January 16, 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 – In the Matter of Oregon Citizens' Utility Board, Request for Penalties and Show Cause Order.

To whom this may concern, this correspondence pertains to items for filing in dockets UM 1908 and UM 2397:

I am writing to explain the timing of CenturyLink's update to its service quality and call log filings in dockets UM 1908 and UM 2397. I have attached for filing in docket UM 1908 the construction progress report for the Rural Digital Opportunity Fund (RDOF) project in the Jacksonville wire center, and address the upcoming submission of service quality and call log reports that will be filed the week of January 19, 2026.

CenturyLink's service quality metrics and call log data are assembled monthly. The data is filed with the Commission, however, on a fixed two-week filing cadence, specifically on days 14 and 28 of the monthly data-gathering cycle. The timing of each filing cycle results in the information being obtained and filed a few days earlier each month than it would be under a traditional month-end process. In months with 30 or 31 days, the second filing date at day 28 results in the filings being due two or three days before monthly data is complete.

As a result, the gap between the close of the monthly measurement period and the submission of the associated data is shortened. This structure effectively accelerates the reporting timeline. Although the shift is modest in any given month, the consistent, earlier due date each month compounds that shift and compresses turnaround for obtaining, validating, and filing the monthly data. Due to this issue with the timing of data availability, the call logs and service quality metrics for the most recent measurement period are not available until the week of January 19, 2026.

1. Confidential and redacted call logs for the Protected Customer toll-free, 24/7 dedicated customer support line will be supplied during the week of January 19, 2026. CenturyLink filed its most recent updated confidential and redacted call logs on Friday, January 9, 2026. Note that the call logs are filed in docket UM 2397 as supplemental responses to Bench Request 1-1.

2. Confidential and non-confidential service quality performance metrics will be supplied for filing in docket UM 1908 during the week of January 19, 2026.

3. The non-confidential construction progress report for the RDOF project in the Jacksonville, Oregon wire center is supplied for filing in docket UM 1908 with this correspondence.

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

Sincerely,

Peter Gose
Director State and Local Government Affairs
Attachments

14530 NW 63rd Street
Parkville, Missouri 64152-8703
Tel: 816.759.2895
peter.gose@lumen.com

Rural Digital Opportunity Fund (RDOF) Project Update

Jacksonville, Oregon Wire Center – Month of January 2026

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. Splicing is complete. All portions of Job 876 including fiber placement and optical light terminal placement are complete and eligible living unit locations are being entered into the internal inventory system to allow for ordering fiber service. 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. Communication with the Army Corps of Engineers is on-going.

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 Q1 2026. Marketing materials will be shared with OPUC and CUB at monthly virtual meeting.

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 completely built and has passed testing procedures.
Transport paths back to Jacksonville are complete.

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 remains in resolved.

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 received.
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. Company official lines will be utilized for cutover testing prior to moving working customer lines to the new system.