

**Diamond Williams**

110204-TL

**From:** Cooper, Roberta G [Roberta.G.Cooper@CenturyLink.com]  
**Sent:** Wednesday, June 15, 2011 3:42 PM  
**To:** Filings@psc.state.fl.us  
**Cc:** Masterton, Susan S  
**Subject:** CenturyLink's Notice of Termination of Service Guarantee Program  
**Attachments:** CTL Notice of Termination of SGP 6-15-11.pdf

Filed on Behalf of: Susan S. Masterton  
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Docket No. \_\_\_\_\_ N/A \_\_\_\_\_

Title of filing: CenturyLink's Notice of Termination of Service Guarantee Program

Filed on behalf of: CenturyLink

No of pages: \_\_\_\_\_ 1 \_\_\_\_\_

Description: CenturyLink's Notice of Termination of Service Guarantee Program

**Roberta Cooper**  
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June 15, 2011

Ms. Ann Cole  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

RE: Embarq Florida, Inc. d/b/a CenturyLink  
Notice of Termination of Service Guarantee Program

Dear Ms. Cole:

Embarq Florida, Inc. d/b/a CenturyLink ("CenturyLink") is currently subject to a Service Guarantee Program ("SGP") which was modified and approved by the Florida Public Service Commission ("Commission") on April 14, 2010 in Order No. PSC-10-0233-PAA-TL, Notice of Proposed Agency Action Order Approving Modification of Service Guarantee Plan.<sup>1</sup> Paragraph 4 of Section D of CenturyLink's SGP provides that "The Company or the Commission may terminate the Service Guarantee Program at any time."

During the 2011 session, the "Regulatory Reform Act" was enacted and codified as ch. 2011-36, Laws of Florida. The Act, which takes effect on July 1, 2011, substantially revises the Commission's regulatory jurisdiction over telecommunications companies under ch. 364, Florida Statutes. In light of this legislation and in accordance with Paragraph D. 4 of CenturyLink's SGP, this letter is CenturyLink's notice that it is terminating its SGP effective July 1, 2011.

If you have any questions, or need additional information regarding this notice, please let me know.

Sincerely,

s/ Susan S. Masterton  
Susan S. Masterton

Electronic copies to: Beth Salak, FPSC  
Adam Teitzman, Esq., FPSC  
Sandy Khazraee, CenturyLink

<sup>1</sup> The PAA Order was consummated by Order No. PSC-10-0306-CO-TL.

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