

**Exh. SP-10
Docket UT-171082
Witness: Susie Paul**

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,**

Complainant,

v.

**QWEST CORPORATION D/B/A
CENTURYLINK QC,**

Respondent.

DOCKET UT-171082

**EXHIBIT TO
TESTIMONY OF**

Susie Paul

**STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION**

CenturyLink's July 25, 2017, Response Related to Service Denials

April 6, 2018

CenturyLink's July 25, 2017 responses to CP-1 and CP-2 regarding extensions of service.

1. Has the company received requests for residential basic local exchange service from potential customers that it has denied because facilities necessary to provide service: (a) don't exist at the service location; (b) require installations; or (c) require maintenance or upgrades?

If the answer to (a), (b) or (c) is yes, please indicate the respective number of denials by company:

Qwest
United Telephone Company of the Northwest
CenturyTel of Washington
CenturyTel of Cowiche
CenturyTel of Inter Island

For each denial, please provide the name and address of the individual requesting service.

Response: CenturyLink has determined that it does not retain records of service denials of this nature in a searchable database. In a development where the developer has not asked or allowed CenturyLink to deploy facilities, CenturyLink attempts to indicate in its own address records that service is not available at the addresses in that development. Because the line extension rule does not, in CenturyLink's view, pertain to extensions of service in developments, it is possible that other customers have contacted CenturyLink asking for service and have been told that service is not available in a development where the developer has refused to enter into a PAHD (provisioning agreement for housing developments). We are unaware of any instances where this occurred that the customer did not have service available from another provider.

2. Please provide all documents, including applications for extension of service, explanations of the extension of service rules, and cost estimates provided to applicants who requested residential basic local exchange service. With the documents, note the date these were processed and mailed.

Response: Line extensions of less than 1,000 feet do not generate these types of documents, and we do not have any records indicating that line extensions of more than 1,000 feet we received or responded to in the relevant two-year time period.