



Oregon

Tina Kotek, 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

August 17, 2023



BY EMAIL

CenturyTel of Oregon, Inc., dba CenturyLink

Robyn.M.Crichton@centurylink.com

RE: Advice No. 380

Staff of the Oregon Public Utility Commission reviewed the sheets in the filing docketed as ADV 1526. A receipted copy of the acknowledged sheet(s) in your advice filing is attached.

/s/ Nolan Moser

Nolan Moser

Chief Administrative Law Judge

Public Utility Commission of Oregon

503-689-3622

RULES AND REGULATIONS

2.16 SUPERSECURE OF SERVICE (RULE NO. 16)

Effective August 1, 2023, grandfathered (obsolete) residence and small business services are not eligible for Supersedure of Service.

(C)
(C)

A supersedure charge, as specified in Section 3 of this Tariff, will apply where a business or residence customer takes over the service of a former customer, provided the service is furnished at the same location without interruption and the new customer assumes all unpaid charges on the original contract. Termination charges will apply for any service furnished under the original contract which is not retained by the new customer.

Supersedure may also be extended to residence customers in such cases as death of a customer where the service at the same location is retained. Other instances where supersedure is applicable is in the case of divorce or a group of individuals sharing a household when the person responsible for payment of the bill moves and another assumes responsibility.

2.17 P.U.C. RULES, ORDERS AND REGULATIONS (RULE NO. 17)

The rules, orders and regulations of the Public Utility Commission of Oregon, now in effect or hereafter issued, are by reference made a part of this Tariff with the following exceptions:

Variances from Telecommunications Service Standards Rules (OAR 860-023-0055):

A. Variance from Rule 860-023-0055(4)

At the time a request for access line service is taken, the Company will in most cases commit to a due date of no more than five business days. However, there will be exceptions in those small rural exchanges where the level of activity does not justify stationing installation personnel more than one day per week.

B. Variance from Rule (OAR) 860-023-0055(4)(B)

Customers will be advised in writing as soon as their request for service becomes a held order. A commitment as to when the order can be filled will be made by the Company within 30 days.

C. Variance from Rule (OAR) 860-023-0055(5)

The Company shall clear 85 percent of all trouble reports within 24 hours.

D. Variance from Rule (OAR) 860-023-0055(5)(K) and (d)

The Company does not produce a 12-month rolling average report for trouble reports.

BASIC EXCHANGE ACCESS SERVICE

5.10 VACATION NUMBER RESERVATION

Effective August 1, 2023, grandfathered (obsolete) residence and small business services are not eligible for Vacation Number Reservation. (C)
(C)

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.