July 17, 2026

Oregon Public Utility Commission
P.O. Box 1088
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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:

1. Attached are confidential and redacted call logs for the Protected Customer toll-free, 24/7 dedicated customer support line through July 5, 2026.

2. Confidential and public versions of service quality performance metrics for June 30, 2026.

Assembly of service quality metrics and call log data occurs monthly. That data is submitted on a fixed two-week filing cadence, specifically on days 14 and 28 of the current filing cycle, and 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 brings the filing forward by 2 or 3 days. As a result, the gap between the close of the measurement period and the submission of the associated data is shortened. Month over month this cadence 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.

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

Sincerely,

Melissa Brocato

Melissa Brocato
Lead Analyst, Regulatory Affairs
Attachments

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Rural Digital Opportunity Fund (RDOF) Project Update

Jacksonville, Oregon Wire Center – Month of July 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 finished: 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: COMPLETE. 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 Q4 2025 federal government shutdown, no progress was able to be made with the Army

Corps of Engineers in during the shut down. Communication with the Army Corps of Engineers is on-going and Corps staff has reached out with a request for administrative fee payments and to advise on next steps. Corp staff has indicated they have availability for the required environmental review. While it was understood the Army Corps of Engineers permitting was the final item to begin construction of the last segment of the Jacksonville RDOF Project, it now appears that a United States Forest Service permit may also be required. Given the additional complexity this new permitting is likely to bring to the project, CenturyLink will discuss what is learned in the next few weeks with the Commission's telecommunication engineering staff.

CenturyLink continues to market fiber service to eligible customers within the RDOF supported census blocks. Quantum Fiber branded marketing materials were shared with OPUC and CUB at monthly virtual meeting. Banners have been affixed to outside plant enclosures in the Jacksonville fiber project area and corrugated yard signs have been placed for marketing purposes.

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: 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.
47 customer lines have been cut over as of 3/12/2026.
19 remaining customer lines remain to be cut over. A 1,000 number block of phone numbers has been requested through the numbering administrator. These numbers are necessary to complete the cutover for the final 19 customers as that last step requires that all numbers that have been temporarily cutover be finalized with new local routing numbers. While a 1,000 number request is more than the approximately 100 currently required for this project, that quantity is the smallest that can be obtained. To aid in number conservation, Lumen is working with the administrator to return other numbers

not in use in blocks assigned in other areas. In OPUC Docket UM 2443 Staff has recommended that the Commission should approve Qwest's request for a waiver of the FCC requirements involving the MTE and percent utilization criteria.

This site bypasses 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. COMPELTE
Cabinet pad placed and awaiting electrical inspection. COMPLETE
Electrical expansion work has commenced to support the new system. PPL pole placement anticipated around 3/15/2026. COMPLETE
Line cards for this site are received. COMPLETE
While easement and permitting work at this location is resolved, there is one small fiber placement issue that needs to occur via changing fiber attachments to a different pole. This is necessary to avoid any potential trespass concern.
19 customer lines cutover within five days after establishment of new 1,000 number block.

This upgrade will similarly bypass legacy T1 infrastructure and improve network resilience.

2600 Upper Applegate Road – Deployment Status: COMPLETE

Fiber cable extension work bring high-capacity connectivity to the site. COMPLETE
The Calix cabinet is in place, and line cards are received and placed.
All 10 customer lines have been cutover to the new system as of 3/12/2026.
The older Nortel DMS Urban pair gain system has been turned down and will be removed at a later date.
This new system has eliminated dependency on aging T1 repeater chains.

Cutover Method

Methods of Procedure (MOPs) used to ensure a seamless cutover from the legacy Nortel DMS IPG systems to the new Calix E7 platforms is as follows below:

Each customer line is individually cut over by completing all necessary system programming and only then moving jumpers at the cross connection cabinet to switch the customer from the Nortel DMS to the Calix E7 system. The jumper process requires approximately two minutes, hence customer down time will be minimal.

The goal is to minimize customer downtime and ensure a smooth transition with no service disruption. Company official lines were utilized for cutover testing prior to moving working customer lines to the new system.