

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 Grandfather Certain VoIP Services )

REDACTED

COMMISSION  
CLERK

2023 MAY 17 AM 9:23

RECEIVED-FPSC

SECTION 63.71 APPLICATION

CenturyLink Communications, LLC (FRN: 0018-4219-41),<sup>1</sup> (referred to herein as “CenturyLink”) hereby applies for authority to grandfather certain Voice over Internet Protocol (“VoIP”) services provided in all 50 states, the District of Columbia and Puerto Rico that have operated 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  
100 CenturyLink Drive  
Monroe, LA 71203

**2. Date of planned service discontinuance**

CenturyLink plans to grandfather the Affected Services on September 29, 2023, or as soon thereafter as any necessary regulatory approvals are obtained.

<sup>1</sup> CenturyLink Communications, LLC is a competitive local exchange carrier and interexchange carrier subsidiary 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 grandfather the VoIP services all 50 states, the District of Columbia and Puerto Rico.

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

CenturyLink is seeking to grandfather the following VoIP services:

- Sonus SIP Trunk provides voice-grade telephonic communications services providing channels (sessions/concurrent call paths) that carry a variety of applications including long distance, toll-free and ability to place and receive phone calls.
- SIP Trunk IAD Bundle/Core Connect Enterprise SIP IAD Bundle & Fiber+ Enterprise SIP IAD Package provides up to 46 Sonus SIP channels, telephone numbers, local access, a public or private network connection, rental Integrated Access Device hardware (IAD), all designed to integrate with a Digital PBX.
- Hosted Integrated Voice Response (Hosted IVR or HIVR) allows a caller to self-serve using Dual Tone Multiple Frequency or Speech recognition, and then be routed to the correct destination.
- Interaction Routing is the suite of contact center products that routes customer calls to the correct agents and attaches data that allows the caller's information to follow the call.

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

CenturyLink sent a written notification of the planned grandfathering to customers affected by the proposed grandfathering in accordance with Section 63.71(a) of the Commission's Rules. Customer notifications were sent by U.S. Mail or United Parcel Service on April.24, 2023 and May 2, 2023. Copies of the notifications are attached to this application (Attachment A).

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

CenturyLink is a non-dominant carrier with regard to affected VoIP services.

**7. Service**

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 mh*  
Lumen  
660 North Capitol Street, NW  
Suite 240  
Washington, DC 20001  
Phone 303-992-2503  
[Craig.J.Brown@CenturyLink.com](mailto:Craig.J.Brown@CenturyLink.com)

Its Attorney

DATE: May 12, 2023

April 24, 2023



**Important Notice – Grandfather of Certain VoIP Services  
Provided by CenturyLink Communications, LLC, a Lumen Company**

Dear [REDACTED],

At CenturyLink Communications, LLC, a Lumen Company (CenturyLink), our goal is to provide you with great quality and value while remaining competitive. Changing market conditions require that we continually evaluate our pricing, product offerings and infrastructure.

We have recently conducted a product and technology review and determined that the services listed below operate on a VoIP platform with aging support capabilities. Based on this review, we are grandfathering the VoIP services provided by the platform in all 50 states, Washington, D.C. and Puerto Rico. You are receiving this notice because you subscribe to one or more of the affected services:

- Sonus SIP Trunk provides voice-grade telephonic communications services providing channels (sessions/concurrent call paths) that carry a variety of applications including long distance, toll-free and ability to place and receive phone calls.
- SIP Trunk IAD Bundle/Core Connect Enterprise SIP IAD Bundle provides up to 46 Sonus SIP channels, telephone numbers, local access, a public or private network connection, rental Integrated Access Device hardware (IAD), all designed to integrate with a Digital PBX.
- Hosted Integrated Voice Response (Hosted IVR or HIVR) allows a caller to self-serve using Dual Tone Multiple Frequency or Speech recognition, and then be routed to the correct destination.
- Interaction Routing is the suite of contact center products that routes customer calls to the correct agents and attaches data that allows the caller's information to follow the call.

Effective September 7, 2023, or as soon after that date as authorized by the Federal Communications Commission, these CenturyLink VoIP service(s) will no longer be available to new customers.

## ATTACHMENT A

Service to existing customers of these services will be affected as follows:

- Moves, Adds and Changes for **Sonus SIP Trunk** and **SIP Trunk IAD Bundle/Core Connect Enterprise SIP IAD Bundle** will be limited to 911 location updates, where available; Caller ID Name to maintain compliance; and the porting of numbers to other services. If the underlying transport is impacted by a TDM discontinuation, a change order is permitted. Customers of these services can maintain current product configurations for the duration of current service terms, but to make any other changes going forward, they will need to migrate their services to one of CenturyLink's newer VoIP services.
- Moves, Adds and Changes for **Hosted Interaction Routing** are not impacted.

The good news is that CenturyLink offers multiple VoIP solutions with new technology, capabilities and features to enhance your communication experience including the following:

- Voice Complete
- Enterprise Long Distance and Toll-Free
- SIP Trunking
- Contact Center Solutions (CCS)

We encourage you to reach out to your account team today with any questions on these changes or to discuss alternatives to your current VoIP service. You can contact your account representative directly or contact the company at 855-360-0520.

We're committed to making it easy to do business with us, and provide you with secure, reliable connections when, where and how you need them. Add to that a relentless commitment to improving your experience with us, and we are your link to what's next.

*Thank you for choosing CenturyLink—we value you as our customer.*

**The following statement is required by the Federal Communications Commission (FCC):**

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) 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 reduction or impairment or service. You may file your comments electronically through the FCC's Electronic 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 or reduction or impairment of service upon you or your company, including any inability to acquire reasonable substitute service.

May 2, 2023



**Important Notice – Grandfather of Certain VoIP Services  
Provided by CenturyLink Communications, LLC**

Dear [REDACTED],

On April 24, 2023, CenturyLink Communications, LLC notified you by letter of its intent to grandfather certain VoIP services in your area. This letter corrects errors in the April 24, 2023 notice and replaces and supersedes that notice.

At CenturyLink Communications, LLC (CenturyLink), our goal is to provide you with great quality and value while remaining competitive. Changing market conditions require that we continually evaluate our pricing, product offerings and infrastructure.

We have recently conducted a product and technology review and determined that the services listed below operate on a VoIP platform with aging support capabilities. Based on this review, we are grandfathering the VoIP services provided by the platform in all 50 states, Washington, D.C. and Puerto Rico. You are receiving this notice because you subscribe to one or more of the affected services:

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- Interaction Routing is the suite of contact center products that routes customer calls to the correct agents and attaches data that allows the caller's information to follow the call.

Effective September 29, 2023, or as soon after that date as authorized by the Federal Communications Commission, these CenturyLink VoIP service(s) will no longer be available to new customers.

Service to existing customers of these services will be affected as follows:

## ATTACHMENT A

- Moves, Adds and Changes for **Sonus SIP Trunk and SIP Trunk IAD Bundle/Core Connect Enterprise SIP IAD Bundle & Fiber+ Enterprise SIP IAD Package** will be limited to 911 location updates, where available; Caller ID Name to maintain compliance; and the porting of numbers to other services. If the underlying transport is impacted by a TDM discontinuation, a change order is permitted. Customers of these services can maintain current product configurations for the duration of current service terms, but to make any other changes going forward, they will need to migrate their services to one of CenturyLink's newer VoIP services.
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The good news is that CenturyLink offers multiple VoIP solutions with new technology, capabilities and features to enhance your communication experience including the following:

- Voice Complete
- Enterprise Long Distance and Toll-Free
- SIP Trunking
- Contact Center Solutions (CCS)

We encourage you to reach out to your account team today with any questions on these changes or to discuss alternatives to your current VoIP service. You can contact your account representative directly or contact the company at 800-871-9244, option. 3.

We're committed to making it easy to do business with us, and provide you with secure, reliable connections when, where and how you need them. Add to that a relentless commitment to improving your experience with us, and we are your link to what's next.

*Thank you for choosing CenturyLink—we value you as our customer.*

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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; and
- (4) Served via first-class U.S. Mail, postage prepaid, on the Special Assistant for Telecommunications under the Secretary of Defense<sup>1</sup>.

  
\_\_\_\_\_  
Marjorie Herlth

May 12, 2023

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<sup>1</sup> Section 63.71(a) directs applicants to submit a copy of the application to the Secretary of Defense, Special Assistant for Telecommunications. However, due to restructuring within the Department of Defense, that position no longer exists. Commission staff has advised that a copy of the application be sent instead to the Department of Defense Chief Information Officer. CenturyLink Communications, LLC did not identify any Tribal Nations in the geographic area covered by this Application.

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Trenton, NJ 08625

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NYS State Capitol Building  
Albany, NY 12224

New York State Public Service Commission  
Empire State Plaza  
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North Carolina Utilities Commission  
4325 Mail Service Center  
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