## In the Matter of the Petition of the Qwest Corporation, et al.

Docket No. UT-240029 - Vol. II

June 6, 2024



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BEFORE THE WASHINGTON	1 -000-
UTILITIES AND TRANSPORTATION COMMISSION	2 June 6, 2024
	3
QWEST CORPORATION; CENTURYTEL )	4 CHAIR DANNER: Today is June 6th, 2024. And this is a
OF WASHINGTON; CENTURYTEL OF )	5 public comment hearing of the Utilities and Transportation
INTERISLAND; CENTURYTEL OF )	6 Commission in Docket UT-240029. And that is a petition for
COWICHE; AND UNITED TELEPHONE ) DOCKET UT-240029 COMPANY OF THE NORTHWEST )	7 competitive classification by the CenturyLink companies.
)	8 And this is the second of two public comment hearings in
to be Competitively )	9 this docket.
Classified Pursuant to ) RCW 80.36.320 )	10 On January 8th, 2024, the CenturyLink Companies and
) PAGES 32-58	those include Qwest Corporation, CenturyTel of Washington,
)	12 CenturyTel of Interisland, CenturyTel of Cowiche, and United
	Telephone Company of the Northwest, collectively referred to
PUBLIC COMMENTS HEARING - VOL. II	as "CenturyLink" or the "Company" filed with the
(Via Zoom and teleconference)	Utilities and Transportation Commission a petition for
Chairman David W. Danner Presiding	competitive classification pursuant to the Revised Code of
In attendance: Commissioners Ann Rendahl and Milt Doumit	Washington, RCW 80.36.320, and the Washington Administrative
June 6, 2024	18 Code, WAC 480-121-061.
	19 And on February 5th, the Commission issued an order
	establishing a procedural schedule, and that includes the
	21 virtual comment hearings that we have tonight and that we
	22 had earlier on May 16th.
	The Commission holds these hearings to provide members of
	the public with an opportunity to present oral comments to
Transcribed by: Sara L. Kern, CET	25 the Commission on issues raised in this docket. There will
Page 33	Page 35
APPEARANCES	also be opportunities for members of the public to submit
2	written comments. And we will talk about that in a moment.
Also present:	I am going to turn the unless I'm joined by I'm
Melissa Castaneda (UTC Staff)	Dave Danner. I'm chair of the Commission. I'm joined by my
Tad Robinson O'Neill (Washington Attorney General)	5 colleagues Ann Rendahl Commissioner Ann Rendahl and
Public speakers (see list: CenturyLink Competitive	6 Commissioner Milt Doumit. And unless my colleagues have
7 Classification Petition, Assignment/Docket Number:	anything that they would like to say before we get started,
240029, Date: 6/6/2024, Time: 6:00 PM)	8 I'm going to turn it over to Melissa Castaneda-Kerson from
9	9 our UTC Staff, who is going to basically set forth the
)	ground rules this evening.
1	11 Mel, are you there?
2	12 MS. CASTANEDA-KERSON: Yes, I am.
3	13 CHAIR DANNER: Go right ahead.
4	14 MS. CASTANEDA-KERSON: Thank you, Chair Danner. Than
5	15 you.
5	Good evening and welcome to the public comment hearing on
7	17 CenturyLink Companies' petition for a competitive
3	18 classification, TC-240029 [sic].
9	19 My name is Melissa Castaneda-Kerson. I'm public a
	20 involvement representative with the Utilities and
	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
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1	
2	22 comment hearing this evening.
2 3	23 Before we get started, I would like to cover some
2	

	Page 36		Page 38
1	to this case directly to the Commissioners. The	1	last name with the spelling, and after you provide your
2	Commissioners act as judges in formal filings like this and	2	name, please press star 9 again to lower your hand.
3	cannot answer questions.	3	I will now turn the time over to Chair Danner,
4	However, if you do have questions, we suggest you reach	4	Commissioner Rendahl, Commissioner Doumit.
5	out to me or the representative of Public Counsel after the	5	Thank you.
6	comment session. All of the comments given today will be	6	CHAIR DANNER: All right. Thank you very much, Mel.
7	included in the formal record of this case. If you have not	7	I just want to make for clarification, I think that the
8	signed up to comment and wish to do so, please press	8	opening slide said that the docket number was TC-240029. I
9	please put your first and last name into the chat.	9	just want to clarify that it is UT-240029.
10	If you are calling in, please press star 9 to raise your	10	So with that clarification, we will get started.
11	hand, and we will call on you for your name in a few	11	And I hope that we will later in the evening post the
12	minutes.	12	numbers to call and the addresses for submitting written
13	If you have already provided your name to us, there is no	13	comments, and we will get to that in due course.
14	need to provide it again.	14	So with that, let me start we do have a sign-in sheet.
15	Now, for some meeting logistics. Please mute your	15	Let me ask if Miriam Goldfarb is on the line and wishes to
16	connection unless you are called upon to speak. If you are	16	speak to us tonight?
17	participating via the Zoom application, you can mute by	17	MS. GOLDFARB: Yes. Can you hear me?
18	clicking the microphone icon. A slash will appear across	18	CHAIR DANNER: Yes, we can. A little low.
19	the microphone indicating you have successfully muted your	19	MS. GOLDFARB: Okay.
20	connection. To unmute, click the microphone again; the	20	CHAIR DANNER: But if you speak up, we can hear you.
21	slash will disappear. Please remember to mute your	21	MS. GOLDFARB: Okay. Hopefully, you can hear me now.
22	connection again after you are done speaking.	22	CHAIR DANNER: Yes.
23	If you called in on the phone, press star 6 on your phone	23	MS. GOLDFARB: We live in the so my name is Miriam
24	to mute yourself. When are you called on to speak, press	24	Goldfarb. We live in the Gig Harbor area in Pierce County.
25	star 6 to unmute yourself. After you are done speaking,	25	We have copper wire telephone service through CenturyLink.
	Page 37		Page 39
1	please press star 6 to mute yourself again.	1	In the recent past, I've provided comments for these
2	Please wait to be called on for comment, and do not	2	hearings regarding our experience with poor customer service
3	interrupt other speakers.	3	and lack of telephone service with CenturyLink.
4	There are two options to report technical difficulties.	4	I'm adding comments today regarding CenturyLink's lack of
5	You can use the chat feature in the Zoom, or you can call	5	detailed telephone plan information and pricing transparency
6	Ryan Smith at (360) 664-1165. That's (360) 664-1165.	6	for their copper wire telephone plans. When I have
7	The chat feature should be used to report technical	7	requested detailed written information from CenturyLink
8	difficulties and to ask to be added to the sign-in sheet.	8	regarding their copper wire telephone plans, I have been
9	We will not be accepting comments via the Zoom chat feature.	9	told that they do not have any written information to mail
10	Please do not use the chat to provide your comments.	10	to me. I have been told to look at their website for this
11	Closed captioning is available the tool bar at the bottom	11	information. When I have looked at their website, they do
11 12	Closed captioning is available the tool bar at the bottom of the Zoom application.	11 12	
	. •		information. When I have looked at their website, they do
12	of the Zoom application.	12	information. When I have looked at their website, they do not list any of their copper wire telephone plans on their
12 13	of the Zoom application.  If you have questions about the case, please email	12 13	information. When I have looked at their website, they do not list any of their copper wire telephone plans on their website.
12 13 14	of the Zoom application.  If you have questions about the case, please email comments@utc.wa.gov. That's comments@utc.wa.gov. Or call	12 13 14	information. When I have looked at their website, they do not list any of their copper wire telephone plans on their website.  For the past several years, CenturyLink has increased
12 13 14 15	of the Zoom application.  If you have questions about the case, please email comments@utc.wa.gov. That's comments@utc.wa.gov. Or call (888) 333-9882. That's (888) 333-9982 and ask to speak with	12 13 14 15	information. When I have looked at their website, they do not list any of their copper wire telephone plans on their website.  For the past several years, CenturyLink has increased their prices very frequently. In order for a customer to
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Thank you very much CHAIR DANNER: All right. Thank you very much for your CHAIR DANNER: All right. Thank you very much for your CHAIR DANNER: All right. Thank you very much for your And let me know furn to Joseph Medeiros. Any out here? MR. MEDEIROS: Yes, I am, sir. CHAIR DANNER: Yes, Go ahead, sir. MR. MEDEIROS: Okay, Much like what the lady just spoke about, It lie in rural aest Pileroe County, between South Prairie and Orling, in a small community. We have been work of the control of the community. We have been work of the control of the community. We have been work of the community of the year to correct the problems.  But on 221, we realized that the copper network was not substainable. They — the parts and system here are old, and there are no replacements. We worked with CentruyLink on a suby to replace the copper with Theopie colled. This personnel and their technical people, who were great. They came up with a price of \$265,000.  We then obtained a grained people, who were great. They came up with a price of \$265,000.  We then obtained a grained people, who were great. They home out by — also by the state of Washington to replace the writing.  Page 41  are a low-revenue area, and so they/e not going to put any more don't risk out area.  Page 41  And the transition of house it is a low-revenue area, and so they/e not going to put any as only as Junuary and Foburary of this year, when it goes down, it is not down for house. It is not for days. Its down for weak. This is extensily hard.  When other unifieds go down, like, Page Sound Energy, at least you have horded from the state of washington's chart. We  Page 41  When the phone system goes down, which it has — chay?  When the phone system goes down, which it has — chay?  When the phone system goes down, which it has — chay?  When the phone system goes down, which it has no chay?  When the phone system goes down, which it has no chay?  When the phone system goes down, which it has — chay?  When the phone system goes down, which it has — chay?  When the p	,	Page 40		Page 42
and extended turn to Joseph Medeiros.  And it me know turn to Joseph Medeiros.  And the me know turn to Joseph Medeiros.  And turn the know turn to Joseph Medeiros.  And whatever they're trying to do now, I suspect their motivation. It is just not right. How can – how can they be about. It we in rural east Pierce County, Link for years to show. It less into the state of the problems.  Back in 2021, we realized that the copper network was not study was conducted entirely by Century-Link and their personal and their technical people, who were great. They came up with a price of \$285,000.  We then obtained a garant from the state of Washington to replace the wiring.  At the last minute, Century-Link backed out.  The persone and their technical people, who were great. They came up with a price of \$285,000.  We then obtained a garant from the state of Washington to replace the wiring.  At the last minute, Century-Link backed out.  At the last minute, Century-Link backed out to the term of the problems and a last the control of the problems.  As so someobay higher up must have saw what was happoining and demander to the work of the problems and the	1	Thank you very much.	1	to CenturyLink. There's a monopoly. And we can't do
Are you there?  MR. MEDEIROS: Yes, I am, sir.  CHAIR DAINER: Yes. Go ahead, sir.  MR. MEDEIROS: Yes, Lam, sir.  CHAIR DAINER: Yes. Go ahead, sir.  MR. MEDEIROS: Ox, Much like what the lady just spoke about, I live in rural east Pierca County, between South Prairie and Orting, in a small community. Whe have been you working - or trying to work with CenturyLink for years to correct the problems.  Back in 2021, we realized that the copper network was not study to replace the copper with likeroptic cables. This is expertly by CenturyLink and their 1 yes common and their early or the state of Washington to personnel and their technical people, who were great. They came up with a price of 2555,000.  We then obtained a grant from the state of Washington to personnel and their technical people, who were great. They came up with a price of 2555,000.  We then obtained a grant from the state of Washington to personnel and their technical people with carried people than the state of Washington to personnel and their technical people with carried people than the state of Washington to personnel and their technical people with personnel and their technical people with technical people with	2	CHAIR DANNER: All right. Thank you very much for your	2	anything about it."
Are you there?  6 MR. MEDEIROS: Yes, I am, sir.  7 CHAIR DANNER: Yes, G ahead, sir.  8 MR. MEDEIROS: Clay, Much like what the lady just spoke a bout, live in rural least Pierce County, between South 10 Prairie and Orling, in a small community, We have been work with Century,Link for years to correct the problems.  12 correct the problems.  13 Back in 2021, we realized that the copper network was not sustainable. They – the parts and system here are old, and there are no replacements. We worked with CenturyLink on a many of the study was conducted entirely by CenturyLink and their study was conducted entirely by CenturyLink and their personal and their technical people, who were great. They came up with a price of \$255,000.  12 We hen obtained a great from the state of Washington to replace the wiring.  23 Now, when I converse with technical people had I see working the last mirrule. CenturyLink backed out.  24 Alt hels arminute. CenturyLink backed out.  25 borne out by – also by the state of Washington's chart. We working the lines – we are a low-revenue area. And this is down for weeks. This is externelly hard.  25 down, it is not down for house. It is not for down. It is not down for house. It is not down f	3	comments.	3	So, again, we are doomed. We can't if CenturyLink
MR. MEDEIROS: Yes, I am, sir.  CHAIR DANNER: Yes. Go ahead, sir.  MR. MEDEIROS: Clay. Much like what the lady just spoke about, I live in rural east Pierce County, between South Preiries and Orling, in a small community. We have been working - or trying to work with Century.link for years to correct the problems.  Back in 2021, we realized that the copper network was not sustainable. They the parts and system here are old, and sustainable. They the parts and system here are old, and sustainable. They the parts and system here are old, and sustainable. They the parts and system here are old, and sustainable. They the parts and system here are old, and sustainable. They the parts and system here are old, and sustainable. They the parts and system here are old, and sustainable. They the parts and system here are old, and sustainable. They the parts and system here are old, and sustainable. They the parts and system here are old, and sustainable. They the parts and system here are old, and sustainable. They the parts and system here are old, and sustainable. They the parts and system here are old, and sustainable. They the parts and system here are old, and sustainable. They the parts and system here are old, and sustainable. They the parts and system here are old, and sustainable. They the parts and system here are old, and sustainable. They the parts are a real real system or the system of the system and sustainable. They the parts are all system and system here are old, and sustainable. They the parts are all system and system here are system system.  Page 41  And are a low-revenue area, and so the/re not going to put any more offort into our area.  Page 41  And are a low-revenue area, and so the/re not going to put any more offort into our area.  Page 41  Are as a low-revenue area, and so the/re not going to put any more offort into our area.  When the phone system goes down, which it has okay? as aerty as aureauy and rebruury of this year, wheni	4	And let me know turn to Joseph Medeiros.	4	doesn't work, we can't go anywhere else. There is nowhere
CHAIR DANNER: Yes. Go ahead, sir.  MR. MEDEIROS: Okay. Much like what the lady just spoke about. I live in rural east Pierce County, between South Prairie and Orling, in a small community. We have been with the problems. So work with Century, Link for years to correct the problems. So work with Century, Link for years to correct the problems. So work with Century, Link for years to correct the problems. So work with Century, Link for years to correct the problems. So worked with Century, Link or and there are no replacements. We worked with Century, Link and their study was conducted entirely by Century, Link and their sold was usually as a problem of the control of the study was conducted entirely by Century, Link and their sold was used to discriminate regarding their service and sold discriminate regarding their service in Orling, any problems. Thank you was proach the study was conducted entirely by Century, Link and their sold was used to the study was conducted entirely by Century, Link and their sold was highly as a conducted entirely by Century, Link and their sold was highly as a conducted entirely by Century, Link and their sold was highly as a conducted entirely by Century, Link backed out.  20 We then obtained a grant from the state of Washington to replace the wiring.  21 The last minute, Century, Link backed out.  22 Page 41  23 Now, Men I converse with technical popole that I see working the lines - we are a low-revenue area. And this is borne out by - also by the state of Washington's chart. We be working the lines - we are a low-revenue area. And this is borne out by - also by the state of Washington's chart. We be working the lines - we are a low-revenue area.  24 So somehody hipher up must have saw what was happening and chart working the pien, chart was a search and the continue to with a chart work of the problems. I see the market of the problems is the market of the problems of the problems. I see the market of the problems is the market of the problems of the problems. I see the market o	5	Are you there?	5	to turn.
be allowed to discriminate on who gets what service in what a bout. If vie in rural east Pierce County, between South Parie and Orting, in a small community. We have been working - or trying to work with CenturyLink for years to correct the problems. Back in 2021, we realized that the copper network was not to discriminate problems of the study to replace the parts and system here are old, and there are no replacements. We worked with CenturyLink on a study to replace the copper with theoretic cable. This study was conducted entirely by CenturyLink and their personnel and their technical people, who were great. They came up with a price of \$255,000. We then obtained a grant from the state of Washington to replace the wifing. Now, when I converse with technical people that I see work when I saked the up with a price of \$255,000. The properties of the wifing are a low-revenue area. And this is borne out by - also by the state of Washington's chart. We so an according to the company of the state of Washington's chart. We so an experiment of the converse with technical people that I see when the process down, which it has - okay? - as a serial salarity and February of this year, when it goes down, it's not down for hours. It's not for days. It's security assertion. When the phone system goes down, which it has - okay? - as a serial salarity and February of this year, when it goes down, it's not down for hours. It's not for days. It's security assertion. The solution that they offered me was for me to move.  When the phone system goes down, which it has - okay? - as a serial salarity and February of this year, when it goes down, which it has - okay? - as a serial salarity and february of this year, when it goes down, which it has - okay? - as a serial salarity and february of this year, when it goes down, which it has - okay? - as a serial salarity and february of this year, when it goes down, it was the top of the potential to the days. It's security aspecin. The option of the potential that they offered me was for	6	MR. MEDEIROS: Yes, I am, sir.	6	And whatever they're trying to do now, I suspect their
about, Ilwe in rural east Pierce County, between South Prairie and Orting, in a small community. We have been Correct the problems. Charl DaNNER: I appreciate your taking time to meet with us us tonght and share your thoughts. Charl DaNNER: I appreciate your there? Charl DaNNER: All right. Correct the wing. Charl DaNNER: All right. Correct the problems of the unquote of the problems. Charl DaNNER: All right. Correct the problems. Charl DaNNER: All right. Correct the problems of the unquote problems. Charl Robans the problem	7	CHAIR DANNER: Yes. Go ahead, sir.	7	motivation. It's just not right. How can how can they
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working — or trying to work with CenturyLink for years to correct the problems.    12	9	•	9	•
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	Page 44		Page 46
1	change, had I known.	1	desperately need you to protect us from letting CenturyLink
2	I don't text. I used the cell during COVID to advise Fred	2	abandon our service for internet, phone, cell phone; all of
3	Meyer when I was ready to pick up groceries. I take it in	3	our communications are dependent upon our router and our
4	the car in case of some kind of mishap. That's about it.	4	landline that we get.
5	Evidently CL intends to stop providing landline service if	5	And I live in I'm sorry. I didn't explain. I live in
6	you let them. I object to this. Where is my alternative?	6	rural Klickitat County. And all of my neighbors some of
7	Why do these companies these slick companies get to	7	my neighbors have other options because they might have the
8	function without any regulations? Is your interest in their	8	ability to get Starlink or to be close enough to a service
9	profit or in customers' needs?	9	area of another provider.
10	Thank you for this opportunity to speak.	10	But many of us do not have any other alternatives. We are
11	CHAIR DANNER: All right. Thank you very much for your	11	as a captive customer base, according to the definition.
12	comments tonight.	12	And I think the gentleman, Joseph Medeiros, who quoted
13	Richard Johnson, are you there?	13	Comcast as saying, "You belong to CenturyLink," that's our
14	RICHARD JOHNSON: Yes, I'm here.	14	situation as well. We are a captive customer base.
15	CHAIR DANNER: Yes, go right ahead.	15	And we depend on them. It's a vitally essential utility
16	RICHARD JOHNSON: Hello. My name is Richard Johnson. And	16	because of wildfires, because of medical emergencies. My
17	my wife and I we live in Okanogan County, south of the town	17	husband's son was recently only survived a heart attack
18	of Okanogan. My wife Mary and I are in our 70s.	18	because he had the he was able to call the EMTs, and they
19	When electricity goes out, the telephone landline is the	19	got him to the hospital in time. And he will he's
20	only way we have to contact the PUD. It is the only means	20	expected to have a full recovery, as much as one can. And
21	we have of contacting a doctor or the hospital in case of	21	it's only because of the speed that he was able to get help.
22	emergencies. In short, it is our only contact with the	22	And that was entirely dependent on his phone.
23	outside world.	23	And so we really yeah, I think it's outrageous for
24	Our electricity goes out when the snow is very wet and/or	24	CenturyLink to pretend that they aren't a sole provider for
25	when there is a strong wind or fire in the area. Two years	25	many, many of their customers, or if I don't know what
	Page 45		Page 47
1		1	
1 2	Page 45  ago, it began snowing in early November and did not melt until late April. During this time, when the wind came up,	1 2	Page 47 how they're trying to prove that to you.  But you must, please, hear us that many of us are utterly
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2	ago, it began snowing in early November and did not melt until late April. During this time, when the wind came up, it drifted snow across the driveways and roads, and we	2	how they're trying to prove that to you.  But you must, please, hear us that many of us are utterly dependent upon them and have no other choices.
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	Page 48		Page 50
1	your thoughts tonight.	1	So my name and that landline phone number are attached.
2	And I'm going to go back.	2	That means that anybody who wants to can attach my name and
3	Norma Fried, we have called on you a couple of times and	3	that landline number to any internet account they wish. I
4	did not get a response. I don't know if you have to	4	don't have access to that phone number anymore. Emergency
5	press star 6 to unmute yourself. But we are not accepting	5	management for Klickitat County has attachment to that
6	comments in the chat.	6	number.
7	So you would like to make a comment, let me give you that	7	And I have proof of all this.
8	opportunity right now.	8	But there has to be a way to unattach numbers and people
9	COMMISSIONER RENDAHL: Or she may just need to unmute her	9	because, you know, when you think about it, technology these
10	microphone.	10	days, we we turn on our lights in our house with our
11	CHAIR DANNER: Yeah. We can't hear you.	11	phone number. We our cars are associated with a number.
12	All right. We will move on, then, to Tracy Mccune.	12	You know, our number associates all of us to everything.
13	Are you there?	13	Phones are very important.
14	MALE SPEAKER: I can try to unmute Norma from here.	14	And landlines are included in that because when a landline
15	MS. MCCUNE: Can you hear me?	15	is shut off by CenturyLink, they retain that phone number,
16	CHAIR DANNER: Ah, is that Norma?	16	and they retain that association to that number, and there's
17	MS. MCCUNE: Can you hear me?	17	absolutely zero ways to get CenturyLink or anybody else to
18	COMMISSIONER RENDAHL: Yes, we can hear you.	18	take that number off of your name. So, for example, the
19	MS. MCCUNE: That's Tracy.	19	alert, the Klickitat County alert system, I called both
20	COMMISSIONER RENDAHL: Oh, that's Tracy. Okay.	20	(inaudible) and RAVE, and that should be used for the alert.
21	CHAIR DANNER: Oh, Tracy Mccune, please go ahead. We can	21	Both of them said that I had my alerts were set up and
22	hear you.	22	they had the wrong name, wrong phone number, the landline
23	MS. MCCUNE: So can you hear me clear enough that I can	23	number that I no longer have, and wrong address. So if
24	speak.	24	emergency management wanted to get to me, they're not going
25	CHAIR DANNER: Yes.	25	to be able to.
	Page 49		Page 51
1	MS. MCCUNE: Okay. So my phone decided had a full	1	And that's a serious problem.
2	charge until I called into this meeting, and now the phone	2	So there needs to be a procedure and process in place by
3	is dead, and I'm on a voiceover IP, and it's extremely hard	3	this Commission before you ever think about doing anything
4	to even talk over the static.	4	
-			except for regulating Centuryl ink more because if people
5	But this happens to my phone and my stuff all the time. I		except for regulating CenturyLink more because if people
5 6	But this happens to my phone and my stuff all the time. I	5	don't get disassociated, then CenturyLink can misappropriate
6	had a speech on my phone that I was going to say today, so	5 6	don't get disassociated, then CenturyLink can misappropriate their information and their phone.
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	Page 52		Page 54
1	Communication Workers of America, which is a one of the	1	MS. CASTANEDA-KERSON: I am not aware of any others. We
2	labor unions that represents a lot of the CenturyLink, Lumen	2	are still trying to get
3	technicians in Washington state.	3	JOY M.: Yes, hello?
4	But before that, I was a network technician, data	4	MS. CASTANEDA-KERSON: Norma.
5	technician for Lumen for over 30 years in Tacoma,	5	Is this Norma? Hi.
6	Washington, and I currently do still live in Tacoma,	6	JOY M.: This is Joy Markaraf.
7	Washington.	7	CHAIR DANNER: All right.
8	Communication Workers of America, CWA, opposes Lumen's	8	JOY M.: I'm going to make this real short, but and I
9	competitive classification petition. If Lumen if Lumen's	9	guess it's concerning Docket UT-240029.
10	petition is approved, they could further reduce, you know,	10	And I'm a citizen of rural Klickitat County. I'm 79 years
11	the Washington technician workforce, and customer support	11	old and living alone. And I've been paying my landline
12	workforce because it wouldn't be they wouldn't be	12	service to CenturyLink for 30 years.
13	obligated to provide service to you all the customers in the	13	I don't have cell service at my residence. And if they
14	legacy exchange footprint. And no voice service provider	14	don't if they drop my landline, what would I do in an
15	would be obligated to provide service in those Lumen areas	15	emergency? And it would be very lonely without being able
16	or those CenturyLink areas now.	16	to talk to my family and friends.
17	In the industry, this is what is called "digital	17	So please don't let CenturyLink take my landline away.
18	redlining." And it should not be allowed. Providing	18	Thank you very much.
19	service in all areas is just as important as electricity and	19	CHAIR DANNER: Thank you very much.
20	other utilities. And as everyone has spoken before, to be	20	Can you spell your last name for us for our records?
21	able to walk away and not provide service is it's just	21	JOY M.: Yes. It's M-a-r-k-a-r-a-f.
22	not right. It's just not right, especially since they've	22	CHAIR DANNER: Thank you very much. And appreciate your
23	been allowed and they've benefitted from this service for	23	sharing your comments with us tonight.
24	years and years and people have paid their bills.	24	JOY M.: Okay. I appreciate you taking my call and doing
25	Earlier this year, you were reminded of the continued	25	this service to help the more vulnerable people in this
		1	
1	Page 53 importance of landline telephone service when AT&T wireless	1	Page 55 world. Thank you.
1 2	importance of landline telephone service when AT&T wireless	1 2	world. Thank you.
	importance of landline telephone service when AT&T wireless network suffered on hours-long nationwide disruption. And		world. Thank you. CHAIR DANNER: Thank you.
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,	Page 56		Page 58
1	So, Mel, I'm going to turn it back to you: Is there	1	CERTIFICATE
2	anything else we need to communicate before we adjourn?	2	
3	MS. CASTANEDA-KERSON: No. I think that's it.	3	STATE OF WASHINGTON )
4	Thank you, everybody, for attending and taking the time to	4	)
5	be here tonight.	5	COUNTY OF KING )
6	Looks like Tad is on the line. You can reach out to	6	I, the undersigned, do hereby certify under penalty
7	Public Counsel as well. And if you have any questions, my	7	of perjury that the foregoing recorded statements, hearings
8	contact information is there. Please reach out to me.	8	and/or interviews were transcribed under my direction as a
9	CHAIR DANNER: All right. Thank you very much.	9	certified transcriptionist; and that the transcript is true and
10	Tad Roberts O'Neill, is there anything that you would like	10	accurate to the best of my knowledge and ability, that I am not a
11	to say before we close?	11	relative or employee of any attorney or counsel employed by the
12	MR. ROBINSON O'NEILL: Yeah, thank you, everybody.	12	parties hereto, nor financially interested in its outcome.
13	My name is Tad Robinson O'Neill. I'm the attorney from	13	
14	Public Counsel in this matter. And you can reach out to	14	IN WITNESS WHEREOF, I have hereunto set my hand this
15	Public Counsel at the email address provided. And we will	15	21st day of June, 2024.
16	coordinate to make sure your comments are filed.	16	
17	The only thing I would add to, Chair Danner, is that	17	***
18	hearing for this matter is currently scheduled for	18	TOTC A
19	July 19th, and that's date at which we've set for accepting	19	and the second s
20	written comments, through July 19th of this year at the	20	Sara & Vern
21	email addresses or phone numbers that are listed on your	21	s/ Sara L. Kern, CET
22	screen right now.	22	
23	And then the we will Public Counsel will be sure to	23	
24	work with UTC Staff in order to file those comments in an	24	
25	exhibit a week later than that, on the 26th.	25	
3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18	we will consider it as part of this proceeding.  So thank you for that.  And let me turn to my colleagues, Commissioner Rendahl, Commissioner Doumit, anything that you would like to say before we adjourn tonight?  COMMISSIONER RENDAHL: Just appreciate people calling in and appearing and giving us their comments tonight. Very much appreciate it.  COMMISSIONER DOUMIT: Same. Same for me, Chair Danner. Thank you to all who participated tonight. Appreciated all your words. Thank you.  CHAIR DANNER: Okay. And I echo that. Thanks to everyone who participated.  We will take this matter under advisement, and with that, we are adjourned. Thank you all very much.  (Conclusion of hearing)		
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