August 28, 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:

1. Attached are confidential and redacted call logs for the Protected Customer toll-free, 24/7 dedicated customer support line through August 11, 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
Regulatory Affairs Manager
Attachments

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