

**Exh. BF-2
Docket UT-240078
Witness: Bridgit Feeser**

**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

**EXHIBIT TO
REBUTTAL TESTIMONY OF
BRIDGIT FEESER
STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION**

June 8, 2023 Staff Call Notes

August 8, 2024

Compliance Home	Activity Date	6/8/2023 10:27 AM
My Compliance	Title	Called Peter back to clarify questions
Motor Carrier Home	Activity Status	Complete
My Motor Carrier	Activity Due Date	
Rail Safety Home	Activity Type	
My Rail Safety	Activity Mode	
Reporting	Activity Contact Name	
Intranet Links	Activity Contact Email	
Cases	Activity Contact Phone	
Companies	Activity Contact Address	
Resources	Activity Contact Location	
External Links	Desc	Called Peter back. Peter apologized for the delayed response as there was an error whe he set the rule while sending the emails to a folder. He said he'll send the data information requested asap. Also, he wanted to clarify the question 4 & 5, as in how many automated lines are there for the company for repair center and Business call center? I expalined that we need to know how the calls were directed and how many lines are there for each center for the company? Peter said that there is one 1-800 number for each center nationwide. But the IVR decides which call should be directed to where. For eg, if the number has a 360 area code then it will identify as Washington State and will direct as appropriate. Peter said he'll be also, sending the email in detail along with the data requested. He mentioned that he has requested an expedite service from his team to provide the information. Once received he affirmed, he'll send them through. Finnaly, with no further question we ended the call.
Investigations Help	UTC Staff Members	<input type="checkbox"/> Prabakaran, Sharmila (UTC)
Admin Tools	InvestigationItemSPID	2,560
Document Types	Activity Document Count	0
Investigation Types	Is Reportable	No
Activity Types	Investigation ID	
Activity Locations	Content Type: ComplianceInvestigationActivity	
Activity Modes	Created at 6/8/2023 1:25 PM by <input type="checkbox"/> Prabakaran, Sharmila (UTC)	
Site Contents	Last modified at 6/8/2023 1:25 PM by <input type="checkbox"/> Prabakaran, Sharmila (UTC)	

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