



Oregon

Kate Brown, Governor

Public Utility Commission

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December 17, 2019



BY EMAIL

United Telephone Company of the Northwest dba CenturyLink

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RE: Advice No. 19-05

At the public meeting on December 17, 2019, the Commission adopted Staff's recommendation in this matter docketed as ADV 1054. The Staff Report and a receipted copy of the sheets in your advice filing are attached.

Nolan Moser
Chief Administrative Law Judge
Public Utility Commission of Oregon
(503) 378-3098

**PUBLIC UTILITY COMMISSION OF OREGON
STAFF REPORT
PUBLIC MEETING DATE: December 17, 2019**

REGULAR **CONSENT** **EFFECTIVE DATE** December 20, 2019

DATE: November 18, 2019

TO: Public Utility Commission

FROM: Scott Shearer

THROUGH: Michael Dougherty, Bryan Conway, and Bruce Hellebuyck **SIGNED**

SUBJECT: CENTURYTEL OF OREGON, INC. AND UNITED TELEPHONE
COMPANY OF THE NORTHWEST:
(Docket Nos. ADV 1053/Advice No. 366 and ADV 1054/Advice No. 19-05)
Revises tariffs to delete certain references to Wide Area
Telecommunications Services.

STAFF RECOMMENDATION:

Staff recommends that the Commission acknowledge CenturyTel of Oregon, Inc. (CenturyTel) and United Telephone Company of the Northwest's (United) (collectively, CenturyLink) Advice Nos. 366 and 19-05 tariff filings to become effective with service rendered on and after December 20, 2019.

DISCUSSION:

Issue

Whether the Commission should acknowledge CenturyLink's requests to delete references to Wide Area Telecommunications Services (WATS) specific to Automatic Dialing and Announcement Devices (ADAD).

Applicable Rule or Law

ORS 759.175 requires each public utility to file with the Commission schedules showing all rates, tolls, charges, rules, and regulations that pertain to service performed by the public utility. Tariff revisions or corrections may be made by filing revised sheets with the information required under the Commission's administrative rules, including

OAR 860-022-0010 and OAR 860-022-0015. Filings that make any change in rates, tolls, charges, rules, or regulations must be filed with the Commission at least 30 days prior to the effective date of changes; however, the Commission has the discretion to approve tariff filings on less than statutory notice.

Analysis

These filings reference the same language for the same services in both CenturyTel and United's individual tariffs. Specifically, the tariff filings delete references to WATS in the ADAD service listing.

WATS Access Line Service is a type of Special Access Service that is provided only for use with certain Switched Access Services, such as ADAD. ADAD is a Special Access Service or Device that can be programmed to dial telephone numbers, randomly or in a predetermined sequence, and play a recorded message when a call is answered.

In this case, CenturyLink is requesting to remove WATS service from the conditions of ADAD. Specifically, "The ADAD may not be used to call unlisted, unpublished, emergency, **or inWATS (800) numbers** or to call more than one number held by a called party" (**emphasis added** to the proposed deleted text) and the associated definitions pages. WATS service is generally considered an outdated technology. CenturyLink's filing points to this, indicating there are no customers currently subscribed to WATS service, and there is no anticipated demand.

Staff notes that these filings do not remove all references to WATS service from CenturyLink's tariffs, they only remove the references to WATS in the conditions for ADAD service and the related definitions pages. There are no other requested changes to the tariffs approved by the Commission. CenturyLink's requested effective date of December 20, 2019, is more than the required 30 days' notice for tariff changes.

Conclusion

The replacement tariff pages meet the required rules for notice and do not affect customers. As such, the tariff pages should be allowed to go into effect.

PROPOSED COMMISSION MOTION:

Acknowledge CenturyLink's Advice Nos. 366 and 19-05 tariff filings to become effective with service rendered on and after December 20, 2019.

DEFINITIONS

Out-Only Trunk

One-way trunk which only allows traffic originating in the customer's CPE to be transmitted to the central office switch.

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Pay Telephone Access Line

An exchange line, using a measured rate, to which a customer-provided instrument is connected, to provide pay telephone service.

Permanent Disconnect

A service is permanently disconnected when both incoming and outgoing service is denied by the Company and a final bill is prepared and rendered to the customer.

Permanent Hold

This feature allows a 500/2500 set to hold an active call against its own directory number. The held call can then be retrieved from this same station.

Personal Alert Line

Personal Alert Line allows the Central Office to automatically call a predetermined number by taking the telephone off hook for 10 seconds without dialing activity. If the customer begins to dial, this feature will not function. Prior permission must be obtained from the owner of the pre-determined number. The pre-determined number cannot be 911 or other emergency numbers.

Premises

The customer's premises will include building or buildings occupied by one customer on continuous property.

Privacy Release Conference Control

This feature enhances the Multiple Appearance Directory Number feature by providing more flexibility for conferencing capabilities. This feature is provided on an Individual Case Basis.

Private Branch Exchange Service (PBX)

Service furnished by means of trunk lines directly connected from a Company central office to a branch switchboard on a customer's premises from which connection is made to stations located at various locations of the customer's operations. Private branch exchange service is for the exclusive use of the customer or the customer's authorized agents.

Private Branch Exchange Station Termination

A station line which originates at a PBX and is terminated at a station that is not on the same premises as the originating PBX.

Private Line

A line consisting of dedicated communication channels connecting two or more locations.

Provider

Provider in this context is any entity that furnishes answering and/or voice messaging services.

Public Roadway

"Public roadway" is any roadway that is dedicated to public use and does not include roads on state or federal lands intended primarily for the use of government or private interests.

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DEFINITIONS

Two-Way DID Trunk

Two-way trunk with Direct Inward Dialing (DID) feature. Additional charges apply for the DID feature and numbers.

Two-Way Trunk

Trunk which allows for the traffic to be transmitted from either the central office or the PBX.

Uniform Call Distribution

Allows for an even distribution of incoming calls to a listed directory number over a group of stations.

Uniform Call Distribution (UCD) Queue-Status Lamp

When assigned to a UCD group, the lamp option provides an indication at the customer premises of how long the first call in the incoming queue has been waiting for a UCD agent.

Unrestricted Service

Unrestricted stations are allowed to access the exchange network, the toll network, or any service accessible by dialing.

U-Touch Service

Where central office facilities are available, a type of high-speed address signaling (dialing) in which buttons in a bank of twelve can be depressed to give one of a group of audio tone parts for signaling directly over a circuit.

Virtual Collocation

A service which provides for placement and installation of customer selected equipment, software, and databases on LEC premises. Premises include central offices, remote network facilities, or any other similar location owned by the LEC. The equipment, software, and databases are owned and maintained by the LEC.

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Advice No. OR 19-05

Filing Center

Issued: November 18, 2019

11/18/2019

Effective: December 20, 2019

Issued by United Telephone Company of the Northwest

OR19-14

RULES AND REGULATIONS

AUTOMATIC DIALING AND ANNOUNCEMENT DEVICES (cont'd)

Conditions on All Other ADADs

1. A human operator or a recorded message, within 30 seconds of the called party answering the call, must identify the individual making the call and the entity for whom the call is being made, state the purpose and length of the call, give a telephone number at which a person can be consulted, describe in plain language the terms of any goods or services offered for sale, and inquire whether the called party is interested in listening to a recorded message.
2. The ADAD must immediately disconnect, releasing the called party's telephone line, if the called party gives a negative response to the inquiry. If this negative response is to be indicated by hanging up or silence, the instructions must say that an audible response of any kind will cause the recorded message to play.
3. During the course of the solicitation, the operator or recorded message must state the total cost of the goods or services offered for sale and the number, timing, and amount of installment payments if installment payments are offered as an option.
4. The ADAD may not be used to call unlisted, unpublished, **or emergency numbers**, or to call more than one number held by a called party. (D)
5. The ADAD may not be used before 9 a.m. nor after 9 p.m.
6. The ADAD must disconnect and release the line when the called party is using an answering machine.

Enforcement

Service may be discontinued, at the direction of the Commissioner, to anyone violating these provisions after the Company has notified the offending party and the Commissioner. The Company will notify the offending party of its right to a hearing before the Commissioner. Other appropriate regulatory and enforcement authorities will be notified as warranted.

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