

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION
STAFF RESPONSE TO DATA REQUEST

DATE PREPARED: March 29, 2024		WITNESS:
DOCKET: UT-240029		RESPONDER: Sheri Hoyt
REQUESTER: Public Counsel		TELEPHONE: 360-664-1102

DATA REQUEST NO. 3:

In an Excel spreadsheet, please provide a list of customer complaints collected by the UTC’s Consumer Protection Division referring to CenturyLink, Lumen, and CenturyLink’s incumbent local exchange carriers (ILEC) for the years 2019–2023. For each complaint, please include the available location information (including city, county, and zip code), the company or ILEC serving the customer, and any UTC complaint grouping.

RESPONSE:

Please see the attached spreadsheet entitled “PC Data Request No. 3.” Staff does not collect this data on an ILEC basis - complaints are all coded to CenturyLink Communications LLC, for the Regulated Company Name regardless of ILEC providing the service.

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DATA REQUEST NO. 4:

Does UTC’s Consumer Protection Division track calls or other consumer contacts that where the consumer does not want to file a complaint? If so, please provide the number of consumer contacts with the UTC’s Consumer Protection Division referring to CenturyLink, Lumen, and CenturyLink’s ILECs for the years 2019–2023.

RESPONSE:

Consumer Protection doesn’t track phone calls.

There are 444 CenturyLink Communications LLC, inquiries (complaints are passed to regulated companies for investigation; inquiries aren’t) in the complaint database between 1/1/2019 and 12/31/2023. Please see the attached spreadsheet “PC Data Request No. 4” for the log of these inquiries. Again, please note that all contact regarding CenturyLink, Lumen, or any of the CenturyLink ILECs is hardcoded as “CenturyLink Communications LLC.” Inquiries can result in consumer education and can also be contacts received from consumers complaining about CenturyLink services that aren’t regulated by the commission (for example, internet service). The inquiries can also be, among other things, duplicate complaints received from a consumer or the result of a consumer filing an incomplete complaint and not responding to staff’s requests for additional information necessary for staff to obtain in order to investigate a complaint, resulting in the complaint not being passed to CenturyLink. Staff has included the origin of the inquiry file on the spreadsheet.

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REQUESTER: Public Counsel		TELEPHONE: 360-664-1101

DATA REQUEST NO. 5:

For the years 2019–2023, please provide a table showing the total number of complaints received and total number of violations recorded by the UTC’s Consumer Protection Division by industry type.

RESPONSE:

Please see the tab “DR 5 Table” in the “attached spreadsheet entitled “PC Data Request No. 5-6.”

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REQUESTER: Public Counsel		TELEPHONE: 360-664-1101

DATA REQUEST NO. 6:

For the years 2019–2023, please provide a table showing the total number and percentage of complaints received by the UTC’s Consumer Protection Division referring to CenturyLink, Lumen, and CenturyLink’s incumbent local exchange carriers compared to (1) all complaints received and (2) all complaints received against telecommunications companies.

RESPONSE:

Please see the tab “DR 6 Table” in the attached spreadsheet “PC Data Request Nos. 5-6.”