

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,

Complainant,

v.

CENTURYLINK COMMUNICATIONS, LLC,

Respondent.

DOCKET NO.: UT-181051

EXHIBIT TO
TESTIMONY OF
JEANNE W. STOCKMAN
ON BEHALF OF
CENTURYLINK COMMUNICATIONS, LLC
BACKGROUND AND SUMMARY OF TESTIMONY
October 21, 2022

1 **BACKGROUND AND SUMMARY OF TESTIMONY**

2 **Q. PLEASE STATE YOUR NAME AND SUMMARIZE YOUR CURRENT ROLE AT**
3 **LUMEN.**

4 **A.** My name is Jeanne W. Stockman, and I hold the position of Associate General Counsel at
5 Lumen. I have over 25 years of experience in telecommunications regulation and
6 compliance, including 15 years working at Lumen and its predecessor companies. In my
7 current role, I am responsible for representing Lumen in a wide range of federal and state
8 telecommunications regulatory matters, and for providing compliance advice and
9 developing corporate advocacy and policy in the areas of network reliability, 911, outage
10 reporting, robocalling and other numbering issues, and truth-in-billing and other consumer
11 issues.

12 Since 2013, I have been a company regulatory subject matter expert on matters related to
13 network reliability, outage reporting, and 911-related obligations. In this role, I help
14 develop the company’s corporate compliance policies in a variety of areas in this space,
15 including but not limited to intermittent outages, point of discovery, telecommunication
16 service priority, network reliability, next generation 911 implementation, multi-state
17 outages, disaster impacts, public safety answering point (“PSAP”) notifications, network
18 infrastructure, emergency stand alone, reporting timeliness, and many others. I perform
19 advocacy on the company’s behalf before the Federal Communications Commission
20 (“FCC”) and state public utility commissions and participate in industry working groups on
21 network reliability matters. I provide guidance on contractual issues related to 911 liability
22 and compliance. I also help coordinate our response to regulators when large-scale
23 network outages occur and manage regulatory investigations into those events.

1 **Q. PLEASE DESCRIBE YOUR EDUCATION AND WORK EXPERIENCE BEFORE**
2 **JOINING LUMEN.**

3 **A.** I have Bachelor of Science in Electrical Engineering from the University of Virginia and a
4 law degree from the University of Richmond.

5 Upon graduating from law school, I began practicing telecommunications law at a small
6 boutique firm in Washington, DC where I worked on primarily wireless
7 telecommunications matters related to the design of personal communications services
8 (“PCS”) networks. I then joined a large, national firm where I handled a broad range of
9 state and federal regulatory matters involving telecommunications and broadband service
10 providers. Among other things, my work included developing market entry strategies and
11 regulatory compliance plans for service provider and equipment manufacturer clients and
12 representing venture capital firms in complex transactions before the FCC and state public
13 utility commissions.

14 **Q. PLEASE SUMMARIZE YOUR WORK EXPERIENCE AT LUMEN AND ITS**
15 **PREDECESSORS.**

16 **A.** I joined Lumen’s predecessor Embarq in 2007 as a state regulatory attorney, handling
17 regulatory responsibilities for two states and the company’s inmate calling business. Over
18 the next few years, I was assigned regulatory responsibility for additional states in the
19 southeastern United States. In 2013, given my prior FCC experience, I was asked to handle
20 federal regulatory responsibilities for network reliability, 911 obligations, and outage
21 reporting. Over the next few years, my federal regulatory responsibilities grew to
22 encompass the other areas I previously mentioned and in 2021 I was assigned to Lumen’s
23 Federal Regulatory team.

1 **Q. AS PART OF YOUR WORK, HAVE YOU TESTIFIED BEFORE THIS**
2 **COMMISSION OR NAY OTHER REGULATORY OR JUDICIAL BODY?**

3 **A.** No, I have not.

4 **Q. ARE YOU PROVIDING EXPERT LEGAL TESTIMONY IN THIS PROCEEDING?**

5 **A.** I am not. The legal arguments will be offered by counsel in the briefs filed after the
6 evidentiary hearing.