March 27, 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 March 20, 2026:

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 metrics for February 2026.

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

Sincerely,

Peter Gose

Peter Gose
Sr. Director of Compliance

Attachments

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