



May 2, 2019

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

RE: Advice No. 19-005 for United Telephone Company of the Northwest d/b/a CenturyLink, OR PUC Price List

Dear Commissioners:

Attached for electronic filing are the following revisions to the United Telephone Company of the Northwest d/b/a CenturyLink, OR PUC Pricelist. The following revisions are being submitted with a proposed effective date of May 4, 2019.

<u>Section</u>	<u>Page</u>	<u>Revision</u>
6	21	2nd
6	22	6th

This filing adds a clarifying statement for consistency and standardization regarding Directory Assistance call allowances and deletes an outdated entry under the Directory Assistance rates section. Directory Assistance allowances were eliminated under a prior filing and customers were notified 30 days prior to that effective date. These clarifying revisions do not impact customers.

If you have any questions regarding this filing, please contact Phil Grate at (206) 345-6224 or me at the contact information provided below.

Sincerely,

A handwritten signature in black ink that reads "Robyn Crichton".

Robyn Crichton

cc: Phil Grate, CenturyLink

OR 19-08

**ROBYN CRICHTON**  
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**MESSAGE TELECOMMUNICATIONS SERVICE**

6.8 DIRECTORY ASSISTANCE SERVICE (cont'd)

3. Exemptions

**There are no call allowances for Directory Assistance customers.**

(T)

Charges for local and long distance Directory Assistance Service are not applicable to calls placed from hospitals and customers (residence telephone numbers) who certify that they are unable to use a directory because of a physical, visual or mental handicap. Handicapped customers may obtain this exemption upon their completion and submission of an exemption form supplied by the Company, and the Company's acceptance of that form. There are no exemptions for national directory assistance calls.

4. Rate Regulations

- a. The Directory Assistance Service Charge applies per call even if the customer requests telephone numbers or names that are not published or otherwise not found by the operator or automated directory assistance system, or if the call is not completed by the automated directory assistance system (i.e., busy, no answer, customer does not invoke directory assistance call completion or directory assistance call completion is not available).
- b. In locations where the customer has the technical capability to direct dial Directory Assistance but places the call by dialing "0", Operator Handled Service Charges will apply in addition to the Directory Assistance Service Charge as specified in 5.b following.

