

**BEFORE THE PUBLIC UTILITY COMMISSION
OF OREGON**

UM 1908, UM 2206

In the Matters of

LUMEN TECHNOLOGIES,¹

Proposed Commission Action Pursuant
to ORS 756.515 to Suspend and
Investigate Price Plan (UM 1908), and

QWEST CORPORATION,

Investigation Regarding the Provision of
Service in Jacksonville, Oregon and
Surrounding Areas (UM 2206).

Hearing on Orders

MEMORANDUM

Lumen's response to the December 14, 2022, bench request is non-compliant and a compliant response must be filed immediately. The deficiencies in the response are as follows:

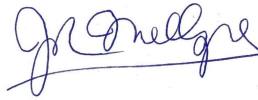
1. The Commissioners, the Administrative Law Judges (ALJs), and the decision-making staff do not have access to Huddle. Huddle is primarily used for intraparty exchanges of information, etc. As a utility that has participated in many processes with the Commission, Lumen should be completely aware of this process. Should Lumen have any questions on how Huddle works, Lumen should contact the filing center immediately.
2. The content of the response as described by Lumen (as we do not have access to Huddle) is non-responsive to the bench request. We requested that all information generated be consistent with Order No. 22-340, including the every two-week reporting of information generated. For the period between September 20, 2022, and October 28, 2022, we request the same information listed in Order No. 22-340, regardless of Lumen's contention as to whether or not Order No. 22-340 was suspended at that time. The relevant information is tracked in Lumen's regular course of business, and we request it explicitly in this bench request.

¹ Formerly known as Qwest Corporation, United Telephone Company of the Northwest, CenturyTel of Oregon, and CenturyTel of Eastern Oregon.

3. Lumen's response was filed late. Given that it supplies no information to the Commission, it continues to be late and there is no justification for the late submission.
4. Consistent with the first point in this memorandum, Lumen must file the information consistent with the bench request and Order No. 22-340, which requires all information regarding calls made to Lumen via the customer support line in late September and October to be filed with the Commission. This information must be filed—meaning the information must be submitted to the filing center—like the many filings Lumen has made in this case. This filing should not be placed in Huddle where Commissioners and ALJs have no access to the information. When filed, the information should be submitted consistent with the bench request and Order No. 22-340. This means one version of the information should be filed with names, phone numbers, and addresses redacted. This version will be posted publicly. A second, confidential version of the same information should be filed with no information redacted.

Lumen must comply with this ruling immediately.

Dated this 16th day of December, 2022, at Salem, Oregon.



on behalf of

Nolan Moser
Chief Administrative Law Judge