

**Exh. SP-3
Docket UT-240078
Witness: Sharmila Prabakaran**

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,**

Complainant,

v.

**CENTURYLINK COMMUNICATIONS
LCC d/b/a LUMEN TECHNOLOGIES
GROUP,**

Respondent.

DOCKET UT-240078

TESTIMONY OF

SHARMILA PRABAKARAN

**STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION**

December 29, 2022 Commission Data Request Letter

May 30, 2024



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION
COMMISSION

621 Woodland Square Loop S.E. • Lacey, Washington 98503
P.O. Box 47250 • Olympia, Washington 98504-7250
(360) 664-1160 • TTY 1-800-833-6384 or 711

December 29, 2022

Dave Namura
State and Local Government
Affairs CenturyLink
Communications LLC d/b/a
Lumen Technologies Group 1600
7th Avenue, 15th Floor Seattle,
WA 98191

Dear Dave Namura:

The Utilities and Transportation Commission is conducting an investigation into the business practices of CenturyLink Communications LLC d/b/a Lumen Technologies Group (CenturyLink) related to its response times when a customer selects to speak to a live representative.

Under Washington state law, RCW 80.04.090, the commission has the authority to inspect the accounts, books, papers, and documents of any telecommunications company doing business in this state.

In order to complete this investigation commission staff requires the following documents and information:

1. Please provide the monthly call data for the average time until the automated system answered calls.
2. Please provide the monthly call data for the average time until the automated system provided a caller with an option to speak to a live representative, or transferred the caller to a live representative.
3. Please provide the monthly call data for the average time until a live representative answered a call from the time the caller selected the appropriate option to speak to a live representative.
4. Please provide a copy of the automated system recorded message that provides guidance for callers.

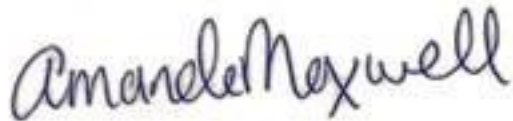
Dave Namura
December 29, 2022
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5. For data requested in 1, 2, and 3, provide the lists in Excel spreadsheet format, identify the month and year, and indicate the type of call (repair or business office) from September 01, 2021, through November 30, 2022.
6. The name, title, telephone number, and e-mail address of the contact person that our staff can work with directly for questions that may arise concerning any details of the data.

Please provide all requested information no later than **January 12, 2023**, in electronic format using Microsoft Word for narrative documents and Excel for data. Extension requests may be granted on a case-by-case basis. A request for extension must be made in writing prior to the deadline and must include the reason for the extension.

The response should be directed to Sharmila Prabakaran, Compliance Investigations. Please include a copy of this letter with your response. If you have questions regarding this request, please contact Sharmila Prabakaran at (360) 664-1129 or sharmila.prabakaran@utc.wa.gov.

Sincerely,



Amanda Maxwell
Executive Director and Secretary