



May 11, 2023

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

RE: Advice No. 379 for CenturyTel of Oregon, Inc. d/b/a CenturyLink and CenturyTel of Eastern Oregon, Inc. d/b/a CenturyLink OR PUC No. 6 Tariff

Dear Commissioners:

Attached for electronic filing are the following revisions to the CenturyTel of Oregon, Inc. d/b/a CenturyLink and CenturyTel of Eastern Oregon, Inc. d/b/a CenturyLink OR PUC No. 6 Tariff. The following revisions are being submitted with a proposed effective date of June 15, 2023.

<u>Section</u>	<u>Page</u>	<u>Revision</u>
1	1	1st
2	14	1st
2	30	1st

This filing adds language addressing company-initiated termination of service if the company's access to a customer's premises is denied, when such access is deemed necessary by the Company for the maintenance, transfer, or other modification of service. Customers will be notified in advance of a company-initiated suspension or termination of service under this provision.

This filing also standardizes the process for changes in responsibility for accounts, also known as supersedure of service or transfer of service.

Additionally, administrative updates are included for the company's trademark section.

If you have any questions regarding this filing, please contact me at (913) 884-1131.

Sincerely,

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

Robyn Crichton

cc: Mr. Peter Gose, Lumen

OR 2023-11

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

EXPLANATION OF SYMBOLS

- C - To signify changed listing, condition, rule or regulation.
- D - To signify discontinued material.
- I - To signify increase.
- M - To signify material transferred from one sheet to another sheet of a same or different section.
- N - To signify new material.
- R - To signify reduction.
- T - To signify change in text but not change in rate, condition, rule or regulation.

TRADE NAMES, TRADEMARKS AND SERVICE MARKS USED IN THIS TARIFF

Below is a list of trade names, trademarks and/or service marks for services which are offered in this Tariff. These trade names, trademarks and/or service marks are owned by **CenturyLink Communications, LLC** and are used by **the Company with permission**. Trademark and service mark designations will not be listed hereafter in the Tariff. However, the laws regarding trademarks and service marks will still apply. Trademarks and service marks that are owned by **CenturyLink Communications, LLC** cannot be used by another party without authorization.

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Service Mark/Trademark:
CenturyLink®
Lumen®
Lumen Technologies®

Trade Name:
CenturyLink

RULES AND REGULATIONS

2.6 DISCONTINUANCE OF SERVICE (RULE NO. 6)

A. Temporary Suspension of Service

In lieu of permanent disconnection, the Company may temporarily suspend or institute toll denial if the customer fails to pay any amounts due. Service may also be temporarily suspended for violation for any regulations governing the furnishing of telephone service. Such suspension shall not be made until at least five days following written notification to the customer of the intention to suspend service. The notice shall state that permanent disconnection will follow within ten days unless full payment of any overdue amount or any other obligations are made. It shall be indicated on the written notice of suspension that the customer has the right of appeal the action to the Public Utility Commission. Temporary service disconnection for nonpayment shall not take place on a day before a weekend or a state or Company recognized holiday without prior consent of the Public Utility Commission.

B. Grounds for Disconnection of Service

Telephone service may be disconnected under the following circumstances:

1. For failure to pay a deposit or make payments in accordance with the terms of a deposit payment arrangement (OAR 860-021-0206);
2. For failure to abide by the terms of a time payment agreement.(OAR 860-021-0510);
3. Where facilities provided are unsafe or do not comply with state and municipal codes governing service or the rules and regulations of the Company (OAR 860-021-0335);
4. Where a customer requests the Company to disconnect service or close an account (OAR 860-021-0310);
5. Where dangerous or emergency conditions exist at the service premises (OAR 860-021-0315; OAR 860-021-0505);
6. For failure to pay tariff charges due for services rendered (OAR 860-021-0505);
7. Where service is being obtained fraudulently (OAR 860-021-0305); or
8. Where the Public Utility Commission approves disconnection of service (OAR 860-021-0305).
9. **Customer Denied Access - The Company may either temporarily suspend service or terminate the service to any person, firm or corporation who fails to respond or who otherwise denies the Company access to the premises when such access is deemed necessary by the Company to maintain, transfer or otherwise modify service. The Company shall notify the customer at least 30 days prior to service suspension or termination. The Company shall waive any associated reconnection charges if such reconnection is made within 30 days, except that the Company does not guarantee the same phone number will be available if reconnection is requested.**

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RULES AND REGULATIONS

2.16 SUPERSEURE OF SERVICE (RULE NO. 16)

A supersedure charge, as specified in Section 3 of this Tariff, will apply where a business or residence customer takes over the service of a former customer, provided the service is furnished at the same location without interruption and the new customer assumes all unpaid charges on the original contract. Termination charges will apply for any service furnished under the original contract which is not retained by the new customer.

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Supersedure may also be extended to residence customers in such cases as death of a customer where the service at the same location is retained. Other instances where supersedure is applicable is in the case of divorce or a group of individuals sharing a household when the person responsible for payment of the bill moves and another assumes responsibility.

2.17 P.U.C. RULES, ORDERS AND REGULATIONS (RULE NO. 17)

The rules, orders and regulations of the Public Utility Commission of Oregon, now in effect or hereafter issued, are by reference made a part of this Tariff with the following exceptions:

Variances from Telecommunications Service Standards Rules (OAR 860-023-0055):

A. Variance from Rule 860-023-0055(4)

At the time a request for access line service is taken, the Company will in most cases commit to a due date of no more than five business days. However, there will be exceptions in those small rural exchanges where the level of activity does not justify stationing installation personnel more than one day per week.

B. Variance from Rule (OAR) 860-023-0055(4)(B)

Customers will be advised in writing as soon as their request for service becomes a held order. A commitment as to when the order can be filled will be made by the Company within 30 days.

C. Variance from Rule (OAR) 860-023-0055(5)

The Company shall clear 85 percent of all trouble reports within 24 hours.

D. Variance from Rule (OAR) 860-023-0055(5)(K) and (d)

The Company does not produce a 12-month rolling average report for trouble reports.