



**OREGON PUBLIC UTILITY COMMISSION
(INTEROFFICE CORRESPONDENCE)**

DATE: August 5, 2015

TO: File through Bruce Hellebuyck 

FROM: Stephanie Yamada 

SUBJECT: UNITED TELEPHONE COMPANY OF THE NORTHWEST:
(Docket No. PL10/Advice No. OR15-008) Increases the rate for Directory Assistance.

I have reviewed this filing and recommend that an acknowledgement letter be sent. With this filing, United Telephone Company of the Northwest dba CenturyLink (United) proposes to increase the rate for Directory Assistance calls from \$1.25 to \$1.87.

On October 7, 2014, the Commission issued its Order No. 14-347, in docket UM 1686, approving a Price Plan for United under ORS 759.255. Section P of United's Price Plan requires price list changes to be filed at least one day prior to their effective dates. Furthermore, telecommunications utilities are required under ORS 759.175 to submit filings to the Commission whenever they intend to change their rates, terms, or conditions of service. This filing was submitted on June 10, 2015, and went into effect on June 12, 2015, and therefore complies with the applicable filing requirements.

Section P of the Price Plan also states that, "[f]or services on a per-call basis, CenturyTel/United will give reasonable notice to the customer of the price prior to the customer's use of the service." The company states that they have provided the required notice to customers.

Staff considers Directory Assistance to be included in the "Other Services" category of the Price Plan, which is defined as "any other residential or business services contained in CenturyTel/United's intrastate retail tariffs that are not expressly listed in the Price Plan."

Section H of the Price Plan states:

Monthly rates for "Other Services" for business customers will not be subject to price caps. Monthly rates for residential customers may increase up to 50 percent or \$.50, annually, whichever is greater. The cumulative price increase over the term of the Price Plan is not to exceed 200 percent for residential customers.

The charge for Directory Assistance is not specifically associated with either residential or business customers; it is merely assessed whenever any customer places a call to Directory Assistance (not including the first two calls per month, which are provided at

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no cost to the customer). Staff has been advised by counsel that, although the single charge applies to both business and residential customers, price increases for Directory Assistance are subject to the residential increase limits for Other Services. The proposed increase from \$1.25 to \$1.87 represents an increase of \$0.62, or 49.6 percent, and therefore complies with the pricing restrictions shown in Section H of the Price Plan.

United.OR15-008.IncreaseDirectAssistRate