

**BEFORE THE WASHINGTON  
UTILITIES AND TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION

Complainant,

v.

CENTURYLINK COMMUNICATIONS,  
LLC., d/b/a LUMEN TECHNOLOGIES  
GROUP

Respondents.

DOCKET UT-240078

ORDER 03

GRANTING STAFF'S MOTION TO  
AMEND COMPLAINT CAPTION AND  
NAMED PARTIES TO INCLUDE  
RESPONDENT'S AFFILIATES

**BACKGROUND**

- 1 On March 13, 2024, the Washington Utilities and Transportation Commission (Commission), through its staff, issued a complaint (Complaint), against CenturyLink Communications, LLC. d/b/a/ Lumen Technologies Group (CenturyLink or Company) for failure to meet the requirements of Washington Administrative Code (WAC) 480-120-133(2)(c) and WAC 480-07-375.
- 2 On April 19, 2024, the Commission issued Order 01, Prehearing Conference Order; Notice of Hearing, setting a procedural schedule for this proceeding and setting an evidentiary hearing for September 13, 2024.<sup>1</sup> The Commission also issued Order 02, Protective Order, pursuant to Revised Code of Washington (RCW) 34.05.446 and WAC 480-07-420 to govern the discovery and use of the information designated as confidential in this proceeding.<sup>2</sup>
- 3 On May 20, 2024, the former Presiding Officer, Paige Doyle, issued a Notice Canceling Evidentiary Hearing scheduled for September 13, 2024, after being informed that the parties conferred and agreed the issues in this matter were appropriate for decision on a paper record alone.<sup>3</sup> On this same date, a Notice Modifying Procedural Schedule was

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<sup>1</sup> *Washington Utilities and Transportation Commission v. CenturyLink Communications, LLC., d/b/a Lumen Technologies Group*, Docket UT-240078, Order 01, Appendix B (April 19, 2024).

<sup>2</sup> Order 02 (April 19, 2024).

<sup>3</sup> Notice Cancelling Evidentiary Hearing (May 20, 2024).

issued modifying the procedural schedule to remove the September 6, 2024, deadline for cancellation of the evidentiary hearing.<sup>4</sup>

4 On June 11, 2024, the Commission issued a Notice of Substitution of Presiding Officer reassigning this matter to Administrative Law Judge Michael Howard, and on August 15, 2024, the Commission issued a second Notice of Substitution of Presiding Officer reassigning this matter to Administrative Law Judge Amy Bonfrisco.<sup>5</sup>

5 On July 8, 2024, Commission Staff (Staff) asserts that it became aware that CenturyLink's affiliates consisting of Qwest Corporation d/b/a CenturyLink QC (Qwest); CenturyTel of Washington, Inc.; CenturyTel of Inter Island, Inc.; CenturyTel of Cowiche, Inc., and United Telephone Company (collectively Affiliates) owned and operated the customer service centers at issue in this matter.

6 On July 11, 2024, Staff filed a Motion to Amend Complaint pursuant to WAC 480-07-395(5) together with clean and red-lined versions of a proposed amended complaint.

#### DISCUSSION

7 Staff moves to amend the caption of its proposed amended complaint pursuant to WAC 480-07-395(5) to name certain affiliates of CenturyLink doing business as follows:

CenturyLink Communications, LLC d/b/a Lumen Technologies Group

Qwest Corporation;

CenturyTel of Washington, Inc.;

CenturyTel of Inter Island, Inc.;

CenturyTel of Cowiche, Inc.;

United Telephone Company of the Northwest,

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<sup>4</sup> Notice Modifying Procedural Schedule (May 20, 2024).

<sup>5</sup> Notice of Substitution of Presiding Officer dated June 11, 2024, and second Notice of Substitution of Presiding Officer dated August 15, 2024.

Additionally, Staff moves to amend Section I, paragraph three of the amended complaint as follows:

CenturyLink Communications, LLC; CenturyTel of Washington, Inc.; CenturyTel of Inter Island, Inc.; CenturyTel of Cowiche, Inc.; United Telephone Company of the Northwest; and Qwest Corporation (collectively CenturyLink) are telecommunication companies doing business in the state of Washington.

8 To support its motion, Staff relies upon WAC 480-07-395(4) and (5), which in relevant part allows the commission to “liberally construe pleadings and motions with a view to effect justice among the parties”<sup>6</sup> and to “allow amendments to pleadings, motions or other documents on such terms as promote fair and just results.”<sup>7</sup>

9 Pursuant to WAC 480-07-375(4) **Responses to written motions that are not dispositive or do not seek a continuance.** A party that opposes a written motion, other than a dispositive motion governed by WAC 480-07-380 or a motion for continuance governed by WAC 480-07-385, may file a written response within five business days after such motion is served, or may make an oral or written response at such other time as the presiding officer may set.

10 Here, Staff’s motion is not dispositive and will not impact substantive issues presented in the case. Further, we note that CenturyLink did not object and no other responses were filed by any of the other parties. Therefore, Staff’s motion is granted.

## ORDER

### THE COMMISSION ORDERS:

11 (1) Staff’s Motion to Amend Complaint as reflected in its proposed clean and red-line versions of such amended complaint is granted.

DATED at Lacey, Washington, and effective August, 22 2024

*/s/ Amy Bonfrisco*  
AMY BONFRISCO  
Administrative Law Judge

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<sup>6</sup> WAC 480-07-375 (4).

<sup>7</sup> *Id.* at (5).

**NOTICE TO PARTIES: This is an Interlocutory Order of the Commission. Administrative review may be available through a petition for review, filed within 10 days of the service of this Order pursuant to WAC 480-07-810.**