

**Exh. SP-12
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**

February 8, 2024 Staff Follow-up Email

May 30, 2024

From: Weiland, Liam (ATG) <liam.weiland@atg.wa.gov>
Sent: Thursday, February 8, 2024 5:33 PM
To: Sherr, Adam <Adam.Sherr@lumen.com>
Subject: WUTC DRs

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Good evening Adam,

I am reaching out with regard to a series of data requests sent by WUTC staff member Sharmila Prabakaran to Peter Gose and Dave Namura over the past year. These DRs pertain to Lumen's response times for customer calls per WAC 480-120-133. Despite granting several extensions for Lumen's response to these DRs, Staff still has not received complete data for all requested months. I believe Staff sent its final request to Peter Gose on October 26, 2023.

I am making one last request for the missing data before proceeding with filing a complaint or motion to compel. **Please provide a complete response to the data request sent on October 26, 2023 by close of business Friday, February 16, 2024.**

I will be out of office tomorrow, but please do not hesitate to reach out next week if you have any questions.

Best,
Liam

Liam Weiland
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