BILL MAGNESS
Main (503) 595-3922
bill@mrg-law.com

July 9, 2025

VIA E-MAIL TO

Administrative Law Judge Sarah Spruce
Mr. Joseph Bartholomew
Public Utility Commission of Oregon
Filing Center
201 High Street SE, Suite 100
Salem, Oregon 97301-3398

Re: Docket No. UM 1908 – In the Matter of Lumen Technologies, Service Quality Performance Plan: Status Report on 24/7 Dedicated Customer Support Line.

Dear Judge Spruce and Mr. Bartholomew:

Qwest Corporation ("CenturyLink")[1] has reviewed the recent filings in this docket and submits this letter to report that the 24/7 dedicated customer support line established by CenturyLink pursuant to previous Commission orders in this docket[2] is operational and functional, and is being closely monitored by CenturyLink to ensure its customers are able to report any issues with their service. CenturyLink personnel tested the dedicated line as of the date of this letter and reported that it is working.

CenturyLink swiftly responded to and repaired network outages in June 2025 either the same day or the next day, and in all cases in 24 hours or less. As noted in its filing in this docket on July 8, 2025, CenturyLink is willing to meet with Staff or CUB to discuss the status of the dedicated line, and commits to responding as quickly as possible to customer reports of problems using the dedicated line. The company is aware of the active wildfire risks in southwestern Oregon and understands the importance of maintaining service to its customers (or receiving reports of service problems) now and in the future.

[1] Qwest Corporation is the CenturyLink Incumbent Local Exchange Carrier ("ILEC") that serves the Jacksonville, Oregon area.
[2] *See* Order No. 22-340 at 1 (Sept. 23, 2022).

Sincerely,

Bill Magness
McDowell Rackner Gibson PC
419 SW 11th Ave., Suite 400
Portland, OR 97205
Telephone: (503) 595-3922
Email: bill@mrg-law.com

cc: UM 1908 / UM 2206 Service Lists