

**Exh. SP-7  
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**

*March 30, 2023 CenturyLink Response to UTC Data Request*

**May 30, 2024**

**CENTURYLINK RESPONSE TO WUTC STAFF DATA REQUEST**

1	Please provide the monthly call data for the average time until the automated system answered calls.	1. There is no gap or delay from a network perspective from when the customer calls the CenturyLink toll free customer care number until the Genesys automated system answers the call. Like any other phone call, 1 or 2 ring cycles may occur before the network completes the connection. As soon as that connection is made the call is answered and the customer receives a welcome message as described mor fully in response to data request number 2.
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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.	2. When a customer calls into the automated IVR system they receive a welcome message and an option for Spanish assistance. For English callers the automated IVR system looks at the phone number the customer is calling from (automatic number identification or "ANI") and attempts to associate that number with a customer account. If the ANI is associated with a customer account, the IVR announces "I see your calling from XXX-XXX-XXXX. Is that the number your calling about?" For Washington customers, if the customer says yes the IVR immediately announces "You have the option to speak to a representative during your call by saying "Request Representative." This sequence takes approximately 40 seconds as long as the customer is selecting correct options and answering the prompts. If the customer is not identified via the ANI, the IVR asks them to enter their telephone number. After entering a telephone number, they then receive the same IVR announcement of "You have the option to speak to a representative during your call by saying "Request Representative." This is completed within 60 seconds. If the customer is struggling to enter options or refusing to enter information in the IVR, the system then falls back to prompting then for the state they are calling about and then speak the same message. CenturyLink systems do not track average time from the beginning of a call until the automated system provides a caller with an option to speak to a live representative. Each caller controls the options IVR options selected and the length of time they spend prior to requesting to speak to a representative is in the hands of the customer.
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Information supplied by Fred Bak

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.	3. See response below. Times are presented in seconds. In January 2022 CenturyLink migrated platforms utilized in the provision of customer care opearitions. Due to a migration to a new customer care provisioning system, the information presented below is that which is readily available.
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	9/1/2021	10/1/2021	11/1/2021	12/1/2021	1/1/2022	2/1/2022	3/1/2022	4/1/2022	5/1/2022	6/1/2022	7/1/2022	8/1/2022	9/1/2022	10/1/2022	11/1/2022
WA Wireline Service - Residence and Small Business - Business Office/Care								15	17	13	9	10	5	25	11
WA Internet / Broadband - Business Office/Care								86	253	291	274	216	146	186	116
Total WA					202	147	142	83	185	194	185	152	102	131	82

Information supplied by Ari Klots

4	Please provide a copy of the automated system recorded message that provides guidance for callers.	4. When calling 800-241-1111 a customer enters the automated IVR system and they receive a welcome to CenturyLink message and an option for Spanish assistance. For English callers the automated IVR system looks at the phone numer the customer is calling from (automatic number identification or "ANI") and attempts to associate that number with a customer account. If the ANI is associated with a customer account, the IVR announces "I see your calling from XXX-XXX-XXXX. Is that the number your calling about?" For customers with a Washington number who respond affirmatively, the IVR immediately announces "You have the option to speak to a representative during your call by saying "Request Representative." If the customer is not identified via the ANI, the IVR asks them to enter their telephone number. After entering a telephone number, they then receive the same IVR announcement of "You have the option to speak to a representative during your call by saying "Request Representative." Throughout the IVR experience, there are myriad branches and options that provide guidance for callers. That set forth above specifically pertains to options at the front end of the process to expeditiously put a customer in touch with a live representative. This IVR system can be monitored by calling 800-244-1111.
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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.	5. See responses to items 1, 2 and 3 above.
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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.	6. Peter Gose, Director State and Local Government Affairs, 816-759-2895, peter.gose@lumen.com
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