

**Exh. SP-8  
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**

*May 8, 2023 Staff Follow-up Email*

**May 30, 2024**

**From:** Prabakaran, Sharmila (UTC)  
**To:** Gose, Peter J  
**Cc:** david.namura@centurylink.com  
**Subject:** RE: Data Request Responses  
**Date:** Monday, May 8, 2023 2:49:00 PM  
**Attachments:** image003.png  
image004.jpg  
image002.jpg

Hi Peter,

Thank you for your responses. I've some follow up questions regarding some of the responses provided. Please see below.

1. The company indicated in its response to Q-3 that it provided information that was readily available and did not include requested data for 9/1/2021 thru 3/1/2022. Please provide data for the entire timeframe requested - 9/1/2021 thru 3/1/2022.
2. In Q-5 staff requested data by month and year in an Excel spreadsheet for each type of call (repair or business office) from September 01, 2021, through November 30, 2022. Staff is unable to determine if the company submitted data by month and year for each type of call made to a repair office and business office. 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 for all calls made a) a repair office and b) all calls made to a business office.
3. 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.
4. How many automated lines for a repair office in Washington State does the company have?
5. How many automated lines for a business office in Washington State does the company have?

Please contact if you have any questions regarding the data request.

Thank you,

**Sharmila Prabakaran**

*(Pronouns: She/Her/Hers)*

*Investigator, Consumer Protection and Communications*

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