



CenturyLink™

April 17, 2023

Via E-Filing Only

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

**RE: Docket No. UM 1908
QWEST CORPORATION, UNITED TELEPHONE COMPANY OF THE
NORTHWEST, CENTURYTEL OF OREGON, and CENTURYTEL OF
EASTERN OREGON, Joint Petition for Approval of Price Plan Pursuant to
ORS 759.255 and Partial Exemption Pursuant to ORS 759.052**

To Whom It May Concern:

In the attached confidential and redacted documents, CenturyLink files call logs from the toll-free, 24/7 dedicated customer support line for the period of September 28, 2022, through April 10, 2023. This response goes back to the date of deployment of the toll-free, 24/7 dedicated customer support line because a manual process was added to collect and present additional information that the Commission in Order 23-109 (the “Order”) indicated was lacking from prior reporting.

CenturyLink appreciates the Commission’s modification of its Order to accommodate time required to gather and process the data necessary for this filing. CenturyLink will continue to file updated reports every two weeks as required by the Order and will next update on May 1, 2023.

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

Sincerely,

Peter J. Gose
Regulatory Affairs Director

Attachments

