



**OREGON PUBLIC UTILITY COMMISSION
INTEROFFICE CORRESPONDENCE**

DATE: May 6, 2019

TO: File through Bryan Conway and Bruce Hellebuyck 

FROM: Stephanie Yamada 

SUBJECT: UNITED TELEPHONE COMPANY OF THE NORTHWEST:
(Docket No. PL 121/Advice No. 19-005) Makes clarifying revisions to
Directory Assistance service conditions.

I have reviewed this filing and recommend that an acknowledgement letter be sent.

The filing was submitted on May 2, 2019, with a proposed effective date of May 4, 2019. With this filing, United Telephone Company of the Northwest d/b/a CenturyLink (Company or United) proposes to make clarifying revisions to the conditions for Directory Assistance service.

Applicable Rule or Law

Telecommunications utilities are required under ORS 759.175 to submit tariff filings to the Commission whenever they intend to change their rates, terms, or conditions of service. United is also regulated under a Price Plan pursuant to ORS 759.255 and Order No. 18-359 in Docket No. UM 1908.

Section 8.a.ii of the Price Plan requires United to file notice of all price list changes with the Commission at least one day prior to the effective date of the change.

Section 4.i of United's Price Plan allows the Company to update its rate schedules to eliminate the two-call allowance for Directory Assistance service. Section 8.b of the Price Plan requires United to provide customers with 30-day notice regarding changes to the conditions of service.

Analysis

Directory Assistance service allows customers to contact the Company to request assistance in determining telephone numbers or names associated with directory listings of individuals and/or businesses. In the past, the Company's rate schedules allowed customers to request two listings from Directory Assistance per month at no charge. As allowed by Section 4.i of the Price Plan, the Company previously eliminated this two-call allowance with Advice No. 19-001, effective February 1, 2019.

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The present filing eliminates certain references to the two-call allowance that remained in United's price list following Advice No. 19-001 and clarifies that there are currently no call allowances for Directory Assistance service. The Company states that the present filing does not impact customers, and that customers were previously provided 30-day notice of the elimination of the two-call Directory Assistance allowance as required by Section 8.b of the Price Plan. The present filing does not propose any changes to the current rate of \$4.75 per call to Directory Assistance.

Conclusion

This filing complies with all applicable laws and Commission orders. The filing has already gone into effect and an acknowledgment letter should be sent. No further action is necessary.

United.19.005 [PL 121] - Directory Assistance