

**Exh. SP-2
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**

Informal Complaint, dated February 3, 2017

April 6, 2018

Washington State Complaint: CAS-20417-Y7K6M8

Company: CenturyLink Communications LLC

Industry: Telecommunications

Customer: Robert Saum Jr.

Alt Contact:

Account Number:

Service Phone: 360-254-2324

E-mail Address: dragnfllys@q.com

**Service Address: 15512 NE 79th Way Vancouver Clark County Washington
98682**

Complaint: CAS-20417-Y7K6M8

Type: Complaint

Serviced By: Alice Fiman

Grouped By: Construction

Opened On: 2/3/2017, 8:00:00 AM

Closed On: 5/8/2017, 10:25:10 AM

Disposition: Consumer upheld

Violations Total: 2

TA Total: 0

Amount Customer Saved:

Description:

The customer requested new phone service from CenturyLink and the service installation was scheduled for 1/5/2017. The technician came to install phone service but said there was no facilities within subdivision. It is a new subdivision, called Anna Marie with approximately 12 homes. The customer stated there is a pedestal across the street from their property. The customer contacted the CenturyLink engineer three times, and engineer said that the customer was responsible to provide a way for the company to run line to their house. 2/10/2017 2:55 p.m. Passed complaint to CenturyLink via email. Response due by 2/14/2017 by 5 p.m.

Result:

As a local exchange company receiving federal high cost universal service support, the rules require the company to extend service to applicants. The company was in violation of WAC 480-120-071(3) for failing to provide the customer an application for extension of service within 7 days and WAC 480-120-071(4) for failing to allow an extension of service up to 1,000 feet at no charge to the customer.

Violations

WAC or RCW: 480-120-071(3)

Count: 1

TA:

Description: The company failed to provide the customer an application for extension of service within 7 days. The company did not provide the customer an application for extension of service. The company was notified of the violation.

WAC or RCW: 480-120-071(4)

Count: 1

TA:

Description: The company failed to allow an extension of service up to 1,000 feet at no charge to the customer and denied the customer service. The company was notified of the violation.

Activities

Activity Type: Email

Activity Date: 2/3/2017, 4:53:35 PM

To: dragnflys@q.com;

From: sclemen@utc.wa.gov

**Subject: WA UTC Complaint CAS-20417-Y7K6M8 for Robert Saum Jr.
CRM:0043032**

Attachments: 0

Body:

Washington UTC Complaint CAS-20417-Y7K6M8

Company: CenturyLink

Customer: Robert Saum Jr.

Account #:

Contact:

Service Address:

15512 NE 79th Way

Vancouver Washington 98682

Primary Phone: 360-254-2324

Secondary Phone:

Email Address: dragnflys@q.com

Complaint Information:

Complaint ID: CAS-20417-Y7K6M8

Serviced By: Susan Clemen

Opened On: 2/3/2017 4:24 PM

Grouped By: Construction

Description:

The customer requested new phone service from CenturyLink and the service installation was scheduled for 1/5/2017. The technician came to install phone service but said there was no facilities within subdivision. It is a new subdivision, called Anna Marie with approximately 12 homes. The customer stated there is a pedestal across the street from their property. The customer contacted the CenturyLink engineer three times, and engineer said that the customer was responsible to provide a way for the company to run line to their house.

2/3/2017 4:48 p.m. Passed complaint to CenturyLink via email. Response due by 2/7/2017 by 5

p.m.

Activity Type: Email

Activity Date: 2/10/2017, 10:39:22 AM

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

From: dragnflys@q.com

**Subject: RE: WA UTC Complaint CAS-20417-Y7K6M8 for Robert Saum Jr.
CRM:0043032**

Attachments: 0

Body:

Hi Susan,

Just checking in for any developments.

Bob Saum

Activity Type: Email

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
930 15th Street
Denver, CO 80202
Office: (844) 840-3536

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Activity Type: Email

Activity Date: 2/14/2017, 1:58:47 PM

To: Jerolyn.Ochs@CenturyLink.com;

From: sclemen@utc.wa.gov

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

Attachments: 0

Body:

Hello Jerolyn,
Please confirm if there is supposed to be an attachment. You stated "as outlined in the enclosed" at the end of your response.

Thank you,
Susan

Activity Type: Email

Activity Date: 2/15/2017, 6:46:44 AM

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

From: Jerolyn.Ochs@CenturyLink.com

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

Attachments: 0

Body:

Sorry Susan-

I was not referring to an attachment I was referring to the response that I sent you.

Please advise if questions.

Activity Type: Email

Activity Date: 2/15/2017, 3:55:15 PM

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

From: dragnflys@q.com

Subject: RE: WA UTC Complaint CAS-20417-Y7K6M8 for Robert Saum Jr.
CRM:0043032

Attachments: 0

Body:

Hi Susan,

Just wondering if there has been any response yet.

Thank you,
Bob Saum

Activity Type: Email

Activity Date: 2/16/2017, 1:06:12 PM

To: Jerolyn.Ochs@CenturyLink.com;

From: sclemen@utc.wa.gov

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

Attachments: 0

Body:

Thanks for the clarification regarding the attachment.

If the developer does not move forward and install conduit, what would the customer have to do in order to obtain a landline?

2/16/2017 1:05 p.m. Passed complaint to CenturyLink via email. Response due by 2/22/2017 by 5 p.m. NOTE: I will be on leave February 22 through March 3.

Activity Type: Phone Call

Activity Date: 2/16/2017, 4:30:00 PM

Direction: Outgoing

Customer: Robert Saum Jr.

UTC POC: Alice Fiman

Subject: Phone call to customer

Description:

I called the customer and let him know that my investigation is still on going and as soon as it is complete, I would contact him. He thanked me and said he'll wait to hear back from me.

Activity Type: Email

Activity Date: 2/22/2017, 12:31:36 PM

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

From: Jerolyn.Ochs@CenturyLink.com

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

Attachments: 1

Body:

Susan-

The developer did not choose CenturyLink to serve this development. This customer has the option to secure his services from Comcast but CenturyLink does not provide the service.

Please let me know if you need anything else.

Activity Type: Email

Activity Date: 2/22/2017, 4:40:05 PM

To: Jerolyn.Ochs@CenturyLink.com;

From: sclemen@utc.wa.gov

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

Attachments: 0

Body:

Please provide an explanation as to why CenturyLink believes it is not obligated to provide dial-tone service to the customer as required by WAC 480-120-071.

Your response is due 2/27/2017 by 5 p.m. NOTE: I will be on leave February 23 through March 3.

Activity Type: Email

Activity Date: 2/23/2017, 7:44:23 AM

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

From: Jerolyn.Ochs@CenturyLink.com

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

Attachments: 0

Body:

Susan,

We actually reviewed the WA 480-120-071 rule in the process of handling this complaint. The line extension rule does not apply to developments according to our regulatory counsel.

Please advise if anything further.

Activity Type: Email

Activity Date: 2/23/2017, 12:11:21 PM

To: Jerolyn.Ochs@CenturyLink.com;

From: afiman@utc.wa.gov

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

Attachments: 0

Body:

Good afternoon,
With Susan out of the office, I am overseeing her complaints.

There may be some confusion at this point. This complaint is from a private homeowner requesting service to his home.

There is no exclusion in the rule that I can find for denying service due to the homeowner's location. If there is documentation showing the company can deny service due to a customer's location, please provide it.

If not, please move forward on providing the customer the service he has requested, including what the customer would have to do to obtain a landline from CenturyLink.

Thank you,

Alice

Response due 2/28/17 by 5 p.m.

Activity Type: Email

Activity Date: 2/24/2017, 9:00:15 AM

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

From: dragnfls@q.com

**Subject: RE: WA UTC Complaint CAS-20417-Y7K6M8 for Robert Saum Jr.
CRM:0043032**

Attachments: 0

Body:

Good morning Susan,

Just wanting to know if there is any activity on my complaint.

Sincerely,
Bob Saum

Activity Type: Email

Activity Date: 2/24/2017, 12:52:32 PM

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

From: dragnflys@q.com

**Subject: RE: Automatic reply: WA UTC Complaint CAS-20417-Y7K6M8 for
Robert Saum Jr. CRM:0043032**

Attachments: 0

Body:

December of what year, Susan ??

From: Clemen, Susan (UTC) [mailto:sclemen@utc.wa.gov]

Sent: Friday, February 24, 2017 9:00 AM

To: Bob&Shirley <dragnflys@q.com>

Subject: Automatic reply: WA UTC Complaint CAS-20417-Y7K6M8 for Robert Saum Jr.
CRM:0043032

I am out of the office today. I will respond when I return on Friday, December 30th. Thanks!

Activity Type: Email

Activity Date: 2/27/2017, 4:00:02 PM

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

From: dragnflys@q.com

Subject: RE: Automatic reply: WA UTC Complaint CAS-20417-Y7K6M8 for Robert Saum Jr. CRM:0043032

Attachments: 0

Body:

Hi Susan,

It is well after December 30th by now. Have you heard any activity on my complaint?

Hope you had a great weekend,
Bob

Activity Type: Email

Activity Date: 2/28/2017, 2:56:13 PM

To: afiman@utc.wa.gov;

From: Jerolyn.Ochs@CenturyLink.com

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

Attachments: 1

Body:

Ms, Finman-

Here is the analysis of the line extention rule and its application in this situation. Please see below.

From: Fiman, Alice (UTC) [<mailto:Afiman@utc.wa.gov>]
Sent: Thursday, February 23, 2017 1:11 PM
To: Ochs, Jerolyn
Subject: RE: WA UTC Complaint CAS-20417-Y7K6M8 for Robert Saum Jr. CRM:0043044
Importance: High

Good afternoon,
With Susan out of the office, I am overseeing her complaints.

There may be some confusion at this point. This complaint is from a private homeowner requesting service to his home.

There is no exclusion in the rule that I can find for denying service due to the homeowner's location. If there is documentation showing the company can deny service due to a customer's location, please provide it.

If not, please move forward on providing the customer the service he has requested, including what the customer would have to do to obtain a landline from CenturyLink.

Thank you,

Alice

The line extension rule, in subsection (2) under definitions, states that "'Extension of service' means an extension of company distribution plant for new residential basic local exchange service to a location where no distribution plant of the extending company exists at the time an extension of service is requested. An extension is constructed at the request of one or more applicants for service. Extensions of service do not include trenches, conduits, or other support structure for placement of company-provided facilities from the applicant's property line to the premises to be served. *Extension of service, as defined in this rule, does not apply to extensions of service to developments or to extensions of service for temporary occupancy or temporary service.*" (emphasis added)

This request for an extension of service is to a development. Developers obtain service to their developments by entering into a housing development agreement (PAHD) with CenturyLink, which includes certain requirements on the developer to ensure that we have sufficient infrastructure in place and that CenturyLink has a path to run the facilities to serve the development. This timing also gives the company the opportunity to place facilities in a least cost manner, without the more expensive option of cutting pavement or boring underneath roads in finished subdivisions. When a developer has had the opportunity to allow us to serve in the development, and has placed the necessary conduits, poles, etc., that is how a development gets service. If the developer refuses, as was the case here, then the line extension rule does not allow the individual customers to avoid that requirement, as CenturyLink at this time has not placed facilities or ensured capacity to serve the customer or others in the development. Otherwise the exception in the line extension rule that excludes developments would be meaningless

Qwest's catalog, which contains the terms and conditions for the PAHD, states that the company has the *option* to serve in a development if the developer chooses not to enter into a PAHD, but is not required to do so. See, Qwest Exchange and Network Services Catalog No. 2, Section 4.4. C.

Developer Non-Participation. If a Developer/Builder does not enter into a PAHD, the Company, *at its option*, may accept requests for service from individual customers in the subdivision/development area as provided for **in Section 4.2.2** (emphasis added).

This has been CenturyLink's policy and approach for many years (this PAHD provision has been in place since 2008), and CenturyLink does not serve in developments where the developer has not signed a PAHD for the provision of service to the housing development. CenturyLink had further reviewed this approach with telecom Staff, and they were in concurrence with this approach, especially when the customers had alternative service providers available.

At this time, if the homeowner will provide a conduit under the street between the pedestal and his home, CenturyLink can provide service. Because the line extension rule does not apply, there is no allowance for the extension and the homeowner is responsible to provide the path. Otherwise, there is an alternative service provider in the development for landline service. Similarly, other homeowners in this development would be required to provide a path to their homes if they wanted service from CenturyLink.

Jerolyn Ochs

Regulatory Analyst
Customer Advocacy
930 15th Street
Denver, CO 80202
Office: (844) 840-3536

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Activity Type: Email

Activity Date: 2/28/2017, 2:56:47 PM

To: afiman@utc.wa.gov;Jerolyn.Ochs@CenturyLink.com;Jerolyn.Ochs@CenturyLink.com;

From: Jerolyn.Ochs@CenturyLink.com

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

Attachments: 1

Body:

Forgive me for the misspelling of your name...

Activity Type: Email

Activity Date: 3/6/2017, 11:16:38 AM

To: dragnflys@q.com;sclemen@utc.wa.gov;sclemen@utc.wa.gov;

From: sclemen@utc.wa.gov

Subject: RE: Automatic reply: WA UTC Complaint CAS-20417-Y7K6M8 for Robert Saum Jr. CRM:0043032

Attachments: 0

Body:

Hello Mr. Saum,

My apologies regarding my out of office email automatic reply; it should have read that I was returning to the office on Monday, March 6th.

The investigation regarding extending new CenturyLink service to your residence is still ongoing. Please be aware that investigations generally take between four and six weeks to complete, sometimes longer. I hope to have a response to you soon.

Sincerely,
Susan Clemen

----- Original Message -----

From: Robert Saum Jr.
Received: 2/24/2017 12:52 PM
To: sclemen@utc.wa.gov; Susan Clemen
Subject: Automatic reply: WA UTC Complaint CAS-20417-Y7K6M8 for Robert Saum Jr. CRM:0043032

December of what year, Susan ??

From: Clemen, Susan (UTC) [mailto:sclemen@utc.wa.gov]
Sent: Friday, February 24, 2017 9:00 AM
To: Bob&Shirley <dragnflys@q.com>
Subject: Automatic reply: WA UTC Complaint CAS-20417-Y7K6M8 for Robert Saum Jr. CRM:0043032

I am out of the office today. I will respond when I return on Friday, December 30th. Thanks!

Activity Type: Phone Call

Activity Date: 3/6/2017, 1:30:00 PM

Direction: Incoming

Customer: Robert Saum Jr.

UTC POC: Alice Fiman

Subject: Phone call from customer

Description:

The customer called to inquire about his complaint. I explained that I sent him an email this morning stating that his investigation is still ongoing and once I have information I will contact him. He replied he had not checked his email yet today and said he looked forward to hearing back from me.

Activity Type: Email

Activity Date: 3/28/2017, 12:18:41 PM

To: afiman@utc.wa.gov;

From: Jerolyn.Ochs@CenturyLink.com

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

Attachments: 0

Body:

Good afternoon-

We are not obligated to provide service in a development where the developer has refused to sign a PAHD. The line extension rule does not apply inside a development. That is specified within the rule itself. "*Extension of service, as defined in this rule, does not apply to extensions of service to developments or to extensions of service for temporary occupancy or temporary service.*"

At this time, if the homeowner will provide a conduit under the street between the pedestal and his home, CenturyLink can provide service. Because the line extension rule does not apply, there is no allowance for the extension and the homeowner is responsible to provide the path. Otherwise, there is an alternative service provider in the development for landline service. Similarly, other homeowners in this development would be required to provide a path to their homes if they wanted service from CenturyLink.

Thank you.

Activity Type: Email

Activity Date: 3/28/2017, 3:03:38 PM

To: Jerolyn.Ochs@CenturyLink.com;

From: afiman@utc.wa.gov

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

Attachments: 0

Body:

Thank you for the quick reply.

In the definitions, it defines a development as land which is divided or proposed to be divided. Mr. Saum (the applicant) does not live on land that is divided or proposed to be divided.

Thank you,
Alice

Activity Type: Email

Activity Date: 3/29/2017, 8:25:12 AM

To: afiman@utc.wa.gov;

From: Jerolyn.Ochs@CenturyLink.com

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

Attachments: 0

Body:

Alice-

Our terms and conditions state that if someone lives in a development and, the developer was offered and refused PAHD, we do not have to serve. In this case the *Developer* was offered a PAHD and refused. In these cases, it is our discretion/option to serve or not and, in this case, we choose not to serve unless the customer provides that path to his residence.

Please advise how the customer wishes to proceed.

Thank you.

Activity Type: Email

Activity Date: 3/29/2017, 10:53:51 AM

To: Jerolyn.Ochs@CenturyLink.com;

From: afiman@utc.wa.gov

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

Attachments: 0

Body:

Thank you,
These terms and conditions are in violation of WAC 480-120-071(4)(a), which states:

A company must allow for an extension of service within its service territory up to one thousand feet at no charge to the applicant. The company may allow for an extension of service for distances over the allowance.

Please provide information on how the company will comply with this WAC for the customer.

Thank you,

Alice

Response due 4/3/17 by 5 p.m.

Activity Type: Phone Call

Activity Date: 3/30/2017, 4:45:00 PM

Direction: Outgoing

Customer: Robert Saum Jr.

UTC POC: Alice Fiman

Subject: Phone call to customer

Description:

I called and spoke to the customer and provided a status update on his complaint. I explained that his complaint has been escalated within the UTC because the Consumer Protection Section does not agree with CenturyLink's determination of not providing service to him. I told him the commission would contact him again as soon as we have additional information. He thanked me for calling and providing him an update.

Activity Type: Email

Activity Date: 4/3/2017, 1:09:44 PM

To: afiman@utc.wa.gov;

From: Jerolyn.Ochs@CenturyLink.com

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

Attachments: 1

Body:

Good afternoon-

We don't believe that the line extension rule applies to this customer. At this juncture, we will take the violation and then appeal.

Thank you in advance for your time.

Activity Type: Email

Activity Date: 4/6/2017, 4:27:00 PM

To: afiman@utc.wa.gov;

From: CRMAdmSvc@utc.wa.gov

Subject: CAS-20417-Y7K6M8 has been Assigned to You CRM:0042065

Attachments: 0

Body:

CAS-20417-Y7K6M8

Activity Type: Email

Activity Date: 4/6/2017, 4:27:30 PM

To: afiman@utc.wa.gov;

From: CRMAdmSvc@utc.wa.gov

Subject: CAS-20417-Y7K6M8 has been Assigned to You CRM:0042065

Attachments: 0

Body:

CAS-20417-Y7K6M8

Activity Type: Email

Activity Date: 4/6/2017, 4:29:08 PM

To: Jerolyn.Ochs@CenturyLink.com;

From: afiman@utc.wa.gov

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

Attachments: 0

Body:

Thank you,
As I was putting together the case information for my supervisor to review per the escalation policy, I was unable to find information regarding if CenturyLink provided the applicant with a cost estimate when the applicant requested an extension of service.

Did CenturyLink provide the cost estimate? And if so, what is the estimate?

Response due 4/11/2017 by 5 p.m.

Thank you,

Alice

Activity Type: Email

Activity Date: 4/11/2017, 10:04:14 AM

To: afiman@utc.wa.gov;

From: Jerolyn.Ochs@CenturyLink.com

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

Attachments: 1

Body:

Good morning-

The cost estimate is a range. The reason is because there is an opportunity, based on other jobs in the area that, we would need to bore through some cobble which would increase the cost. The projected/perspective costs do not include installation or permit. The permit cost would be approximately \$125.00. Installation would vary based on what is needed at the time of installation.

Job cost: \$1670.00 if no cobble to \$3000.00 should boring through cobble be necessary.

Please advise if anything further.

Thanks.

Activity Type: Email

Activity Date: 4/14/2017, 11:41:54 AM

To: Jerolyn.Ochs@CenturyLink.com;

From: afiman@utc.wa.gov

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

Attachments: 0

Body:

Good morning,

I have recorded the following violations:

One violation of WAC 480-120-071(3) for failing to provide the customer an application for extension of service within 7 days

and

One violation of WAC 480-120-071(4) for failing to allow an extension of service up to 1,000 feet at no charge to the customer.

As a local exchange company receiving federal high cost universal service support, the rules require the company to extend service to applicants. If the company chooses to continue to deny service to this applicant, they will continue to be in violation of WAC 480-120-071.

The complaint is now closed. The disposition is consumer upheld and the company should move forward with providing service to this customer under WAC 480-120-071.

You have requested an escalation to Bridgit Feeser, Assistant Director for consumer protection. She will contact you with her findings.

Thank you,

Alice Fiman, UTC

Activity Type: Email

Activity Date: 4/14/2017, 11:42:24 AM

To: bfeeser@utc.wa.gov;

From: CRMAdmSvc@utc.wa.gov

Subject: CAS-20417-Y7K6M8 has been Assigned to You CRM:0042086

Attachments: 0

Body:

CAS-20417-Y7K6M8

Activity Type: Email

Activity Date: 4/14/2017, 11:42:27 AM

To: bfeeser@utc.wa.gov;

From: CRMAdmSvc@utc.wa.gov

Subject: CAS-20417-Y7K6M8 has been Assigned to You CRM:0042086

Attachments: 0

Body:

CAS-20417-Y7K6M8

Activity Type: Email

Activity Date: 4/17/2017, 12:35:52 PM

To: bfeeser@utc.wa.gov;

From: Phil.Grate@CenturyLink.com

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

Attachments: 0

Body:

Bridget,

Would you have some time to discuss this violation with me in person? I'd like an opportunity to offer CenturyLink's perspective.

Thanks,

Phil

Activity Type: Email

Activity Date: 4/17/2017, 1:56:28 PM

To: bfeeser@utc.wa.gov;

From: Phil.Grate@CenturyLink.com

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

Attachments: 1

Body:

Hi, Bridgit

I've got Wednesday early afternoon free. How does 1:00 look for you?

From: Feeser, Bridgit (UTC) [mailto:bfeeser@utc.wa.gov]

Sent: Monday, April 17, 2017 1:49 PM

To: Grate, Phil

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

Hi Phil,

I have a meeting from 2:30-3:30 today, but have no other meetings this afternoon. Most of tomorrow and Wednesday looks good as well. Are you free during any of these times?

Thanks,
Bridgit

Activity Type: Email

Activity Date: 4/17/2017, 2:07:14 PM

To: bfeeser@utc.wa.gov;

From: Phil.Grate@CenturyLink.com

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

Attachments: 1

Body:

Thanks, Bridgit

I was thinking I would come to the UTC for an in person discussion if that works for you.

From: Feeser, Bridgit (UTC) [mailto:bfeeser@utc.wa.gov]
Sent: Monday, April 17, 2017 2:06 PM
To: Grate, Phil
Subject: RE: FW: WA UTC Complaint CAS-20417-Y7K6M8 for Robert Saum Jr. CRM:0043044

Hi Phil,

Wednesday at 1:00 works for me and I have held that time on my calendar. Do you want to give me a call or should I call you?

Thanks,

Bridgit Feeser
Consumer Protection Assistant Director
(360) 664-1111 Office
bfeeser@utc.wa.gov

Utilities and Transportation Commission
Respect. Professionalism. Integrity. Accountability.
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Activity Type: Email

Activity Date: 4/17/2017, 3:48:23 PM

To: bfeeser@utc.wa.gov;

From: Phil.Grate@CenturyLink.com

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

Attachments: 1

Body:

Hi, Bridgit. I'd like a chance to explain why we think the violation should be reversed and to hear your thoughts on it.

From: Feeser, Bridgit (UTC) [mailto:bfeeser@utc.wa.gov]
Sent: Monday, April 17, 2017 2:21 PM
To: Grate, Phil
Subject: RE: FW: WA UTC Complaint CAS-20417-Y7K6M8 for Robert Saum Jr. CRM:0043044

Hi Phil,

I'm not opposed to discussing this in person, but I would like to know what you expect from the meeting so that I can be prepared.

Thanks,
Bridgit

Activity Type: Email

Activity Date: 4/19/2017, 10:13:25 AM

To: bfeeser@utc.wa.gov;

From: Phil.Grate@CenturyLink.com

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

Attachments: 1

Body:

Thanks, Bridgit

I'll be in the lobby at 1:00.

From: Feeser, Bridgit (UTC) [mailto:bfeeser@utc.wa.gov]
Sent: Monday, April 17, 2017 5:16 PM
To: Grate, Phil
Subject: RE: FW: WA UTC Complaint CAS-20417-Y7K6M8 for Robert Saum Jr. CRM:0043044

Thanks Phil. I'm happy to hear your explanation of why you think the violation should be reversed. While I have been briefed on the commission's position on the rule in question, I will more than likely need to come back and do further research after our meeting.

I will secure a conference room and if there isn't one available, we can meet in my office.

See you on Wednesday.

Activity Type: Activity

Activity Date: 4/19/2017, 1:00:00 PM

Contact: Bridgit Feeser

Subject: Meeting

Attachments: 0

Description:

Met with Phil Grate to discuss company's point of view as to why violations were not warranted. He stated that the company needs to be able to sustain negotiation with developers or the developers will not add facilities if they know they don't have to. It undermines the company's ability to work with developers. CenturyLink is no longer a monopoly and have to save every dime. Where does the commission want them to be spending their money? If they have to add facilities in onesy's or twosy's, it's money down the drain. At the very least, they should not have to provide service to those that have alternative services they can choose from, and it should be limited to those where this service is the last resort.

Activity Type: Activity

Activity Date: 4/21/2017, 2:17:00 PM

Contact: Bridgit Feeser

Subject: received email from company

Attachments: 1

Description:

From: Grate, Phil [mailto:Phil.Grate@CenturyLink.com] Sent: Friday, April 21, 2017 2:17 PM To: Feeser, Bridgit (UTC) Cc: Anderl, Lisa ; Reynolds, Mark Subject: Follow up letter to Wednesday's meeting Bridgit, Thanks again for taking the time to meet with me Wednesday. I mentioned then that I had prepared some charts I

proceeded to forget and leave on my desk. So I dropped them into a follow up letter, attached. It also summarizes the points I attempted to make on Wednesday. Please let me know if you have any follow up questions. Kindest regards, Phil Grate Director, Regulatory Affairs 1600 7th Avenue, Seattle, WA 98191 Office 206-345-6224 Wireless 425-301-8411 This communication is the property of CenturyLink and may contain confidential or privileged information. Unauthorized use of this communication is strictly prohibited and may be unlawful. If you have received this communication in error, please immediately notify the sender by reply e-mail and destroy all copies of the communication and any attachments.

Activity Type: Activity

Activity Date: 5/5/2017, 1:01:00 PM

Contact: Bridgit Feeser

Subject: Review results of complaint CAS-20417-Y7K6M8

Attachments: 1

Description:

From: Feeser, Bridgit (UTC) Sent: Friday, May 5, 2017 1:01 PM To: 'Grate, Phil' Cc: Anderl, Lisa ; Reynolds, Mark Subject: review results of complaint CAS-20417-Y7K6M8 Hi Phil, Attached is my response to CenturyLink's request for a review of complaint CAS-20417-Y7K6M8. Thank you for bringing this matter to my attention. Respectfully, Bridgit Feeser Consumer Protection Assistant Director (360) 664-1111 Office bfeeser@utc.wa.gov Utilities and Transportation Commission Respect. Professionalism. Integrity. Accountability. www.utc.wa.gov From: Grate, Phil [mailto:Phil.Grate@CenturyLink.com] Sent: Friday, April 21, 2017 2:17 PM To: Feeser, Bridgit (UTC) Cc: Anderl, Lisa ; Reynolds, Mark Subject: Follow up letter to Wednesday's meeting Bridgit, Thanks again for taking the time to meet with me Wednesday. I mentioned then that I had prepared some charts I proceeded to forget and leave on my desk. So I dropped them into a follow up letter, attached. It also summarizes the points I attempted to make on Wednesday. Please let me know if you have any follow up questions. Kindest regards, Phil Grate Director, Regulatory Affairs 1600 7th Avenue, Seattle, WA 98191 Office 206-345-6224 Wireless 425-301-8411 This communication is the property of CenturyLink and may contain confidential or privileged information. Unauthorized use of this communication is strictly prohibited and may be unlawful. If you have received this communication in

error, please immediately notify the sender by reply e-mail and destroy all copies of the communication and any attachments.

Activity Type: Email

Activity Date: 5/5/2017, 6:33:01 PM

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

From: dragnflies@q.com

Subject: RE: WA UTC Complaint CAS-20417-Y7K6M8 for Robert Saum Jr. CRM:0043032

Attachments: 0

Body:

Hi Susan,

I hope this finds you in good health and enjoying our sun-breaks lately.

Have there been any developments with my complaint after 3 months?

Best regards,
Robert Saum

Activity Type: Email

Activity Date: 5/8/2017, 9:55:52 AM

To: afiman@utc.wa.gov;

From: CRMAdmSvc@utc.wa.gov

Subject: CAS-20417-Y7K6M8 has been Assigned to You CRM:0042145

Attachments: 0

Body:

CAS-20417-Y7K6M8

Activity Type: Email

Activity Date: 5/8/2017, 9:56:05 AM

To: afiman@utc.wa.gov;

From: CRMAdmSvc@utc.wa.gov

Subject: CAS-20417-Y7K6M8 has been Assigned to You CRM:0042145

Attachments: 0

Body:

CAS-20417-Y7K6M8

Activity Type: Email

Activity Date: 5/8/2017, 10:18:18 AM

To: Jerolyn.Ochs@CenturyLink.com;sclemen@utc.wa.gov;

From: afiman@utc.wa.gov

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

Attachments: 0

Body:

Good morning,
Bridgit Feeser responded to Phil Grate's request for a review and response. Per her response, the violations below stand. The complaint has been re-closed consumer upheld and the company should move forward with providing service to this customer under WAC 480-120-071.

Thank you,

Alice Fiman

Activity Type: Email

Activity Date: 5/8/2017, 10:19:12 AM

To: afiman@utc.wa.gov;

From: Jerolyn.Ochs@CenturyLink.com

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

Attachments: 0

Body:

I will be out of the office Friday 05/05/2017 -Monday 05/08/2017 returning Tuesday 05/09/2017 at 7:00 AM . If this is a commission request that demands immediate attention, please forward to the repository /mailbox for an immediate response.

This communication is the property of CenturyLink and may contain confidential or privileged information. Unauthorized use of this communication is strictly prohibited and may be unlawful. If you have received this communication in error, please immediately notify the sender by reply e-mail and destroy all copies of the communication and any attachments.

Activity Type: Email

Activity Date: 5/8/2017, 10:24:15 AM

To: dragnflys@q.com;

From: afiman@utc.wa.gov

**Subject: RE: WA UTC Complaint CAS-20417-Y7K6M8 for Robert Saum Jr.
CRM:0043032**

Attachments: 0

Body:

Good morning,

CenturyLink requested a commission staff management review of this case and we determined the company in violation of the WAC and directed them to work with you on providing the service.

However, they have indicated they will ask for review by our commissioners.

At this point, we are closing the case but will keep you updated as we know more.

Thank you for contacting us and I do apologize we are unable to give you a more final answer at this time. Please let me know if you have any other questions. You can contact me via email at afiman@utc.wa.gov or call the toll-free hotline 1-888-333-9882 and be transferred to my office.

Alice Fiman, Consumer Protection Manager

Activity Type: Email

Activity Date: 5/10/2017, 10:52:28 AM

To: afiman@utc.wa.gov;

From: Jerolyn.Ochs@CenturyLink.com

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

Attachments: 1

Body:

Good afternoon-

Our regulatory counsel is escalating to Bridgette's report Pat.

I wanted you to be aware.

Thank you.

Activity Type: Activity

Activity Date: 5/22/2017, 10:00:00 AM

Contact:

Subject: email from company to UTC

Attachments: 1

Description:

From: Grate, Phil [mailto:Phil.Grate@CenturyLink.com] Sent: Monday, May 22, 2017 10:03 AM To: Hazzard, Pat (UTC) Subject: Meeting today at 1:30 Hi, Pat Attached is a letter that outlines what I'll discuss with you at our meeting today at 1:30. I will also bring you a color printout of it. See you at 1:30 Phil Phil Grate Director, Regulatory Affairs 1600 7th Avenue, Seattle, WA 98191 Office 206-345-6224 Wireless 425-301-8411

Activity Type: Activity

Activity Date: 5/22/2017, 1:00:00 PM

Contact:

Subject: Meeting with company and UTC

Attachments: 0

Description:

Activity Type: Email

Activity Date: 6/7/2017, 5:22:19 PM

To: afiman@utc.wa.gov;

From: dragnflies@q.com

**Subject: RE: WA UTC Complaint CAS-20417-Y7K6M8 for Robert Saum Jr.
CRM:0043032**

Attachments: 0

Body:

Good afternoon,

It has now been one month since the last e-mail I have received (see below), and I am wondering what to expect. Are you (the PUC) out of the process now? How long should I be expected to wait for a decision from CenturyLink? We are going on six months now.

Thank you,
Robert Saum

Activity Type: Email

Activity Date: 6/8/2017, 10:12:30 AM

To: dragnflies@q.com;afiman@utc.wa.gov;

From: afiman@utc.wa.gov

**Subject: RE: WA UTC Complaint CAS-20417-Y7K6M8 for Robert Saum Jr.
CRM:0043032**

Attachments: 0

Body:

Thank you for reaching out. I do apologize for the delay. The company escalated my decision to the UTC Director of Safety and Consumer Protection, and my understanding is that she plans to get her response to the company this week. The company may or may not choose to escalate the matter further after receiving her response.

Thank you again and I will notify you if we need any additional information.

Alice Fiman, UTC

Activity Type: Activity

Activity Date: 6/9/2017, 2:30:00 PM

Contact:

Subject: email to CenturyLink

Attachments: 1

Description:

From: Hazzard, Pat (UTC) Sent: Friday, June 9, 2017 2:16 PM To: Grate, Phil Subject: RE: Meeting today at 1:30 Hi Phil, Attached is my response to CenturyLink's request for a review of complaint CAS-20417-Y7K6M8. Thanks again for meeting to discuss this issue. Pat Hazzard Director, Safety and Consumer Protection 360-664-1114 (office) 360-489-8109 (mobile) phazzard@utc.wa.gov Utilities and Transportation Commission Respect. Professionalism. Integrity. Accountability. www.utc.wa.gov

Activity Type: Email

Activity Date: 7/5/2017, 1:32:14 PM

To: afiman@utc.wa.gov;

From: dragnflys@q.com

**Subject: RE: WA UTC Complaint CAS-20417-Y7K6M8 for Robert Saum Jr.
CRM:0043032**

Attachments: 0

Body:

Hi Alice,

It's been almost another month. Do you have any info to pass along. Any idea as to how long this process will take?

Respectfully,
Robert Saum

Activity Type: Email

Activity Date: 7/14/2017, 2:30:20 PM

To: dragnflys@q.com;

From: afiman@utc.wa.gov

**Subject: RE: WA UTC Complaint CAS-20417-Y7K6M8 for Robert Saum Jr.
CRM:0043032**

Attachments: 0

Body:

Good afternoon. Unfortunately, I am not able to provide a timeline. Our business compliance unit is now working with the company to bring them into compliance. We have requested some additional information from the company on this business practice and the company has requested additional time to provide this information. The deadline for the company to provide this information is July 21. Once we get that information, we will proceed with our review of the company's business practice.

Again, I apologize I am not able to provide you any new information.

Alice Fiman

Activity Type: Email

Activity Date: 7/14/2017, 2:32:45 PM

To: afiman@utc.wa.gov;

From: dragnflys@q.com

**Subject: RE: WA UTC Complaint CAS-20417-Y7K6M8 for Robert Saum Jr.
CRM:0043032**

Attachments: 0

Body:

Hi Alice,

Please accept my profound thanks for all you and your group are doing on our behalf.

Sincerely,
Bob & Shirley Saum