

**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

BENCH REQUEST

In Order No. 22-340, the Commission ordered Lumen to log the following information with regard to a dedicated customer support line, for the pendency of the UM 1908 investigation:

“Lumen must track and retain information on all tickets generated through this customer support line. The information to be tracked must include but is not limited to the address, name, and contact information for the customer for whom the ticket has been generated; a description of the service issue, logs of customer contact regarding the service issue, actions taken to resolve the service issue, and information on the results. Dates and times for all of the foregoing information must be logged. This information must be tracked until the conclusion of the investigation.”

Order No. 22-340 allows the company to provide this information publicly with customer information redacted, with a confidential version to be provided to the Commission without redaction. The order stated that: “Filings should summarize how tickets are routed and prioritized.” The reports are to be provided to the Commission every two weeks.

After review of testimony submitted in this case, it is clear that reports have not been entered into the record by either Lumen or Staff in the proceeding’s testimony or

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

ORDER NO.

otherwise. Review of these reports will assist the Commission in the deliberations in this case. The Commission's directive was made at the September 20, 2022 Public Meeting, accordingly no less than six such reports have been developed but are not yet docketed in this proceeding.

Lumen is directed to file both redacted and confidential versions of all six reports no later than 3:00 p.m. on Thursday, December 15, 2022. Parties may file replies no later than 3:00 p.m. on Friday, December 30, 2022.

Dated this 14th day of December, 2022, at Salem, Oregon.



Nolan Moser
Chief Administrative Law Judge