January 2, 2026

Public Utility Commission of Oregon
P.O. Box 1088
Salem, OR 97308-1088
puc.filingcenter@puc.oregon.gov

RE: UM 1908 – QWEST CORPORATION, UNITED TELEPHONE COMPANY OF THE NORTHWEST, CENTURYTEL OF OREGON, and CENTURYTEL OF EASTERN OREGON, Joint Petition for Approval of Price Plan Pursuant to ORS 759.255 and Partial Exemption Pursuant to ORS 759.052; UM 2397 – OREGON CITIZENS' UTILITY BOARD, Request for Penalties and Show Cause Order Against Lumen Technologies, Inc.

To whom this may concern:

Preparation of the bi-weekly call log report filed in dockets UM 1908 and UM 2397 entails substantial human review and verification including researching call records across multiple systems, interpretation of notes entered into customer care systems, validating customer and network details, listening to call recordings as necessary, and assembling the requisite dataset into the reporting format.

Due to time off taken by Lumen employees over the holidays, the current report could not be completed by January 2, 2026, for the current two-week period. The updated report will be filed in dockets UM 1908 and UM 2397 during the week of January 5, 2026. The regular reporting cadence will resume thereafter.

If you have any questions or concerns, please do not hesitate to contact me.

Sincerely,

Peter Gose

Peter Gose
Senior Director Regulatory Affairs

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