple Choice Bundle w/voicemail	Incr up to sum of parts max	\$ 26.95	\$ 2.00	\$ 2.00	\$ 3.00	\$ 7.00	\$ 33.95	N/A
	49.3	Simple Choice Unlimited Bundle	Incr up to sum of parts max	\$ 29.95	\$ -	\$ 2.00	\$ 3.00	\$ 5.00	\$ 34.95	N/A
	49.3	Simple Choice Unlimited Bundle w/voicemail	Incr up to sum of parts max	\$ 26.95	\$ 2.00	\$ 2.00	\$ 3.00	\$ 7.00	\$ 33.95	N/A
	49.3	Simple Choice Unlimited Bundle w/H.S.I	Incr up to sum of parts max	\$ 22.95	\$ 2.00	\$ 2.00	\$ 3.00	\$ 7.00	\$ 29.95	N/A
	49.3	Simple Choice Unlimited Bundle w/voicemail & H.S.I	Incr up to sum of parts max	\$ 21.95	\$ 2.00	\$ 2.00	\$ 3.00	\$ 7.00	\$ 28.95	N/A
	49.3	Economy Pack Bundle	Incr up to sum of parts max	\$ 29.95	\$ 2.00	\$ 2.00	\$ 3.00	\$ 7.00	\$ 36.95	N/A
	49.3	Economy Pack Plus Bundle	Incr up to sum of parts max	\$ 25.00	\$ 2.00	\$ 2.00	\$ 3.00	\$ 7.00	\$ 32.00	N/A
		<b>Solutions - Business</b>								
	56.1	Sure Solution II - business grandfathered & Connected II	Incr up to sum of parts max	\$ 44.85	\$ 3.15	\$ 2.00	\$ 3.00	\$ 8.15	\$ 53.00	N/A
	56.1	Choice Solution - business grandfathered (see Priority Solution below)	Incr up to sum of parts max	\$ 39.00	\$ 3.00	\$ 2.00	\$ 3.00	\$ 8.00	\$ 47.00	N/A
	56.1	Standard Solution II - business grandfathered	Incr up to sum of parts max	\$ 33.50	\$ 2.50	\$ 2.00	\$ 3.00	\$ 7.50	\$ 41.00	N/A
	56.1	Classic Solution - business grandfathered	Incr up to sum of parts max	\$ 42.50	\$ 2.50	\$ 2.00	\$ 3.00	\$ 7.50	\$ 50.00	N/A
	56.1	Priority Solution - business grandfathered & Choice Solution	Incr up to sum of parts max	\$ 39.00	\$ 3.00	\$ 2.00	\$ 3.00	\$ 8.00	\$ 47.00	N/A
	56.1	Economy Bundle IIA - business grandfathered & Economy Bundle IIB	Incr up to sum of parts max	\$ 37.15	\$ 2.85	\$ 2.00	\$ 3.00	\$ 7.85	\$ 45.00	N/A
	56.1	Rotary Classic Solution - business grandfathered	Incr up to sum of parts max	\$ 39.90	\$ 3.10	\$ 2.00	\$ 3.00	\$ 8.10	\$ 48.00	N/A
	56.1	Economy Solution - grandfathered	Incr up to sum of parts max	\$ 33.85	\$ 3.15	\$ 2.00	\$ 3.00	\$ 8.15	\$ 42.00	N/A
	56.1	Pure Bundle-business	Incr up to sum of parts max	\$ 35.92	\$ 4.08	\$ -	\$ -	\$ 4.08	\$ 40.00	N/A
	59	Connected II - MTM grandfathered (see Sure Solution II above)	Incr up to sum of parts max	\$ 44.85	\$ 3.15	\$ 2.00	\$ 3.00	\$ 8.15	\$ 53.00	N/A
	59	Connected II - 1 yr grandfathered (see Sure Solution II above)	Incr up to sum of parts max	\$ 44.85	\$ 3.15	\$ 2.00	\$ 3.00	\$ 8.15	\$ 53.00	N/A
	59	Connected II - 2 yr grandfathered (see Sure Solution II above)	Incr up to sum of parts max	\$ 44.85	\$ 3.15	\$ 2.00	\$ 3.00	\$ 8.15	\$ 53.00	N/A
	59	Connected II - 3 yr grandfathered (see Sure Solution II above)	Incr up to sum of parts max	\$ 44.85	\$ 3.15	\$ 2.00	\$ 3.00	\$ 8.15	\$ 53.00	N/A
	60	Economy Bundle IIB - MTM grandfathered (see Economy Bundle IIA below)	Incr up to sum of parts max	\$ 37.15	\$ 2.85	\$ 2.00	\$ 3.00	\$ 7.85	\$ 45.00	N/A
	60	Economy Bundle IIB - 1 yr grandfathered(see Economy Bundle IIA below)	Incr up to sum of parts max	\$ 37.15	\$ 2.85	\$ 2.00	\$ 3.00	\$ 7.85	\$ 45.00	N/A
	60	Economy Bundle IIB - 2 yr grandfathered (see Economy Bundle IIA below)	Incr up to sum of parts max	\$ 37.15	\$ 2.85	\$ 2.00	\$ 3.00	\$ 7.85	\$ 45.00	N/A
	60	Economy Bundle IIB - 3 yr grandfathered (see Economy Bundle IIA below)	Incr up to sum of parts max	\$ 37.15	\$ 2.85	\$ 2.00	\$ 3.00	\$ 7.85	\$ 45.00	N/A
	64	Business Assist Advantage Plan- Initial	Incr up to sum of parts max	\$ 51.65	\$ 2.35	\$ 2.00	\$ 3.00	\$ 7.35	\$ 59.00	N/A
	64	Business Assist Advantage Plan- 2nd through 10th lines	Incr up to sum of parts max	\$ 45.95	\$ 3.05	\$ 2.00	\$ 3.00	\$ 8.05	\$ 54.00	N/A
	64	Unlimited Business Assist Advantage Plan- Initial	Incr up to sum of parts max	\$ 53.15	\$ 1.85	\$ 2.00	\$ 3.00	\$ 6.85	\$ 60.00	N/A
	64	Unlimited Business Assist Advantage Plan- 2nd through 10th lines	Incr up to sum of parts max	\$ 45.95	\$ 3.05	\$ 2.00	\$ 3.00	\$ 8.05	\$ 54.00	N/A
<b>PL - Sec 6</b>	22	Directory Assistance/DACC/NDA	Greater of 50% or \$0.50	\$ 3.75	\$ 1.00	\$ 1.24	\$ 1.00	\$ 3.24	\$ 6.99	86.40%





CENTURYTEL OREGON/E. OREGON  
PRICE CHANGE SUMMARY  
2014-2018 PRICE PLAN

Tariff/ Price List Ref.	Sheet No.	Service Description	Pricing Flexibility	Pre-Plan Price	2019 Price Change	2020 Price Change	2021 Price Change	Cumulative Price Change	Current Price	Cumulative % Price Change	Remaining Pricing Flexibility %	Remaining Pricing Flexibility Amount							
	14	Selective Call Rejection	Greater of 50% or \$0.50	\$ 2.00	\$ 1.00	\$ 1.50	\$ 0.50	\$ 3.00	\$ 5.00	150.00%	50.00%	\$ 1.00	200% Maximum						
	24	Two Feature Package	Incr up to sum of parts max	\$ 2.50	\$ 1.00	\$ 1.50	\$ 2.00	\$ 4.50	\$ 7.00	180.00%	Sum of Parts	Sum of Parts							
	24	Four Feature Package	Incr up to sum of parts max	\$ 5.25	\$ 1.75	\$ 2.00	\$ 3.00	\$ 6.75	\$ 12.00	128.57%	Sum of Parts	Sum of Parts							
		Packaged Service																	
	26	Simple Choice One - RG1 Residence	Incr up to sum of parts max	\$ 28.95	\$ 3.05	\$ 2.00	\$ 3.00	\$ 8.05	\$ 37.00	27.81%	Sum of Parts	Sum of Parts							
	26	Simple Choice One - RG2 Residence	Incr up to sum of parts max	\$ 29.95	\$ 2.05	\$ 2.00	\$ 3.00	\$ 7.05	\$ 37.00	23.54%	Sum of Parts	Sum of Parts							
	26	Simple Choice Two - RG1 Residence	Incr up to sum of parts max	\$ 52.95	\$ 5.05	\$ 2.00	\$ 8.00	\$ 15.05	\$ 68.00	28.42%	Sum of Parts	Sum of Parts							
	26	Simple Choice Two - RG2 Residence	Incr up to sum of parts max	\$ 54.95	\$ 3.05	\$ 2.00	\$ 8.00	\$ 13.05	\$ 68.00	23.75%	Sum of Parts	Sum of Parts							
	26	Simple Choice One - RG1 Business	Incr up to sum of parts max	\$ 36.95	\$ 3.00	\$ 2.05	\$ 3.00	\$ 8.05	\$ 45.00	21.79%	Sum of Parts	Sum of Parts							
	26	Simple Choice One - RG2 Business	Incr up to sum of parts max	\$ 39.95	\$ -	\$ 2.05	\$ 3.00	\$ 5.05	\$ 45.00	12.64%	Sum of Parts	Sum of Parts							
	26	Simple Choice Unlimited	Incr up to sum of parts max	\$ 29.95	\$ -	\$ -	\$ 3.00	\$ 3.00	\$ 32.95	10.02%	Sum of Parts	Sum of Parts							
	27	Voice Mail Complementary Service - Residence	Incr up to sum of parts max	\$ 2.00	\$ -	\$ 1.00	\$ -	\$ 1.00	\$ 3.00	50.00%	Sum of Parts	Sum of Parts							
	29	Simple Choice - RG1 Residence	Incr up to sum of parts max	\$ 30.95	\$ 2.05	\$ 2.00	\$ 3.00	\$ 7.05	\$ 38.00	22.78%	Sum of Parts	Sum of Parts							
	29	Simple Choice - RG2 Residence	Incr up to sum of parts max	\$ 34.95	\$ -	\$ 0.05	\$ 3.00	\$ 3.05	\$ 38.00	8.73%	Sum of Parts	Sum of Parts							
	29	Business Assist Advantage - RG1 Business	Incr up to sum of parts max	\$ 45.95	\$ 2.05	\$ 2.00	\$ 3.00	\$ 7.05	\$ 53.00	15.34%	Sum of Parts	Sum of Parts							
	29	Business Assist Advantage - RG2 Business	Incr up to sum of parts max	\$ 49.45	\$ -	\$ 0.55	\$ 3.00	\$ 3.55	\$ 53.00	7.18%	Sum of Parts	Sum of Parts							
	33	Pure Broadband Bundle - Residence	Incr up to sum of parts max	\$ 26.00	\$ 4.00	\$ -	\$ -	\$ 4.00	\$ 30.00	15.38%	Sum of Parts	Sum of Parts							
	33	Pure Broadband Bundle - Business	Incr up to sum of parts max	\$ 35.11	\$ 4.89	\$ -	\$ -	\$ 4.89	\$ 40.00	13.93%	Sum of Parts	Sum of Parts							
	35	Business Unlimited- primary access line	Incr up to sum of parts max	\$ 40.00	\$ 2.00	\$ 2.00	\$ 3.00	\$ 7.00	\$ 47.00	17.50%	Sum of Parts	Sum of Parts							
	35	Business Unlimited- each additional access line	Incr up to sum of parts max	\$ 40.00	\$ 2.00	\$ 2.00	\$ 3.00	\$ 7.00	\$ 47.00	17.50%	Sum of Parts	Sum of Parts							
	36	Economy Pack Bundle	Incr up to sum of parts max	\$ 29.95	\$ 2.00	\$ 2.00	\$ 3.00	\$ 7.00	\$ 36.95	23.37%	Sum of Parts	Sum of Parts							
PL - Sec 6		Local Operator Service Charges																	
		Directory Service																	
	4	Additional Listing	≤ 25% per year	\$ 2.25	\$ 0.55	\$ 0.70	\$ 0.50	\$ 1.75	\$ 4.00	77.78%	25.00%	\$ 1.00							
	4	Alternate Listing	≤ 25% per year	\$ 2.25	\$ 0.55	\$ 0.70	\$ 0.50	\$ 1.75	\$ 4.00	77.78%	25.00%	\$ 1.00							
	4	Cross-Reference Listing	≤ 25% per year	\$ 2.25	\$ 0.55	\$ 0.70	\$ 0.50	\$ 1.75	\$ 4.00	77.78%	25.00%	\$ 1.00							
	4	Foreign Listing, Alpha Section	≤ 25% per year	\$ 2.25	\$ 0.55	\$ 0.70	\$ 0.50	\$ 1.75	\$ 4.00	77.78%	25.00%	\$ 1.00							
	4	Lines of Information, per line	≤ 25% per year	\$ 2.25	\$ 0.55	\$ 0.70	\$ 0.50	\$ 1.75	\$ 4.00	77.78%	25.00%	\$ 1.00							
	8	Local Directory Assistance	Greater of 50% or \$0.50	\$ 1.50	\$ 0.75	\$ 1.00	\$ 1.00	\$ 2.75	\$ 4.25	183.33%	16.67%	\$ 0.25	200% Maximum						
	9	National Directory Assistance Service	Greater of 50% or \$0.50	\$ 2.25	\$ 1.00	\$ 1.00	\$ 1.00	\$ 3.00	\$ 5.25	133.33%	66.67%	\$ 1.50	200% Maximum						
	10	Directory Assistance Call Completion	Greater of 50% or \$0.50	\$ 1.05	\$ 0.52	\$ -	\$ -	\$ 0.52	\$ 1.57	49.52%	150.48%	\$ 1.58	200% Maximum						

QWEST - OREGON  
PRICE CHANGE SUMMARY  
2014-2018 PRICE PLAN

Tariff/ Price List Ref	Sheet No.	Service Description	Pricing Flexibility	Pre-Plan Price	2019 Price Change	2020 Price Change	2021 Price Change	Cumulative Price Change	Current Price	Cummulative % Price Change
PUC 33 - Sec 2.3.2	41	Return Payment Charge	Greater of 50% or \$0.50	\$ 20.00	\$ 10.00	\$ -	\$ -	\$ 10.00	\$ 30.00	50.00%
		<b>Exchange Services</b>								
PUC 33 - Sec 5.1.1		<b>Extended Area Service (EAS)</b>								
		<b>Monthly EAS Incremental Rates</b>								
	2.1	EAS Rate Band A-Res. Usage Pkg. Hours - Flat	Capped at Pre-Plan Rates	\$ 1.28	\$ (0.08)	\$ (0.20)	\$ -	\$ (0.28)	\$ 1.00	N/A
	2.1	EAS Rate Band B-Res. Usage Pkg. Hours - Flat	Capped at Pre-Plan Rates	\$ 2.20	\$ -	\$ (0.20)	\$ -	\$ (0.20)	\$ 2.00	N/A
	2.1	EAS Rate Band C-Res. Usage Pkg. Hours - Flat	Capped at Pre-Plan Rates	\$ 4.97	\$ (0.77)	\$ (2.20)	\$ -	\$ (2.97)	\$ 2.00	N/A
	2.1	EAS Rate Band A1-Bus. Usage Pkg. Hours - Flat (TBX)	Capped at Pre-Plan Rates	\$ 1.95	\$ (0.45)	\$ (0.50)	\$ (1.00)	\$ (1.95)	\$ -	N/A
	2.1	EAS Rate Band A2-Bus. Usage Pkg. Hours - Flat (TBX)	Capped at Pre-Plan Rates	\$ 1.95	\$ (0.45)	\$ (0.50)	\$ (1.00)	\$ (1.95)	\$ -	N/A
	2.1	EAS Rate Band A3-Bus. Usage Pkg. Hours - Flat (TBX)	Capped at Pre-Plan Rates	\$ 3.00	\$ (3.00)	\$ -	\$ -	\$ (3.00)	\$ -	N/A
	2.1	EAS Rate Band B1-Bus. Usage Pkg. Hours - Flat (TBX)	Capped at Pre-Plan Rates	\$ 3.00	\$ (1.00)	\$ (1.00)	\$ (1.00)	\$ (3.00)	\$ -	N/A
	2.1	EAS Rate Band B2-Bus. Usage Pkg. Hours - Flat (TBX)	Capped at Pre-Plan Rates	\$ 3.00	\$ (1.00)	\$ (1.00)	\$ (1.00)	\$ (3.00)	\$ -	N/A
	2.1	EAS Rate Band B3-Bus. Usage Pkg. Hours - Flat (TBX)	Capped at Pre-Plan Rates	\$ 3.00	\$ (3.00)	\$ -	\$ -	\$ (3.00)	\$ -	N/A
	2.1	EAS Rate Band C1-Bus. Usage Pkg. Hours - Flat (TBX)	Capped at Pre-Plan Rates	\$ 6.00	\$ (2.00)	\$ (1.00)	\$ (3.00)	\$ (6.00)	\$ -	N/A
	2.1	EAS Rate Band C2-Bus. Usage Pkg. Hours - Flat (TBX)	Capped at Pre-Plan Rates	\$ 6.00	\$ (3.00)	\$ (1.00)	\$ (2.00)	\$ (6.00)	\$ -	N/A
	2.1	EAS Rate Band A3-Bus. Usage Pkg. Hours - Flat (TJX)	Capped at Pre-Plan Rates	\$ 0.43	\$ (0.43)	\$ -	\$ -	\$ (0.43)	\$ -	N/A
	2.1	EAS Rate Band B3-Bus. Usage Pkg. Hours - Flat (TJX)	Capped at Pre-Plan Rates	\$ 0.92	\$ (0.92)	\$ -	\$ -	\$ (0.92)	\$ -	N/A
	2.1	EAS Rate Band C2-Bus. Usage Pkg. Hours - Flat (TJX)	Capped at Pre-Plan Rates	\$ 1.50	\$ (1.00)	\$ -	\$ -	\$ (1.00)	\$ 0.50	N/A
	2.1	EAS Rate Band A3-Bus. Usage Pkg. Hours -6/9 hours	Capped at Pre-Plan Rates	\$ 0.51	\$ (0.51)	\$ -	\$ -	\$ (0.51)	\$ -	N/A
	2.1	EAS Rate Band B3-Bus. Usage Pkg. Hours -6/9 hours	Capped at Pre-Plan Rates	\$ 1.05	\$ (1.05)	\$ -	\$ -	\$ (1.05)	\$ -	N/A
	2.1	EAS Rate Band C2-Bus. Usage Pkg. Hours -6/9 hours	Capped at Pre-Plan Rates	\$ 1.87	\$ (1.87)	\$ -	\$ -	\$ (1.87)	\$ -	N/A
	2.1	EAS Rate Band A3-Bus. Usage Pkg. Hours -12 hours	Capped at Pre-Plan Rates	\$ 0.98	\$ (0.98)	\$ -	\$ -	\$ (0.98)	\$ -	N/A
	2.1	EAS Rate Band B3-Bus. Usage Pkg. Hours -12 hours	Capped at Pre-Plan Rates	\$ 1.82	\$ (1.82)	\$ -	\$ -	\$ (1.82)	\$ -	N/A
	2.1	EAS Rate Band C2-Bus. Usage Pkg. Hours -12 hours	Capped at Pre-Plan Rates	\$ 3.75	\$ (1.75)	\$ -	\$ -	\$ (1.75)	\$ 2.00	N/A
		<b>Rate Specific EAS Incremental Rates</b>								
	3	Albany to Scio - Business	Capped at Pre-Plan Rates	\$ 0.20	\$ (0.20)	\$ -	\$ -	\$ (0.20)	\$ -	N/A
	3	Jefferson to Salem - Business	Capped at Pre-Plan Rates	\$ 3.00	\$ (3.00)	\$ -	\$ -	\$ (3.00)	\$ -	N/A
	3	Salem to Jefferson - Business	Capped at Pre-Plan Rates	\$ 0.07	\$ (0.07)	\$ -	\$ -	\$ (0.07)	\$ -	N/A
	3	Newport to Lincoln City - Business	Capped at Pre-Plan Rates	\$ 0.21	\$ (0.21)	\$ -	\$ -	\$ (0.21)	\$ -	N/A
	3	Siletz to Lincoln City Business	Capped at Pre-Plan Rates	\$ 0.90	\$ (0.90)	\$ -	\$ -	\$ (0.90)	\$ -	N/A
	3	Ontario to Huntington - Business	Capped at Pre-Plan Rates	\$ 0.50	\$ (0.50)	\$ -	\$ -	\$ (0.50)	\$ -	N/A
	3	Albany to Scio - Residence	Capped at Pre-Plan Rates	\$ 0.14	\$ (0.14)	\$ -	\$ -	\$ (0.14)	\$ -	N/A
	3	Jefferson to Salem - Residence	Capped at Pre-Plan Rates	\$ 2.05	\$ (1.05)	\$ (1.00)	\$ -	\$ (2.05)	\$ -	N/A
	3	Salem to Jefferson - Residence	Capped at Pre-Plan Rates	\$ 0.05	\$ (0.05)	\$ -	\$ -	\$ (0.05)	\$ -	N/A
	3	Newport to Lincoln City - Residence	Capped at Pre-Plan Rates	\$ 0.14	\$ (0.14)	\$ -	\$ -	\$ (0.14)	\$ -	N/A
	3	Siletz to Lincoln City Residence	Capped at Pre-Plan Rates	\$ 0.45	\$ (0.45)	\$ -	\$ -	\$ (0.45)	\$ -	N/A
	3	Ontario to Huntington - Residence	Capped at Pre-Plan Rates	\$ 0.35	\$ (0.35)	\$ -	\$ -	\$ (0.35)	\$ -	N/A
		<b>Flat Rated EAS calling</b>								
	3.1	Nyssa - Residence	Capped at Pre-Plan Rates	\$ 0.60	\$ -	\$ (0.60)	\$ -	\$ (0.60)	\$ -	N/A
	3.1	Nyssa - Business	Capped at Pre-Plan Rates	\$ 0.85	\$ (0.85)	\$ -	\$ -	\$ (0.85)	\$ -	N/A
	3.1	Ontario & Oregon Slope - Residence	Capped at Pre-Plan Rates	\$ 0.60	\$ -	\$ (0.60)	\$ -	\$ (0.60)	\$ -	N/A
	3.1	Ontario & Oregon Slope - Business	Capped at Pre-Plan Rates	\$ 1.20	\$ (0.20)	\$ -	\$ (1.00)	\$ (1.20)	\$ -	N/A
	3.2	Vail - Residence	Capped at Pre-Plan Rates	\$ 1.10	\$ -	\$ (0.10)	\$ (1.00)	\$ (1.10)	\$ -	N/A
	3.2	Vail - Business	Capped at Pre-Plan Rates	\$ 1.55	\$ (1.55)	\$ -	\$ -	\$ (1.55)	\$ -	N/A
		<b>Measured Rate Service</b>								
PUC 33 - Sec 5.2.1	46	Budget Measured - Rate Group 1 - Residence	≤ 80% of Flat Rate	\$ 9.37	\$ 3.00	\$ 2.00	\$ 3.00	\$ 8.00	\$ 17.37	85.38%

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	46	Budget Measured - Rate Group 2 - Residence	≤ 80% of Flat Rate	\$ 9.37	\$ 3.00	\$ 2.00	\$ 3.00	\$ 8.00	\$ 17.37	85.38%
	46	Budget Measured - Rate Group 3 - Residence	≤ 80% of Flat Rate	\$ 9.37	\$ 3.00	\$ 2.00	\$ 3.00	\$ 8.00	\$ 17.37	85.38%
		<b>Flat Rate Service</b>								
<b>PUC 33 - Sec 5.2.4</b>	50	Residence Line - Rate Group 1	≤ \$3/year: ≤ \$10 over Plan Term	\$ 15.80	\$ 3.00	\$ 2.20	\$ 3.00	\$ 8.20	\$ 24.00	51.90%
	50	Residence Line - Rate Group 2	≤ \$3/year: ≤ \$10 over Plan Term	\$ 16.80	\$ 3.00	\$ 1.20	\$ 3.00	\$ 7.20	\$ 24.00	42.86%
	50	Residence Line - Rate Group 3	≤ \$3/year: ≤ \$10 over Plan Term	\$ 17.80	\$ 2.00	\$ 1.20	\$ 3.00	\$ 6.20	\$ 24.00	34.83%
	50	Residence Non-Primary Line - Rate Group 1	≤ \$3/year: ≤ \$10 over Plan Term	\$ 15.80	\$ 3.00	\$ 2.20	\$ 3.00	\$ 8.20	\$ 24.00	51.90%
	50	Residence Non-Primary Line - Rate Group 2	≤ \$3/year: ≤ \$10 over Plan Term	\$ 16.80	\$ 3.00	\$ 1.20	\$ 3.00	\$ 7.20	\$ 24.00	42.86%
	50	Residence Non-Primary Line - Rate Group 3	≤ \$3/year: ≤ \$10 over Plan Term	\$ 17.80	\$ 2.00	\$ 1.20	\$ 3.00	\$ 6.20	\$ 24.00	34.83%
<b>PUC - Sec 5.7.1</b>		<b>Directory Services</b>								
	184	Nonpublished Telephone Number Service	≤ \$1/year: ≤ \$3 over Plan Term	\$ 0.65	\$ 1.00	\$ 1.00	\$ -	\$ 2.00	\$ 2.65	N/A
		<b>PRICE LIST</b>								
<b>PL - Sec 5.2.1</b>	2.3	Measured Individual Line - Rate Group 1 - Business	No price cap	\$ 20.00	\$ 2.00	\$ 2.00	\$ 2.00	\$ 6.00	\$ 26.00	N/A
	2.3	Measured Individual Line - Rate Group 2 - Business	No price cap	\$ 20.00	\$ 2.00	\$ 2.00	\$ 2.00	\$ 6.00	\$ 26.00	N/A
	2.3	Measured Individual Line - Rate Group 3 - Business	No price cap	\$ 20.00	\$ 2.00	\$ 2.00	\$ 2.00	\$ 6.00	\$ 26.00	N/A
<b>PL - Sec 5.2.4</b>	2.4	Business Line - Rate Group 1	No price cap	\$ 28.00	\$ 3.00	\$ 2.00	\$ 5.00	\$ 10.00	\$ 38.00	N/A
	2.4	Business Line - Rate Group 2	No price cap	\$ 30.00	\$ 3.00	\$ 2.00	\$ 4.00	\$ 9.00	\$ 39.00	N/A
	2.4	Business Line - Rate Group 3	No price cap	\$ 32.00	\$ 3.00	\$ 2.00	\$ 3.00	\$ 8.00	\$ 40.00	N/A
<b>PL - Sec 5.2.5</b>		<b>Local Service Options</b>								
	4	Stand-By Line Rate Group 1	No price cap	\$ 19.00	\$ 3.00	\$ 2.00	\$ 4.00	\$ 9.00	\$ 28.00	N/A
	4	Stand-By Line Rate Group 2	No price cap	\$ 19.00	\$ 3.00	\$ 2.00	\$ 4.00	\$ 9.00	\$ 28.00	N/A
	4	Stand-By Line Rate Group 3	No price cap	\$ 19.00	\$ 3.00	\$ 2.00	\$ 4.00	\$ 9.00	\$ 28.00	N/A
<b>PL - Sec 5.2.8</b>	8	Home Business Line Service - Rate Group 1	No price cap	\$ 28.00	\$ 3.00	\$ 2.00	\$ 5.00	\$ 10.00	\$ 38.00	N/A
	8	Home Business Line Service - Rate Group 2	No price cap	\$ 30.00	\$ 3.00	\$ 2.00	\$ 4.00	\$ 9.00	\$ 39.00	N/A
	8	Home Business Line Service - Rate Group 3	No price cap	\$ 32.00	\$ 3.00	\$ 2.00	\$ 3.00	\$ 8.00	\$ 40.00	N/A
<b>PL - Sec 5.3.1</b>		<b>PBX Measured Rate Trunks</b>								
	32	Toll Access Trunks - Rate Goup 1	No price cap	\$ 18.00	\$ 4.00	\$ 2.00	\$ 3.00	\$ 9.00	\$ 27.00	N/A
	32	Toll Access Trunks - Rate Goup 2	No price cap	\$ 18.00	\$ 4.00	\$ 2.00	\$ 3.00	\$ 9.00	\$ 27.00	N/A
	32	Toll Access Trunks - Rate Goup 3	No price cap	\$ 18.00	\$ 4.00	\$ 2.00	\$ 3.00	\$ 9.00	\$ 27.00	N/A
<b>PL - Sec 5.3.3</b>		<b>PBX Flat Rate Trunks</b>								
	33	2 - way, four wire Rate Group 1	No price cap	\$ 52.36	\$ (17.36)	\$ 2.00	\$ 3.00	\$ (12.36)	\$ 40.00	N/A
	33	2 - way, four wire Rate Group 2	No price cap	\$ 52.36	\$ (17.36)	\$ 2.00	\$ 3.00	\$ (12.36)	\$ 40.00	N/A
	33	2 - way, four wire Rate Group 3	No price cap	\$ 56.36	\$ (21.36)	\$ 2.00	\$ 3.00	\$ (16.36)	\$ 40.00	N/A
	34	Flat Rate Trunks - 2 way Rate Group 1	No price cap	\$ 30.50	\$ 2.50	\$ 2.00	\$ 4.00	\$ 8.50	\$ 39.00	N/A
	34	Flat Rate Trunks - 2 way Rate Group 2	No price cap	\$ 30.50	\$ 2.50	\$ 2.00	\$ 4.00	\$ 8.50	\$ 39.00	N/A
	34	Flat Rate Trunks - 2 way Rate Group 3	No price cap	\$ 32.50	\$ 2.50	\$ 2.00	\$ 3.00	\$ 7.50	\$ 40.00	N/A
	34	Flat Rate Trunks - 1 way out only Rate Group 1	No price cap	\$ 30.50	\$ 2.50	\$ 2.00	\$ 4.00	\$ 8.50	\$ 39.00	N/A
	34	Flat Rate Trunks - 1 way out only Rate Group 2	No price cap	\$ 30.50	\$ 2.50	\$ 2.00	\$ 4.00	\$ 8.50	\$ 39.00	N/A
	34	Flat Rate Trunks - 1 way out only Rate Group 3	No price cap	\$ 32.50	\$ 2.50	\$ 2.00	\$ 3.00	\$ 7.50	\$ 40.00	N/A
	34	Flat Rate Trunks - 1 way in only Rate Group 1	No price cap	\$ 30.50	\$ 2.50	\$ 2.00	\$ 4.00	\$ 8.50	\$ 39.00	N/A

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	34	Flat Rate Trunks - 1 way in only Rate Group 2	No price cap	\$ 30.50	\$ 2.50	\$ 2.00	\$ 4.00	\$ 8.50	\$ 39.00	N/A
	34	Flat Rate Trunks - 1 way in only Rate Group 3	No price cap	\$ 32.50	\$ 2.50	\$ 2.00	\$ 3.00	\$ 7.50	\$ 40.00	N/A
	34	Flat Rate Trunks - 1 way in w/hunting for DID Rate Group 1	No price cap	\$ 33.50	\$ 1.50	\$ 2.00	\$ 3.00	\$ 6.50	\$ 40.00	N/A
	34	Flat Rate Trunks - 1 way in w/hunting for DID Rate Group 2	No price cap	\$ 33.50	\$ 1.50	\$ 2.00	\$ 3.00	\$ 6.50	\$ 40.00	N/A
	34	Flat Rate Trunks - 1 way in w/hunting for DID Rate Group 3	No price cap	\$ 33.86	\$ 1.14	\$ 2.00	\$ 3.00	\$ 6.14	\$ 40.00	N/A
<b>PL - Sec 5.4.3</b>		<b>Custom Calling Services</b>								
	75	Residence abbreviated access, 1-digit	Greater of 50% or \$0.50	\$ 0.50	\$ 0.50	\$ 0.50	\$ -	\$ 1.00	\$ 1.50	200.00%
	80	Business abbreviated access, 1-digit								
	80	each shared speed call list	No price cap	\$ 20.00	\$ 5.00	\$ -	\$ -	\$ 5.00	\$ 25.00	N/A
	80	each line arranged	No price cap	\$ 0.50	\$ 1.00	\$ -	\$ -	\$ 1.00	\$ 1.50	N/A
	75	Residence abbreviated access, 2-digit	Greater of 50% or \$0.50	\$ 0.50	\$ 0.50	\$ 0.50	\$ -	\$ 1.00	\$ 1.50	200.00%
	80	Business abbreviated access, 2-digit								
	80	each shared speed call list	No price cap	\$ 30.00	\$ 5.00	\$ -	\$ -	\$ 5.00	\$ 35.00	N/A
	80	each line arranged	No price cap	\$ 0.50	\$ 1.00	\$ -	\$ -	\$ 1.00	\$ 1.50	N/A
	80	Business call forwarding-variable	No price cap	\$ 5.50	\$ 0.50	\$ -	\$ -	\$ 0.50	\$ 6.00	N/A
	75	Residence call curfew	Greater of 50% or \$0.50	\$ 3.95	\$ 1.05	\$ -	\$ -	\$ 1.05	\$ 5.00	26.58%
	76	Residence call forwarding-don't answer	Greater of 50% or \$0.50	\$ 1.80	\$ 0.20	\$ 1.00	\$ -	\$ 1.20	\$ 3.00	66.67%
	80	Business call forwarding-don't answer	No price cap	\$ 1.50	\$ 0.50	\$ 1.00	\$ -	\$ 1.50	\$ 3.00	N/A
	76	Residence call forwarding-don't answer (expanded)	Greater of 50% or \$0.50	\$ 1.80	\$ 0.20	\$ 1.00	\$ -	\$ 1.20	\$ 3.00	66.67%
	80	Business call forwarding-don't answer (expanded)	No price cap	\$ 1.50	\$ 0.50	\$ 1.00	\$ -	\$ 1.50	\$ 3.00	N/A
	76, 81	Residence/Business call forwarding-don't answer (programmable)	Greater of 50% or \$0.50	\$ 2.60	\$ 0.40	\$ -	\$ -	\$ 0.40	\$ 3.00	15.38%
	76	Residence call forwarding - busy line (expanded)	Greater of 50% or \$0.50	\$ 1.35	\$ 0.65	\$ 1.00	\$ -	\$ 1.65	\$ 3.00	122.22%
	81	Business call forwarding - busy line (expanded)	No price cap	\$ 1.00	\$ 0.50	\$ 1.50	\$ -	\$ 2.00	\$ 3.00	N/A
	81	Business call forwarding - busy line (external)	No price cap	\$ 1.00	\$ 0.50	\$ 1.50	\$ -	\$ 2.00	\$ 3.00	N/A
	76	Residence call forwarding - busy line (overflow)	Greater of 50% or \$0.50	\$ 1.35	\$ 0.65	\$ 1.00	\$ -	\$ 1.65	\$ 3.00	122.22%
	76	Residence call forwarding - busy line (programmable)	Greater of 50% or \$0.50	\$ 2.75	\$ 0.25	\$ -	\$ -	\$ 0.25	\$ 3.00	9.09%
	81	Business call forwarding - busy line (programmable)	No price cap	\$ 2.00	\$ 1.00	\$ -	\$ -	\$ 1.00	\$ 3.00	N/A
	76	Residence call forwarding-busy line/don't answer (expandable)	Greater of 50% or \$0.50	\$ 2.05	\$ 1.00	\$ 1.45	\$ 1.50	\$ 3.95	\$ 6.00	192.68%
	81	Business call forwarding-busy line/don't answer (expandable)	No price cap	\$ 1.50	\$ 0.75	\$ 2.25	\$ 1.50	\$ 4.50	\$ 6.00	N/A
	81	Business call forwarding-busy line/don't answer (external)	No price cap	\$ 1.50	\$ 0.75	\$ 2.25	\$ 1.50	\$ 4.50	\$ 6.00	N/A
	76	Residence call forwarding-busy line/don't answer (overflow)	Greater of 50% or \$0.50	\$ 2.05	\$ 1.00	\$ 1.45	\$ 1.50	\$ 3.95	\$ 6.00	192.68%
	81	Business call forwarding-busy line/don't answer (overflow)	No price cap	\$ 3.50	\$ 1.00	\$ -	\$ 1.50	\$ 2.50	\$ 6.00	N/A
	82	Business call rejection	No price cap	\$ 3.25	\$ 1.00	\$ 1.75	\$ -	\$ 2.75	\$ 6.00	N/A
	82	Business call transfer, each line	No price cap	\$ 4.50	\$ 0.50	\$ 1.50	\$ -	\$ 2.00	\$ 6.50	N/A
	82	Business call waiting, each line	No price cap	\$ 4.50	\$ 0.50	\$ 2.00	\$ 1.00	\$ 3.50	\$ 8.00	N/A
	77	Residence caller ID with Privacy	Greater of 50% or \$0.50	\$ 11.25	\$ -	\$ 0.25	\$ -	\$ 0.25	\$ 11.50	2.22%
	82	Business continuous redial	No price cap	\$ 3.25	\$ 1.00	\$ 0.75	\$ -	\$ 1.75	\$ 5.00	N/A
	77, 82	Residence/Business dial call waiting, each line	Greater of 50% or \$0.50	\$ 2.15	\$ 1.00	\$ 1.35	\$ -	\$ 2.35	\$ 4.50	109.30%
	77, 82	Residence/Business dial lock	Greater of 50% or \$0.50	\$ 3.95	\$ 1.05	\$ -	\$ -	\$ 1.05	\$ 5.00	26.58%
	77, 82	Residence/Business directed call pick up, each line	Greater of 50% or \$0.50	\$ 1.00	\$ 0.50	\$ 0.75	\$ 0.75	\$ 2.00	\$ 3.00	200.00%
	77, 82	Residence/Business directed call pick up with barge-in, each line	Greater of 50% or \$0.50	\$ 1.00	\$ 0.50	\$ 0.75	\$ 0.75	\$ 2.00	\$ 3.00	200.00%
	78, 82	Residence/Business distinctive alert, each line	Greater of 50% or \$0.50	\$ 1.00	\$ 0.50	\$ 0.75	\$ -	\$ 1.25	\$ 2.25	125.00%
	78, 82	Residence/Business do not disturb	Greater of 50% or \$0.50	\$ 3.95	\$ 1.05	\$ -	\$ -	\$ 1.05	\$ 5.00	26.58%
	78, 82	Residence/Business easy access	Greater of 50% or \$0.50	\$ 0.98	\$ 0.50	\$ 0.02	\$ -	\$ 0.52	\$ 1.50	53.06%
	78, 82	Residence/Business hot line, each line arranged	Greater of 50% or \$0.50	\$ 2.00	\$ 1.00	\$ 1.50	\$ 0.50	\$ 3.00	\$ 5.00	150.00%
	83	Business last call return	No price cap	\$ 3.25	\$ 1.00	\$ 1.25	\$ -	\$ 2.25	\$ 5.50	N/A
	83	Business Priority Call	No price cap	\$ 3.25	\$ 1.00	\$ 0.75	\$ -	\$ 1.75	\$ 5.00	N/A
	78,83	Residence/Business security screen	Greater of 50% or \$0.50	\$ 2.95	\$ 1.00	\$ 1.05	\$ -	\$ 2.05	\$ 5.00	69.49%
	83	Business selective call forwarding	No price cap	\$ 3.25	\$ 1.00	\$ 1.25	\$ -	\$ 2.25	\$ 5.50	N/A
	79	Residence selective call waiting	Greater of 50% or \$0.50	\$ 6.75	\$ -	\$ 0.25	\$ 1.00	\$ 1.25	\$ 8.00	18.52%

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	83	Business selective call waiting	No price cap	\$ 4.50	\$ 0.50	\$ 2.00	\$ 1.00	\$ 3.50	\$ 8.00	N/A
	83	Business speed call 8	No price cap	\$ 3.25	\$ 1.00	\$ 0.75	\$ -	\$ 1.75	\$ 5.00	N/A
	79	Residence speed call 30	Greater of 50% or \$0.50	\$ 5.00	\$ 1.00	\$ -	\$ -	\$ 1.00	\$ 6.00	20.00%
	83	Business speed call 30	No price cap	\$ 3.25	\$ 1.50	\$ 1.25	\$ -	\$ 2.75	\$ 6.00	N/A
	79	Residence warm line,each line arranged	Greater of 50% or \$0.50	\$ 3.00	\$ 1.00	\$ 1.00	\$ -	\$ 2.00	\$ 5.00	66.67%
	84	Business warm line,each line arranged	Greater of 50% or \$0.50	\$ 2.50	\$ 1.00	\$ 1.50	\$ -	\$ 2.50	\$ 5.00	100.00%
	79, 84	Residence/Business wireless extension, each line	Greater of 50% or \$0.50	\$ 3.95	\$ 1.05	\$ -	\$ -	\$ 1.05	\$ 5.00	26.58%
	85	Continuous Redial - Business	No price cap	\$ 1.25	\$ 0.25	\$ -	\$ -	\$ 0.25	\$ 1.50	N/A
	85	Continuous Redial - Residence	Greater of 50% or \$0.50	\$ 1.25	\$ 0.25	\$ -	\$ -	\$ 0.25	\$ 1.50	20.00%
	85	Last Call Return - Business	No price cap	\$ 1.25	\$ 0.25	\$ -	\$ -	\$ 0.25	\$ 1.50	N/A
	85	Last Call Return -Residence	Greater of 50% or \$0.50	\$ 1.25	\$ 0.25	\$ -	\$ -	\$ 0.25	\$ 1.50	20.00%
	85	Three Way Calling - Business	No price cap	\$ 1.25	\$ 0.25	\$ -	\$ -	\$ 0.25	\$ 1.50	N/A
	85	Three Way Calling - Residence	Greater of 50% or \$0.50	\$ 1.25	\$ 0.25	\$ -	\$ -	\$ 0.25	\$ 1.50	20.00%
<b>PL - Sec 5.4.4</b>		<b>Market Expansion Line Service</b>								
	88	1st MEL facility to a distant exch. Where a toll charge applies	Greater of 50% or \$0.50	\$ 22.00	\$ 3.00	\$ -	\$ 2.00	\$ 5.00	\$ 27.00	22.73%
	88	Add'l MEL facility to a distant exch. Where a toll charge applies	Greater of 50% or \$0.50	\$ 22.00	\$ 3.00	\$ -	\$ 2.00	\$ 5.00	\$ 27.00	22.73%
	88	1st meas. MEL facility to a diff. telephone # where no toll charge applies	Greater of 50% or \$0.50	\$ 22.00	\$ 3.00	\$ -	\$ 2.00	\$ 5.00	\$ 27.00	22.73%
	88	Add'l meas. MEL facility to a diff. telephone # where no toll charge applies	Greater of 50% or \$0.50	\$ 22.00	\$ 3.00	\$ -	\$ 2.00	\$ 5.00	\$ 27.00	22.73%
<b>PL - Sec 5.4.6</b>		<b>Telechoice Business Service</b>								
	100	INTRACALL Service	No price cap	\$ 1.00	\$ 0.50	\$ 0.75	\$ -	\$ 1.25	\$ 2.25	N/A
<b>PL - Sec 5.4.7</b>		<b>INTRACALL Service</b>								
	101	Intracall Service Business/Residence	Greater of 50% or \$0.50	\$ 1.00	\$ 0.50	\$ 0.75	\$ 0.75	\$ 2.00	\$ 3.00	200.00%
<b>PL - Sec 5.4.10</b>		<b>Custom Ringing Service</b>								
	106	Custom Ringing Residence 2nd add'l number	Greater of 50% or \$0.50	\$ 3.50	\$ 1.00	\$ 0.50	\$ 1.00	\$ 2.50	\$ 6.00	71.43%
	106	Custom Ringing Business 2nd add'l number	No price cap	\$ 5.25	\$ 1.00	\$ -	\$ -	\$ 1.00	\$ 6.25	N/A
	106	Custom Ringing Residence 3rd add'l number	Greater of 50% or \$0.50	\$ 3.50	\$ 1.00	\$ 0.50	\$ 1.00	\$ 2.50	\$ 6.00	71.43%
	106	Custom Ringing Business 3rd add'l number	No price cap	\$ 5.25	\$ 1.00	\$ -	\$ -	\$ 1.00	\$ 6.25	N/A
<b>PL - Sec 5.4.19</b>		<b>Number Forwarding</b>								
	113	per number forwarding Residence	Greater of 50% or \$0.50	\$ 8.00	\$ 3.00	\$ 2.00	\$ 3.00	\$ 8.00	\$ 16.00	100.00%
<b>PL - Sec 5.7.1</b>		<b>Directory Listings</b>								
	129	Business Service Additional Listings	≤ 25% per year	\$ 4.10	\$ 1.00	\$ -	\$ 1.00	\$ 2.00	\$ 6.10	48.78%
	131	Business Service Reference Listings	≤ 25% per year	\$ 4.10	\$ 1.00	\$ -	\$ 1.00	\$ 2.00	\$ 6.10	48.78%
	130	Foreign Listing Residence	≤ 25% per year	\$ 2.10	\$ 0.52	\$ -	\$ 0.65	\$ 1.17	\$ 3.27	55.71%
	129	Foreign Listing Business	≤ 25% per year	\$ 4.10	\$ 1.00	\$ -	\$ 1.00	\$ 2.00	\$ 6.10	48.78%
	130	Residence Service Additional Listings	≤ 25% per year	\$ 2.10	\$ 0.52	\$ -	\$ 0.65	\$ 1.17	\$ 3.27	55.71%
	131	Residence Service Reference Listings	≤ 25% per year	\$ 2.10	\$ 0.52	\$ -	\$ 0.65	\$ 1.17	\$ 3.27	55.71%
	131	Information Listings - Business	≤ 25% per year	\$ 4.10	\$ 1.00	\$ -	\$ 1.00	\$ 2.00	\$ 6.10	48.78%
	131	Information Listings - Residence	≤ 25% per year	\$ 3.10	\$ 0.75	\$ -	\$ 0.96	\$ 1.71	\$ 4.81	55.16%
	131	Secretarial Listing	≤ 25% per year	\$ 4.10	\$ -	\$ -	\$ 1.00	\$ 1.00	\$ 5.10	24.39%
	131	E-mail address listing - Residence	≤ 25% per year	\$ 3.00	\$ 0.75	\$ -	\$ 0.91	\$ 1.66	\$ 4.66	55.33%
	131	URL Address Listing - Residence	≤ 25% per year	\$ 3.00	\$ 0.75	\$ -	\$ 0.93	\$ 1.68	\$ 4.68	56.00%
	131	E-mail/URL Address Listing - Residence	≤ 25% per year	\$ 5.00	\$ 1.00	\$ -	\$ 1.00	\$ 2.00	\$ 7.00	40.00%
	132	Ea. Telephone # listed in alpha form	≤ 25% per year	\$ 7.00	\$ 1.00	\$ -	\$ 1.00	\$ 2.00	\$ 9.00	28.57%
<b>PL - Sec 5.9.1</b>		<b>Packages associated with basic exchange service</b>								

QWEST - OREGON  
PRICE CHANGE SUMMARY  
2014-2018 PRICE PLAN

Tariff/ Price List Ref	Sheet No.	Service Description	Pricing Flexibility	Pre-Plan Price	2019 Price Change	2020 Price Change	2021 Price Change	Cumulative Price Change	Current Price	Cummulative % Price Change
	143	Qwest Choice Business per line	Incr up to sum of parts max	\$ 45.00	\$ -	\$ 2.00	\$ 3.00	\$ 5.00	\$ 50.00	11.11%
	143	Qwest Choice Business add-a-line	Incr up to sum of parts max	\$ 35.00	\$ -	\$ 2.00	\$ 3.00	\$ 5.00	\$ 40.00	14.29%
	149	Qwest Choice Business Plus per line	Incr up to sum of parts max	\$ 55.00	\$ -	\$ -	\$ 2.00	\$ 2.00	\$ 57.00	3.64%
	149	Qwest Choice Business Plus add-a-line	Incr up to sum of parts max	\$ 35.00	\$ -	\$ 2.00	\$ 3.00	\$ 5.00	\$ 40.00	14.29%
	155	Qwest Choice Business Prime per line	Incr up to sum of parts max	\$ 40.00	\$ -	\$ 2.00	\$ 2.00	\$ 4.00	\$ 44.00	10.00%
		<b>Local Voice Discount Plans</b>								
<b>PL - Sec 5.11.2</b>		Core Connect								
	180	per Core Connect 1	Incr up to sum of parts max	\$ 50.00	\$ -	\$ 2.00	\$ 2.00	\$ 4.00	\$ 54.00	8.00%
	180	Unlimited Business Voice Line	Incr up to sum of parts max	\$ 25.00	\$ -	\$ 2.00	\$ 2.00	\$ 4.00	\$ 29.00	16.00%