

**BEFORE THE PUBLIC UTILITY COMMISSION  
OF OREGON**

UM 1908, UM 2206

In the Matters of

LUMEN TECHNOLOGIES,<sup>1</sup>

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).

Price Plan Investigation.

BENCH REQUEST

The following question is directed to Lumen Technologies (CenturyLink) and the Staff of the Public Utility Commission of Oregon. CenturyLink and Staff are directed to file a response to this bench request by 3:00 p.m. on March 19, 2024. Any party may file a reply to a response by 3:00 p.m., on April 2, 2024.

- 2-1. Refer to page 2 of Attachment E to the Erratum to the stipulation in compliance with Order No. 24-041 filed on February 23, 2024, and page 27 of Order No. 24-041. Please explain the addition of “Wire center designation of the Protected Customer” to the list of items to be included in the dedicated customer support line report and whether it is distinct from the item “Impacted Area – RT or Wire center.” As part of this response, explain whether the stipulating parties intend for the wire center information to be included as part of the RCT and TT/100 monthly metric report for protected customers as set forth in Order No. 24-041.

Dated this 5th day of March, 2024, at Salem, Oregon.



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Sarah Spruce  
Administrative Law Judge

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