

**Exh. SP-12
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**

Email from Jerolyn Ochs to Susan Clemen, dated February 14, 2017

April 6, 2018

Activity Type: Email

Exh. SP-12
Docket UT-171082
Page 1 of 2

Activity Date: 2/14/2017, 8:21:45 AM

To: sclemen@utc.wa.gov;sclemen@utc.wa.gov;

From: Jerolyn.Ochs@CenturyLink.com

**Subject: WA UTC Complaint CAS-20417-Y7K6M8 for Robert Saum Jr.
CRM:0043044**

Attachments: 1

Body:

Susan-

Enclosed please find my response to the issues presented concerning Mr. Saum.

This customer is a CenturyLink Retiree. He moved into what we call a no serve housing development. The developer did not wire for phone service for these residents. Our engineer Mark Guz has had extensive conversations with the customer and the developer. The developer was going to run a conduit to an existing pedestal under the street and place a conduit to Mr. Saum's home. The developer was going to contact us, at that point, so we could place a buried service wire to bring service to the customer. That is the last communication that we received and have had no contact beyond this point. Once this work is performed, we would be happy to provide the service. As outlined in the enclosed.

Thanks.

Jerolyn Ochs

Regulatory Analyst
Customer Advocacy
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