

**OREGON PUBLIC UTILITY COMMISSION  
INTEROFFICE CORRESPONDENCE**

**DATE:** August 25, 2022

**TO:** File through Marc Hellman and Bruce Hellebuyck

**FROM:** Russ Beitzel

**SUBJECT:** QWEST CORPORATION dba CENTURY LINK QC: (Docket No. PL 211/Advice No. 2022-01-PL). Changes customer acceptance response days for Metro Optical Ethernet.

I have reviewed this filing and recommend that an acknowledgement letter be sent. With this filing, Qwest Corporation dba CenturyLink (Qwest or Company) proposes to change the number of days a customer has to respond of their acceptance of service from 30 calendar days to 5 business days for Metro Optical Ethernet (MOE).

Issue

Whether the price list changes proposed by Qwest should be allowed to become effective for service rendered on and after July 31, 2022.

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.i of the Price Plan requires Qwest to file all price list changes with the Commission at least one day prior to the effective date of the change. Section 8.b.i. of the Price Plan requires the Company to provide customers with 30-day notice of price increases and changes to the terms or conditions of service.

Analysis

This filing was submitted on July 25, 2022, with a proposed effective date of July 31, 2022, in compliance with the filing requirements stated in Qwest's Price Plan. The language changes proposed with the present filing are summarized below. This filing affects future customers only.

In section 3.1.2, this filing adds and changes the language to exclude MOE from the current 30 calendar days response time. Additionally, it adds a new section specifically related to the allowable response time for MOE. The new wording changes the 30

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calendar days allowable response to 5 business days. There was no change to a customer's options for canceling or accepting within the new timeframe. The process is being changed in order to accelerate delivery of the service and standardize process across the Lumen/CenturyLink platform of services.

The company provided all current MOE customers the required 30 day notice, in compliance with the filing requirements stated in Qwest's 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.