

**PENNSYLVANIA PUBLIC UTILITY COMMISSION
Harrisburg, Pennsylvania 17120**

**PA PUC Bureau of Investigation and
Enforcement**

vs

**United Telephone Company of
Pennsylvania LLC d/b/a Centurylink**

Public Meeting January 14, 2021

3012956-OSA

Docket No. M-2020-3012956

STATEMENT OF CHAIRMAN GLADYS BROWN DUTRIEUILLE

Today's proposed Settlement arises, in part, from events on April 28, 2018 in which CenturyLink's transition to a new dispatch system in Pennsylvania resulted in unforeseeable and unanticipated dispatch delays for telephone and broadband services. The Commission received several informal complaints related to installation delays as well as some ancillary alleged Chapter 30 violations which were referred to the Commission's Bureau of Investigation and Enforcement on September 16, 2019.

This Settlement represents a seminal enforcement case involving the Incumbent Local Exchange Carrier's (ILEC) obligation under Chapter 30. Chapter 30 requires ILECs to make broadband service available at Chapter 30 speeds within ten days of a consumer's request. This is even more important given broadband's outside role in education, medicine, and business during the ongoing pandemic.

In my view, this Settlement reflects favorably on the Parties' efforts to ensure that the broadband service that is subject to the Commission's jurisdiction is made available as required by the General Assembly. This builds on the Commission's prior efforts to increase the public's awareness of ILEC obligations under Chapter 30, including our development of a Broadband Bill of Rights posted on our webpage.

Finally, I want to commend staff and the parties for their diligent efforts that brought us to the settlement of this important issue.



January 14, 2021
Date

Gladys Brown Dutrieuille, Chairman