

**Exh. SP-9  
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**

*September 19, 2023 Staff Follow-up Email*

**May 30, 2024**

**From:** Prabakaran, Sharmila (UTC) <[sharmila.prabakaran@utc.wa.gov](mailto:sharmila.prabakaran@utc.wa.gov)>  
**Sent:** Tuesday, September 19, 2023 5:54 PM  
**To:** Gose, Peter J <[Peter.Gose@lumen.com](mailto:Peter.Gose@lumen.com)>  
**Cc:** Feeser, Bridgit (UTC) <[bridgit.feeser@utc.wa.gov](mailto:bridgit.feeser@utc.wa.gov)>  
**Subject:** Data Request # 3

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Hi Peter,

On Dec 29, 2022, staff originally requested the following data for the period of Sept 1, 2021, through Nov 30, 2022:

1. 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.
2. 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.
3. Please provide a copy of the automated system recorded message that provides guidance for callers.
4. Please provide a copy of the automated system recorded message that provides guidance for callers.
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.

After several communications back and forth with the company, staff sent a follow up email on May 08, 2023, asking clarifying questions about data by month and year for each type of call made to a repair center and business office. Staff also requested the company to explain what measures and processes were put in place, and changes the company made since September 1, 2021, to ensure a live representative answer calls to the repair center and calls to the business office within 60 seconds.

To date, I have only received business office monthly data for period of Sept 1, 2021, through Nov 30, 22, as well as other data I did not ask for in the data request. I have not received the data requested for the repair center nor have I received the company's updated processes to ensure a live representative answer calls to the repair center and calls to the business office within 60 seconds.

Due to the lack of providing the repair center data and the length of time this data request has been open, I am revising the timeframe for information that I am requesting. Please submit the

following data for the timeframe of Jan. 1, 2022, through Aug. 31, 2023.

- 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 for all the calls made to a repair center.
- 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 for all the calls made to a business office.

Please explain what measures and processes were put in place, and changes the company made since September 1, 2021, to ensure a live representative answers calls to the repair office and calls to the business office within 60 seconds.

Please provide the requested data for each in an Excel document, by each month for the period of Jan. 1, 2022, through Aug. 31, 2023. Your response is due on September 26, 2023.

*Thank you,*

**Sharmila Prabakaran**

*(Pronouns: She/Her/Hers)*

*Investigator, Consumer Protection and Communications*

[sharmila.prabakaran@utc.wa.gov](mailto:sharmila.prabakaran@utc.wa.gov)

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