



June 29, 2020

Public Utility Commission of Oregon  
201 High Street, SE, Suite 100  
Salem, Oregon 97301-3398

RE: Advice No. 20-04 for United Telephone Company of the Northwest d/b/a CenturyLink,  
OR PUC No. 4 Tariff

Dear Commissioners:

Attached for electronic filing are the following revisions to the United Telephone Company of the Northwest d/b/a CenturyLink, OR PUC No. 4 Tariff. The following revisions are being submitted with a proposed effective date of August 14, 2020.

<u>Section</u>	<u>Page</u>	<u>Revision</u>
2	8	1st
2	10	1st

These proposed revisions standardize and simplify the discontinuance of service provisions for customer-requested termination of residential service. Upon request for discontinuance, residential service will be terminated on the last day of the customer's current billing cycle, and no prorations will apply on customer's final billing statement. Customers were notified of this change at least thirty days prior to the proposed effective date.

If you have any questions regarding this filing, please contact Ms. Samantha Ridderbusch at (503) 242-7989 or me at the contact information below.

Sincerely,

A handwritten signature in cursive script that reads "Robyn Crichton".

Robyn Crichton

cc: Ms. Samantha Ridderbusch, CenturyLink  
Mr. John Felz, CenturyLink

OR2020-08

**ROBYN CRICHTON**  
Government Operations Manager  
robyn.m.crichton@centurylink.com  
voice: (913) 884-1131

**RULES AND REGULATIONS**

**RENDERING AND PAYMENT OF BILLS (cont'd)**

- PAYMENT OF BILLS

Payment of bills shall be made at an office of the Company, to an authorized collector of the Company, or by mail.

The following bills are payable upon presentation:

- Bills for removal of facilities
- Bills for special services
- Bills for discontinuance of service

The following bills must be paid before service will be installed or restored:

- Bills for restoration of service
- Bills for establishment of credit
- Bills for reestablishment of credit

**FRACTIONAL CHARGES AND PRORATING OF BILLS**

**Bills for telephone service are normally rendered on a monthly basis.** Monthly bills for telephone service rendered for periods in excess of or less than a calendar month will be prorated on the basis of the number of days in the period in question to an average month of thirty (30) days. When the total period for the service is less than one month, the total rate for that service will not be less than the monthly minimum rate. **Bills rendered for establishment of services and final bills rendered for discontinuation of business services will be prorated on the basis of a thirty (30) day billing period. Final bills rendered after customer-requested discontinuance of residential service will not be pro-rated and service will remain available to the customer until the first day of the customer's next billing cycle, except as otherwise described in 860-021-0310.**

Partial payments from Lifeline Assistance Program subscribers will be applied first to local exchange charges and then to toll charges.

- RATES APPLICABLE DURING TEMPORARY DISCONNECTION FOR NON-PAYMENT

When the Company has the right to discontinue exchange service as provided by these rules, it may do so either temporarily or permanently.

Service temporarily disconnected will be charged for in accordance with the regular rates for a period not to exceed fifteen (15) days subsequent to the date of temporary disconnection.

(C)

(N)

(N)

(N)

## RULES AND REGULATIONS

### DISCONTINUANCE OF SERVICE BY THE CUSTOMER

The customer is required to notify the Company of his or her intent to discontinue service.

**When business service is terminated at the customer's request after the minimum service period or initial contract period has been met, service will be discontinued immediately, and a final bill will be issued in accordance with Section 2 (Fractional Charges and Prorating of Bills). Residential customers may request termination of residence service at any time, and service will be discontinued on the last day of the customer's billing cycle after the minimum service period has been met, except as otherwise described in 860-021-0310. Final charges will be rendered in accordance with Section 2 (Fractional Charges and Prorating of Bills).**

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### DISCONTINUANCE OF SERVICE BY THE COMPANY

Except as provided by these rules, the Company will not discontinue service to any customer for violation of any rule except after at least five (5) days written notice advising the customer which particular rule has been violated. The notice may not be sent prior to the due date for the services billed. This may be waived in cases of emergency or in the event of the discovery of a dangerous condition on the customer's premises or in the case of the customer's utilizing the telephone service so as to make it dangerous for occupants of the premises.

The Company shall not disconnect local residential service if the customer submits certification from a qualified medical professional stating that disconnection would significantly endanger the physical health of the customer or a member of the customer's household. "Qualified medical professional" means a licensed physician, nurse-practitioner, or physician's assistant authorized to diagnose and treat the medical condition described without direct supervision by a physician.

Service may be discontinued by the Company for the following reasons:

- **FAILURE TO ESTABLISH CREDIT**

Service may be disconnected for (a) failure to establish credit by failing to pay a deposit or make payments in accordance with the terms of a deposit payment arrangement; or, (2) providing false identification or verification of identity;

- **NON-PAYMENT OF BILLS**

Exchange and intraLATA toll service may, upon proper notice, be temporarily disconnected for non-payment of a bill, if it has not been paid within fifteen (15) calendar days after presentation. Exceptions for Lifeline Assistance program subscribers are set forth in Section 5 of this tariff.

Service furnished a customer may be discontinued for non-payment of a deposit or of a bill for other services, unless the customer makes arrangements satisfactory to the Company for payment and meets the payment requirements agreed upon.