



**OREGON PUBLIC UTILITY COMMISSION
(INTEROFFICE CORRESPONDENCE)**

DATE: August 5, 2015

TO: File through Bruce Hellebuyck 

FROM: Stephanie Yamada 

SUBJECT: QWEST CORPORATION; (Docket No. PL 17/Advice No. 2015-006-PL)
Corrects the rate for Directory Assistance.

I have reviewed this filing and recommend that an acknowledgement letter be sent. With this filing, Qwest Corporation dba CenturyLink QC (Qwest) proposes to correct the Directory Assistance rate from \$1.78 to \$1.68.

On October 3, 2014, the Commission issued its Order No. 14-346, in docket UM 1354, approving a Price Plan for Qwest under ORS 759.255. Section P of Qwest's Price Plan requires price list changes to be filed at least one day prior to their effective dates. Furthermore, 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. This filing was submitted on July 16, 2015, and went into effect on July 17, 2015, and therefore complies with the applicable filing requirements.

Staff considers Directory Assistance to be included in the "Other Services" category of the Price Plan, which is defined as "any other residential or business services contained in CenturyLink QC's intrastate retail tariffs that are not expressly listed in the Price Plan."

Section H of the Price Plan states:

Monthly rates for "Other Services" for business customers will not be subject to price caps. Monthly rates for residential customers may increase up to 50 percent or \$.50, annually, whichever is greater. The cumulative price increase over the term of the Price Plan is not to exceed 200 percent for residential customers.

The charge for Directory Assistance is not specifically associated with either residential or business customers; it is merely assessed whenever any customer places a call to Directory Assistance. Staff has been advised by counsel that, although the single charge applies to both business and residential customers, price increases for Directory Assistance are subject to the residential increase limits for Other Services.

Qwest initially filed to increase its Directory Assistance charge from \$1.12 to \$1.78 with Advice No. 2015-004-PL, effective July 1, 2015. However, the change represented an increase of \$0.66, or 58.9 percent, which exceeds the residential increase limits

specified in Section H of the Price Plan. Because Advice No. 2015-004-PL went into effect before the incorrect rate for Directory Assistance could be corrected, staff requested that the company submit the present filing to decrease the charge for Directory Assistance. The company states that it was able to correct the Directory Assistance charge before any customer was billed at the incorrect rate, so no customers were affected by the incorrectly-stated charge. The present filing reduces the Directory Assistance charge to \$1.68, which is the maximum rate allowed during the current year under the company's Price Plan.

The proposed change complies with the restrictions shown in Section H of the Price Plan.