November 21, 2025

Public Utility Commission of Oregon
P.O. Box 1088
Salem, OR 97308-1088
puc.filingcenter@state.or.us

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.

To whom this may concern:

This correspondence contains the following for filing in docket UM 1908 through November 5, 2025:

1. Confidential and redacted call logs for the Protected Customer toll-free, 24/7 dedicated customer support line. These call logs have been updated to include the additional columns as previously supplied in call logs submitted prior to August 1, 2024. The call logs also now include calls that were abandoned prior to reaching an agent.

2. Confidential and non-confidential service quality performance metrics.

3. Non-confidential construction progress report for the Rural Digital Opportunity Fund (RDOF) project in the Jacksonville, Oregon wire center.

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

Sincerely,

Peter Gose

Peter Gose
Director State and Local Government Affairs
Attachments

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Rural Digital Opportunity Fund (RDOF) Project Update

Jacksonville, Oregon Wire Center – Month of November 2025

Job 073: Fiber placement from Medford, Oregon to Griffin Creek Road: COMPLETE

Job 603: Fiber placement from Griffin Creek Road to Griffin Lane to intersection of Sterling Creek Road: COMPLETE. This section encountered numerous solid rock sections that necessitated engineering design changes and previously unplanned pole installations. All poles have been set, fiber placed on the poles, and fiber splicing work is complete.

Job 603: Fiber Area Serving Interface pad and cabinet installation at the intersection of Griffin Lane and Sterling Creek Road: COMPLETE

Job 603: All fiber asset placement recorded in plant inventory record keeping systems. This step was necessary to identify addressable living units for service availability and to initiate marketing of GPON services: COMPLETE; marketing to begin in Q3 2025 for living units along Job 603.

Job 875: Fiber placement from intersection of Griffin Lane and Sterling Creek Road to intersection of Sterling Creek Road and Little Applegate Road: COMPLETE. Placement of Optical Light Terminal at 2900 Little Applegate Road. COMPLETE. Testing of fiber paths from Medford central office Optical Light Terminal to 2900 Little Applegate Road Optical Light Terminal resulted in strong light levels: COMPLETE

Job 876: Fiber placement from 2900 Little Applegate Road to the intersection of Yale Creek Road and Little Applegate Road is 100 percent complete and only splicing activity remains. Inspections of construction required reinstallation of certain conduit sections to achieve the required placement depth below grade. Pavement damage at the roadway edge and at the shoulder required repairs as the installation equipment cracked the asphalt surface. Driveway borings this section required directional boring to place the fiber conduit underneath: COMPLETE. Fiber placement from the intersection of 2900 Little Applegate Road and Sterling Creek Road to the intersection with Upper Applegate Road: COMPLETE. A section of the initial underground conduit was unable to achieve the depth required by Jackson County. CenturyLink has opted to place fiber on new poles installed by Charter. Poles and fiber for the remainder of Job 876 from the intersection of Little Applegate Road and Upper Applegate Road to the terminus at Applegate Lake have been received and set and all fiber from has been installed. Only fiber splicing remains. With one exception, all portions of Job 876 including fiber placement and optical light terminal placement are complete. The remaining item for Job 876 requires coordination with the Army Corps of Engineers which has been in progress since Q4 2024. Given the federal government shutdown, no progress was able to be made with the Army Corps of Engineers in November.

NOTE: CenturyLink intends to begin marketing fiber service to customers within the RDOF supported census blocks, and bringing those customers desiring fiber service onto the fiber system in Q4 2025 to Q1 2026. CenturyLink will not need to wait until Job 876 is fully completed before initiating services at eligible locations that have been passed by the newly placed fiber.

Calix E7 System Deployment – Little Applegate and Upper Applegate Road Sites

As part of a strategic modernization initiative to enhance network reliability and service quality in the Applegate Valley region, Calix E7 systems are being deployed at three key locations: 2900 Little Applegate Road, 6592 Little Applegate Road, and 2600 Upper Applegate Road. These installations are designed to replace aging Nortel DMS Urban Integrated Pair Gain (IPG) systems, which have been in service for over 40 years and have become recurring points of failure.

2900 Little Applegate Road – Deployment Status: Largely Complete

A new concrete pad has been poured and a Calix E7 cabinet has been installed.
Electrical power has been successfully provisioned to the site.
Fiber cable has been brought to this cabinet.
The system is awaiting the arrival of Calix E7 line cards, which are currently on order.

Once operational, this site will bypass multiple legacy T1 repeater sites, eliminating past known failure points and improving service continuity.

6592 Little Applegate Road – Deployment Status: In Progress

The Calix cabinet has been delivered and staged for installation.
Electrical expansion work has commenced to support the new system.
Line cards for this site are also on order.
This upgrade will similarly bypass legacy T1 infrastructure and improve network resilience.
Easement and permitting work at this location is underway.

2600 Upper Applegate Road – Deployment Status: In Progress

Fiber cable extension work is currently underway to bring high-capacity connectivity to the site.
The Calix cabinet is in place, and line cards are on order.
Once complete, this site will also eliminate dependency on aging T1 repeater chains.

Cutover Planning

Methods of Procedure (MOPs) are under development to ensure a seamless cutover from the legacy Nortel DMS IPG systems to the new Calix E7 platforms.

The goal is to minimize customer downtime and ensure a smooth transition with no service disruption.