



April 20, 2020

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

RE: Advice No. 20-03 for United Telephone Company of the Northwest d/b/a CenturyLink,
OR PUC No. 4 Tariff

Dear Commissioners:

Attached for electronic filing are the following revisions to the United Telephone Company of the Northwest d/b/a CenturyLink, OR PUC No. 4 Tariff. The following revisions are being submitted with a proposed effective date of June 1, 2020.

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TOC	Index 1	4th
3	1	1st
8	1	1st

This filing clarifies and standardizes language describing the conditions under which the Trouble Isolation Charge applies when a CenturyLink technician is dispatched to investigate a customer-reported trouble. The charge does not apply when CenturyLink determines the trouble is in CenturyLink's facilities (up to the network interface device) or when no trouble is found, unless CenturyLink is able to conclusively determine remotely that no trouble exists and customers insists a technician be dispatched. In that instance, the charge applies if the technician again confirms no trouble.

The Trouble Isolation Charge will also apply when customer allows CenturyLink to dispatch a technician to investigate a reported trouble and then does not allow the required access to customer's side of the network interface device of the technician is unable to make a conclusive determination when testing the company's facilities.

Customers are notified when they call to report a trouble of the circumstances under which a Trouble Isolation Charge may apply when a technician is dispatched to investigate. This charge does not apply when a trouble is found on the customer's side of the network interface device and the customer requests that CenturyLink perform the needed repairs, in which instance non-regulated repair charges apply unless the customer is subscribed to an inside wire protection plan.

If you have any questions regarding this filing, please contact Phil Grate at (206) 345-6224.

Sincerely,

A handwritten signature in black ink that reads "Robyn Crichton".

Robyn Crichton

cc: Phil Grate, CenturyLink

OR2020-10

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SERVICE CONNECTION/NONRECURRING CHARGES

DESCRIPTION

A service connection refers to the establishment of telephone service, lines or equipment for a subscriber and to the transfer of telephone service, lines or equipment from one premise to another.

An access line installation charge is for work associated with the placement and connection of, or inspection of, drop wires at the customer's premise, including placing and/or inspection of a protective device, and line connection in the central office. This charge will be for each exchange access line.

A change refers to changes in class of service, lines or equipment subsequent to their initial establishment.

A move or rearrangement refers to the relocation of telephone service, lines or equipment at the same premise on which they were initially installed.

Restoration of Service charge is for work associated with reconnection of service temporarily disconnected.

A Special Telephone Number charge is for work associated with assignment of a number specifically requested by the customer not randomly assigned from a mechanized system.

A telephone number change charge is for the work associated with receiving, recording and processing information necessary to execute a subscriber request to change a telephone number.

A nonrecurring charge for supersedure is for work associated with the transfer of service, including the telephone number from one business customer to another with the express written consent of the relinquishing customer and with the agreement of the new customer to assume the responsibility for ALL charges outstanding, including directory advertising. This arrangement requires continuous billing, with no change in type or location of equipment. Continuous billing implies no final bill to the relinquishing customer.

A nonrecurring charge for Non-Sufficient Funds is for work associated with the reprocessing of the check.

A directory listing change charge is for the work necessary to execute a subscriber request in which only directory records are involved and no premise work, access line or central office work is necessary.

A Time and Material Charge⁽¹⁾ will apply to all customer requested work involving special construction on private property not addressed elsewhere in the tariff or price list, customer requested rearrangements of existing network facilities located on the customer's premises, and customer requested overtime involving central office work. **A Time and Material Charge also applies as described in Section 8 for Trouble Identification when the Company dispatches a technician in response to a customer-reported trouble and the trouble is found to be caused by customer-provided equipment, wire, facilities, communications system or customer actions.**

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(T)

NOTE: Normal work hours are Monday through Friday, between 8 a.m. and 5 p.m. Any work performed outside of these hours including Saturdays, Sundays, and holidays will be performed at overtime charges.

CONNECTION WITH CUSTOMER PROVIDED EQUIPMENT

TROUBLE IDENTIFICATION (A.K.A. TROUBLE ISOLATION

(T)

Charge

A trouble identification charge based on time and material (T&M) charges is applicable to each visit by a Company **technician** to a customer's premises **in response to a customer-reported trouble and the service difficulty is determined to result** from customer-provided equipment, facilities, or wiring **or customer actions**. This charge also applies to necessary testing off premises prior to the premises visit for complex business customers (3 or more access lines). See Section 3 (Service Connection Charges).

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(T)

The Trouble Isolation Charge also applies when a customer requests or allows the Company to dispatch a technician to investigate the reported trouble and the customer then does not allow access to the necessary in-home wiring and equipment or is not available to allow access.

(T)

(T)

Exception: The above charge will not apply if the customer has a maintenance contract with the Company **unless the Company determines through remote testing that no trouble exists, and the customer insists on a dispatch. If no trouble is found, a Trouble Isolation Charge applies whether or not the customer has a maintenance contract.**

(T)

(T)

The Trouble Isolation Charge will not apply when:

(N)

- **Customer is subscribed to an inside wire maintenance contract before a Company technician is dispatched.**
- **A service difficulty or trouble is found to be in a permanently wired telephone associated with service (i.e., no network interface device).**
- **The service difficulty or trouble is in Company-maintained equipment or wiring**
- **No trouble is found after customer allows the necessary access to in-home wiring and/or equipment.**
- **Customer authorizes company repair of inside wiring and/or customer-provided equipment.**

(N)

Other Conditions

(T)

Charges provided for herein are in addition to the regular schedule of rates and charges.

When a service difficulty or trouble is reported to the Company by other than the customer, or detected by Company personnel:

- The Company will first endeavor to clear the trouble without a visit to the customer's premises.
- If the trouble cannot be so cleared, the Company will inform the customer of the trouble condition and that it cannot clear it without a visit to the customer's premises.
- The customer may then temporarily disconnect the CPE from the Company's facilities to determine if the trouble will clear. If the disconnection of the CPE does not clear the trouble and a visit to the customer's premises is still necessary, no trouble identification charge will apply.
- Upon visiting the customer's premises with his consent, if the Company finds the service difficulty or trouble results from the use of CPE, the trouble identification charge will be applicable.
- If the customer asks the Company to defer its visit or does not consent to a Company visit, the Company will have the right to take such immediate action as may be necessary for the protection of its facilities, including temporary disconnection of service, and shall inform the customer of such action.

Advice No: 20-03

Issued: April 20, 2020

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Issued by: United Telephone Company of the Northwest

OR 2020-10