



STATE OF WASHINGTON  
UTILITIES AND TRANSPORTATION COMMISSION  
1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250  
(360) 664-1160 • TTY (360) 586-8203  
March 8, 2019

RE: *WUTC v. Qwest Corporation d/b/a CenturyLink QC*,  
Docket UT-171082

TO ALL PARTIES:

On August 23, 2018, the Washington Utilities and Transportation Commission (Commission) entered Order 03, Final Order Granting in Part and Denying in Part Motion for Summary Determination; Dismissing Complaint; Ordering Record Keeping (Order 03) in this docket. Order 03, among other things, required Qwest Corporation d/b/a CenturyLink QC (CenturyLink or Company) to work with Commission staff (Staff) to “identify and remedy any deficiencies in the Company’s records search and retrieval processes so that the Commission can reliably obtain the records Commission rules and orders require the Company to maintain.”<sup>1</sup>

On December 4, 2018, Staff filed a letter in this docket informing the Commission that it met with the Company on October 2, 2018, in an effort to comply with Order 03. In its letter, Staff stated that it now has a greater understanding of the way CenturyLink retains and retrieves records of customer complaints, and believes that CenturyLink is now technically in compliance with the Order 03. Staff’s letter also, however, expresses concerns regarding customer complaints that are not escalated to the point they are included in the Company’s complaint databases, and the limits of CenturyLink’s database searches in response to Commission requests for complaint records.

The Commission acknowledges that the Company has made an effort to comply with the requirements in Order 03 by meeting with Staff and providing insight into CenturyLink’s record retrieval process. The Commission also appreciates Staff’s concerns and will provide an opportunity to address them in the rulemaking currently underway in Docket UT-180831.

MARK L. JOHNSON  
Executive Director and Secretary

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<sup>1</sup> Order 03 at ¶54.