



Oregon

Tina Kotek, Governor

Public Utility Commission

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BY EMAIL

United Telephone Company of the Northwest, dba CenturyLink

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RE: Advice No. OR23-02

Staff of the Oregon Public Utility Commission reviewed the sheets in the filing docketed as ADV 1527. 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

TEMPORARY SUSPENSION OF SERVICE (VACATION SERVICE)

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

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A. Description

1. Upon request, a subscriber to flat rated Business, Residence, Key or Private Branch Exchange (PBX) Service, where equipment arrangements permit, may arrange for the temporary suspension of service (Vacation Service) of basic local exchange service for a reduced monthly rate. In addition, Touch-Tone, Extended Area Service (EAS), Network Features; both individual and in packages, Custom Calling Features, ExpressTouch Service, and Solutions Packages are services eligible for temporary suspension of service, for a reduced monthly rate.
2. Taxes, surcharges, and fees are not subject to the temporary suspension of service and will be billed at standard rates during the period that a service is temporarily suspended.

B. Regulations

1. A service may be temporarily suspended prior to the expiration date of the initial service period. There is no reduction in monthly rates during such period of temporary suspension.
2. During the temporary suspension of service, the subscriber's telephone number, directory listing, and line facilities will be maintained by the Company.
3. During the temporary suspension of service, neither outward nor inward service will be furnished during the period of suspension.
4. Vacation Service rates will apply, where applicable, when service is temporarily suspended for at least one month or longer, not to exceed nine (9) months. When the temporary suspension of service is less than one month, there is no reduction in the monthly rates for the service.
5. The maximum period of time during which Vacation Service rates will be applied to any service during any one-year (twelve consecutive months) is nine (9) months. When the nine months has expired, the charges will revert back to the standard rates; however, full service (dial tone) will not be restored until the customer requests such by contacting the Company.
6. The Company reserves the right to refuse the temporary suspension of service when the subscriber's account is delinquent.

C. Rates and Charges

1. The rate for service during the temporary suspension of service will be fifty percent (50%) of the standard monthly rate for services specified herein. There is no reduction in monthly rates except for services listed in A.1 above for which temporary suspension of service is required.
2. A Restoration of Service charge as specified in Section 3 of the Price List will be applied, per access line, when temporary suspension of service is reinstated.

RULES AND REGULATIONS

TELEPHONE ANSWERING SERVICE

CONDITIONS (cont'd)

- If for any reason service to the customer is discontinued, all service associated with the telephone answering equipment will also be discontinued. Notification of such pending disconnection will be given to both the customer and clients. If for any reason the exchange service to the client is discontinued, the line to the answering equipment will also be discontinued.
- Central office lines of the customer may be extended to additional telephone answering positions on the same premises. Central office lines or extension of central office lines shall be limited to one termination per answering position.

SUPERSEDURE

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

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The Company will transfer telephone service from one customer to another when all the following conditions are satisfied:

- Consent is given by the relinquishing customer and the new customer agrees to assume the responsibility for all charges outstanding.
- When the billing name changes and the new customer requests the same telephone number.
- The new customer accepts the exact same services. No change in the type or location of the equipment or wiring can occur at the time of the supersedure. Such acceptance includes advertising if applicable.
- Service being provided to the premises has been continuous with no breaks or interruptions in billing.
- Supersedure is not applicable to residence service.