

**OREGON PUBLIC UTILITY COMMISSION  
INTEROFFICE CORRESPONDENCE**

**DATE:** January 28, 2021

**TO:** File through Michael Dougherty and Bruce Hellebuyck

**FROM:** Stephanie Yamada

**SUBJECT:** QWEST CORPORATION: (Docket No. PL 160/Advice No. 2021-001-PL)  
Increases rates for Directory Assistance and Directory Listings.

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

Issue

Whether the rate changes proposed by Qwest should be allowed to become effective for service rendered on and after February 1, 2021.

Applicable Rule or Law

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.

Qwest is regulated under a Price Plan pursuant to ORS 759.255 and Order No. 18-359 in Docket No. UM 1908. Section 8.a.ii of the Price Plan requires Qwest to file notice of all price list changes with the Commission at least one day prior to the effective date of the change. Section 8.b of the Price Plan requires the Company to provide 30-day notice of price increases to affected customers.

Pursuant to Section 4.h of the Price Plan, the Company will provide at no additional charge the first directory listing included with Primary Line Basic Service. Rates for additional listings beyond the initial listing may not increase by more than 25 percent per year.

Section 1.c of the Price Plan defines "Other Services" as any residential or business services for which pricing is not specifically addressed in the Price Plan. Pursuant to Section 4.k of the Price Plan, monthly rates for Other Services for residential customers may increase by the greater of \$0.50 or 50 percent annually. The cumulative increase for any rate in the Other Services category may not exceed 200 percent over any four-year Plan term. Monthly rates for Other Services for business customers are not subject to price caps.

Analysis

The filing was submitted on January 25, 2021, with a proposed effective date of February 1, 2021, in compliance with the filing requirements stated in Qwest's Price Plan. The rate changes proposed with the present filing are summarized below.

**Directory Listings**

The proposed changes to Qwest's Directory Listings rates are summarized in the table below.

Res/ Bus	Service	Pre-Plan Rate	Current Rate	Proposed Rate	Current Year Change	
Bus	Additional Listing	\$4.10	\$5.10	\$6.10	\$1.00	19.61%
Res	Additional Listing	\$2.10	\$2.62	\$3.27	\$0.65	24.81%
Res	Add'l Listing Discounted	\$0.75	\$0.93	\$1.16	\$0.23	24.73%
Bus	Foreign Listing	\$4.10	\$5.10	\$6.10	\$1.00	19.61%
Res	Foreign Listing	\$2.10	\$2.62	\$3.27	\$0.65	24.81%
Res	Foreign Listing Discounted	\$0.75	\$0.93	\$1.16	\$0.23	24.73%
Res	Reference Listing	\$2.10	\$2.62	\$3.27	\$0.65	24.81%
Bus	Reference Listing	\$4.10	\$5.10	\$6.10	\$1.00	19.61%
Res	Information Listing	\$3.10	\$3.85	\$4.81	\$0.96	24.94%
Bus	Information Listing	\$4.10	\$5.10	\$6.10	\$1.00	19.61%
Res	Info Listing Discounted	\$0.75	\$0.93	\$1.16	\$0.23	24.73%
N/A	Secretarial Listing	\$4.10	\$5.10	\$6.10	\$1.00	19.61%
Res	E-mail Address Listing	\$3.00	\$3.75	\$4.68	\$0.93	24.80%
Bus	E-mail Address Listing	\$6.00	\$7.00	\$8.00	\$1.00	14.29%
Bus	URL Listing	\$3.00	\$3.75	\$4.68	\$0.93	24.80%
Res	E-mail/URL Listing	\$5.00	\$6.00	\$7.00	\$1.00	16.67%
N/A	Tel Number in Alpha Form	\$7.00	\$8.00	\$9.00	\$1.00	12.50%

Qwest most recently increased these rates with Advice No. 2019-001-PL, which became effective on February 1, 2019. The increases proposed with the present filing do not exceed 25 percent in the present year, and therefore comply with the provisions of Qwest's Price Plan.

**Directory Assistance**

Qwest's proposed changes to its Directory Assistance rates are summarized in the table below.

<b>Service</b>	<b>Pre-Plan Rate</b>	<b>Current Rate</b>	<b>New Rate</b>	<b>Current Year Change</b>		<b>4-Year Plan Change</b>	
Local Directory Assistance Call	\$3.36	\$4.49	\$5.49	\$1.00	22%	\$2.13	63%
National Directory Assistance Call	\$4.64	\$5.99	\$6.99	\$1.00	17%	\$2.35	51%

Because the pricing for Directory Assistance is not specifically addressed in Qwest's Price Plan, these rates are subject to the price caps specified in the Other Services category of the Plan. Qwest most recently increased these rates with Advice No. 2019-005-PL, which became effective on June 1, 2019. The increases proposed with the present filing do not exceed the greater of \$0.50 or 50 percent in the present year, and do not exceed 200 percent cumulatively in the current Plan term. As such, the proposed rate increases comply with the provisions of Qwest's Price Plan.

The Company states that customers were notified of the proposed rate increases as required by the Price Plan.

#### Conclusion

This filing complies with applicable laws and the provisions of Qwest's Price Plan. The filed price list sheets should be allowed to become effective, and an acknowledgement letter should be sent.