



# Oregon

Kate Brown, Governor

## Public Utility Commission

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May 19, 2022



BY EMAIL

United Telephone Company of the Northwest, dba CenturyLink

Robyn.M.Crichton@centurylink.com

RE: Advice No. 22-003

Staff of the Oregon Public Utility Commission reviewed the sheets in the filing docketed as PL 202. A receipted copy of the acknowledged sheet(s) in your price list filing is attached.

*/s/ Nolan Moser*

Nolan Moser

Chief Administrative Law Judge

Public Utility Commission of Oregon

503-689-3622

**SERVICE CONNECTION/NONRECURRING CHARGES**

CONDITIONS (cont'd)

Special Telephone Numbers are numbers that cannot be randomly assigned from a mechanized system. Examples include request for specific telephone numbers or choice of telephone numbers.

The charge for a Special Telephone Number is in addition to the other applicable nonrecurring charges incurred in the installation, move or change of service. One nonrecurring charge will apply for each lead number of a trunk hunting group in which a special telephone number is assigned.

The rights to these telephone numbers remain those of the Company. In the event the Special Telephone Number must be changed for Company-initiated reasons, the nonrecurring charge for a new Special Telephone Number will be waived.

NOTE: Special Telephone Numbers may be listed in the Company's telephone directory in alpha rather than numeric form at the customer's option. See Section 6 for applicable rates.

RATES

Service Connection/Nonrecurring Charges are applicable to a product or service requested by the customer. Nonrecurring charges for miscellaneous equipment and services are itemized in the price list section which specifies the monthly rate.

Nonrecurring charges not specified elsewhere are as follows:

	<u>Business</u>
- Access Line Installation, each	\$25.00
- Change of class, line or equipment	25.00
- Other changes of an Access Line (e.g. Moves or Rearrangements)	25.00
- Restoration of Service	12.00
- Special Telephone Number	60.00
- Telephone Number Change	15.00
- Supersedure	15.00
- Non-Sufficient Funds Check	30.00
- Directory Listing Change	5.00
- Time and Materials Change	Based on Cost <sup>(1)</sup>

(1) Trouble Identification Charges (a.k.a. Trouble Isolation Charges) for individual business lines/trunks will not exceed **\$99.00** per service call.

(l)

**EXCHANGE SERVICES**

CONDITIONS

The rates listed are for facilities from the central office up to and including the network interface point.

All lines that connect to Key or PBX systems are trunks and are charged at the appropriate Key Line or PBX Trunk Rate.

Service connection charges apply to the establishment, moves, or changes of exchange service. See Section 3 (Service Connection Charges).

The following rates do not include Extended Area Service (EAS) charges or hunting. For EAS charges see Section 5 of the United Telephone Company of the Northwest d/b/a CenturyLink PUC OR No. 4. For hunting charges please see Section 5, Page 7.

The following rates do not include the Service Assistance Program Surcharge.

BUSINESS RATES

	<u>Monthly Rate</u>
One-Party Flat Rate (1-PTY)	<b>\$39.00</b> (1)
One-Party Measured <sup>[1]</sup>	<b>29.00</b> (1)
Key Line Flat Rate	<b>39.00</b> (1)
Key Line Measured <sup>[1]</sup>	<b>29.00</b> (1)
Pay Telephone Access Line	24.00 <sup>[2]</sup>
PBX Trunk Flat	<b>39.00</b> (1)
PBX Trunk Measured <sup>[1]</sup>	<b>29.00</b> (1)

<sup>[1]</sup> Local Measured Service charges are also applicable. See Section 5, Sheet 3.

<sup>[2]</sup> See Section 7.

**EXCHANGE SERVICES**

JOINT USER SERVICE

A Joint User is a person, firm or corporation authorized by a customer and the Company to share in the use of the customer's business telephone service.

CONDITIONS

- Written permission must be granted by the original customer in order to grant joint user privilege. One bill will be issued to the original customer who will be responsible for all charges for joint user service. It is the responsibility of the joint users to segregate the charges between them.
- The applicability of joint user service is determined by its obvious or actual use. Facilities are not to be extended from the premises on which the primary service is located for the sole purpose of furnishing joint user service.
- The rate for joint user service includes a listing in the telephone directory and is in addition to the rates and charges for the facilities and all other services furnished.
- Joint user service is not intended for use in situations involving the resale of telephone service.
- The minimum charge for joint user service shall be the monthly rate. However, if the listing is included in the telephone directory, the charge will continue until the end of the directory period unless:
  - The joint user vacates the customer's premises.
  - The customer's service is disconnected.
  - The business for which the joint user service is furnished is discontinued at the customer's premises.
  - The joint user becomes a customer to business service in the same exchange.
- Joint user service is only furnished in connection with business one-party telephone service. It will not be furnished as a substitute for additional directory listings.

RATE

	<u>Monthly Rate</u>
Joint User, each**	<b>\$14.00 (I)</b>

\*\*Not available for new installation, regrade, or supersedure.

**SPECIAL EXCHANGE SERVICES**

DIRECTORY LISTINGS (Cont'd)

Service Charge	Monthly Rate	Nonrecurring Charge
Directory List Change Charge	-	5.00

Residential Additional Listings	Monthly Rate	Nonrecurring Charge
Each listing		
- Reference listing	<b>\$5.00 (I)</b>	\$5.00
- Other information, per line	<b>\$5.00 (I)</b>	5.00
Listings in foreign exchange directories or directory sections		
- Residence listing, each	<b>\$5.00 (I)</b>	5.00
- Other information, per line	<b>\$5.00 (I)</b>	5.00
Alpha listing of telephone number, per listing	\$9.00	10.00

Business Additional Listings	Monthly Rate	Nonrecurring Charge
Each listing		
- Reference listing	<b>\$5.00 (I)</b>	\$5.00
- Other information, per line	<b>\$5.00 (I)</b>	5.00
- Hotel guest listing	<b>\$5.00 (I)</b>	5.00
- Shared Service Provider (SSP) Client listing, per listing	<b>\$5.00 (I)</b>	5.00
- Secretarial listing**	<b>\$7.25 (I)</b>	
Listings in foreign exchange directories or directory sections		
- Business listing, each	<b>\$5.00 (I)</b>	5.00
- Other information, per line	<b>\$5.00 (I)</b>	5.00
Alpha listing of telephone number, per listing	\$9.00	10.00

\*\*Not available as a new service.

**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 <sup>[1]</sup>	Single	Multiple <sup>[1]</sup>
Call Forwarding (Fixed <sup>[2]</sup> <sup>[5]</sup> 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 <sup>[3]</sup>	N/C	N/C	N/C	N/C
Call Waiting	<b>8.00</b> (I)	<b>8.00</b> (I)	<b>8.00</b> (I)	<b>8.00</b> (I)
Call Waiting with Options <sup>[2]</sup> <sup>[5]</sup>	<b>8.00</b> (I)	<b>8.00</b> (I)	<b>8.00</b> (I)	<b>8.00</b> (I)
Personal Alert Line <sup>[2]</sup> <sup>[5]</sup> (a.k.a. Warm Line)	5.00	5.00	5.00	5.00
SignalRing (a.k.a. Custom Ring)	6.00	6.00	6.00	6.00
Speed Dial				
- 8-number capacity	5.00	5.00	5.00	5.00
- 30-number capacity <sup>[2]</sup> <sup>[5]</sup>	6.00	N/A	6.00	N/A
Three-Way Calling <sup>[4]</sup>	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

(D)  
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<sup>[1]</sup> Effective August 7, 2002, Multiple rates are grandfathered and limited to current customers at existing locations.

<sup>[2]</sup> Grandfathered service limited to lines in service for existing customers at existing locations.

<sup>[3]</sup> Call Forward of Call Waiting is provided automatically to customers of Call Forward and Call Waiting.

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

<sup>[5]</sup> 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.

**SPECIAL EXCHANGE SERVICES**

FIXED REMOTE CALL FORWARDING (Cont'd)

- I. FRCF service is subject to immediate disconnection if it is used in any manner which may defraud the public or avoid toll charges.
- J. One listing in the alphabetical section of the directory covering the exchange in which the call forwarding central office is located is provided with Residential and Business FRCF service. In addition, Business FRCF is entitled without charge, to one listing in the classified section ("yellow pages") of the directory.

RATES

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Fixed Remote Call Forwarding		
Residence	\$21.50 (I)	\$25.00
Business	\$26.00 (I)	\$25.00
Change of number to which calls are forwarded		\$15.00

**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 <sup>(1)</sup>
Ideal Solution	✓	\$45.00 (I)
Sure Solution I	✓	\$45.00 (I)
Sure Solution II	✓	\$42.00 (I)
Custom Solution I	✓	\$42.00 (I)
Choice Solution	✓	\$40.00 (I)
Standard Solution II	✓	\$35.00 (I)
Basic Solution	✓	\$45.00 (I)
Classic Solution	✓	\$42.00 (I)
Core Solution	✓	\$52.00 (I)
Clear Solution	✓	\$52.00 (I)
Personal II Solution	✓	\$47.00 (I)
Home II Solution	✓	\$40.50 (I)
Safe and Sound II Solution	✓	\$35.00 (I)
Progressive Plan	✓	\$40.50 (I)
Simple Solution	✓	\$35.00 (I)
Standard Home Phone Service II	✓	\$47.00 (I)
Progressive Plan II	✓	\$40.50 (I)
Follow Me Plan	✓	\$41.00 (I)
Essential Home Phone Plan	✓	\$40.00 (I)

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.

<sup>(1)</sup> 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 <sup>[1]</sup>	\$30.00
Simple Choice Bundle <sup>[2]</sup> <sup>[5]</sup>	36.95
- with Voicemail <sup>[3]</sup> and Embarq Communications, Inc. Easy Talk Simple Choice Long Distance	33.95
Simple Choice Unlimited Bundle <sup>[2]</sup>	<b>37.95</b>
Simple Choice Unlimited Bundle <sup>[2]</sup> with Embarq Communications, Inc. Easy Talk Simple Choice Long Distance and with subscription to:	
- Voicemail <sup>[3]</sup>	<b>36.95</b>
- High Speed Internet (1.5M or higher)	<b>32.95</b>
- Voicemail <sup>[3]</sup> and High-Speed Internet (1.5M or higher)	<b>31.95</b>
Economy Pack Bundle <sup>[2]</sup> <sup>[4]</sup>	<b>39.95</b>
Economy Pack Plus Bundle <sup>[2]</sup>	<b>35.00</b>
Home Phone II	28.95

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

<sup>[2]</sup> Flat rate EAS charges are included in this rate.

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

<sup>[4]</sup> 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.

<sup>[5]</sup> 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.

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 <sup>[1]</sup>
Sure Solution II	✓	<b>\$57.00</b>
Choice Solution	✓	<b>51.00</b>
Standard Solution II	✓	<b>45.00</b>
Classic Solution	✓	<b>54.00</b>
Priority Solution	✓	<b>51.00</b>
Economy Bundle II A	✓	<b>49.00</b>
Rotary Classic Solution	✓	<b>52.00</b>
Economy Solution	✓	<b>46.00</b>
Pure Bundle <sup>[2]</sup>		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.

<sup>[1]</sup> 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.

<sup>[2]</sup> 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 <sup>(1)</sup> <sup>(2)</sup> <sup>(3)</sup>

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	<b>\$57.00</b>	<b>\$57.00</b>	<b>\$57.00</b>	<b>\$57.00</b>

- (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.

**SPECIAL EXCHANGE SERVICES**

SOLUTIONS II – BUSINESS

D. Rates and Charges (Cont'd)

2. Economy Bundle II B <sup>(1)</sup> <sup>(2)</sup> <sup>(3)</sup> <sup>(4)</sup>

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 <sup>(3)</sup>  
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	<b>\$49.00</b>	<b>\$49.00</b>	<b>\$49.00</b>	<b>\$49.00</b>

- (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.

**SPECIAL EXCHANGE SERVICES**

BUSINESS ASSIST ADVANTAGE PLANS (Cont'd)

D. Rates and Charges

1. Business Assist Advantage Plan

Business Key Line Flat Rate or Business One-Party Flat Rate Service  
Hunting (optional)  
Choice of available Custom Calling and/or ExpressTouch Service Features

	Monthly Rates <sup>(1)</sup>
Initial bundle, per location	<b>\$63.00 (l)</b> <sup>(2)</sup>
2 <sup>nd</sup> through 10 <sup>th</sup> bundle (per bundle), per location	<b>58.00 (l)</b>

2. Unlimited Business Assist Advantage Plan <sup>(3)</sup>

Business Key Line Flat Rate or Business One-Party Flat Rate Service  
Hunting (optional)  
Choice of available Custom Calling and/or ExpressTouch Service Features

	Monthly Rates <sup>(1)</sup>
Initial bundle, per location	<b>\$64.00 (l)</b> <sup>(2)</sup>
2 <sup>nd</sup> through 10 <sup>th</sup> bundle (per bundle), per location	<b>58.00 (l)</b>

<sup>(1)</sup> Flat rate EAS charges are included in this rate.

<sup>(2)</sup> When customers also subscribe to the Company's non-regulated Voicemail, a \$1.00 discount is applied to the monthly rate. Rates for Voicemail can be found in the Oregon Catalog at [www.CenturyLink.com/tariffs](http://www.CenturyLink.com/tariffs). A \$2.99 Non-Telecom Services Surcharge applies in addition to the monthly rate for Voicemail.

<sup>(3)</sup> Customers must also subscribe to Embarq Communications, Inc. long distance Business Unlimited, a Business Assist Advantage Plan.

**MESSAGE TELECOMMUNICATIONS SERVICE**

6.2 STANDARD SERVICE OFFERINGS - (Cont'd)

A. TWO-POINT MESSAGE TELECOMMUNICATIONS SERVICE - (Cont'd)

7. Charge Determination - (Cont'd)

d. Dial Station-to-Station Calls

The charge for this type of call is the sum of the initial minute charge plus the additional minute(s) charge shown in 7.b, preceding.

e. Calling Card and Operator Assisted Charges

The following charges apply to long distance calls in addition to the applicable MTS rates. For exceptions see 1.a, preceding. Refer to 1. preceding for the description and application of charges. Local charges can be found in Section 5 Exchange Service Rates (Operator Services Surcharges).

	CHARGE
• Customer-Dialed Calling Card or Special Billing Number	<b>\$ 0.75 (I)</b>
• Operator-Assisted Station-to-Station	<b>1.85 (I)</b>
• Operator-Assisted Person-to-Person	<b>4.50 (I)</b>