



April 13, 2017

Oregon Public Utility Commission  
3930 Fairview Industrial Drive SE  
Salem, Oregon 97302-1166

RE: Advice No. 2137 for Qwest Corporation d/b/a CenturyLink QC P.U.C. Oregon No. 33  
Exchange and Network Services Tariff

Dear Commissioners:

Attached for electronic filing are revised sheets for the Qwest Corporation d/b/a CenturyLink QC P.U.C. Oregon No. 33 Exchange and Network Services Tariff. This filing is being submitted with a proposed effective date of May 22, 2017.

<u>Section</u>	<u>Sheet</u>	<u>Revision</u>
2	6	1 <sup>st</sup> Revised
2	15	1 <sup>st</sup> Revised
2	21	1 <sup>st</sup> Revised
2	21.1	Original

These revisions standardize CenturyLink's process and timeline for acceptance of a customer-requested service date for services that require treatment, equipment or engineering design during the provisioning process (e.g. ISDN-PRI, DS1, Private Line, Foreign Exchange Service). CenturyLink will allow customers to change a requested service date for such services by up to 60 days beyond the originally requested service date. This timeline previously differed across CenturyLink ILECs.

Conditions associated with customer cancellation of pending service orders for the described business services are also being standardized and clarified. If a customer is unable to accept service within 30 calendar days after the latest agreed upon service date but does not cancel the order, CenturyLink will either cancel the order and apply appropriate cancellation charges if the service has not been fully provisioned, or will begin billing once the service has been fully provisioned.

Consideration and timely approval of these pages are respectfully requested. Please contact me if you have any questions regarding this filing at [zarneisha.dixon@centurylink.com](mailto:zarneisha.dixon@centurylink.com) or 318-340-5938.

Sincerely,

A handwritten signature in cursive script that reads "Zarneisha Dixon".

Zarneisha Dixon

Attachments

cc: Phil Grate, CenturyLink  
John Felz, CenturyLink

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# Qwest Corporation d/b/a CenturyLink QC

P.U.C. OREGON NO. 33  
EXCHANGE AND  
NETWORK SERVICES

SECTION 2  
1st Revised Sheet 6  
Cancels Original Sheet 6

## 2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

### 2.1 DEFINITIONS (Cont'd)

#### Design Service

A service that is not immediately available for provisioning and requires treatment, equipment or engineering design (e.g. ISDN-PRI, DS1, Private Line, Foreign Exchange Service).

(N)  
|  
(N)

#### Drop Wire

Wires between an open wire lead, aerial or underground cable terminal and the point of entrance to the building in which the customer's telephone service is located.

#### Emergency

A situation which exists when serious sickness or public safety or public necessity is involved.

#### End User

A customer of an interexchange carrier taking service offered in combination with telephone companies and other carriers.

#### Entrance Facilities

Entrance Facilities are those facilities from the property line to the point at which the cable enters the premises and terminates at the protector.

#### Exchange

A specified geographic area established for the furnishing of communication service. It may consist of one or more central offices together with the associated plant used in furnishing service within that area.

#### Exchange Access Line

A circuit between a Company switching center and a customer's premises which includes a standard network interface (SNI) and which provides access to local and toll calling.

The serving central office line equipment and all outside plant facilities needed to connect the serving central office with the main point of presence which serves the customer's premises. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the tariffed use offering selected by the customer. When used with PBX service, it can also be referred to as a trunk.

# Qwest Corporation d/b/a CenturyLink QC

P.U.C. OREGON NO. 33  
EXCHANGE AND  
NETWORK SERVICES

SECTION 2  
1st Revised Sheet 15  
Cancels Original Sheet 15

## 2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

### 2.1 DEFINITIONS (Cont'd)

#### Service Establishment Charge

A nonrecurring charge associated with the initial installation of a service or system.

#### Shared Service

Exchange telecommunication service furnished by the Company for which the customer-of-record receives a payment or other compensation that is equal to or less than the prorated share of the Company billed charges for that service from any other person, firm or corporation for their use of that service. This does not apply to charges by the customer-of-record for services they provide, such as billing detail, telecommunications equipment and wiring.

#### Space

In a multi-tenant arrangement, an area provided for the use of a particular tenant, such as in a marina or mobile home park.

#### Special Design Service

(N)

#### See Design Service

(N)

#### Speculative Project

An undertaking of a speculative nature which, in the opinion of the Company, appears to involve risk of failure.

#### Speed Calling

A function that allows a customer to assign and dial abbreviated codes to frequently called numbers.

**Qwest Corporation d/b/a CenturyLink QC**

**P.U.C. OREGON No. 33**

**SECTION 2**

**EXCHANGE AND  
NETWORK SERVICES**

1st Revised Sheet 21  
Cancels Original Sheet 21

**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.1 APPLICATION FOR SERVICE**

A. General (Cont'd)

4. The Company may refuse to accept an application for service if the service is not to be established within a reasonable time.
5. A customer's application is merely a request for service. It does not bind the Company to provide, nor does it bind the applicant to accept service.

B. Cancellations and Deferments

These cancellation and deferment provisions apply to **all Private Line and Design Services and also apply to** requests for 5 or more analog or digital exchange access lines, or 1 or more DS1 facilities with common equipment, such as Digital Switched Service, ISDN Primary Rate Service, Integrated T-1 Service, or Uniform Access Solution Service.

(D)  
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(D)  
(T)  
(T)

OR2017-009

# Qwest Corporation d/b/a CenturyLink QC

P.U.C. OREGON NO. 33

SECTION 2

EXCHANGE AND  
NETWORK SERVICES

Original Sheet 21.1

## 2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

### 2.2 ESTABLISHING AND FURNISHING SERVICE

#### 2.2.1 APPLICATION FOR SERVICE

##### B. Cancellations and Deferments (Cont'd)

###### 1. Service Date Change

Service dates for the installation of services or rearrangements of existing services may be changed, but the new service date may not exceed the original service date by more than sixty (60) calendar days.

When for any reason, the customer wishes to change the service date, the customer should notify the Company before the original service date, to request a different service date.

If the customer requested service date is more than sixty (60) calendar days after the original service date, the order will be cancelled by the Company and reissued with the appropriate cancellation charges applied, unless the customer indicates that billing for the service should commence. Failure to notify the Company prior to the latest agreed upon service date to request a different service date may result in the application of Network Premises Work Charges as set forth in Section 3.1.2 of the Exchange and Network Services Price List.

A new service date may be established that is prior to the original service date if the Company determines it can accommodate the customer's request without delaying service dates for orders of other customers.

If the service is changed to an earlier date, the customer will be notified by the Company that an Expedited Order Charge may apply.

###### 2. Cancellation of Application for Service

A customer may cancel an order for the installation of service at any time prior to notification by the Company that service is available for use. The cancellation date is the date the Company receives written or verbal notice from the customer that the order is to be canceled. The verbal notice must be followed by written confirmation within ten (10) days. If a customer is unable to accept service within 30 calendar days after the latest agreed upon service date, the following will occur:

- The order will be canceled and cancellation charges will apply if the service has not been fully provisioned; or
- The order will be completed and billing for the service will commence if the service has been fully provisioned or the customer has indicated that billing for the service should begin.

Cancellation charges are based on the estimated costs incurred by the Company at the time the order is cancelled, unless defined otherwise for a specific service.

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Advice No. 2137

Issued by Qwest Corporation d/b/a CenturyLink QC

Effective: May 22, 2017