



June 23, 2023

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

RE: Advice No. 2168 for Qwest Corporation d/b/a CenturyLink QC,
OR P.U.C. Oregon No. 33

Dear Commissioners:

Attached for electronic filing are the following revisions to the Qwest Corporation d/b/a CenturyLink QC, Exchange and Network Services P.U.C. No. 33. The following revisions are being submitted with a proposed effective date of August 1, 2023:

<u>Section</u>	<u>Page</u>
2	3rd Revised Sheet 24
2	1st Revised Sheet 33

This filing revises the terms under which Temporary Suspension of Service (Customer Initiated) and Transfer of Service Between Customers apply. Effective August 1, 2023, residence and small business services that are grandfathered are not eligible for Temporary Suspension of Service (Customer Initiated) or Transfer of Service Between Customers.

If you have any questions regarding this filing, please contact me at (913) 884-1131.

Sincerely,

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

Robyn Crichton

cc: Mr. Peter Gose, CenturyLink

OR 2023-13

ROBYN CRICHTON
Government Operations Director
robyn.m.crichton@centurylink.com
voice: (913) 884-1131

Qwest Corporation d/b/a CenturyLink QC

P.U.C. OREGON NO. 33
EXCHANGE AND
NETWORK SERVICES

SECTION 2
3rd Revised Sheet 24
Cancels 2nd Revised Sheet 24

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.1 APPLICATION FOR SERVICE

D. Refusal to Establish Service

7. Other Service (Cont'd)

b. The Company may refuse to provide residential service when it can reasonably show that all of the following conditions exist:

- (1) An overdue balance has been incurred by a person at the service address.
- (2) The applicant resided at the service address during the time the overdue balance was incurred.
- (3) The person described in (1), above, will reside at the location to be served under the new application.

The Company shall notify the refused party of their right of appeal.

c. The Company may also refuse to provide Joint User Service for non-payment of a bill for other services either presently being furnished or formerly furnished the joint user at a location served by the Company unless the joint user pays the amount due on the other service or makes arrangements satisfactory to the Company for payment of such amount and meets the payment requirements agreed upon.

E. Transfer of Service Between Customers (Supersedure)

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

(C)
(C)

1. An applicant who otherwise qualifies for the immediate establishment of service under 2.7, following, may supersede to the service of a customer discontinuing that service provided the following conditions are satisfied.
 - The applicant takes service on the premises where it is being rendered.
 - A written or verbal notice to that effect is agreed to by both the existing customer and the applicant and presented to the Company.
 - Where an arrangement, acceptable to the Company, is made to pay outstanding charges against the service.
2. This includes any termination charges applicable on the service under terms of an original contract not retained by the new customer.

Qwest Corporation d/b/a CenturyLink QC

P.U.C. OREGON No. 33
EXCHANGE AND
NETWORK SERVICES

SECTION 2
1st Revised Sheet 33
Cancels Original Sheet 33

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.9 TERMINATION OF SERVICE - COMPANY INITIATED

E. Temporary Disconnection (Cont'd)

5. A nonrecurring charge is made and collected by the Company prior to the restoration of service where service has been temporarily discontinued for any of the following reasons:
 - a. To protect the Company against fraud.
 - b. For failure of the customer to comply with the Company's terms and conditions after service has been established.
 - c. For any other reason for which the customer is responsible, except a change in class, type, or grade of service, or location of facilities.

NONRECURRING CHARGE

- Charge for restoration of service from temporary disconnection \$10.00

2.2.10 TEMPORARY SUSPENSION OF SERVICE - CUSTOMER INITIATED

Effective August 1, 2023, grandfathered (obsolete) residence and small business services are not eligible for Temporary Suspension of Service – Customer Initiated (a.k.a. Vacation Number Reservation). (C)
(C)

The following charge applies only to establish the temporary suspension, not to discontinue it. The full monthly rate for exchange service will apply while service is temporarily suspended.

NONRECURRING CHARGE

- Establish temporary suspension of incoming calls and/or temporary referral of calls, each exchange access line \$35.00