

**Exh. SP-2  
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**

*June 21, 2021 Consumer Complaint, CAS-28573-N5J7D7*

**May 30, 2024**

## Washington UTC Complaint

Company: CenturyLink Communications LLC

Customer: David Butcher  
3320 Ridgeview Dr. NE  
Bremerton, WA 98310

Primary Phone:

E-mail Addr: ignorantemit@gmail.com

Complaint: Customer Service - Answer Times

Serviced By: John Trier

Grouped By: Customer Service

Opened On: 6/21/2021 6:07:08 PM

Account Number:

Description:

Result:

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**Violations**

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CAS-28573-N5J7D7

The customer states that he has never had a phone call answered by CenturyLink within the amount of time allowed by WAC 480-120-133(2)(c).

6/21/21 11:30 a.m. Passed complaint to CenturyLink via email. CenturyLink's response is due by 5 p.m. on 6/28/21.

For at least the last year, CenturyLink has not met the rule requirement for response time for calls to business office or repair center during regular business hours.

**VIOLATIONS RECORDED - 12**

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**Created On:** 7/15/2021 9:29 AM John Trier

**Modified On:** 7/15/2021 10:04 AM John Trier

**Name:** Response time for calls to business office or repair center during regular business hours.

**Count:** 12

**WAC or RWC:**

**Description:**

---

### Activities

**Activity Type:** email

**Created On:** 6/21/2021 11:26 AM John Trier

**Modified On:** 6/21/2021 11:31 AM SYSTEM

**Subject:**

**Description:**

480-120-133(2)(c)

CenturyLink is not answering customer calls within the time limit permitted by rule.

From July 2020 to June 2021 the average time until a live representative answers a call to CenturyLink exceeded the amount permitted by rule. The average time has ranged between three and five minutes for each month for the prior year. By rule each month, the average time until a live representative answers a call must not exceed sixty seconds from the time a caller selects the appropriate option to speak to a live representative.

CenturyLink has been notified of the violations.

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WA UTC Complaint CAS-28573-N5J7D7 for David Butcher CRM:0133940







**New consumer complaint**

\*\*\*\*\*

**Washington UTC Complaint CAS-28573-N5J7D7**

Company: CenturyLink Communications LLC

Customer: David Butcher

Account #:

Contact:

Service Address:

3320 Ridgeview Dr. NE

Bremerton WA 98310

Primary Phone: 360-479-9966

Secondary Phone:

Email Address: ignorantemit@gmail.com

Complaint Information:

Complaint ID: CAS-28573-N5J7D7

Serviced By: John Trier

Opened On: 6/21/2021 11:07 AM

Grouped By: Customer Service

Description:

The customer states that he has never had a phone call answered by CenturyLink within the amount of time allowed by WAC 480-120-133(2)(c).

With CenturyLink's response to this complaint please provide the monthly data for the average time until a live representative answers a call (hold time once an option to speak with a representative is selected from the automated system) for the past year.

6/21/21 11:30 a.m. Passed complaint to CenturyLink via email. CenturyLink's response is due by 5 p.m. on 6/28/21.

---



**Activity Type:** email

**Created On:** 6/21/2021 11:39 AM SYSTEM

**Modified On:** 6/21/2021 11:39 AM SYSTEM

**Subject:**

**Description:**

RE: WA UTC Complaint CAS-28573-N5J7D7? for David Butcher CRM:0133940 [ ref:\_00D412HUz0.\_5004NtCgC4:ref ]

### External Email

Good afternoon John,

This case has been assigned to Doug Morgan for research and resolution.

Thank you!

**AshleyKay Wardle**

Senior Analyst  
Customer Advocacy Group  
Boise, ID 83709  
208-207-2240

[ashley.wardle@lumen.com](mailto:ashley.wardle@lumen.com)

be part of the Lumen family - the Platform for

Amazing Things.

This communication is the property of CenturyLink and may contain confidential or privileged information. Unauthorized use of this communication is strictly prohibited and may be unlawful. If you have received this communication in error, please immediately notify the sender by reply e-mail and destroy all copies of the communication and any attachments.

----- Original Message -----

**From:** Trier, John [john.trier@utc.wa.gov]

**Sent:** 6/21/2021, 12:31 PM

**To:** uswpuc@centurylink.com

**Subject:** WA UTC Complaint CAS-28573-N5J7D7 for David Butcher CRM:0133940

### New consumer complaint

\*\*\*\*\*

### Washington UTC Complaint CAS-28573-N5J7D7

Company: CenturyLink Communications LLC

Customer: David Butcher

Account #:

Contact:

Service Address:

3320 Ridgeview Dr. NE

Bremerton WA 98310



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**Activity Type:** email  
**Created On:** 6/28/2021 3:15 PM SYSTEM  
**Modified On:** 6/28/2021 3:15 PM SYSTEM  
**Subject:**  
**Description:**

Primary Phone: 360-479-9966

Secondary Phone:

Email Address: ignorantemit@gmail.com

Complaint Information:

Complaint ID: CAS-28573-N5J7D7

Serviced By: John Trier

Opened On: 6/21/2021 11:07 AM

Grouped By: Customer Service

Description:

The customer states that he has never had a phone call answered by CenturyLink within the amount of time allowed by WAC 480-120-133(2)(c).

With CenturyLink's response to this complaint please provide the monthly data for the average time until a live representative answers a call (hold time once an option to speak with a representative is selected from the automated system) for the past year.

6/21/21 11:30 a.m. Passed complaint to CenturyLink via email. CenturyLink's response is due by 5 p.m. on 6/28/21.

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ref:\_00D412HUz0.\_5004NtCgC4:ref

---

RE: WA UTC Complaint CAS-28573-N5J7D7? for David Butcher CRM:0133940 [ ref:\_00D412HUz0.\_5004NtCgC4:ref ]

External Email

Hi John,

I am still waiting for handling time information from a different group. They're telling me they will have it to me by tomorrow. Can we please extend a day?







Thanks,

Doug Morgan  
Customer Advocacy Group  
Case Manager  
Lumen

----- Original Message -----

**From:** Customer Advocacy (PUC) [uswpuc@centurylink.com]  
**Sent:** 6/21/2021, 12:37 PM  
**To:** john.trier@utc.wa.gov  
**Cc:** doug.morgan@lumen.com  
**Subject:** RE: WA UTC Complaint CAS-28573-N5J7D7 for David Butcher CRM:0133940 [ref:\_00D412HUz0.\_5004NtCgC4:ref ]

Good afternoon John,

This case has been assigned to Doug Morgan for research and resolution.

Thank you!

[AshleyKay Wardle](#)

Senior Analyst  
Customer Advocacy Group  
Boise, ID 83709  
208-207-2240

[ashley.wardle@lumen.com](mailto:ashley.wardle@lumen.com)

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----- Original Message -----

**From:** Trier, John [john.trier@utc.wa.gov]  
**Sent:** 6/21/2021, 12:31 PM  
**To:** uswpuc@centurylink.com  
**Subject:** WA UTC Complaint CAS-28573-N5J7D7 for David Butcher CRM:0133940

## New consumer complaint

\*\*\*\*\*

### Washington UTC Complaint CAS-28573-N5J7D7

Company: CenturyLink Communications LLC

Customer: David Butcher

Account #:

Contact:

Service Address:



---

**Activity Type:** email  
**Created On:** 6/28/2021 3:21 PM SYSTEM  
**Modified On:** 6/28/2021 3:21 PM SYSTEM  
**Subject:**

3320 Ridgeview Dr. NE

Bremerton WA 98310

Primary Phone: 360-479-9966

Secondary Phone:

Email Address: ignorantemit@gmail.com

Complaint Information:

Complaint ID: CAS-28573-N5J7D7

Serviced By: John Trier

Opened On: 6/21/2021 11:07 AM

Grouped By: Customer Service

Description:

The customer states that he has never had a phone call answered by CenturyLink within the amount of time allowed by WAC 480-120-133(2)(c).

With CenturyLink's response to this complaint please provide the monthly data for the average time until a live representative answers a call (hold time once an option to speak with a representative is selected from the automated system) for the past year.

6/21/21 11:30 a.m. Passed complaint to CenturyLink via email. CenturyLink's response is due by 5 p.m. on 6/28/21.

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ref:\_00D412HUz0.\_5004NtCgC4:ref

---

RE: WA UTC Complaint CAS-28573-N5J7D7? for David Butcher CRM:0133940 [ ref:\_00D412HUz0.\_5004NtCgC4:ref ]



**Description:**

---

**Activity Type:** email

Works for me Doug, I'm probably asking for quite a bit of data here, so please let me know if more time is needed to get those statistics.

Have a good evening,

John

## **John Trier**

Consumer Program Specialist

(360) 664-1142 Office

(888) 333-9882 Toll Free

[John.Trier@utc.wa.gov](mailto:John.Trier@utc.wa.gov)

### **Utilities and Transportation Commission**

Respect. Professionalism. Integrity. Accountability.

[www.utc.wa.gov](http://www.utc.wa.gov)

**From:** Customer Advocacy (PUC) <uswpuc@centurylink.com>

**Sent:** Monday, June 28, 2021 3:12 PM

**To:** Trier, John (UTC) <john.trier@utc.wa.gov>

**Subject:** RE: WA UTC Complaint CAS-28573-N5J7D7? for David Butcher CRM:0133940 [ref:\_00D412HUz0.\_5004NtCgC4:ref ]

### External Email

Hi John,

I am still waiting for handling time information from a different group. They're telling me they will have it to me by tomorrow. Can we please extend a day?

Thanks,

Doug Morgan  
Customer Advocacy Group  
Case Manager  
Lumen

---





**Created On:** 6/29/2021 3:03 PM SYSTEM

**Modified On:** 6/29/2021 3:03 PM SYSTEM

**Subject:**

**Description:**

RE: WA UTC Complaint CAS-28573-N5J7D7? for David Butcher CRM:0133940 [ ref:\_00D412HUz0.\_5004NtCgC4:ref ]

### External Email

Hi John,

Here is the information I've been provided with regarding call handling time in seconds:

2021-01 269 271 2021-02 57 129 2021-03 176 257 2021-04 108 205

I was also advised that, Pre-covid, we were achieving the target goal but as pandemic volumes increased some states have struggled; including Washington.

Please also not that four other states are prioritized above the state of Washington per guidance from our Regulatory Department.

Sincerely,

Doug Morgan  
Customer Advocacy Group  
Case Manager  
Lumen

----- Original Message -----

**From:** Trier, John [john.trier@utc.wa.gov]

**Sent:** 6/28/2021, 4:21 PM

**To:** uswpuc@centurylink.com

**Subject:** RE: WA UTC Complaint CAS-28573-N5J7D7? for David Butcher CRM:0133940 [ ref:\_00D412HUz0.\_5004NtCgC4:ref ]

Works for me Doug, I'm probably asking for quite a bit of data here, so please let me know if more time is needed to get those statistics.

Have a good evening,

John

### John Trier

Consumer Program Specialist

(360) 664-1142 Office

(888) 333-9882 Toll Free

[John.Trier@utc.wa.gov](mailto:John.Trier@utc.wa.gov)



---

**Activity Type:** email  
**Created On:** 6/29/2021 4:00 PM SYSTEM  
**Modified On:** 6/29/2021 4:00 PM SYSTEM  
**Subject:**  
**Description:**

**Utilities and Transportation Commission**

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**From:** Customer Advocacy (PUC) <uswpuc@centurylink.com>

**Sent:** Monday, June 28, 2021 3:12 PM

**To:** Trier, John (UTC) <john.trier@utc.wa.gov>

**Subject:** RE: WA UTC Complaint CAS-28573-N5J7D7? for David Butcher CRM:0133940 [ ref:\_00D412HUz0.\_5004NtCgC4:ref ]

External Email

Hi John,

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Thanks,

Doug Morgan  
Customer Advocacy Group  
Case Manager  
Lumen

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---

RE: WA UTC Complaint CAS-28573-N5J7D7? for David Butcher CRM:0133940 [ ref:\_00D412HUz0.\_5004NtCgC4:ref ]



---

**Activity Type:** email  
**Created On:** 6/30/2021 8:25 AM SYSTEM



Hi Doug, having some difficulty breaking down the chart.

Month	???	???
2021-01		
269		
271		
2021-02		
57		
129		
2021-03		
176		
257		
2021-04		
108		
205		

I'm not sure what the two columns after the month represent.

Also did they have any data from prior to January 2021, especially referencing that CenturyLink was "achieving the goal" prior to Covid without having any numbers to support that claim. If CenturyLink has that data available please provide it.

Please provide an updated response by 5 p.m. on 7/2/21. Again, I understand I may be asking for a significant amount of data / work to get that information. Please let me know if additional time is needed.

Thank you,

John

---



**Modified On:** 6/30/2021 8:25 AM SYSTEM

**Subject:**

**Description:**

RE: WA UTC Complaint CAS-28573-N5J7D7? for David Butcher CRM:0133940 [ ref:\_00D412HUz0.\_5004NtCgC4:ref ]

External Email

Hello John,

Yes, I will need more time for this please. Could we extend until Tuesday?

Thank you,

Doug Morgan  
Customer Advocacy Group  
Case Manager  
Lumen

----- Original Message -----

**From:** Trier, John [john.trier@utc.wa.gov]

**Sent:** 6/29/2021, 4:55 PM

**To:** uswpuc@centurylink.com

**Subject:** RE: WA UTC Complaint CAS-28573-N5J7D7? for David Butcher CRM:0133940 [ ref:\_00D412HUz0.\_5004NtCgC4:ref ]

Hi Doug, having some difficulty breaking down the chart.

Month	???	???
2021-01		
269		
271		
2021-02		
57		
129		
2021-03		
176		
257		
2021-04		
108		
205		



---

**Activity Type:** email  
**Created On:** 6/30/2021 8:31 AM SYSTEM  
**Modified On:** 6/30/2021 8:31 AM SYSTEM  
**Subject:**  
**Description:**

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John

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---

RE: WA UTC Complaint CAS-28573-N5J7D7? for David Butcher CRM:0133940 [ ref:\_00D412HUz0.\_5004NtCgC4:ref ]

Sounds great to me Doug. This has been a bit of an issue I've heard frequently from several consumers as a small part of their complaints, and this is the first time I've gotten a complaint from a consumer specifically about hold times, so I'd appreciate whatever information and data you can get back to me to show how CenturyLink has been in compliance with the rule.

CenturyLink's response is now due by 5 p.m. on Tuesday 7/6/21.

Have a good day,

John

**From:** Customer Advocacy (PUC) <uswpuc@centurylink.com>  
**Sent:** Wednesday, June 30, 2021 8:22 AM  
**To:** Trier, John (UTC) <john.trier@utc.wa.gov>







**Subject:** RE: WA UTC Complaint CAS-28573-N5J7D7? for David Butcher CRM:0133940 [ref:\_00D412HUz0.\_5004NtCgC4:ref ]

External Email

Hello John,

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Thank you,

Doug Morgan  
Customer Advocacy Group  
Case Manager  
Lumen

----- Original Message -----

**From:** Trier, John [john.trier@utc.wa.gov]

**Sent:** 6/29/2021, 4:55 PM

**To:** [uswpuc@centurylink.com](mailto:uswpuc@centurylink.com)

**Subject:** RE: WA UTC Complaint CAS-28573-N5J7D7? for David Butcher CRM:0133940 [ref:\_00D412HUz0.\_5004NtCgC4:ref ]

Hi Doug, having some difficulty breaking down the chart.

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2021-01		
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2021-03		
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257		
2021-04		
108		
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---

**Activity Type:** email  
**Created On:** 7/6/2021 7:52 AM SYSTEM  
**Modified On:** 7/6/2021 7:52 AM SYSTEM  
**Subject:**  
**Description:**

I'm not sure what the two columns after the month represent.

Also did they have any data from prior to January 2021, especially referencing that CenturyLink was "achieving the goal" prior to Covid without having any numbers to support that claim. If CenturyLink has that data available please provide it.

Please provide an updated response by 5 p.m. on 7/2/21. Again, I understand I may be asking for a significant amount of data / work to get that information. Please let me know if additional time is needed.

Thank you,

John

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---

RE: WA UTC Complaint CAS-28573-N5J7D7? for David Butcher CRM:0133940 [ ref:\_00D412HUz0.\_5004NtCgC4:ref ]

#### External Email

Hello and good morning John,

I am being asked by our legal team request some additional time for this one. Is it possible we could extend until Friday at this point? I will let you know if they respond about it sooner.

Thank you,

Doug Morgan  
Customer Advocacy Group  
Case Manager  
Lumen

----- Original Message -----

**From:** Trier, John [john.trier@utc.wa.gov]

**Sent:** 6/30/2021, 9:25 AM

**To:** uswpuc@centurylink.com

**Subject:** RE: WA UTC Complaint CAS-28573-N5J7D7? for David Butcher CRM:0133940 [





ref:\_00D412HUz0.\_5004NtCgC4:ref ]

Sounds great to me Doug. This has been a bit of an issue I've heard frequently from several consumers as a small part of their complaints, and this is the first time I've gotten a complaint from a consumer specifically about hold times, so I'd appreciate whatever information and data you can get back to me to show how CenturyLink has been in compliance with the rule.

CenturyLink's response is now due by 5 p.m. on Tuesday 7/6/21.

Have a good day,

John

**From:** Customer Advocacy (PUC) <uswpuc@centurylink.com>  
**Sent:** Wednesday, June 30, 2021 8:22 AM  
**To:** Trier, John (UTC) <john.trier@utc.wa.gov>  
**Subject:** RE: WA UTC Complaint CAS-28573-N5J7D7? for David Butcher CRM:0133940 [ref:\_00D412HUz0.\_5004NtCgC4:ref ]

#### External Email

Hello John,

Yes, I will need more time for this please. Could we extend until Tuesday?

Thank you,

Doug Morgan  
Customer Advocacy Group  
Case Manager  
Lumen

----- Original Message -----

**From:** Trier, John [john.trier@utc.wa.gov]  
**Sent:** 6/29/2021, 4:55 PM  
**To:** [uswpuc@centurylink.com](mailto:uswpuc@centurylink.com)  
**Subject:** RE: WA UTC Complaint CAS-28573-N5J7D7? for David Butcher CRM:0133940 [ref:\_00D412HUz0.\_5004NtCgC4:ref ]

Hi Doug, having some difficulty breaking down the chart.

Month        ???    ???

2021-01







269

271

2021-02

57

129

2021-03

176

257

2021-04

108

205

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Also did they have any data from prior to January 2021, especially referencing that CenturyLink was "achieving the goal" prior to Covid without having any numbers to support that claim. If CenturyLink has that data available please provide it.

Please provide an updated response by 5 p.m. on 7/2/21. Again, I understand I may be asking for a significant amount of data / work to get that information. Please let me know if additional time is needed.

Thank you,

John

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**Activity Type:** email  
**Created On:** 7/6/2021 7:52 AM SYSTEM  
**Modified On:** 7/6/2021 7:53 AM SYSTEM  
**Subject:**  
**Description:**

---

RE: WA UTC Complaint CAS-28573-N5J7D7? for David Butcher CRM:0133940 [ ref:\_00D412HUz0.\_5004NtCgC4:ref ]

Sounds good to me Doug,

I know it's a lot of data to review and potentially a contentious issues. So yes, at our level Friday sounds fine. CenturyLink's response is now due by 5 p.m. on 7/9/21.

Have a great week,

John

---



**Activity Type:** email  
**Created On:** 7/9/2021 1:29 PM SYSTEM  
**Modified On:** 7/9/2021 1:30 PM SYSTEM  
**Subject:**  
**Description:**

---



RE: WA UTC Complaint CAS-28573-N5J7D7? for David Butcher CRM:0133940 [ ref:\_00D412HUz0.\_5004NtCgC4:ref ]

External Email

Hi John,

Before close of business today the information you requested will be supplied by Peter Gose, CenturyLink's regulatory affairs director for Washington.

Thank you,

Doug Morgan  
Customer Advocacy Group  
Case Manager  
Lumen

----- Original Message -----

**From:** Trier, John [john.trier@utc.wa.gov]

**Sent:** 7/6/2021, 8:50 AM

**To:** uswpuc@centurylink.com

**Subject:** RE: WA UTC Complaint CAS-28573-N5J7D7? for David Butcher CRM:0133940 [ ref:\_00D412HUz0.\_5004NtCgC4:ref ]

Sounds good to me Doug,

I know it's a lot of data to review and potentially a contentious issues. So yes, at our level Friday sounds fine. CenturyLink's response is now due by 5 p.m. on 7/9/21.

Have a great week,

John

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**Activity Type:** email  
**Created On:** 7/9/2021 1:30 PM SYSTEM  
**Modified On:** 7/9/2021 1:30 PM SYSTEM  
**Subject:**  
**Description:**

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**Activity Type:** email  
**Created On:** 7/15/2021 8:56 AM SYSTEM  
**Modified On:** 7/15/2021 8:56 AM SYSTEM  
**Subject:**  
**Description:**

RE: WA UTC Complaint CAS-28573-N5J7D7? for David Butcher CRM:0133940 [ ref:\_00D412HUz0.\_5004NtCgC4:ref ]

Thank you Doug!

Have a great weekend if I don't end up messaging you again before the end of the day.

-John

---

RE: New case email notification. Case number 15237937 CRM:0133940

External Email

You have a great weekend as well! Stay cool. :)

Doug Morgan  
Case Manager  
Customer Advocacy Group  
Boise, ID 83709  
208-207-2232  
doug.morgan@lumen.com

-----Original Message-----

From: Case Notification <noreply@salesforce.com>  
Sent: Friday, July 09, 2021 2:30 PM  
To: Morgan, Doug <Doug.Morgan@lumen.com>  
Subject: New case email notification. Case number 15237937

CAUTION: This email originated outside of Lumen Technologies. Do not click links or open attachments unless you recognize the sender and know the content is safe.

-----  
An email has been received for case 15237937: WA UTC Complaint CAS-28573-N5J7D7? for David Butcher CRM:0133940.

Please click the link below to review the new email and respond appropriately.

<https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fimss91->



---

**Activity Type:** email  
**Created On:** 7/15/2021 8:56 AM  
**Modified On:** 7/15/2021 8:56 AM  
**Subject:**  
**Description:**

LUMEN®

[ctp.trendmicro.com%2Fwis%2Fclicktime%2Fv1%2Fquery%3Furl%3Dhttps%253a%252f%252fctl-consumer.my.salesforce.com%252f02s4N00000XF6S8%26umid%3D00376556-C6B6-A605-93BC-83EB048240B5%26auth%3D19120be9529b25014b618505cb01789c5433dae7-6a833d66fb7f1105909f7af5fa99eb9f795f2c8cb&data=04%7C01%7Cjohn.trier%40utc.wa.gov%7C0d4e23ec483b4a80039908d9431970a7%7C11d0e217264e400a8ba057dcc127d72d%7C0%7C0%7C637614598927392827%7CUnknown%7CTWFpbGZsb3d8eyJWljoiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6Ikl1haWwiLCJXVCI6Mn0%3D%7C1000&sddata=Tgte2caLNeWsXWSm3ON%2FSA0sAa31oPI0cVioigjwzBY%3D&reserved=0](https://ctp.trendmicro.com%2Fwis%2Fclicktime%2Fv1%2Fquery%3Furl%3Dhttps%253a%252f%252fctl-consumer.my.salesforce.com%252f02s4N00000XF6S8%26umid%3D00376556-C6B6-A605-93BC-83EB048240B5%26auth%3D19120be9529b25014b618505cb01789c5433dae7-6a833d66fb7f1105909f7af5fa99eb9f795f2c8cb&data=04%7C01%7Cjohn.trier%40utc.wa.gov%7C0d4e23ec483b4a80039908d9431970a7%7C11d0e217264e400a8ba057dcc127d72d%7C0%7C0%7C637614598927392827%7CUnknown%7CTWFpbGZsb3d8eyJWljoiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6Ikl1haWwiLCJXVCI6Mn0%3D%7C1000&sddata=Tgte2caLNeWsXWSm3ON%2FSA0sAa31oPI0cVioigjwzBY%3D&reserved=0)

NOTE: It is not recommended that you forward this email because its association with the original case may be lost.

---

From: john.trier@utc.wa.gov(Trier, John )  
Sent: Fri Jul 09 20:30:22 GMT 2021  
To: uswpuc@centurylink.com  
Subject: RE: WA UTC Complaint CAS-28573-N5J7D7? for David Butcher CRM:0133940 [ref:\_00D412HUz0.\_5004NtCgC4:ref ]

Thank you Doug!

Have a great weekend if I don't end up messaging you again before the end of the day.

-John

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---

SYSTEM

SYSTEM

Requested CenturyLink Washington call center metrics (REDACTED VERSION) CRM:0133940

External Email

**REDACTED VERSION**

**CONFIDENTIAL VERSION SENT SEPARATELY**

John:

I write to provide the requested data respecting the average speed of answer for a live representative







to answer inbound calls to CenturyLink's Washington repair and business office call centers (i.e. hold time once an option to speak with a representative is selected from the IVR system) for the past 12 months.

## **Washington Call Center ASA**

**Repair**

**Business Office**

**Year**

**Month**

**Seconds**

**Seconds**

2020

July

Aug

Sept

Oct

Nov

Dec

2021





Jan

Feb

Mar

Apr

May

June

Should you have any questions, please reach out using the contact information below.

Thank you.

**Peter Gose**

Regulatory Affairs Director



image001.jpg 4,251 Bytes

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**Activity Type:** email  
**Created On:** 7/15/2021 8:56 AM  
**Modified On:** 7/15/2021 8:56 AM  
**Subject:**  
**Description:**

LUMEN®

Government Affairs and Public Policy  
14530 NW 63rd St. Parkville, MO 64152  
tel: 816-759-2895 | cell: 303-324-5678  
[peter.gose@lumen.com](mailto:peter.gose@lumen.com)

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---

SYSTEM

SYSTEM

Requested CenturyLink Washington call center metrics (REDACTED VERSION) CRM:0133940

External Email

**REDACTED VERSION**

**CONFIDENTIAL VERSION SENT SEPARATELY**

John:

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## **Washington Call Center ASA**

**Repair**

**Business Office**

**Year**

**Month**

**Seconds**







**Seconds**

2020

July

Aug

Sept

Oct

Nov

Dec

2021

Jan

Feb

Mar

Apr



image002.jpg

3,174 Bytes

---

May

June

Should you have any questions, please reach out using the contact information below.

Thank you.

**Peter Gose**

Regulatory Affairs Director

Government Affairs and Public Policy

14530 NW 63rd St. Parkville, MO 64152

tel: 816-759-2895 | cell: 303-324-5678

[peter.gose@lumen.com](mailto:peter.gose@lumen.com)

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**Activity Type:** email  
**Created On:** 7/15/2021 8:57 AM  
**Modified On:** 7/15/2021 8:57 AM  
**Subject:**  
**Description:**

LUMEN®



SYSTEM

SYSTEM

Requested CenturyLink Washington call center metrics (CONFIDENTIAL VERSION) CRM:0133940

External Email

**CONTAINS CONFIDENTIAL INFORMATION**

**SUBMITTED PURSUANT TO WAC 480-07-160**

**TEXT SHADED IN YELLOW IS DESIGNATED AS CONFIDENTIAL PER WAC 480-07-160**

John:

I write to provide the requested data respecting the average speed of answer for a live representative to answer inbound calls to CenturyLink's Washington repair and business office call centers (i.e. hold time once an option to speak with a representative is selected from the IVR system) for the past 12 months.

## **Washington Call Center ASA**

**Repair**

**Business Office**

**Year**

**Month**

**Seconds**

**Seconds**

2020

July

68

215

Aug

16

342

Sept





18  
246  
Oct  
5  
181  
Nov  
7  
221  
Dec  
4  
280  
2021  
Jan  
8  
273  
Feb  
5  
  
Mar  
8  
257  
Apr  
6  
205  
May  
6  
186  
June  
11  
355



image001.jpg 4,251 Bytes

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**Activity Type:** email  
**Created On:** 7/15/2021 8:57 AM  
**Modified On:** 7/15/2021 8:57 AM  
**Subject:**  
**Description:**

LUMEN®

*Lost data due to system migration issue.*

Should you have any questions, please reach out using the contact information below.

Thank you.

**Peter Gose**

Regulatory Affairs Director

Government Affairs and Public Policy

14530 NW 63rd St. Parkville, MO 64152

tel: 816-759-2895 | cell: 303-324-5678

[peter.gose@lumen.com](mailto:peter.gose@lumen.com)

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---

SYSTEM

SYSTEM

Requested CenturyLink Washington call center metrics (CONFIDENTIAL VERSION) CRM:0133940

External Email

**CONTAINS CONFIDENTIAL INFORMATION**

**SUBMITTED PURSUANT TO WAC 480-07-160**

**TEXT SHADED IN YELLOW IS DESIGNATED AS CONFIDENTIAL PER WAC 480-07-160**

John:

I write to provide the requested data respecting the average speed of answer for a live representative







to answer inbound calls to CenturyLink's Washington repair and business office call centers (i.e. hold time once an option to speak with a representative is selected from the IVR system) for the past 12 months.

## Washington Call Center ASA

### Repair

#### Business Office

Year

Month

Seconds

Seconds

2020

July

68

215

Aug

16

342

Sept

18

246

Oct

5

181

Nov

7

221

Dec

4

280

2021





Jan

8

273

Feb

5

Mar

8

257

Apr

6

205

May

6

186

June

11

355

*Lost data due to system migration issue.*

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**Peter Gose**

Regulatory Affairs Director

Government Affairs and Public Policy

14530 NW 63rd St. Parkville, MO 64152

tel: 816-759-2895 | cell: 303-324-5678

[peter.gose@lumen.com](mailto:peter.gose@lumen.com)



image003.jpg 3,174 Bytes

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**Activity Type:** email

**Created On:** 7/15/2021 10:25 AM John Trier

**Modified On:** 7/15/2021 10:33 AM SYSTEM

**Subject:**

**Description:**

---

WA UTC Complaint CAS-28573-N5J7D7 for David Butcher CRM:0133991

Good morning Mr. Butcher,

I am getting back to you regarding your complaint about CenturyLink's hold times.

During my investigation I found that CenturyLink had not met the rule requirement of WAC 480-120-133(2)(c) as between July 2020 to June 2021 the average time until a live representative answers a call to CenturyLink exceeded the amount permitted by rule. The average time has ranged between three and five minutes for each month for the prior year. By rule each month, the average time until a live representative answers a call must not exceed sixty seconds from the time a caller selects the appropriate option to speak to a live representative.

I have recorded 12 violations of the above rule against CenturyLink and will be forwarding my findings on to my supervisor to determine if further compliance review or action is appropriate. I believe you had originally requested a copy of my findings to be sent to you as well when we originally discussed your complaint. I will be forwarding your complaint file to our records center to process your request and send you a copy of your file.

At this time I have closed your complaint. If you have any questions or need additional assistance please call me at 1-888-333-9882, Monday through Friday, 8 a.m. to 5 p.m.

Sincerely,

**John Trier**  
Consumer Complaint Investigator  
(888) 333-9882 Toll Free  
[John.Trier@utc.wa.gov](mailto:John.Trier@utc.wa.gov)

**Utilities and Transportation Commission**  
Respect. Professionalism. Integrity. Accountability.  
[www.utc.wa.gov](http://www.utc.wa.gov)

---



**Activity Type:** email

**Created On:** 7/15/2021 10:26 AM SYSTEM

**Modified On:** 7/15/2021 10:26 AM SYSTEM

**Subject:**

**Description:**

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RE: WA UTC Complaint CAS-28573-N5J7D7? for David Butcher CRM:0133940 [ ref:\_00D412HUz0.\_5004NtCgC4:ref ]

Good morning Doug and Peter,

Thank you both for your assistance with this complaint.

The complaint is now closed. The disposition is Consumer Upheld. Please note that the Consumer Protection section has an internal quality review program and all closed complaints are subject to review and/or re-opening.

Please note that I have recorded 12 violations of WAC 480-120-133(2)(c) because during the period of July 2020 to June 2021 the average time until a live representative answers a call to CenturyLink exceeded the amount permitted by rule. The average time has ranged between three and five minutes for each month for the prior year. By rule each month, the average time until a live representative answers a call must not exceed sixty seconds from the time a caller selects the appropriate option to speak to a live representative.

The explanation of the violations recorded constitutes technical assistance. Please make all corrections necessary to ensure future compliance. Repeat violations may result in enforcement action, including monetary penalties. Staff considers a number of factors when recommending penalties, including whether past technical assistance was provided and subsequently followed.

The company may request a review of this investigation by Sheri Hoyt, Acting Consumer Protection Manager . Please clearly note why the company requests a review and I will forward the request. To contact Sheri directly, email [Sheri.Hoyt@utc.wa.gov](mailto:Sheri.Hoyt@utc.wa.gov) or call 360-664-1102.

Regards,

John

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**Activity Type:** incidentresolution  
**Created On:** 7/15/2021 10:39 AM John Trier  
**Modified On:** 7/15/2021 10:39 AM John Trier  
**Subject:**  
**Description:**

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CLOSED



