



May 11, 2023

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

RE: Advice No. 2166 for Qwest Corporation d/b/a CenturyLink QC,  
OR PUC Price List No. 102

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 No. 102. The following revisions are being submitted with a proposed effective date of June 15, 2023:

<u>Section</u>	<u>Page</u>
1	2nd Revised Sheet 29
1	5th Revised Sheet 30
2	1st Revised Sheet 30

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, CenturyLink

OR 2023-11

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

## 1. APPLICATION AND REFERENCE

## 1.7 TRADEMARKS, SERVICE MARKS AND TRADE NAMES

Marks are identified in text throughout this document in all caps and italics, e.g., *CENTRON* Service.

MARK	OWNER	
CALLER ID WITH PRIVACY + <sup>SM</sup>	Qwest Communications International Inc.	
CALL PLANNER <sup>®</sup>	Qwest Communications International Inc.	
CENTRAFLEX <sup>®</sup>	Qwest Communications International Inc.	
CENTRON <sup>®</sup>	Qwest Communications International Inc.	
CONSULTLINE <sup>®</sup>	Qwest Communications International Inc.	
CUSTOMNET <sup>SM</sup>	Qwest Communications International Inc.	
DID <sup>®</sup>	Qwest Communications International Inc.	
I-CALLED <sup>SM</sup>	Qwest Communications International Inc.	
INTRACALL <sup>®</sup>	Qwest Communications International Inc.	
LINE VOLUME ADVANTAGE <sup>®</sup>	Qwest Communications International Inc.	(C)
MARKET EXPANSION LINE <sup>®</sup>	Qwest Communications International Inc.	
NEXTCONNECTS <sup>SM</sup>	Qwest Communications International Inc.	
PURCHASE PLUS REWARD <sup>SM</sup>	Qwest Communications International Inc.	(C)
QWEST <sup>®</sup>	Qwest Communications International Inc.	
QWEST BUSINESS LINE PLUS <sup>TM</sup>	Qwest Communications International Inc.	
QWEST UTILITY LINE <sup>TM</sup>	Qwest Communications International Inc.	

**Qwest Corporation d/b/a CenturyLink QC**

**P.U.C. OREGON NO. 33  
EXCHANGE AND  
NETWORK SERVICES**

**SECTION 1  
5th Revised Sheet 30  
Cancels 4th Revised Sheet 30**

**1. APPLICATION AND REFERENCE**

**1.7 TRADEMARKS, SERVICE MARKS AND TRADE NAMES (Cont'd)**

The following list of trade names, trademarks and/or service marks which may be used for services offered in this Tariff 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 are applicable. (C)

Trade names, trademarks and service marks that are owned by **CenturyLink Communications, LLC** cannot be used by another party without authorization. (C)

<u>Service Mark/Trademark:</u>	<u>Trade Name:</u>	(C)
<b>CenturyLink®</b>	<b>CenturyLink</b>	(C)
<b>Lumen®</b>		(C)
<b>Lumen Technologies®</b>		(C)

Tariffed service names which are preceded by QWEST® or “Qwest,” and tariffed services which include “Qwest” as a part of the service marked or trademarked product name, may also be marketed and/or billed under the trade or brand name CenturyLink, or may be marketed and/or billed without any trade or brand name.

**MARK**

- SECURITY SCREEN<sup>SM</sup>.
- SIMPLE VALUE<sup>SM</sup> (C)
- STAND-BY LINE<sup>®</sup>
- SUPER SAVINGS<sup>TM</sup>
- SWITCHNET 56<sup>®</sup>
- TELECHOICE<sup>®</sup>
- TOTAL ADVANTAGE<sup>®</sup>
- VALUECHOICE<sup>SM</sup>

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.9 TERMINATION OF SERVICE - COMPANY INITIATED

A. Reasons For Termination (OAR 860-21-305) (Cont'd)

- 6. Failure to abide by the terms of a time payment agreement.
- 7. Where the OPUC approves disconnection of the service.
- 8. Violation of any rule of the Company on file with and approved by the Commission which adversely affects the safety of the customers or other persons or the integrity of the Company's system.
- 9. When the Company has the right to discontinue service, and services of other customers terminate (for answering purposes) on the discontinued service, the terminating service will also be discontinued. This may be either a permanent or temporary disconnect.

**10. 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.**

(N)  
|  
(N)

B. Notices Necessary Prior to Termination

When any of the above conditions exist, the Company may discontinue the customer's service (either temporary denial or complete disconnection) provided the following steps have been taken: (OAR 860-21-505)

- 1. Mail a written notice to the customer at least five days before termination.  
  
The notice must be printed in bold face type, in easy to understand language. It must state the reasons for the proposed disconnection and the earliest date for disconnection. Each notice to discontinue service must contain an explanation of the Commission's appeal and complaint process.
- 2. The disconnection notice will include a multi-lingual statement as prescribed by the Public Utility Commission (OAR 860-21-011).
- 3. This written notice will be delivered in person or by first class mail.
- 4. The notice may not be sent prior to the due date for payment of the services billed.
- 5. For Information Providers' billing service, if a service has a bill adjustment factor greater than 20% during a three month rolling period. See Section 9, following.