



# Oregon

Tina Kotek, Governor

## Public Utility Commission

201 High St SE Suite 100

Salem, OR 97301-3398

**Mailing Address:** PO Box 1088

Salem, OR 97308-1088

503-373-7394

August 17, 2023



BY EMAIL

Qwest Corporation, dba Centurylink QC

Robyn.M.Crichton@centurylink.com

RE: Advice No. 2168

Staff of the Oregon Public Utility Commission reviewed the sheets in the filing docketed as ADV 1525. A receipted copy of the acknowledged sheet(s) in your advice filing is attached.

*/s/ Nolan Moser*

Nolan Moser

Chief Administrative Law Judge

Public Utility Commission of Oregon

503-689-3622

# 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