

COPY

Before the  
FEDERAL COMMUNICATIONS COMMISSION  
Washington, DC 20554

In the Matter of )  
 )  
Section 63.71 Application of )  
 )  
CenturyLink Communications, LLC )  
For Authority Pursuant to Section 214 of )  
the Communications Act of 1934, As Amended, )  
to Discontinue A VoIP Service )

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COMMISSION  
CLERK

**SECTION 63.71 APPLICATION**

CenturyLink Communications, LLC (FRN: 0018-4219-41),<sup>1</sup> (referred to herein as “CenturyLink”) hereby applies for authority to discontinue service to its remaining customers of a single Voice over Internet Protocol (“VoIP”) service that is operating on a VoIP platform with aging support capabilities.

CenturyLink submits the following information in support of its application:

**1. Name and address of carrier**

CenturyLink Communications, LLC  
100 CenturyLink Drive  
Monroe, LA 71203

**2. Date of planned service discontinuance**

CenturyLink plans to discontinue the Affected Services on December 31, 2024, or as soon thereafter as any necessary regulatory approvals are obtained.

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<sup>1</sup> CenturyLink Communications, LLC is a competitive local exchange carrier and interexchange carrier subsidiaries of Lumen Technologies, Inc. (f/k/a CenturyLink, Inc.) (FRN: 0018-6268-53). This application is filed on behalf of, and is limited to, CenturyLink Communications, LLC.

**3. Points of geographic areas of service affected**

CenturyLink seeks authority to discontinue a VoIP service in all 50 states, the District of Columbia and Puerto Rico.

**4. Brief description of the type of services affected**

CenturyLink seeks to discontinue the following VoIP service:

Engage is a nationwide cloud communication solution providing PBX or Business Line replacement for voice plus collaboration and inbound call center capabilities.

**5. Brief description of the dates and methods of notice to all affected customers**

CenturyLink sent a written notification of the planned discontinuance to customers affected by this proposed discontinuance in accordance with Section 63.71(a) of the Commission's Rules. Customer notifications were included as a message printed on all bill statements sent to affected customers between November 1, 2024 and November 24, 2024. The bill message will be included on all bill statements again in December 2024. The language of the bill message notification is attached to this application (Attachment A).

**6. Dominance of carrier with respect to the service to be discontinued**


CenturyLink is considered non-dominant with respect to the services to be discontinued.

**7. Other Information**

In accordance with 47 C.F.R. § 63.71(a), CenturyLink has mailed a copy of this application to the Governor and public utility commission of each of the affected states and jurisdictions identified in Paragraph 3 above, to any federally-recognized Tribal Nations with authority over the Tribal lands in the geographic areas identified in Paragraph 3 above, as well as to the Special Assistant for Telecommunications under the Secretary of Defense.

Respectfully submitted,

**CENTURYLINK COMMUNICATIONS, LLC**

By:   
Craig J. Brown *by mk*  
Lumen  
660 North Capitol Street, NW  
Suite 240  
Washington, DC 20001  
Phone 303-992-2503  
Craig.J.Brown@Lumen.com

Its Attorney

DATED: November 25, 2024

**Important Notice Regarding the Planned Discontinuance of Engage™ VoIP Service Provided by CenturyLink Communications, LLC., a Lumen company.**

Engage Voice Over the Internet ("VoIP") service is a nationwide cloud communication solution providing PBX or Business Line replacement for voice plus collaboration and inbound call center capabilities.

Engage VoIP service will be discontinued in all 50 states, the District of Columbia and Puerto Rico as of **December 31, 2024**, or as soon after that date as authorized by the Federal Communications Commission ("FCC") and the appropriate state regulatory commission, if required.

**Immediate action is required.** To maintain continuous service at your location, we would like to work with you to migrate your existing service to another Lumen service that will provide your business with greater flexibility, simplicity, and efficiency. Your Engage VoIP service will be available up and until **December 31, 2024**, and Lumen will continue to bill you for the service unless you submit a disconnect request in advance of the planned discontinuance date. There is no early termination fee for disconnecting.

Please contact us at **844-837-2771** to arrange your service transition.

If you subscribe to other services from Lumen, those services will NOT be impacted by the anticipated discontinuance of the affected services listed above. Your other services will remain in place with no change to the applicable rates, terms, or conditions. When the affected services are discontinued, we will automatically apply any deposits or credits, if applicable, to your CenturyLink Communications, LLC invoice. If the amount of the invoice is less than any deposits and credits, the company will issue a refund for the remaining balance.

If you would like to designate an operational contact with respect to this matter, please provide his or her contact information as soon as possible.

We value your business and appreciate your cooperation regarding this notice.

Thank you,

Lumen

**The following statement is required by the FCC:**


The FCC will normally authorize this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the § 63.71 Application of CenturyLink Communications, LLC. Comments should include specific information about the impact of this proposed discontinuance upon you or your company, including any inability to acquire reasonable substitute service.

CERTIFICATE OF SERVICE

I, Marjorie Herlth, do hereby certify that I have caused the foregoing **SECTION 63.71**

**APPLICATION** to be:

- 1) Filed with the Secretary of the FCC via ECFS (Inbox-Section 214 Domestic Discontinuance Application);
- 2) Served via first-class U.S. Mail, postage prepaid, on the Governors of the States listed on the attached service list;
- 3) Served via first-class U.S. Mail, postage prepaid, on the Public Utility Commissions listed on the attached service list;
- 4) Served via first-class U.S. Mail, postage prepaid, or via email on the Regulatory Authority for the Tribal Nations listed on the attached service list;<sup>1</sup> and
- (5) Served via first-class U.S. Mail, postage prepaid, on the Special Assistant for Telecommunications under the Secretary of Defense.

  
Marjorie Herlth

November 25, 2024

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<sup>1</sup> CenturyLink Communications, LLC did not identify any Tribal Nations in the geographic area covered by this Application.

Office of the Governor  
600 Dexter Avenue  
Montgomery, AL 36130

Alabama Public Service Commission  
P. O. Box 304260  
Montgomery, AL 36130-4260

Office of the Governor  
P. O. Box 110001  
Juneau, AK 99811-0001

Regulatory Commission of Alaska  
Suite 300  
701 West 8<sup>th</sup> Avenue  
Anchorage, AK 99501-3469

Office of the Governor  
State Capitol  
1700 West Washington Street  
Phoenix, AZ 85007

Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, AZ 85007-2996

Office of the Governor  
State Capitol, Rm. 250  
Little Rock, AR 72201

Arkansas Public Service Commission  
P. O. Box 400  
Little Rock, AR 72203-0400

Office of the Governor  
State Capitol  
1303 10th Street, Suite 1173  
Sacramento, CA 95814

California Public Utilities Commission  
California State Building  
505 Van Ness Avenue  
San Francisco, CA 94102-3298

Office of the Governor  
136 State Capitol  
Denver, CO 80203-1792

Colorado Public Utilities Commission  
Suite 250  
1560 Broadway  
Denver, CO 80202

Office of the Governor  
State Capitol  
210 Capitol Avenue  
Hartford, CT 06106

Connecticut Public Utilities Regulatory  
Authority  
10 Franklin Square  
New Britain, CT 06051

Office of the Governor  
150 Martin Luther King Jr. Blvd. South  
Dover, DE 19901

Delaware Public Service Commission  
Cannon Building, Suite 100  
861 Silver Lake Boulevard  
Dover, DE 19904

Executive Office of the Mayor of the  
District of Columbia  
1350 Pennsylvania Avenue, N.W.  
Suite 316  
Washington, DC 20004

District of Columbia Public Service  
Commission  
1325 G Street, N.W.  
Suite 800  
Washington, DC 20005

Office of Governor  
The Capitol, PL05  
400 S. Monroe St.  
Tallahassee, FL 32399

Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Office of the Governor  
206 Washington Street  
Suite 203, State Capitol  
Atlanta, GA 30334

Georgia Public Service Commission  
244 Washington Street, SW  
Atlanta, GA 30334

Office of the Governor  
Executive Chambers  
State Capitol  
Honolulu, HI 96813

Hawaii Public Utilities Commission  
456 South King Street  
Room 103  
Honolulu, HI 96813

Office of the Governor  
State Capitol  
P. O. Box 83720  
Boise, ID 83720

Idaho Public Utilities Commission  
P. O. Box 83720  
Boise, ID 83720-0074

Office of the Governor  
207 State House  
Springfield, IL 62706

Illinois Commerce Commission  
Michael A. Bilandic Building  
160 North LaSalle Street, Suite C-800  
Chicago, IL 60601

Office of the Governor  
200 W. Washington Street, Room 206  
Indianapolis, IN 46204

Indiana Utility Regulatory Commission  
PNC Center  
Suite 1500 E  
101 West Washington Street  
Indianapolis, IN 46204



Office of the Governor  
1007 East Grand Avenue  
Des Moines, IA 50319

Iowa Utilities Board  
Room 69  
1375 East Court Avenue  
Des Moines, IA 50319-0069

Office of the Governor  
300 SW 10th Avenue  
Topeka, KS 66612-1590

Kansas Corporation Commission  
1500 SW Arrowhead Road  
Topeka, KS 66604-4027

Office of the Governor  
700 Capitol Avenue, Suite 100  
Frankfort, KY 40601

Kentucky Public Service Commission  
P. O. Box 615  
211 Sower Boulevard  
Frankfort, KY 40602-0615

Office of the Governor  
P. O. Box 94004  
Baton Rouge, LA 70804

Louisiana Public Service Commission  
P. O. Box 91154  
Baton Rouge, LA 70821-9154

Office of the Governor  
#1 State House Station  
Augusta, ME 04333-0001

Maine Public Utilities Commission  
18 State House Station  
Augusta, ME 04333-0018

Office of the Governor  
100 State Circle  
Annapolis, MD 21401-1925

Maryland Public Service Commission  
6 St. Paul Street, #1600  
Baltimore, MD 21202-6806

Office of the Governor  
Massachusetts State House  
Room 280  
Boston, MA 02133

Massachusetts Department of  
Telecommunications & Cable  
1000 Washington Street  
Suite 820  
Boston, MA 02118

Officer of the Governor  
P. O. Box 30013  
Lansing, MI 48909

Michigan Public Service Commission  
P. O. Box 30221  
Lansing, MI 48909

Office of the Governor  
130 State Capitol  
75 Rev. Dr. Martin Luther King Jr. Blvd.  
St. Paul, MN 55155

Minnesota Public Utilities Commission  
121 7th Place East  
Suite 350  
St. Paul, MN 55101-2147

Office of the Governor  
P. O. Box 139  
Jackson, MS 39205

Mississippi Public Service Commission  
501 N. West Street, Suite 201A  
Woolfolk Building  
Jackson, MS 39201-1174

Office of the Governor  
P. O. Box 720  
Jefferson City, MO 65102

Missouri Public Service Commission  
P. O. Box 360  
Jefferson City, MO 65102-0360

Office of the Governor  
P. O. Box 200801  
Helena, MT 59620-0801

Montana Public Service Commission  
P. O. Box 202601  
Helena, MT 59620-2601

Office of the Governor  
Lincoln Office/State Capitol  
P. O. Box 94848  
Lincoln, NE 68509-4848

Nebraska Public Service Commission  
Suite 300  
1200 N Street  
Lincoln, NE 68508

Office of the Governor  
State Capitol Building  
101 N. Carson Street  
Carson City, NV 89701

Public Utilities Commission of Nevada  
1150 E. William Street  
Carson City, NV 89701-3109

Office of the Governor  
State House  
107 North Main Street  
Concord, NH 03301

New Hampshire Public Utilities  
Commission  
Suite 10  
21 South Fruit Street  
Concord, NH 03301-2429

Office of the Governor  
The State House  
P. O. Box 001  
Trenton, NJ 08625

New Jersey Board of Public Utilities  
44 S. Clinton Avenue  
Trenton, NJ 08609

Office of the Governor  
490 Old Santa Fe Trail, Room 400  
Santa Fe, NM 87501

New Mexico Public Regulation Commission  
P. O. Box 1269  
Santa Fe, NM 87504-1269

Office of the Governor  
NYS State Capitol Building  
Albany, NY 12224

New York State Public Service Commission  
Empire State Plaza  
Agency Building 3  
Albany, NY 12223-1350

Office of the Governor  
20301 Mail Service Center  
Raleigh, NC 27699-0301

North Carolina Utilities Commission  
4325 Mail Service Center  
Raleigh, NC 27699-4300

Office of the Governor  
600 E Boulevard Avenue  
Bismarck, ND 58505-0001

North Dakota Public Service Commission  
600 E Boulevard Ave, #408  
Bismarck, ND 58505-0480

Office of the Governor  
Riffe Center, 30<sup>th</sup> Floor  
77 South High Street  
Columbus, OH 43215-6117

Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, OH 43215

Office of the Governor  
Oklahoma State Capitol  
2300 N. Lincoln Blvd., Room 212  
Oklahoma City, OK 73105

Oklahoma Corporation Commission  
P. O. Box 52000  
Oklahoma City, OK 73152-2000

Office of the Governor  
900 Court Street, Suite 254  
Salem, OR 97301-4047

Public Utility Commission of Oregon  
P. O. Box 1088  
Salem, OR 97308-1088

Office of the Governor  
508 Main Capitol Building  
Harrisburg, PA 17120

Pennsylvania Public Utility Commission  
Office of the Secretary  
P. O. Box 3265  
Harrisburg, PA 17105-3265

Office of the Governor  
82 Smith Street  
Providence, RI 02903

Rhode Island Public Utilities Commission  
89 Jefferson Boulevard  
Warwick, RI 02888

Office of the Governor  
1205 Pendleton Street  
Columbia, SC 29201

Public Service Commission of South  
Carolina  
101 Executive Center Drive  
Suite 100  
Columbia, SC 29210

Office of the Governor  
500 East Capitol Avenue  
Pierre, SD 57501

South Dakota Public Utilities Commission  
Capitol Building, 1st Floor  
500 East Capitol Avenue  
Pierre, SD 57501-5070

Office of the Governor  
State Capitol, 1<sup>st</sup> Floor  
600 Dr. Martin Luther King Jr Blvd  
Nashville, TN 37243

Tennessee Regulatory Authority  
502 Deaderick Street, 4th Floor  
Nashville, TN 37243

Office of the Governor  
P. O. Box 12428  
Austin, TX 78711-2428

Public Utility Commission of Texas  
1701 N. Congress Avenue  
P. O. Box 13326  
Austin, TX 78711-3326

Office of the Governor  
350 North State Street, Suite 200  
P. O. Box 142220  
Salt Lake City, UT 84114-2220

Public Service Commission of Utah  
P.O. Box 4558  
Salt Lake City, UT 84114-4558

Executive Office of the Governor  
109 State Street, Pavilion  
Montpelier, VT 05609

Vermont Public Service Board  
112 State Street  
Montpelier, VT 05620-2701

Office of the Governor  
P. O. Box 1475  
Richmond, VA 23218

Virginia State Corporation Commission  
P. O. Box 1197  
Richmond, VA 23218

Office of the Governor  
P. O. Box 40002  
Olympia, WA 98504-0002

Washington Utilities and Transportation  
Commission  
P. O. Box 47250  
Olympia, WA 98504-7250

Office of the Governor  
State Capitol  
1900 Kanawha Boulevard, East  
Charleston, WV 25305

Public Service Commission of West  
Virginia  
201 Brooks Street  
Charleston, WV 25301

Office of the Governor  
P.O. Box 7863  
Madison, WI 53707

Public Service Commission of Wisconsin  
P. O. Box 7854  
Madison, WI 53707-7854

Office of the Governor  
State Capitol  
200 W. 24<sup>th</sup> Street  
Cheyenne, WY 82002

Wyoming Public Service Commission  
Hansen Building  
2515 Warren Avenue  
Suite 300  
Cheyenne, WY 82002

Office of the Governor of Puerto Rico  
210 Calle de la Fortalezan  
San Juan, Puerto Rico 00901

Puerto Rico Public Service Commission  
Comisión de Servicio Público  
1608 Calle Bori  
San Juan, Puerto Rico 00927

Department of Defense  
Special Assistant for Telecommunications  
Pentagon  
Washington, DC 20301