

**OREGON PUBLIC UTILITY COMMISSION  
INTEROFFICE CORRESPONDENCE**

**DATE:** January 24, 2025

**TO:** File through Bryan Conway and Russ Beitzel

**FROM:** Scott Shearer

**SUBJECT:** CENTURYTEL OF OREGON INC:  
(Docket No. ADV 1702/Advice No. 382) Increases Residential Local Exchange Access Service Flat Monthly Rates as Allowed by the Current Price Plan.

I have reviewed this filing and recommend that an acknowledgement letter be sent. With this filing, CenturyTel of Oregon Inc dba CenturyLink (CenturyTel or Company) proposes to adjust certain rates in compliance with its Price Plan.

Issue

Whether the tariff changes proposed by CenturyTel should be allowed to become effective for service rendered on and after March 1, 2025.

Applicable Rule or Law

Telecommunications utilities are required under ORS 759.175 to submit filings to the Commission whenever they intend to change their rates, terms, or conditions of service.

CenturyTel is regulated under a Price Plan pursuant to ORS 759.255 and Order No. 24-113 in Docket No. UM 2206. Section 8.a.i of the Price Plan requires CenturyTel to file all tariff changes with the Commission at least 30 days prior to the effective date of the change. Section 8.b.i of the Price Plan requires CenturyTel to provide customers with 30-day notice of monthly recurring price changes.

Pursuant to Section 4.e.i of the Price Plan, monthly rates for flat rate residential Primary Line Basic Service may not increase by more than \$3.00 annually and may not increase by more than \$12.00 over any four-year Plan term, subject to service quality metrics as described in 4.e.ii and 4.e.iii.

Analysis

This filing was initially submitted on January 13, 2025, with a proposed effective date of March 1, 2025, in compliance with the filing requirements stated in the Company's Price Plan. The Company states that customers were notified of the rate changes proposed

with this filing, as required by the Price Plan. The proposed rate changes are summarized below.

**Residential Basic Service – Flat Rate**

This filing relates to the first year (Year 1) of the price plan. CenturyTel proposes to increase its flat rate residential Primary Line Basic Service rate to \$27.93, as shown in Table 1.

Service	Current Rate	Proposed Rate	Current Year Change	4-Year Plan Change
Residence One-Party Flat Rate	\$ 26.43	\$ 27.93	\$ 1.50	\$ 1.50

For the Price Plan Year 1, the Company chose the option of applying (and adding together) two Optional Components, listed in (4)(e)(ii)(1) & (2). Specifically,

Optional Component 1: Company statewide performance under Repair Clearing Time (RCT) and Trouble Ticket (TT/100) metrics, see Table 2.

- (a) RCT and TT/100 statistics shall be calculated on the basis of a rolling statewide 12-month average using all 167 wire centers. All rolling 12-month averages identified in the Price Plan will be calculated as of the date CenturyLink seeks to increase rates.
- (b) The TT/100 metric will be measured by the percentage of its 167 wire centers that are compliant per month over a rolling 12-month period.
- (c) The Company may increase Primary Basic Line Service, by no more than \$1.50, by the amount found at the intersection of its RCT and TT/100 performances below for all Oregon customers.

	TT/100 Performance Below 70% compliant	TT/100 Performance 70%-79% compliant	TT/100 Performance 80%-89% compliant	TT/100 Performance 90%+ compliant
RCT 90%+	\$ 0.75	\$ 1.00	\$ 1.25	\$ 1.50
RCT 80%-89%	\$ 0.50	\$ 0.75	\$ 1.00	\$ 1.25
RCT 70%-79%	\$ 0.25	\$ 0.50	\$ 0.75	\$ 1.00
RCT < 70%	\$ -	\$ 0.25	\$ 0.50	\$ 0.75

Optional Component 2: Company performance under RCT and TT/100 performances below for all Protected Customers (calculated as a single group), see Table 3.

- (a) RCT and TT/100 statistics shall be calculated on the basis of a rolling 12-month average for all Protected Customers.
- (b) The TT/100 metric will be measured by the percent compliance (~ 3 trouble tickets/100 access lines) the company achieves for Protected Customers (calculated as a single group) per month over a rolling 12-month period.
- (c) The Company may increase Primary Basic Line Service, by no more than \$1.50, by the amount found at the intersection of its RCT and TT/100 performances for all Protected Customers.

Optional Component 2

Table 3

	TT/100 Performance Below 70% compliant	TT/100 Performance 70%-79% compliant	TT/100 Performance 80%-89% compliant	TT/100 Performance 90%+ compliant
RCT 90%+	\$ 0.75	\$ 1.00	\$ 1.25	\$ 1.50
RCT 80%-89%	\$ 0.50	\$ 0.75	\$ 1.00	\$ 1.25
RCT 70%-79%	\$ 0.25	\$ 0.50	\$ 0.75	\$ 1.00
RCT < 70%	\$ -	\$ 0.25	\$ 0.50	\$ 0.75

The service quality metrics for the 12 months ending November 2024 (the last month information is available), shows the following, see Table 4:

Service Quality Metrics

Table 4

	12 MONTH AVERAGE COMPLIANCE %
Statewide RCT 48	46.5%
Statewide TT - 100 (Trouble Tickets)	98.4%
Protected Cx RCT 48	45.0%
Protected TT - 100 Cx (Trouble Tickets)	100.0%

Per the Price Plan Year 1 metrics, the Company falls into RCT <70% and TT/100 +90% for both Options Component s 1 and 2, which equates to \$.75 per metric, for a sum of \$1.50, as allowed under the price plan and requested by the company in this filing.

### Conclusion

This filing complies with applicable laws, rules, and the provisions of CenturyTel's Price Plan for Year 1. The filed tariff sheets should be allowed to become effective, and an acknowledgement letter should be sent.