



April 20, 2020

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

RE: Advice No. 368 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 1, 2020.

<u>Section</u>	<u>Page</u>	<u>Revision</u>
2	33	1st
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3	2	1st
3	3	2nd

This filing clarifies and standardizes language describing the conditions under which the Trouble Isolation Charge applies when a CenturyLink technician is dispatched to investigate a customer-reported trouble. The charge does not apply when CenturyLink determines the trouble is in CenturyLink's facilities (up to the network interface device) or when no trouble is found, unless CenturyLink is able to conclusively determine remotely that no trouble exists and customers insists a technician be dispatched. In that instance, the charge applies if the technician again confirms no trouble.

The Trouble Isolation Charge will also apply when customer allows CenturyLink to dispatch a technician to investigate a reported trouble and then does not allow the required access to customer's side of the network interface device of the technician is unable to make a conclusive determination when testing the company's facilities.

Customers are notified when they call to report a trouble of the circumstances under which a Trouble Isolation Charge may apply when a technician is dispatched to investigate. This charge does not apply when a trouble is found on the customer's side of the network interface device and the customer requests that CenturyLink perform the needed repairs, in which instance non-regulated repair charges apply unless the customer is subscribed to an inside wire protection plan.

If you have any questions regarding this filing, please contact Phil Grate at (206) 345-6224.

Sincerely,

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

Robyn Crichton

cc: Phil Grate, CenturyLink

OR2020-10

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

RULES AND REGULATIONS

2.19 CUSTOMER PREMISES INSIDE WIRING (CPIW) (RULE NO. 19)

- A. Customer Premises Inside Wiring (CPIW) is telephone wiring located on the customer's premises beginning at the point of connection with premises wiring to the Company's facilities and terminating at the point of connection with terminal equipment. Work on CPIW may be performed by the customer, by a technician designated by the customer, or by the Company at the customer's request. (T)
- B. The connection to Company facilities will be at a standard network interface (SNI) or a network interface device (NID) provided by the Company. Terminal equipment will be connected to the inside wire at each location of use via a customer-provided modular jack or similar device. FCC registered/approved equipment must be used. Use of unapproved or altered equipment can result in discontinuance of service and/or a service charge for costs to eliminate harm from the network.
- C. Inside wire installed by the Company receives special handling. The PUC approves revenue included in local exchange access line rates, which will fully amortize the inside wire account. Facilities will therefore be available for use after the customer contacts the Company and finds that they have no conflicting use planned for the wiring.
- D. Maintenance of customer-provided inside wire is the responsibility of the customer unless other arrangements are made. The Company, at its option, may offer either a monthly maintenance plan or offer to do the work requested by the customer on a time and material basis.
- E. If it is necessary for the Company to make a service call to clear a line having a fault in CPIW, a visit charge will apply. The Company will notify the customer of the problem and discuss charge(s) before the service person is dispatched.
- F. **If a customer subscribes to a monthly maintenance plan (inside wire protection), the Trouble Isolation Charge otherwise applicable when a customer-reported trouble is determined to be caused by customer-provided equipment, wire, facilities, communications system or customer actions is waived, except as described in Section 3.1.C.8.** (N)
|
(N)

NONRECURRING CHARGES

3.1 NONRECURRING CHARGES - Residence, Simple Business and Complex Business

- A. Non-recurring charges apply for the establishment of access line service and reconnecting service, which has been temporarily disconnected for non-payment.
- B. A non-recurring charge, as specified in D.1. following, consists of one or both of the following types of charges.
 - 1. Service Charge - A non-recurring flat charge applicable to the initial establishment of service. This charge includes but is not limited to:
 - a. Establishment of basic access line service to the protector.
 - b. Directory service.
 - c. Number changes requested by the customer.
 - d. Establishment of any service as provided for in this tariff.
 - e. Reconnection of service temporarily suspended.
 - f. **Trouble Isolation Charge** (N)
 - 2. Work Charge - A non-recurring charge applicable to work performed due to customer request. This charge includes but is not limited to charges, in accordance with Rule and Regulation No. 8, for repair or damage to Company facilities or equipment caused by the customer.
- C. Conditions
 - 1. Non-recurring charges are applicable for services furnished to the customer as indicated throughout this tariff except as provided hereinafter.
 - 2. An estimate of the total non-recurring charge may be required to be paid at the time of application for service when the applicant is a known credit risk.
 - 3. Non-recurring charges are not applicable for:
 - a. Normal maintenance and repair of the Company's access line up to and including the protector.
 - b. Change or correction in billing name or address when there is not a change in responsibility and there is no connection, disconnection, or change in the service.

NONRECURRING CHARGES

3.1 NONRECURRING CHARGES - Residence, Simple Business and Complex Business (Cont'd)

C. Conditions (Cont'd)

- 4. The non-recurring charge applicable for the establishment of foreign exchange service is the total of those non-recurring charges applicable within the local and the foreign exchanges.
- 5. Time payments for deposits and non-recurring charges are available to residential applicants or customers. Time payments are limited to charges for residential service and intraLATA toll (OAR 860-21-206).
- 6. Non-recurring charges are in addition to any other scheduled rates and charges that normally would apply in this tariff.
- 7. The charges specified herein do not contemplate work being performed by the Telephone Company employees at a time when overtime wages apply, due to the request of the customer. If the customer requests overtime labor performed or interrupts work once begun, a charge in addition to the specified charges will be made to compensate the Company for the extraordinary expenses incurred.

- 8. **A Trouble isolation Charge is applicable when the Company dispatches a technician to investigate a customer-reported trouble and a service difficulty is found to be caused by customer-provided equipment, wire, facilities, communications system or customer actions, and the customer does not have the Company repair the premises wire trouble.** (M) (T)
(M) (T)

This charge also applies when a customer requests or allows the Company to dispatch a technician to investigate the reported trouble and the customer then does not allow access to the necessary in-home wiring and equipment or is not available to allow access. (N)

The Trouble Isolation Charge is waived for customers who have inside wire protection, unless CenturyLink determines through remote testing that no trouble exists, and the customer insists on a dispatch. If no trouble is found, a Trouble Isolation Charge applies whether or not the customer has inside wire protection. (N)

(M) Material previously appeared on 1st Revised Page 3.

NONRECURRING CHARGES

3.1 NONRECURRING CHARGES - Residence, Simple Business and Complex Business

C. Conditions

8. (Cont'd)

The Trouble Isolation Charge will not apply when:

- Customer is subscribed to an inside wire maintenance plan before a Company technician is dispatched.
- A service difficulty or trouble is found to be in a permanently wired telephone associated with service (i.e., no network interface device).
- The service difficulty or trouble is in Company-maintained equipment or wiring
- No trouble is found after customer allows the necessary access to in-home wiring and/or equipment.
- Customer authorizes company repair of inside wiring and/or customer-provided equipment.

D. Rate Schedule of Nonrecurring Charges

1. Service Charge

One Time Charge

- a. Each Network Access Line connected:
- | | |
|--|---------|
| Residence | \$34.50 |
| b. Changes requiring central office work only | 15.55 |
| c. Change in directory listing | 7.67 |
| d. Other Network Access Line Work, each occurrence | 15.55 |
| e. Supersedure of business service with all terminations in place | 13.75 |
| f. Maintenance Visit Charge (a.k.a. Trouble Isolation Charge) ^[1] | |

Charge per Service Call

- | | |
|------------------------------|---------|
| - First 15 minutes | \$31.95 |
| - Each Additional 15 minutes | 13.50 |

^[1] Maintenance Visit Charges (a.k.a. Trouble Isolation Charges) for individual business and residence lines/trunks will not exceed \$85.00 per service call.

(M) Material previously appearing on this page now appears on Page 2 of this section.

(N)

(N)

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