



October 3, 2024

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

RE: Advice No. 24-003 for United Telephone Company of the Northwest d/b/a CenturyLink,
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. The following revisions are being submitted with a proposed effective date of October 3, 2024.

<u>Section</u>	<u>Page</u>
6	2nd Revised Page 20
6	3rd Revised Page 21

This filing grandfathers Directory Assistance Call Completion Service.

If you have any questions regarding this filing, please contact me.

Sincerely,

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

Robyn Crichton

cc: Mr. Peter Gose

OR2024-06

ROBYN CRICHTON
Government Operations Director
robyn.m.crichton@lumen.com
voice: (913) 884-1131
LUMEN - 100 CenturyLink Drive, Monroe, LA 71203

MESSAGE TELECOMMUNICATIONS SERVICE

6.8 DIRECTORY ASSISTANCE SERVICE

1. General

- a. The Company furnishes local, long distance and National Directory Assistance Service whereby customers may request assistance in determining telephone numbers or names associated with directory listings of individuals and/or businesses. Where technically feasible, customers may have their calls to the requested telephone number completed by the automated directory assistance system.
- b. A Directory Assistance Service Charge applies when customers request assistance in determining telephone numbers or names in the local calling area in which the customer receives local exchange service (local directory assistance), telephone numbers or names located outside the local calling area but within the customer's Home Numbering Plan Area (HNPA) (long distance directory assistance), or telephone numbers or names that are located outside the customer's HNPA (national directory assistance).
- c. Directory Assistance Call Completion is provided with directory assistance at no additional charge where technically feasible. Customers who dial directory assistance service may choose to have the requested telephone number automatically dialed and the call completed by the automated directory assistance system. When the customer receives the requested directory number from the automated directory assistance system, the customer will hear the Directory Assistance Call Completion announcement prompt offering to automatically dial the requested number. The customer will be prompted to activate directory assistance call completion by depressing a specific digit on a touch-tone telephone during the Directory Assistance call completion announcement prompt. Directory Assistance Call Completion is not available when requesting the name associated with a directory listing. ^[1] (C)

2. Regulations

- a. A maximum of two telephone numbers or names will be provided per directory assistance call. If two telephone numbers are requested in a single directory assistance call, Directory Assistance Call Completion is available only for the second telephone number provided. ^[1] (C)
- b. Directory Assistance Call Completion service is not available to the following customer groups: ^[1]
 - Hospitals
 - Hotels/Motels
 - Prisons/Inmates
 - Interexchange Carriers
 - Pay Telephone Access Service
- c. Directory Assistance is not available to customers subscribed to Toll and Casual Dialing Restriction Service, Options 1 or 2.

[1] Effective October 3, 2024, Directory Assistance Call Completion Service is grandfathered and will no longer be available. (N)
(N)

MESSAGE TELECOMMUNICATIONS SERVICE

6.8 DIRECTORY ASSISTANCE SERVICE (cont'd)

3. Exemptions

There are no call allowances for Directory Assistance customers.

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). ^[1]
- 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.

(C)

[1] Effective October 3, 2024, Directory Assistance Call Completion Service is grandfathered and will no longer be available.

(N)
(N)