



February 22, 2022

Public Utility Commission of Oregon
201 High Street, SE, Suite 100
Salem, Oregon 97301-3398

RE: Advice No. 22-001 for United Telephone Company of the Northwest d/b/a CenturyLink,
OR PUC Price List No. 102

Dear Commissioners:

Attached for electronic filing are the following revisions to the United Telephone Company of the Northwest d/b/a CenturyLink, OR PUC Pricelist. The following revisions are being submitted with a proposed effective date of March 1, 2022.

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5	6th Revised Page 25	5	5th Revised Page 59
5	5th Revised Page 34	5	5th Revised Page 60
5	1st Revised Page 37.1	5	3rd Revised Page 83
5	2nd Revised Page 49.2	5	3rd Revised Page 84
5	2nd Revised Page 49.3	5	3rd Revised Page 85

This filing updates the terms for grandfathered bundles and packages. As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service. This change does not impact services or features currently provided on grandfathered accounts. A grandfathered service is one that is no longer sold, and availability is limited to lines currently in service at existing locations. Changes, additions, or transfer of service will be allowed when customers migrate from a grandfathered service to a currently available service. Customers may remove any service or feature from their accounts at any time; however, grandfathered services removed may not be subsequently reinstated.

If you have any questions regarding this filing, please contact me.

Sincerely,

A handwritten signature in cursive script that reads "Robyn Crichton".

Robyn Crichton

cc: Mr. Peter Gose

OR2022-09

Robyn Crichton
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ATTACHMENT A
Customer Notice

United Telephone Company of the Northwest d/b/a CenturyLink

The following notice was provided to customers:

As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service. This change does not impact services or features currently provided on grandfathered accounts. A grandfathered service is one that is no longer sold, and availability is limited to lines currently in service at existing locations. Changes, additions, or transfer of service will be allowed when customers migrate from a grandfathered service to a currently available service. You may remove any service or feature from your account at any time. Please note, however, that grandfathered services removed from your account may not be subsequently reinstated.

RULES AND REGULATIONS - CONDITIONS OF OFFERING

A. Section 2, Rules and Regulations - Conditions of Offering, of the United Telephone Company of the Northwest d/b/a CenturyLink PUC OR No. 4 (Tariff No. 4), is made a part of this Price List by reference.

(T)

B. Obsolete/Grandfathered Packaged Services

(N)

As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service. This change does not impact services or features currently provided on grandfathered accounts. A grandfathered service is one that is no longer sold, and availability is limited to lines currently in service at existing locations. Changes, additions, or transfer of service will be allowed when customers migrate from a grandfathered service to a currently available service. Customers may remove any service or feature from their accounts at any time; however, grandfathered services removed may not be subsequently reinstated.

(N)

SPECIAL EXCHANGE SERVICES

CUSTOM CALLING FEATURES (Cont'd)

Service Connection Charges do not apply when Custom Calling Features are installed.

"Single" rate applies to one or two features; "multiple" rate applies to three or more features. Multiple rates also apply if Call Forward-Busy and Call Forward-Don't Answer are purchased in combination.

Description	Residence Monthly Rates		Business Monthly Rates	
	Single	Multiple ^[1]	Single	Multiple ^[1]
Call Forwarding (Fixed ^[2] ^[5] or Variable)	\$5.00	\$5.00	\$5.00	\$5.00
Call Forward Additional Paths (Per Path)	N/A	N/A	3.00	N/A
Call Forward No Answer (Fixed or Customer Programmable)	3.00	3.00	3.00	3.00
Call Forward Busy (Fixed or Customer Programmable)	3.00	3.00	3.00	3.00
Call Forward of Call Waiting ^[3]	N/C	N/C	N/C	N/C
Call Waiting	7.00	7.00	7.00	7.00
Call Waiting with Options ^[2] ^[5]	7.00	7.00	7.00	7.00
Personal Alert Line ^[2] ^[5] (a.k.a. Warm Line)	5.00	5.00	5.00	5.00
SignalRing (a.k.a. Custom Ring) ^[2] ^[5]	6.00	6.00	6.00	6.00
Speed Dial				
- 8-number capacity ^[2] ^[5]	5.00	5.00	5.00	5.00
- 30-number capacity ^[2] ^[5]	6.00	N/A	6.00	N/A
Three-Way Calling ^[2] ^[4] ^[5]	5.00	5.00	5.00	5.00
- with Transfer (per line)	N/A	N/A	5.00	N/A
Outbound Call Block Feature	5.00	N/A	5.00	N/A

(N)

(N)
(N)

(N)

(N)
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(N)

^[1] Effective August 7, 2002, Multiple rates are grandfathered and limited to current customers at existing locations.

^[2] Grandfathered service limited to lines in service for existing customers at existing locations.

^[3] Call Forward of Call Waiting is provided automatically to customers of Call Forward and Call Waiting.

^[4] Three-Way Calling feature has the subscriber option of a monthly subscription or usage sensitive where central office technology/facilities permit.

^[5] **As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.**

(N)
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(N)

SPECIAL EXCHANGE SERVICES

EXPRESS TOUCH SERVICE (Cont'd)

Service Connection Charges do not apply when Express Touch Services are installed.

RATES

		<u>Code</u>	<u>Monthly Rate Per Line</u>		<u>Rate per Feature Activation</u>	
			<u>Residential</u>	<u>Business</u>		
A.	Anonymous Call Rejection ⁽¹⁾		N/C	N/C	N/C	
B.	Caller ID with Name	FTK1FCC	10.00	10.00		
C.	Caller ID–Number Only ⁽²⁾ ^[4]	FTE1FCC	10.00	10.00		(N)
D.	Repeat Dial Flat Rate Usage Sensitive	FTA1FCC N/A	5.00	5.00	1.50	
E.	Return Call Flat Rate Usage Sensitive	FTB1FCC N/A	5.00	5.00	1.50	
F.	Selective Call Acceptance ^[3] ^[4]	FTJ1FCC	5.00	6.00		(N)
G.	Selective Call Forwarding	FTG1FCC	5.00	5.00		
H.	Selective Call Rejection	FTH1FCC	5.00	5.00		
I.	Selective Call Ring (a.k.a. Priority Call)	FTF1FCC	5.00	5.00		
			<u>Nonrecurring Charge</u>			
		<u>Code</u>	<u>Residential</u>	<u>Business</u>		
J.	Calling Number Identification Blocking	FTD1FCC	N/C	N/C		
K.	Subsequent Blocking on same line	FTD1FCC	5.00	5.00		

⁽¹⁾ Anonymous Call Rejection is provided at no charge only to customers of Caller ID–Number Only and Caller ID with Name.

⁽²⁾ Grandfathered service limited to existing customers at existing locations as of June 20, 2008.

^[3] Grandfathered service limited to lines in service for existing customers at existing locations.

^[4] **As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.**

(N)
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(N)

SPECIAL EXCHANGE SERVICES

CUSTOM CALLING/EXPRESSTOUCH SERVICE FEATURE PACKAGES - (Cont'd)

D. Feature Packages - (Cont'd)

2. Feature Package Rates

Features Package Name	GF	Monthly Rate Per Line
Advantage	✓	\$15.00
Call Manager	✓	15.00
Essentials	✓	16.00
In Touch with Call Forward	✓	9.00
Elite	✓	21.00
Classics	✓	15.00
Priority	✓	10.00

GF (✓) = Grandfathered and limited to lines in service at existing locations for current customers. **Effective March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.**

(N)
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 (N)

SPECIAL EXCHANGE SERVICES

SOLUTIONS – RESIDENCE (Cont'd)

C. Rates and Charges (Cont'd)

2. Solutions Package Rates

See C.1. preceding for Solutions Package descriptions.

Package Name	GF	Monthly Rate ⁽¹⁾
Ideal Solution	✓	\$42.00
Sure Solution I	✓	42.00
Sure Solution II	✓	39.00
Custom Solution I	✓	39.00
Choice Solution	✓	37.00
Standard Solution II	✓	32.00
Basic Solution	✓	42.00
Classic Solution	✓	39.00
Core Solution	✓	49.00
Clear Solution	✓	49.00
Personal II Solution	✓	44.00
Home II Solution	✓	37.50
Safe and Sound II Solution	✓	32.00
Progressive Plan	✓	37.50
Simple Solution	✓	32.00
Standard Home Phone Service II	✓	44.00
Progressive Plan II	✓	37.50
Follow Me Plan	✓	38.00
Essential Home Phone Plan	✓	37.00

GF (✓) = Grandfathered and limited to lines in service at existing locations for current customers. **As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.**

(N)
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(N)

⁽¹⁾ Applicable flat rate Extended Area Service (EAS) charges, found in PUC OR No. 4, Section 5, will apply as separate line items on the customer's bill for each Solutions Package.

SPECIAL EXCHANGE SERVICES

SOLUTIONS – RESIDENCE (Cont'd)

C. Rates and Charges (Cont'd)

2. Solutions Package Rates (Cont'd)

See C.1. preceding for Solutions Package descriptions.

Package Name	Monthly Rate
Pure Bundle ^[1]	\$30.00
Simple Choice Bundle ^[2] ^[5]	36.95
- with Voicemail ^[3] and Embarq Communications, Inc. Easy Talk Simple Choice Long Distance	33.95
Simple Choice Unlimited Bundle ^[2]	34.95
Simple Choice Unlimited Bundle ^[2] with Embarq Communications, Inc. Easy Talk Simple Choice Long Distance and with subscription to:	
- Voicemail ^[3]	33.95
- High Speed Internet (1.5M or higher)	29.95
- Voicemail ^[3] and High-Speed Internet (1.5M or higher)	28.95
Economy Pack Bundle ^[2] ^[4]	36.95
Economy Pack Plus Bundle ^[2]	32.00
Home Phone II	28.95

^[1] The monthly rate includes the interstate Subscriber Line Charge. Extended Area Service (EAS) charges do not apply.

^[2] Flat rate EAS charges are included in this rate.

^[3] Rates for Voicemail can be found in the Oregon Catalog at www.CenturyLink.com/tariffs. A \$2.99 Non-Telecom Services Surcharge applies in addition to the monthly rate for VoiceMail.

^[4] The monthly rate includes the Subscriber Line Charge. Customers who subscribe under a twelve-month commitment will receive a \$5.00 discount off the monthly rate during the first twelve months of service, after which the applicable monthly rate will apply.

^[5] This service is grandfathered and limited to lines in service at existing locations for current customers. **As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.**

(N)
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(N)

SPECIAL EXCHANGE SERVICES

SOLUTIONS – BUSINESS (Cont'd)

C. Rates and Charges (Cont'd)

2. Solutions Package Rates

See C.1. preceding for Package descriptions.

Package Name	GF	Monthly Rate ^[1]
Sure Solution II	✓	\$53.00
Choice Solution	✓	47.00
Standard Solution II	✓	41.00
Classic Solution	✓	50.00
Priority Solution	✓	47.00
Economy Bundle II A	✓	45.00
Rotary Classic Solution	✓	48.00
Economy Solution	✓	42.00
Pure Bundle ^[2]		40.00

GF (✓) = Grandfathered and limited to lines in service at existing locations for current customers. **As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.**

(N)
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 (N)

^[1] Applicable flat rate Extended Area Service (EAS) charges, found in Section 5 of PUC OR No. 4, will apply as separate line items on the customer's bill for each Solutions Package.

^[2] The monthly rate for Pure Bundle includes the interstate Subscriber Line Charge. Extended Area Service (EAS) charges do not apply.

SPECIAL EXCHANGE SERVICES

SOLUTIONS II – BUSINESS (Cont'd)

D. Rates and Charges

1. Connected II ^{(1) (2) (3)}

- Business Key Line Flat Rate or Business One-Party Flat Rate Service
- Hunting (optional)
- Call Waiting
- Three-Way Calling or Three-Way Calling with Transfer
- Call Forwarding
- Return Call
- Repeat Dial
- Speed Dial (8 Number Capacity)
- Caller ID with Name (includes Anonymous Call Rejection)
- Call Forward No Answer-Fixed
- Call Forward Busy-Fixed
- Call Waiting ID

Monthly Rates				
	Month-to-Month, per bundle	Term Commitments		
		1 Year, per bundle	2 Years, per bundle	3 Years, per bundle
All Exchanges	\$53.00	\$53.00	\$53.00	\$53.00

- (1) Customers must also subscribe to Embarq Communications, Inc. Small Business Unlimited Solutions II long distance plan (Option 2 – Extended Calling USA).
- (2) Applicable flat rate Extended Area Service (EAS) charges, found in PUC OR No. 4, Section 5, will apply as separate line items on the customer’s bill for each Solutions II Package.
- (3) Grandfathered service limited to lines in service for existing customers at existing locations as of July 18, 2011. **As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.**

(N)
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(N)

SPECIAL EXCHANGE SERVICES

SOLUTIONS II – BUSINESS

D. Rates and Charges (Cont'd)

2. Economy Bundle II B ⁽¹⁾ ⁽²⁾ ⁽³⁾ ⁽⁴⁾

Business One-Party Flat Rate Local Exchange Service
Choice of three of the following:
Call Forward No Answer – Fixed
 plus Call Forward Busy - Fixed
Call Waiting ⁽³⁾
Caller ID with Name (includes Anonymous Call Rejection)
Three-Way Calling
Return Call

Monthly Rates				
	Month-to-Month, per bundle	Term Commitments		
		1 Year, per bundle	2 Years, per bundle	3 Years, per bundle
All Exchanges	\$45.00	\$45.00	\$45.00	\$45.00

- (1) Customers must also subscribe to an Embarq Communications, Inc. long distance plan.
- (2) Applicable flat rate Extended Area Service (EAS) charges, found in PUC OR No. 4, Section 5, will apply as separate line items on the customer's bill for each Solutions II Package.
- (3) When Call Waiting and Caller ID with Name are the selected features, Call Waiting ID is also provided.
- (4) Grandfathered service limited to lines in service for existing customers at existing locations as of July 18, 2011. **As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.**

(N)
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(N)

EXCHANGE SERVICES

UNLIMITED NATIONWIDE CALLING PACKAGE OR ESSENTIAL HOME PHONE WITH 30 MINUTES LONG DISTANCE ^[1]

A. Description

- 1) Unlimited Nationwide Calling or Essential Home Phone with 30 Minutes Long Distance (hereafter referred to as Essential Home Phone w/ 30 Minutes LD) package is an optional enrollment plan that permits residence customers who subscribe to qualifying products and services to receive Local Exchange Service and additional features and services for a flat monthly rate.
- 2) Customers must subscribe to either the Unlimited Nationwide Calling or 30 Minutes Long Distance calling plan provided by CenturyLink Communications, LLC for each package provided at a customer location.
- 3) Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD includes a flat rate one-party residence line with Touch tone, flat rate Extended Area Service, unlimited expanded local calling (where available), and the following services and features:
 - Anonymous Call Rejection
 - Call Forward Busy – Fixed
 - Call Forward No Answer – Fixed
 - Call Forward Remote Access (where available)
 - Call Forwarding
 - Call Waiting ID
 - Caller ID with Name
 - Enhanced Call Waiting (includes Cancel Call Waiting)
 - Message Waiting
 - Repeat Dial
 - Return Call
 - Selective Call Acceptance
 - Selective Call Forwarding
 - Selective Call Rejection
 - Selective Call Ring
 - Three-Way Calling
 - Voicemail ^[2]

^[1] Effective February 18, 2019, Essential Home Phone With 30 Minutes Long Distance is grandfathered. Availability to current customers is limited to lines and features in service at existing locations. **As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.**

^[2] Deregulated service.

(N)
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(N)

EXCHANGE SERVICES

UNLIMITED NATIONWIDE CALLING PACKAGE OR ESSENTIAL HOME PHONE WITH 30 MINUTES LONG DISTANCE ^[1] (Cont'd)

B. Regulations

- 1) Components of Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.
- 2) All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.
- 3) Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order.
- 4) Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD cannot be combined with any other discounts unless otherwise specified.
- 5) This plan is not available to customers who are or become toll restricted. Service Charges will not apply for those existing lines converted, in-place, to residence exchange service due to company-initiated toll restrictions. Such customers will not be permitted to re-enroll in this plan until such time as all associated unpaid balances are satisfactorily paid in full.

C. Rates and Charges

- 1) The monthly rate includes a flat rate one-party residence line with Touch tone, flat rate EAS, expanded local calling (where available), features, and the following fees and surcharges: Interstate Subscriber Line Charge, Intrastate Subscriber Line Charge (where applicable), Access Recovery Charge, and Facilities Relocation Charge.
- 2) Service Charges will not apply for new and additional package lines, and moves of existing lines.
- 3) Service Charges do not apply when Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD replaces existing Local Exchange Service. The normally applicable Service Charges do apply when Customers request a change back to Local Exchange Service.

^[1] Effective February 18, 2019, Essential Home Phone With 30 Minutes Long Distance is grandfathered. Availability to current customers is limited to lines and features in service at existing locations. **As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.**

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(N)

EXCHANGE SERVICES

UNLIMITED NATIONWIDE CALLING PACKAGE OR ESSENTIAL HOME PHONE WITH 30 MINUTES LONG DISTANCE ^[1]

C. Rates and Charges (Cont'd)

- 4) The Company retains the right, in its sole discretion, to change some or all of the network technology on which it delivers this service and the associated long distance service, including a change to Voice over Internet Protocol technology. If the Company's network technology changes in such a way that this tariff will no longer apply to Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD, the following monthly rate will continue to apply, and the new service(s) or plan(s) will be governed by separate, commercial terms between the Company and the customer.

Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD ^[1]	Monthly Rate
Per package, per location	\$35.00 ^[2]

^[1] Effective February 18, 2019, Essential Home Phone With 30 Minutes Long Distance is grandfathered. Availability to current customers is limited to lines and features in service at existing locations. **As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.**

(N)
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(N)

^[2] Rate includes local services, features, fees and surcharges described in C.1. preceding. Monthly rates for the Unlimited Nationwide Calling or 30 Minutes Long Distance calling plan provided by CenturyLink Communications, LLC and for optional deregulated High Speed Internet provided by the Company are not included in this rate; however, the monthly rates for all these services will appear as a single line item on the customer's bill.

