

**BEFORE THE WASHINGTON  
UTILITIES & TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

Complainant,

v.

CENTURYLINK COMMUNICATIONS, LLC

Respondent.

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DOCKET UT-210902

**CROSS-ANSWERING TESTIMONY OF COREY J. DAHL  
ON BEHALF OF THE  
WASHINGTON STATE OFFICE OF THE ATTORNEY GENERAL  
PUBLIC COUNSEL UNIT**

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**EXHIBIT CJD-6**

CenturyLink Response to Public Counsel Data Request No. 3 with Attachment PC-3

**February 17, 2023**

To: Public Counsel

Re: Docket UT-210902

CenturyLink's Responses to Public Counsel DR Nos. 1-7

January 26, 2023

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**PC-3 Re: Response Testimony of Peter J. Gose, Exh. PJG-1T, at 9:3-5.**  
**Please describe the communications and outreach process to reach affected customers. Please also provide copies of any communications provided to and received from affected customers.**

**RESPONSE:**

CenturyLink sent a total of 535 letters to the residential customers in Washington who had been disconnected during the effective period of the Governor's Proclamation. See Attachment PC-3 for the template of the letter sent to Washington customers in 2021.

**Respondent(s): Monica Young, Manager Credit Management**

**ATTACHMENT PC-3 TO  
CENTURYLINK RESPONSE TO PUBLIC COUNSEL DATA  
REQUEST NO. 3**



Date

Customer Name

Address

City, State ZIP

Account Number <BAN>

### **Important Information About Your CenturyLink Service**

Dear <Customer Name>,

We recently determined your CenturyLink service was disconnected between March 2020 and September 2021. If you'd like to reconnect your service with no reconnection fees, please call us today at **877-733-9192**.

**Please indicate you are an existing customer when prompted, and then enter the account number as printed at the top of this letter. This will allow us to care for you in a timely manner.**

We would love the opportunity to win you back.

Again, you can reconnect your CenturyLink service(s) without any fees by calling us at **877-733-9192**.

Thank you for choosing CenturyLink – we value your business.