ITEM NO. CA 2

PUBLIC UTILITY COMMISSION OF OREGON
STAFF REPORT
PUBLIC MEETING DATE: May 1, 2017

REGULAR ____ **CONSENT** X **EFFECTIVE DATE** **May 6, 2017**

DATE: April 24, 2017

TO: Public Utility Commission

FROM: Laurel Anderson LA

THROUGH: Jason Eisdorfer JE, Bryan Conway BJC, and Roger White RW

SUBJECT: CENTURYLINK: (Docket No. ADV 542/Advice No. 2136, ADV 543/Advice No. OR 17-03A, ADV 544/Advice No. OR 17-04A) Term and condition change related to process of acceptance and cancellation of service orders. Remove Uniform Service Order Codes (USOCs) and Field Identifier Codes (FIDs) from the tariff.

STAFF RECOMMENDATION:

Staff recommends the Commission approve the tariff revisions listed below.

DISCUSSION:

Issue

Three subsidiaries of CenturyLink, Qwest Corporation dba CenturyLink QC (Qwest), CenturyTel of Oregon, Inc. (CenturyTel) and United Telephone Company of the Northwest dba CenturyLink (United) propose to revise terms associated with cancellation or modifications of customer orders contained in its tariffs.

Applicable Law

Notice of revisions to the price plans was filed on April 5, 2017, in accordance with ORS 759.255 that requires notice to be filed 30 days prior to the effective date.

Analysis

Currently, CenturyLink's processes differ among its legacy companies on when billing begins for services and when service orders should be cancelled. The current price

plan sets the maximum number of days that an existing order can be delayed to 30 calendar days for CenturyTel or Qwest and 120 days for United. CenturyLink proposes to change the tariff so that all existing orders can be delayed for not more than 60 days. The service-date change language is also being revised to standardize format and language across the three subsidiaries surrounding the number of days that existing orders can be delayed.

The filing also addresses the cancellation of an Access Order. An Access Order is an order between telecommunication companies generally for high speed networks and a means of accessing those networks. CenturyLink proposes to change the tariff so that if a customer is unable to accept Access Service within 30 calendar days of the latest agreed upon service date, then the customer has the choice of the following options:

- Canceling the Access Order with related charges applied, or
- The Access Order can be completed and billing will commence once the service has been fully provisioned or the customer has indicated that billing for the service should begin.

CenturyLink is also proposing the removal of Uniform Service Order Codes (USOCs) and Field Identifier Codes (FIDs) from the tariffs. These codes are being removed as part of the consolidation and alignment of CenturyLink's billing system. No rates, terms or conditions will be impacted by the removal of these codes.

Conclusion

The changes CenturyLink is proposing standardize format and language between the subsidiary companies and do not change the rates approved in the price plans.

This filing was made pursuant to the price plans that the Commission approved in Order No. 14-346 (Qwest) effective October 3, 2014 and Order No. 14-347 (CenturyTel/United) effective October 7, 2014. Under the price plans, CenturyLink is required to file tariff changes with the Commission at least 30 days prior to a filing's effective date. This filing was submitted on April 5, 2017, with a proposed effective date of May 6, 2017, and therefore complies with this requirement.

PROPOSED COMMISSION MOTION:

Allow the CenturyLink tariff revisions proposed in Advice Nos. 2136, OR17-03A and OR 17-04A to go into effect.