January 23, 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 pertains to items for filing in docket UM 1908:

As indicated in the correspondence filed January 16, 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 supplemental filing includes the following items:

1. Confidential and redacted call logs for the Protected Customer toll-free, 24/7 dedicated customer support line through January 12, 2026.

2. Confidential and non-confidential service quality performance metrics for December 2025.

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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