



Oregon

Kate Brown, Governor

Public Utility Commission

201 High St SE Suite 100

Salem, OR 97301-3398

Mailing Address: PO Box 1088

Salem, OR 97308-1088

503-373-7394

November 16, 2021



BY EMAIL

CenturyTel of Oregon, Inc., dba CenturyLink

Robyn.M.Crichton@centurylink.com

RE: Advice No. 374

At the public meeting on November 16, 2021, the Commission adopted Staff's recommendation in this matter docketed as ADV 1316. 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: November 16, 2021**

REGULAR CONSENT EFFECTIVE DATE November 17, 2021

DATE: November 1, 2021

TO: Public Utility Commission

FROM: Stephanie Yamada

THROUGH: Bryan Conway, John Crider, and Bruce Hellebuyck **SIGNED**

SUBJECT: CENTURYTEL OF OREGON, INC.:
(Docket No. ADV 1316/Advice No. 374)
Deletes residential Emergency Line Service and standardizes Copy of Bill charge terminology.

STAFF RECOMMENDATION:

Staff recommends that the Public Utility Commission of Oregon (Commission) allow the tariff changes filed by CenturyTel of Oregon, Inc. dba CenturyLink (CenturyTel or Company) to become effective on November 17, 2021.

DISCUSSION:

Issue

Whether the Commission should allow CenturyTel's filed tariff changes to become effective.

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.

CenturyTel is regulated under a Price Plan pursuant to ORS 759.255 and Order No. 18-359 in Docket No. UM 1908. Section 8.a.i of the Price Plan requires CenturyTel to file all tariff changes with the Commission at least 30 days prior to the effective date of the change.

Pursuant to OAR 860-032-0020, a telecommunications utility may request to abandon a regulated service for which there are no current customers by filing a tariff change which deletes the regulated service.

Analysis

This filing was submitted on October 1, 2021, with a proposed effective date of November 17, 2021, in compliance with the 30-day filing requirement specified in the Price Plan. With this filing, the Company proposes to delete the residential Emergency Line Service offering from its tariff, and standardize the naming for the Copy of Bill charge.

Emergency Line Service was previously introduced with Advice No. 358, effective January 31, 2018. This service consists of a residential access line with unlimited incoming calls, but with outgoing calls limited to those placed to 711 and 911. In the Advice Letter submitted with this filing, the Company states that “[d]uring its availability there have been no requests for the service and there is no anticipated demand.” The Company further states that “[e]limination of this service option therefore does not impact customers.”

The Company also proposes to modify the Copy of Bill terminology as shown in Section 3.5 of its tariff. The Copy of Bill charge enables customers to request an additional copy of their regular monthly bill for a fee. The charge per copy is currently \$7.00 for business customers and \$4.00 for residential customers. The Company proposes to add the text “(A.K.A. DUPLICATE BILL CHARGE)” next to the existing “COPY OF BILL” text. The Company states that the purpose of this change is to standardize the name “for consistency across all CenturyLink ILECs.” This text change does not result in any change to the amount of the charge.

Conclusion

Staff finds that this filing complies with applicable statutes, rules, and the terms of CenturyTel's Price Plan, and should be allowed to become effective.

PROPOSED COMMISSION MOTION:

Allow CenturyTel's filed tariff changes to become effective on November 17, 2021.

NONRECURRING CHARGES

3.2 RESTORAL CHARGES

Non-recurring service charges will apply as required to restore the service of a customer, which has been temporarily denied for nonpayment in accordance with the terms of this tariff. In case service has been denied for nonpayment of charges due, in addition to the charges for restoration, the customer will be required to pay all the last past due current exchange bill at the time of restoration of service. The charges for restoration will also apply in instances when payment is offered to an installer who is on the premises to disconnect a service for nonpayment.

3.3 RETURNED CHECK CHARGE

- A. A service charge will be billed to any customer whose check is not honored by a bank or other financial institution because the account is closed or does not have sufficient funds to cover such check, or for any other reason.
- B. Charge per each returned check incident: \$16.75

3.4 LATE PAYMENT CHARGE

- A. A late payment charge will be applied to any amounts on a customer's bill not paid and carried over to the next bill.
- B. The late payment rate will be established by the Oregon Public Utility Commission in accordance with Oregon Administrative Rule (OAR) 860-021-0126.

3.5 COPY OF BILL (A.K.A. DUPLICATE BILL CHARGE)

(T)

A printed additional copy of regular monthly billing may be provided to customers upon request where such information is available and facilities permit.

A nonrecurring charge applies for each printed copy furnished.

	<u>Residence</u>	<u>Business</u>
Charge per copy	\$ 4.00	\$ 7.00

BASIC EXCHANGE ACCESS SERVICE

5.9 **RESERVED**

(C)

(D)

(D)

BASIC EXCHANGE ACCESS SERVICE

(D)

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5.10 VACATION NUMBER RESERVATION

GENERAL

Vacation Number Reservation provides for temporary suspension of service at customer request for a period of not less than one (1) month and not to exceed nine (9) months in a twelve (12) month period. Vacation Number Reservation applies only to residential and business access line rates. It does not apply to Key, PBX, Centrex lines, or Trunks, calling features or bundled services. The customer's account must be current to be placed on Vacation Number Reservation. After service has been restored, there will be a minimum of one (1) month's charge for full service before the service can again be put on Vacation Number Reservation.

CONDITIONS

- A. Telephone service will be completely disconnected during the period of Vacation Number Reservation; there will be no dial tone.
- B. If the customer has not requested that the service be restored after nine (9) months of Vacation Number Reservation, the service will revert back to the standard rate; however, full service (dial tone) will not be restored until the customer requests such by contacting the Telephone Company. The customer will be notified of the date of the discount expiration in advance.
- C. There will be no charge to activate Vacation Number Reservation. Applicable nonrecurring charges will apply each time Vacation Number Reservation is restored to full service.

RATES

The charge for Vacation Number Reservation is Fifty (50) percent of the regular flat rated monthly access line rate.

Advice No: 374

Issued: October 1, 2021

Issued by: CenturyTel of Oregon, Inc. d/b/a CenturyLink

OR2021-20

Effective: November 17, 2021

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