

April 3, 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: 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 tollfree, 24/7 dedicated customer support line for the period of September 28, 2022, through March 22, 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.

The Order required that information from January 1, 2023 through March 31, 2023, be filed by April 3, 2023. The process of gathering the information from various groups within CenturyLink and assembling requires several business days to accomplish, and as such this filing covers calls received through March 22, 2023. Presently, call data from March 23 to present is being collected. The next bi-weekly filing to be made on April 17, 2023, will contain call log information from March 23, 2023 through April 5, 2023, and shall continue in that fashion until the Commission eliminates the reporting obligation in a subsequent order.

CenturyLink respectfully requests that the Commission modify the Order to require CenturyLink to file data from January 1 through March 22, 2023, by April 3, 2023. CenturyLink will continue to file updated reports every two weeks as required by the Order.

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

Sincerely,

Peter J. Gose Regulatory Affairs Director

Attachments

14530 NW 63<sup>rd</sup> Street Parkville, Missouri 64152-8703 (816) 759-2895 <u>Peter.gose@centurylink.com</u>

(A.	cal_timestamp contact_tn customer_name	caller_name address	account circuit_tn alt_contact_tn caller_sms caller_email	ticket_timestamp sf_case_	e_number rx c	case_number cause	disposition	What Issue Was Reported?	What Was the Service Problem?	Specific Steps to Correct Issue?	Date Service Issue Was Resolu
	9/28/2022 11:06:02			st ticket				Never spoke with agent	Never spoke with arent-IVR	Never spoke with agent	Never spoke with agent
A	9/28/2022 17:14:16				44514867	Repair Flow - CSC	Completed	Agent transferred to repair	Agent transferred to repair	Agent transferred to regain	Agent transferred to repair
	9/28/2022 17:15:08			sf ticket		compare to an and		Same customer transferred	Same customer transferred	Same customer transferred	Same customer transferred
	9/29/2022 10:51:24				44661675	262847457 Out of Scope Misdirect	Transfer/Refer.CARE/Existing Order	customer was midnected-no issue reported	customer was midrected-no issue reported	customer was midrected-no issue reported	customer was midrected-no in
	9/29/2022 11:56:21				44573450	Out of Scope Misdirect	Tramfer/Refer.	customer was midrected-no issue reported	customer was midnected-no issue reported	customer was midrected-no issue reported	customer was midrected-no in
	9/29/2022 13:03:52				44685120	262931762 Subsequent Missed Commitment(CenturyLink missed)	Other	calls get cut off	line going down-create dispatch	tech was dispatched-no notes found	4
	9/29/2022 14:41:00			9/29/2022 14:41:03	44703142	No Assistance Provided	Account Not Found	checking open ticket	agent didn't handle circuit	transferenced to correct department	
π	9/30/2022 11:23:40			9/30/2022 11:23:41	44786105	263347533 Phone Line Can't Call Out	Other	checking on ongoing repairs	no service problem at time	agent gave information they had	
							COM				
	9/30/2022 11:56:01			sf_ticket	ket_null	253351848 Phone Line No Dial Tone - All Phones		need to get line buried	get line connected after buried	agent advised would create ticket	no ticket made
	9/30/2022 12:19:44				44796415	Wireless.Setup/Credentials/Configuration	Troubleshooting Obstacle. Call Dropped	internet gone bad to worse	was helping customer resolve issue-got disconnected	call was disconnected	
	9/30/2022 17:19:05			9/30/2022 17:19:12	44547557	Non-Customer Call No Caller On Line	Call Abandoned.	no caller on line when agent picked up	no caller on line when agent picked up	no caller on line when agent picked up	/ L / /
	9/30/2022 17:37:46			9/30/2022 17:37:47	44850027	263555869 Non-Customer Call.Other Internal	Other	no caller on line when agent picked up	no caller on line when agent picked up	no caller on line when agent picked up	1
	9/30/2022 17:38:28				44850125	Repair Flow - CSC	Completed	danielle from put checking if repair line working	danielle from puc checking if repair line working	danielle from put checking if repair line working	-
											-
	10/1/2022 11:52:36				44859181	263709262 Subsequent.Status Only	Completed	long distance not working	needed order to correct	customer service not open-agent gave information	
	10/4/2022 13:18:37			10/4/2022 13:18:53	45100013			customer checking on getting new service	refer to customer service	refer to customer service	/ L / /
	10/4/2022 17:07:49			10/4/2022 17:07:51	45144432	264855520 ABANDONED SESSION.Tool Issue	Other	dropping calls and no dial tone	created dispatch	tech was dispatched-no trouble found	1
	10/4/2022 17:23:17				45146711	264862848 Non-Customer Call Other Internal				agent gave ticket number	-
								called to get ticket number for dispatch	agent gaave ticket number		
	10/5/2022 10:50:37				45195895	265056015 Phone Line No Dial Tone - All Phones	Customer Education. Issue Resolved	no dial tone	agent had customer check cords	determined was bad jack-working now	( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( )
	10/5/2022 12:08:24				45210156	Research Account	Research	no dial tone	had outage checking on when will be fixed	gave information repair by 7pm	
	10/5/2022 16:12:10			10/5/2022 16:12:23	45255283	265235715 NDT.005	Dispatched	no dial tone	created dispatch	tech went out and no trouble found	1
	10/5/2022 16:14:28			sf_ticket					dida's small with small		-
				st_poxet				didn't speak with agent	didn't speak with agent	didn't speak with agent	
	10/5/2022 16:16:40			10/5/2022 16:16:45	45256095	265234746 FASTFECTIcketV1.FASTFECTIcketV1		no dial tone	current outage-	added ticket to outage-notes show no trouble found	-
	10/5/2022 16:17:06				45256158	265235916 Phone Line No Dial Tone - All Phones	Other	dial tone went out when power went out	created dispatch	customer cancelled ticket	
	10/5/2022 16:19:26			10/5/2022 16:19:42	45256621	265236487 FASTFECTicketV1.FASTFECTicketV1	Completed	power out and back but no dial tone	had unplug phone and back in-working	agent fixed by unplugging and back in	
	10/5/2022 16:28:14				45258123	265242043 Subsequent Cancel	Other .				-1
						ananana anangana anan	Come -	no dial tone	dial tone came back	dal tone came back up	
	10/5/2022 16:47:11				45261455	255251032 Phone Line No Dial Tone - All Phones	Dispatch Customer	no dial tone	created dispatch	tech repaired issue at central office	-
	10/5/2022 17:17:09			sf_ticket	.et_null			customer hung up on recording	n/a	n/a	
	10/5/2022 19:20:59			10/5/2022 19:21:15	45276704	265306461 Phone Line No Dial Tone - All Phones		no dial tone	set up dispatch	tech repaired pair sain	
	10/5/2022 11:42:40				45319112	265483229 Phone Line Gets Cut Off	Dispatch Customer	intermittent dial tone	set up dispatch	tech reload controllers in central office	-
	10/6/2022 12:35:44				45328505	255515462 Phone Line No Dial Tone - All Phones	Other	no dial tone	set up dispatch	tech recovered short pair-good to terminal	-
	10/6/2022 12:49:03			sf_ticket	et_null	265520046 Phone Line Gets Cut Off		no dial tone	set up dispatch	tech reload controllers in central office	
	10/7/2022 10:43:56			sf ticket	and mult	265852926 Non-Customer Call.No Caller On Line	Troubleshooting Obstacle. No Caller On Line	no caller on line when agent picked up	o/s	nia	1
	10/7/2022 15:43:17			sf ticket		Care of the	Contraction of the second	test call from PUC	- la	100	
									alea.	110	
	10/8/2022 13:26:44				45506442	Repair Flow - CSC	Dispatched	no dial tone	created dispatch	customer cancelled ticket	-
	10/18/2022 12:42:52				46344171	259464598 Phone Line No Dial Tone All Phones	Dispatch Customer	Intermittent dial tone	created dispatch	tech noted good to box	
	10/25/2022 19:02:54				47018495	271889538 Phone Line No Dial Tone - All Phones	Other	intermittent service issues	set up dispatch	tech out and good to box	-
	10/25/2022 17:02:54			10/25/2022 19:03:10	47129768	271889538 Phone Life.No Dail Ione - Al Phones 272262536 Non-Customer Call Tool Issue	Issue Resolved.Other				
				10/29/2022 17:17:05				echo on line	agent put on hold-customer hung up	rya	
	10/27/2022 18:38:07			10/27/2022 18:38:23	47248940	272674830 Phone Line Transmission (Noisy Line)	Dispatched	Intermittent dial tone-dropped calls	set up dispatch	tech good to box-no trouble found	/II.
	10/31/2022 11:45:51				47436570	Out of Scope Misdirect	Transfer/Refer.	getting charged for service doesn't have	transfer to customer care	customer care	
	11/2/2022 10:53:17				47669636	274351175 Phone Line Transmission(Nolay Line)	Dispatch Customer	cuts off calls	set up dispatch		1
	11/2/2022 18:14:10				47744113	er onen er og en er og		pagent on line	customer hune up	tech out and good to box-no trouble found	-1
										110	-
	11/2/2022 18:18:34				47744452			no agent on line	customer hung up	n/a	/II.
	11/2/2022 18:20:10			11/2/2022 18:20:21	47744587	Status Update RMA	Issue Resolved Gave Tracking Info	need help to send back modern	agent sent instructions on how to return	sent email to return	
	11/3/2022 11:49:48				47794731	Out of Score Madicert	Transfer/Befer	no dial tone	cordiess phone issue not at location to troubleshoot	will check when gets to location	-
	11/4/2022 12:40:48				47794231	Subsequent Status Only	Difference Contraction Contrac		the second process of the second se		
							Uther	trouble dialing people	agent helped reset phone lines	customer reset phone lines by unplugging and plug back in	
	11/7/2022 14:14:28			sf_ticket	et_null	276201862 Phone Line No Dial Tone - All Phones		no dial tone	set up dispatch	tech cut port to clear trouble	(II)
	11/10/2022 12:06:03			sf_ticket	ket_null	277699451 Phone Line Gets Cut Off		gets cut off	set up dispatch	tech noted no trouble found	
	11/16/2022 11:29:38			11/16/2022 11:29:54	48950185	ABANDONED_SESSION No Ticketing Options	Other	internet down	customer hung up when put on hold	nia	-
				***************************************	48954385	. JANDONED_INJURIAN INARANG OP6015	and and				-
	11/16/2022 11:53:38							no agent on line	customer hung up	rya	
	11/16/2022 16:11:07				49001098	279861391 Fast Front End Close CLAS Customer Education	Other	no internet connection	outage in area	no notes on when resolved	/10
	11/17/2022 16:11:45			11/17/2022 16:11:47	49112065	280284551 Phone Line Transmission (Noisy Line)	Dispatch Customer	ongoing static on line	set up dispatch	tech repaired f2 cable	
	11/17/2022 18:00:22				49125248	Status Update Outage	Customer Notified.	internet not working	outare in area	damage to equipment repaired	1
	11/18/2022 11:34:12				49174655	280528497 Non-Customer Call Other Internal	Constantier Industries.	phone not working	set up dispatch	tech noted no trouble found	
										tech noted no trouble round	-
	11/19/2022 10:33:21				49246974	No Assistance Provided	Call Disconnected	no agent on line	customer hung up	r/s	A1
	11/23/2022 11:36:47			11/23/2022 11:36:58	49543923	Status Update Outage	Customer Notified.Entered Contact Info/Gave ETR	Intermittent connection	outage in area	damage to equipment repaired	
	12/1/2022 15:53:23				50157945	284337537 NDT.DOS	Dispatch Customer		set up dispatch	tech fixed buried line-sood to box	1
	12/12/2022 13:32:23				50977789	287732474 Repair Flow - CSC	Completed	no dial tone		and a set of the set o	-1
						and rearing repair How - LSL	compress0		agent had to check schedule and would call back	110	- 1
	12/13/2022 11:53:33				51068088				agent gave info on dispatch currently scheduled	tech noted cable cut-dug pit and spliced in new pedestal	4
	12/16/2022 19:11:59			12/16/2022 19:12:00	51435184			no dial tone-check on dispatch scheduled			
	12/19/2022 17:57:39					289512281 Phone Line No Dial Tone - All Phones	Other	ho dial tone-check on dispatch scheduled phone dead	set up dispatch		
					51572868		Other Transfer/Befer	phone dead	set up dispatch	tech short on inside wine	-
				12/19/2022 17:57:41	51572868	Out of Scope Mindirect	Transfer/Refer.	phone dead trying to make payment-can't login	set up dispatch transfer to customer care	n/a	
	12/28/2022 0:20:41			12/19/2022 17:57:41 12/28/2022 0:20:56	51572868 52115700	Out of Scope Midlrect 292816903 NDT.OOS	Transfer/Refer. Dispatched	phone dead trying to make payment-can't login phone not working	set up dispatch transfer to customer care set up dispatch	n/a tech out and good to box	
	1/2/2023 23:12:01			12/19/2022 17:57:41 12/28/2022 0:20:56 1/2/2023 23:12:17	51572868 52115700 52517624	Out of Scope Misdirect 292816903 NDT.OOS 294720863 NDT.OOS	Transfer/Refer. Dispatched Dispatched	phone dead trying to make payment-can't login	set up dispatch transfer to customer care	n/a	
	1/2/2023 23:12:01 1/3/2023 11:36:46			12/19/2022 17:57:41 12/28/2022 0:20:56 1/2/2023 23:12:17 1/3/2023 11:36:48	51572868 52115700 52517624 52554066	Out of Scope Misdirect 292810903 NDT.OOS 294720863 NDT.OOS No Assistance Provided	Transfer/Refer. Dispatched Dispatched Custoree Ended Contact	phone dead trying to make payment-can't login phone not working	set up dispatch transfer to customer care set up dispatch	n/a tech out and good to box	
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	1/2/2023 23:12:01 1/3/2023 11:36:46 1/3/2023 11:47:55			12/19/2022 17:57:41 12/28/2022 0:20:56 1/2/2022 12:12:17 1/3/2022 11:16:48 1/3/2022 11:47:57	51572868 52115700 52517624 52554066 52556254	Out of Scope Misdirect 292816903 NDT.OOS 294720863 NDT.OOS	Transfer/Refer. Dispatched Dispatched	phone dead brying to make payment-can't login phone not working phone not working phone not working no dial tone	set up dispatch brandfer to customer care set up dispatch set up dispatch wanted customer to trobulenhoot by calling phone set up dispatch	n/a tech out and good to box tech out and good to box Costomer would call back after troubleshooting tech out and no trouble found	
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	1/2/2023 22:32:01 1/3/2023 11:87:66 1/3/2023 11:87:55 1/3/2023 11:87:55 1/3/2023 11:87:55 1/3/2023 11:26:23			12/19/2022 17:57:41 12/28/2022 02:05:6 1//2022 31:21:7 1/3/2023 11:36:48 1/3/2023 11:36:48 1/3/2023 11:37:57 1/3/2023 11:37:57	51572868 52115700 52517624 52554066 52556254 ket_null 52717274	Out of Koope Mudirect 2921810903 MPLTODS 204720863 NOT.DOS No Assistance Previded 24882708 (Powel Line No Dall Tone AI Phones 255671180 NOT.DOS	Transfer/Neter. Dispatched Quipatched Cuisterner Ended Contact Dispatch.Sutterner Dispatched	phone dead trying to make payment-can'tagen phone ngt working on Galitone on Galitone to calitone internet not working phone ngt working	Let up dispatch learning to automer are let up dispatch let up dispatch let up dispatch wasted customer to trobulenhoot by calling phone let up dispatch outuge in news let up dispatch	n/a lisch out and good to box tach out and good to box cuatomer would call back after troubleshooting tach out and no trouble found cards reglaced in shalm cuatomer cancelle ficksk any git was fixed	
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Depending on the time during the day that tickets are generated through incoming calls to the dedicated repair line, a ticket will receive a current day or sext bosiness day due date. Dispatch operations generate an open ticket report at 6 AM and 6 PM each day. The open ticket report is reviewed by field operations management and any open voice grade service tickets not already anigned to a technician to leaded to the next available technician to be worked.