

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

In the Matter of the Petition of

THE CENTURLINK COMPANIES – QWEST CORPORATION; CENTURYTEL OF WASHINGTON; CENTURYTEL OF INTERISLAND; CENTURYTEL OF COWICHE; AND UNITED TELEPHONE COMPANY OF THE NORTHWEST

To be Competitively Classified Pursuant to RCW 80.36.320

DOCKET UT-240029

DECLARATION OF PETER J. GOSE RE NOTICE DISTRIBUTION

I, Peter J. Gose, declare as follows:

1. I am over the age of 18, and competent to testify to the matters set forth herein. I have personal knowledge of the matters testified to below and am so testifying based on my review of official company records.
2. I am employed by Lumen Technologies, parent of Qwest Corporation, CenturyTel of Washington, CenturyTel of Interisland, CenturyTel of Cowiche, and United Telephone Company of the Northwest (collectively, “CenturyLink”), as Director State and Local Government Affairs. In that capacity, I am involved with and have knowledge of the efforts made by CenturyLink to notify customers and other interested parties of the filing of CenturyLink's petition in Docket UT-240029 (the “Petition”).
3. I worked with Commission Staff to draft and review a customer notice (the “Notice”) of CenturyLink’s Petition. On or about January 12, 2024, CenturyLink posted the Notice on the company’s website. A copy of the Notice is attached as Exhibit A.

The Notice is available at <https://www.centurylink.com/aboutus/legal/washington-customer-notice.html>

4. Additionally, beginning on or about February 1, 2024, the Notice will be printed on all bills sent to customers within the State of Washington (the “Bill Message”), excluding those customers billed by legacy systems that have constraints on printed bill messages . CenturyLink estimates that 276,612 residential customers and 46,733 business customers will receive the printed Bill Message. The language of the Bill Message is the same as Exhibit A.
5. Beginning on or about March 1, 2024, the Notice will be inserted into bills sent to customers within the State of Washington (the “Bill Insert”) for customers billed from legacy systems that have constraints on printed bill messages. CenturyLink estimates that 270 residential customers and 26,666 business customers will receive the printed Bill Insert. The language of the Bill Insert is the same as Exhibit A.
6. As of January 2024, approximately 152,152 CenturyLink customers have elected to receive paperless billing via email. The same Notice printed on paper bills will be included in paperless billing during the February 2024 billing cycle. The text of the Notice for customers who have elected paperless billing will be the same as that set forth in the Bill Message.
7. Competitive Local Exchange Carriers (“CLECs”) that have elected paper billing for wholesale services provided by CenturyLink will receive the Notice in either February or March 2024 via bill message or bill insert, depending on the billing platform from which they are served. CLECs that have elected paperless billing will receive in electronic format the same Notice printed on paper bills, which will be included in paperless billing during the February 2024 billing cycle. The text of the Notice for CLECs who have elected paperless billing will be the same as that set forth in the Bill Message.

8. On January 18, 2024, CenturyLink also pushed email notices to 193 CLECs in Washington. Those recipients have elected to receive notices via email. That communication was accomplished through an automated internal CenturyLink application designed for distribution of such email correspondence.
9. CenturyLink issues bills to its customers throughout a monthly billing cycle. The last bills in February 2024 that contain the printed bill message will be issued on or about February 28, 2024. All Washington customers (excluding those receiving the Bill Insert) will receive a copy of the Bill Message within normal mail delivery times after that date.
10. For bills containing the Bill Insert which will be dispatched in March 2024, the last bills in March 2024 that contain the Bill Insert will be issued on or about March 31, 2024. Those Washington customers will receive a copy of the Bill Insert message within normal mail delivery times after that date.
11. I make out this declaration so as to satisfy the requirements of WAC 480-120-198.

I declare under penalty of perjury, under the laws of the State of Washington, that the foregoing statements are true and correct to the best of my knowledge, information, and belief.

Dated this 18th day of January, 2024 at Parkville, Missouri.



Peter J. Gose