

**Exh. SP-23
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 to Susie Paul from Phil Grate Regarding
Complaints, dated October 12, 2017*

April 6, 2018

From: [Grate, Phil](#)
To: [Paul, Susie \(UTC\)](#)
Cc: [Anderl, Lisa](#)
Subject: RE: Complaints
Date: Thursday, October 12, 2017 3:53:00 PM
Attachments: [image001.jpg](#)
[image003.png](#)
[image005.png](#)

Hi, Susie,

We did not consider consumer complaints in our response for the timeframe of June 16, 2015 through June 15, 2017. We have since reviewed our database of consumer complaints which goes back only to the beginning of 2016. As I mentioned on the phone to you this morning, the database does not categorize complaints by the specific criteria of "denial of service." So we sorted for criteria we thought might reveal such complaints and found none. When we spoke this morning you mentioned the Robert Saum complaint. I admitted that the Saum Complaint had not come up using the criteria for which we sorted. So we input the criteria for the Robert Saum complaint (primary criteria = "installation" and secondary criteria = "other") and found one other refusal of service complaint as follows.

Complaint ID: CAS-21842-B6V9L3
Serviced By: Susan Clemen
Opened On: 9/28/2017 11:45 AM

This complaint (which is current) is outside the timeframe you specified but we thought you'd want to know that the "Saum" search criteria did reveal it.

We also reviewed the Roskelley complaint you mentioned.

Complaint ID: 124081
Serviced by: Sheri Hoyt
Opened on: 07/08/2015

Our file on the complaint indicates we extended service to Roskelley.

Please let me know if you have any other questions.

Regards,

Phil Grate

From: Paul, Susie (UTC) [mailto:spaul@utc.wa.gov]
Sent: Monday, October 09, 2017 2:57 PM
To: Grate, Phil <Phil.Grate@CenturyLink.com>
Subject: Complaints

Hi Phil,

In response to the June 21 data request, question 1 (below), was consumer complaints included in your response for the timeframe of June 16, 2015 through June 15, 2017?

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 installation; or (c) require maintenance or upgrades?

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

- a. CenturyTel Local Exchange Operating company that provides service in Washington (i.e. Qwest Corporation, United Telephone Company of the Northwest, CenturyTel of Washington, CenturyTel of Cowiche, and CenturyTel of Inter Island); and
- b. Telephone Exchange.

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

If you did not include customer complaints, please do so by Oct. 12. Please let me know if you have any questions.

Thanks,

Susie Paul

Compliance Investigations
(360) 664-1105 Office
spaul@utc.wa.gov

Utilities and Transportation Commission

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