



May 11, 2023

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

RE: Advice No. 23-01 for United Telephone Company of the Northwest d/b/a CenturyLink,
PUC OR Tariff No. 4

Dear Commissioners:

Attached for electronic filing are the following revisions to the United Telephone Company of the Northwest d/b/a CenturyLink, PUC OR Tariff No. 4. The following revisions are being submitted with a proposed effective date of June 15, 2023:

<u>Section</u>	<u>Page</u>
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2	1st Revised Page 12
3	1st Revised Page 1

This filing adds language addressing company-initiated termination of service if the company's access to a customer's premises is denied, when such access is deemed necessary by the Company for the maintenance, transfer, or other modification of service. Customers will be notified in advance of a company-initiated suspension or termination of service under this provision.

This filing also standardizes the process for changes in responsibility for accounts, also known as supersedure of service or transfer of service.

Additionally, administrative updates are included for the company's trademark section.

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 2023-11

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

Trade Names, Trademarks and Service Marks Used in this Tariff

Below is a list of trade names, trademarks and/or service marks for services which are offered in this Tariff. These trade names, trademarks and/or service marks are owned by **CenturyLink Communications, LLC** and are used by **CenturyLink Communications, LLC**. Trademark and service mark designations will not be listed hereafter in the Tariff. However, the laws regarding trademarks and service marks will still apply. Trademarks and service marks that are owned by **CenturyLink Communications, LLC** cannot be used by another party without authorization.

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Service Mark/Trademark:

CenturyLink®

Lumen®

Lumen Technologies®

Trade Name:

CenturyLink

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RULES AND REGULATIONS

DISCONTINUANCE OF SERVICE BY THE COMPANY

- NON-COMPLIANCE WITH THE COMPANY'S RULES

The Company may discontinue service if a customer fails to comply with any of the rules, regulations, or conditions of the Tariff or Price List.

The Company will not discontinue service for failure of a customer to pay charges for calls to 976 information provider services.

Customer Denied Access - The Company may either temporarily suspend service or terminate the service to any person, firm or corporation who fails to respond or who otherwise denies the Company access to the premises when such access is deemed necessary by the Company to maintain, transfer or otherwise modify service. The Company shall notify the customer at least 30 days prior to service suspension or termination. The Company shall waive any associated reconnection charges if such reconnection is made within 30 days, except that the Company does not guarantee the same phone number will be available if reconnection is requested.

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- SLAMMING - RECOVERY CHARGE

Per FCC 00-135, a telecommunications carrier who acquires a customer by an unauthorized change of that customer's local service will be billed the applicable nonrecurring charges to re-establish that customer's service with the authorized carrier as it existed before the change.

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 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.

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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.

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.