



Oregon

Kate Brown, Governor

Public Utility Commission

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August 25, 2022



BY EMAIL

Qwest Corporation, dba Centurylink QC

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RE: Advice No. 2022-01-PL

Staff of the Oregon Public Utility Commission reviewed the sheets in the filing docketed as PL 211. 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

3. ORDER AND SERVICE MODIFICATIONS AND MISCELLANEOUS CHARGES

3.1 ORDER MODIFICATION (Cont'd)

3.1.2 CANCELLATION OF ORDER FOR SERVICE

A. A customer may cancel an order for the installation of service at any time prior to notification by the Company that service is available for the customer's use. The cancellation date is the date the Company receives written or verbal notice from the customer that the order is to be canceled. The verbal notice must be followed by written confirmation within 10 days. If a customer or a customer's end user is unable to accept service **for any service except Metro Optical Ethernet (MOE)** within 30 calendar days after the latest agreed upon service date[1], the following will occur:

(C)

- The order shall be canceled and charges as set forth in D., and E., following, will apply if the service has not been fully provisioned, or
- The Access Order will be completed and billing for the service will commence if the service has been fully provisioned or the customer has indicated that billing for the service should begin.

If a customer or a customer's end user is unable to accept service for Metro Optical Ethernet (MOE) within 5 business days of the latest agreed upon service date[1] (i.e., firm order confirmation date), the customer has the choice of the following options:

(N)

- **The Order will be canceled and charges set forth in D. and E., following will apply if the service has not been fully provisioned; or**
- **The Order will be completed and billing for the service will commence if the service has been fully provisioned or the customer has indicated that billing for the service should begin.**

(N)

B. Service Date Intervals are associated with the provisioning of an order. Certain Critical Dates, as set forth in E., following, are used by the Company to monitor the service order provisioning progress. Cancellation charges are based on the estimated costs incurred by the Company at the time the order is canceled. The Company monitors which Critical Date was last scheduled and determines what percentage of the Company's provisioning costs have been incurred as of that Critical Date. A cancellation charge will not apply if the scheduled Service Date has not been provided to the customer.

Costs incurred in conjunction with the provision of an order start on the Application Date defined in C., following. When a customer cancels an order prior to the Application Date, no charges shall apply. When a customer cancels an order or part of an order, on or after the Application Date, a charge equal to the estimated costs incurred by the Company shall apply as set forth in D. and E., following. When a customer cancels an order or part of an order, on or after the original Service Date, the Cancellation Charge will apply as set forth in D., and E., following.

[1] Exception: Billing for MOE Service with a Bandwidth Profile of 100 Mbps or less will commence immediately where the port is available for service and the due date is reached.