



June 29, 2020

Public Utility Commission of Oregon
201 High Street, SE, Suite 100
Salem, Oregon 97301-3398

RE: Advice No. 369 for CenturyTel of Oregon, Inc. d/b/a CenturyLink and CenturyTel of Eastern Oregon, Inc. d/b/a CenturyLink, OR PUC No. 6 Tariff

Dear Commissioners:

Attached for electronic filing are the following revisions to the CenturyTel of Oregon, Inc. d/b/a CenturyLink and CenturyTel of Eastern Oregon, Inc. d/b/a CenturyLink OR PUC No. 6 Tariff. The following revisions are being submitted with a proposed effective date of August 14, 2020.

<u>Section</u>	<u>Page</u>	<u>Revision</u>
2	12	1st
2	16	1st

These proposed revisions standardize and simplify the discontinuance of service provisions for customer-requested termination of residential service. Upon request for discontinuance, residential service will be terminated on the last day of the customer's current billing cycle, and no prorations will apply on customer's final billing statement. Customers were notified of this change at least thirty days prior to the proposed effective date.

If you have any questions regarding this filing, please contact Ms. Samantha Ridderbusch at (503) 242-7989 or me at the contact information below.

Sincerely,

A handwritten signature in cursive script that reads "Robyn Crichton".

Robyn Crichton

cc: Ms. Samantha Ridderbusch, CenturyLink
Mr. John Felz, CenturyLink

OR2020-08

ROBYN CRICHTON
Government Operations Manager
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RULES AND REGULATIONS

2.5 RENDITION AND PAYMENT OF BILLS (RULE NO. 5) (Cont'd)

D. Adjustment of Bills

When an under or over billing occurs, the Company shall provide written notice to the customer detailing the circumstances, period of time, and amount of adjustment. The over- or under charge shall be computed back to the date of the error if the date can be fixed. If no date can be fixed, the over- or under charge shall be computed for no more than six month's usage. In no event shall the over or under billing be for more than three years' usage.

E. Prorating of Bills

Bills for telephone service are normally rendered on a monthly basis. **Bills rendered for establishment of services and final bills rendered for discontinuation of business services will be prorated on the basis of a thirty (30) day billing period. Final bills rendered after customer-requested discontinuance of residential service will not be prorated and service will remain available to the customer until the first day of the customer's next billing cycle, except as described in OAR 860-021-0310.**

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F. Returned Check Charge

A nonrecurring charge as specified in Section 3 will be billed to any subscriber whose check is returned to the Company by a bank because that subscriber's account is closed or does not have sufficient funds to cover such check. Should the Company, after having notified a subscriber of its intent to discontinue service for non-payment of an account, receive such check as payment, it may disconnect service in accordance with the provisions under the Commission rules. The Company may require payment of the account to be made in cash before service is restored.

G. Late Payment Charge

A late payment charge, as specified in Section 3, will be applied to all unpaid amounts carried forward to the next month's statement.

RULES AND REGULATIONS

2.6 DISCONTINUANCE OF SERVICE (RULE NO. 6) (Cont'd)

D. Termination of Service at the Subscriber's Request

1. Contracts for service may be terminated prior to the expiration of the contract period provided advance notice is given to the Company, and upon agreement to pay all charges due for the service furnished, plus any termination charge which might be applicable.
2. When a contract for service with a one-month minimum period is canceled before establishment of the service is completed, a charge not to exceed the installation charge specified is applied if all or a portion of the facilities have been installed.
3. **When business service is terminated at the customer's request after the minimum service period or initial contract period has been met, service will be discontinued immediately, and a final bill will be issued in accordance with Section 2.5.E. (Prorating of Bills). Residential customers may request termination of residence service at any time, and service will be discontinued on the last day of the customer's billing cycle after the minimum service period has been met, except as otherwise described in OAR 860-021-0310. Final charges will be rendered in accordance with Section 2.5.E. (Prorating of Bills).**

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E. Supersedure

No minimum or termination charge will apply where a new subscriber takes over the service of a former business subscriber, provided, the service is to be furnished at the same location without interruption and that the new subscriber assumes all unpaid charges on the original contract which is not retained by the new subscriber. A non-recurring charge as set forth in Section 3 applies to supersedure of service. (See Rule and Regulation No. 16).

F. Emergency Medical Certificate – Residential Telecommunications Service

1. The Company shall not disconnect local exchange residential service if the customer submits either an oral or written statement from a licensed physician or licensed nurse practitioner that disconnection would significantly endanger the physical health of the residential customer or a member of the customer's household (OAR) 860-21-510).
2. An oral certification must be confirmed in writing within 14 days by the licensed physician or nurse practitioner. If an emergency medical certificate is not submitted in compliance with the certification procedure, the Company may disconnect local exchange service after providing a five day notice.
3. An emergency medical certificate shall be valid only for the length of time the health endangerment exists, but no longer than six months.
4. Customers submitting an emergency medical certificate are not excused from paying for telecommunications service. Customers are required to enter into a monthly time payment agreement with the Company to bring the account into balance within 90 days when an overdue balance exists. Local exchange service is subject to termination, and subject to the Commission concurrence, if a customer refuses to enter into or abide by terms of a payment agreement.