

**Exh. SP-26
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
REBUTTAL TESTIMONY OF**

Susie Paul

**STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION**

*Appendix K from Staff's Investigation Report,
filed on 12/8/17, in Docket UT-171082*

July 3, 2018

APPENDIX K

Washington State Complaint: CAS-07460-J1J8H4

Company: CenturyLink Communications LLC

Industry: Telecommunications

Customer: [REDACTED] Roskelley

Alt Contact:

Account Number: 445244802

Service Phone:

E-mail Address: [REDACTED]@gmail.com

Service Address: [REDACTED] Cathlamet Wahkiakum WA 98612

Complaint: CAS-07460-J1J8H4

Type: Complaint

Serviced By: Sheri Hoyt

Grouped By: Refusal Of Service

Opened On: 7/7/2015, 9:00:00 PM

Closed On: 7/16/2015, 9:00:00 PM

Disposition: Consumer upheld

Violations Total: 0

TA Total: 0

Amount Customer Saved: \$0.00

Description:

Referred by Congresswoman Beutler On April 9, 2015, the customer contacted CenturyLink to order phone service be provided to his new home. It is new construction, just finished, and the first of the 25 lots in the development to be completed. The developer already installed the conduit and the customer believes the line extension is about 650 feet. CenturyLink assigned the customer a phone number, 360-849-4525; however, he was informed by telephone that providing service would not be cost effective to CenturyLink. The last the customer heard this issue has been forwarded to CenturyLink's Delayed Order division in Wisconsin. Originally, a CenturyLink engineer Jamie McCord (253-851-1259, jamie.mccord@centuryLink.com) came out and looked

at the area and told him the conduit was ready but it's now a question of whether CenturyLink would go to the expense of laying conduit. Ms. McCord was replaced as the assigned engineer by Dean Jacobson (253-851-1250, dean.jacobson@centurylink.com) but Mr. Jacobson has not returned any of the customer's calls or emails. The customer has called the Delayed Order desk at 855-481-8856 but has not received a return call. **Okay to contact the customer directly during the complaint process. *Please explain why this customer requested service in April 2015 and service has not been installed. *Please explain how CenturyLink processed this customer's April 9, 2015, request for service in accordance with WAC 480-120-071(3)(a) and (b). *When does CenturyLink anticipate service will be installed? 7/8, 11:51am)passed to CenturyLink via email. Response due 7/10, 5pm.

Result:

CenturyLink will install copper line only. The customer is less than 1000' feet form the nearest service pedestal so the line extension will be provided at no cost to him. There is currently no WAC that requires the service to be installed within a specific timeframe; however, I've advised the customer to contact me if the service is not installed within 13 months of his April 9, 2015, request date. CenturyLink will not install fiber to the premise as it is a low-growth area and CenturyLink does not find that to be a good (financial) decision for the company.

Violations

There are no violations for this case.

Activities

Activity Type: Email

Activity Date: 7/8/2015, 8:50:00 AM

To:

From:

Subject:

Attachments: 0

Body:

New URGENT complaint ((Forwarded complaint record)

Activity Type: Email

Activity Date: 7/10/2015, 11:25:00 AM

To:

From: