



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

**DATE:** August 5, 2015

**TO:** File through Bruce Hellebuyck 

**FROM:** Stephanie Yamada 

**SUBJECT:** QWEST CORPORATION: (Docket No. PL 11/Advice No. 2015-004-PL)  
Increases the rates for Directory Assistance Services and Convenience Fees.

I have reviewed this filing and recommend that an acknowledgement letter be sent. With this filing, Qwest Corporation dba CenturyLink QC (Qwest) proposes to increase the rates for Directory Assistance Services and Convenience Fees.

On October 3, 2014, the Commission issued its Order No. 14-346, in docket UM 1354, approving a Price Plan for Qwest under ORS 759.255. Section P of Qwest'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 29, 2015, and went into effect on July 1, 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, CenturyLink QC 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 and the Convenience Fee to be included in the "Other Services" category of the Price Plan, which is defined as "any other residential or business services contained in CenturyLink QC'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 charges for Directory Assistance and the Convenience Fee are not specifically associated with either residential or business customers; they are merely assessed whenever any customer utilizes one of these services. Staff has been advised by counsel that, although the single charge applies to both business and residential

customers, price increases for Directory Assistance and the Convenience Fee are subject to the residential increase limits for Other Services.

The proposed increases are summarized below.

<b>Service</b>	<b>Previous</b>	<b>Proposed</b>	<b>Increase</b>	<b>Percent</b>
Convenience Fee	\$4.00	\$5.00	\$1.00	25.0%
Directory Assistance	\$1.12	\$1.78	\$0.66	59.9%
National Directory Assistance	\$1.87	\$2.80	\$0.93	49.7%

While the increases proposed for the Convenience Fee charge and the National Directory Assistance charge comply with the limits specified in Section H of the Price Plan, the \$0.66 increase proposed for Directory Assistance does not comply. According to the limits set forth in the Price Plan, the charge for Directory Assistance may increase by a maximum of \$0.56, or 50 percent, to a total of \$1.68. Because the present filing went into effect before this error could be corrected, the company submitted a new filing to correct the charge for Directory Assistance. Advice No. 2015-006-PL, effective July 17, 2015, corrects the Directory Assistance charge from \$1.78 to \$1.68. The company states that it was able to correct the Directory Assistance charge before any customer was billed at the incorrect rate, so no customers were affected by the incorrectly-stated charge.

After the corrections discussed above, the proposed increases comply with the pricing restrictions shown in Section H of the Price Plan.