

Torry R. Somers
CenturyLink
6700 Via Austi Pkwy.
Las Vegas, NV 89119
Ph: (702) 244-8100
Fax: (702) 244-7775
torry.r.somers@centurylink.com

Attorney for CenturyLink

BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH

In the Matter of the Petition of Qwest Corporation dba CenturyLink QC For Approval to Deviate from and/or Waive the End-User Service Quality Rules Only Applicable to CenturyLink	Docket No. 13-049-13 REPLY COMMENTS
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On May 15, 2013, Qwest Corporation d/b/a CenturyLink QC (“CenturyLink”) requested that the Public Service Commission of Utah (“Commission”) approve its petition to deviate from and/or waive the Commission’s end-user service quality rules that are only applicable to CenturyLink (the “Petition”). Specifically, CenturyLink requests that it no longer be bound by the end-user service standards and reporting requirements set forth in R746-340-8 and R746-340-9 of the Commission’s Rules. The Commission gave interested parties until June 24, 2013 to submit comments and/or request a hearing on this matter. CenturyLink requests that the Commission immediately grant the Petition since no opposition, or request for hearing, was filed on or before June 24, 2013.

The Division of Public Utilities (“Division”) is the only interested party that filed comments in response to the Petition. The Division fully supports CenturyLink’s Petition and recommends that the “Commission waive the end-user service quality rules that are only

applicable to CenturyLink, specifically R746-340-8 and R746-340-9.”¹ The Division believes the Petition should be granted since “there is sufficient competition, customers will not see an impact in their ability to have issues resolved, and it eliminates a regulatory requirement that exists on only one company, CenturyLink.”²

CenturyLink has until July 5, 2013 to file reply comments. Since there is no opposition to CenturyLink’s Petition and there is no request for a hearing, CenturyLink requests that the Commission immediately grant its Petition and waive the customer service standards set forth in R746-340-8 and R746-340-9.

DATED this 25th day of June, 2013.

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¹ Division Memorandum, June 24, 2013.

² Id.