January 9, 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.

To whom this may concern:

This correspondence contains the following for filing in docket UM 1908 through December 30, 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.

As communicated in this docket on January 2, 2026, the biweekly call log report requires extensive manual review, including researching call records across multiple systems, interpreting customer care notes, validating customer and network details, and listening to recordings when necessary, before compiling the data into the reporting format. Due to holiday-related employee absences, the current report filed today could not be completed by January 2, 2026, and is enclosed here for filing. The regular reporting schedule will resume on January 16, 2026.

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

Sincerely,

Peter Gose

Peter Gose
Senior Director Regulatory Affairs
Attachments

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