

ITEM NO. CA1

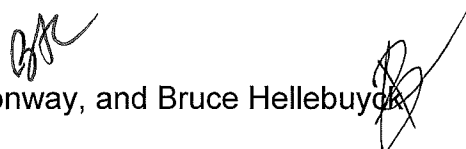
PUBLIC UTILITY COMMISSION OF OREGON
STAFF REPORT
PUBLIC MEETING DATE: September 22, 2014

REGULAR _____ CONSENT X EFFECTIVE DATE September 23, 2014

DATE: September 9, 2014

TO: Public Utility Commission

FROM: Jim Stanager 

THROUGH: Jason Eisdorfer, Bryan Conway, and Bruce Hellebuyck 

SUBJECT: CENTURYTEL OF OREGON INC: (Advice No. 335) Moves the location of the 30-day Satisfaction Guarantee offer to the Competitive Response tariff.

STAFF RECOMMENDATION:

Staff recommends that the filed tariff be allowed to go into effect.

DISCUSSION:

CenturyTel of Oregon, Inc., dba CenturyLink (CenturyTel) proposes to move the location of the 30-day Satisfaction Guarantee offer from Schedule 39, *Packaged Services*, to Schedule 36, *Competitive Response*. In the original filing, Advice No. 330, the 30-day Satisfaction Guarantee was included with the Pure Broadband Bundle rather than with several other permanent offers included in Schedule 36 under the Competitive Response Program. Advice No. 330 was allowed to go into effect at the Commission's December 5, 2013, public meeting.

Under the Satisfaction Guarantee, customers who disconnect covered services within thirty days of installation will receive a credit for the billed monthly recurring charges through the date of disconnection when, at the time of the requested disconnection, they inform the company of their subscription under this guarantee and cite their dissatisfaction with the services as the reason for the requested disconnection.

The proposed text changes do not alter any current conditions of service, terms, rates, nor cause the withdrawal of any service.

CenturyTel 335
September 9, 2014
Page 2

The filing was submitted on August 19, 2014, and thus, complies with Oregon Revised Statutes (ORS) 759.190, which requires tariff filings to be made at least thirty days prior to their effective dates. Telecommunications utilities are required under ORS 759.175 to submit tariff filings to the Commission whenever they intend to change their rates, terms, or conditions of service.

This filing would not affect annual revenues.

PROPOSED COMMISSION MOTION:

The CenturyTel tariff proposed in Advice No. 335 be allowed to go into effect.

CenturyTel335.MoveToCompResp.Text