

Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, DC 20554

In the Matter of)

Section 63.71 Application)

CenturyLink Communications, LLC)
For Authority Pursuant to Section 214 of the)
Communications Act of 1934, As Amended,)
to Discontinue the Provision of Certain VoIP)
Services)

REDACTED

COMMISSION
CLERK

2024 APR - 1 AM 10: 37

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SECTION 63.71 APPLICATION

CenturyLink Communications, LLC (FRN: 0018-4219-41),¹ (referred to herein as “CenturyLink”) hereby applies for authority to discontinue, in 34 states, two Voice over Internet Protocol (“VoIP”) services that are operating on a VoIP platform with aging support capabilities.²

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

¹ 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.

² CenturyLink Communications, LLC filed an application to discontinue the Affected Services, plus a third VoIP service, on August 11, 2023 but subsequently withdrew that application. See *CenturyLink Communications, LLC Application For Authority Pursuant to Section 214 of the Communications Act of 1934, As Amended, to Discontinue the Provision of Certain VoIP Services*, WT Docket No. 23-278.

2. Date of planned service discontinuance

CenturyLink plans to discontinue the Affected Services on May 15, 2024, or as soon thereafter as any necessary regulatory approvals are obtained.

3. Points of geographic areas of service affected

CenturyLink seeks authority to discontinue the Affected Services in Alabama, Arkansas, Arizona, Colorado, Florida, Iowa, Idaho, Indiana, Kansas, Kentucky, Michigan, Minnesota, Missouri, Mississippi, Montana, Nebraska, Nevada, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oregon, Pennsylvania, South Carolina, South Dakota, Tennessee, Texas, Utah, Virginia, Washington, Wisconsin and Wyoming.

4. Brief description of the type of services affected

CenturyLink seeks to discontinue the following VoIP services:

Digital Home Phone (or DHP) service is a residential voice service delivered over an IP infrastructure (VoIP) and includes features customers normally associate with landline service such as the ability to make and receive voice calls (local and long distance), Caller ID, emergency 9-1-1 calling, voicemail, 3-way calling, and call blocking.

Simple VoIP service is a service delivered over an IP infrastructure (VoIP) and includes features customers normally associate with landline service such as the ability to make and receive voice calls (local and long distance), Caller ID, emergency 9-1-1 calling, voicemail, 3-way calling, and call blocking.

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 sent by U.S. Mail or United Parcel Service on March 15, 2024. A copy of the notification is attached to this application (Attachment A).

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

CenturyLink Communications, LLC is a non-dominant carrier with regard to the Affected Services.

7. Service

In accordance with 47 C.F.R. § 63.71(a), CenturyLink Communications, LLC 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
Craig J. Brown *by ml*
Lumen
660 North Capitol Street, NW
Suite 240
Washington, DC 20001
Phone 303-992-2503
Craig.J.Brown@lumen.com

Its Attorney

DATE: March 18, 2024

March 15, 2024



931 14th Street
Denver, Colorado 80202



Billing Account Number: 

ACTION NEEDED—Your voice service will soon be discontinued.

You're receiving this notification because the CenturyLink voice service you currently subscribe to will be **discontinued on May 15, 2024**, or soon after as authorized by the Federal Communications Commission and the state regulatory commission, if required.

CenturyLink Communications, LLC will discontinue these voice services on May 15, 2024:

- 1) Digital Home Phone
- 2) Simple Voice over Internet Protocol (Simple VoIP)

If you would like to keep voice service after May 15, 2024, **please contact the provider of your choice by April 30, 2024, to ensure no disruption to your service.**

- Note: If you are asked, there is **no PIN** associated with your CenturyLink VoIP service.
- If you no longer subscribe to these services, you don't need to do anything.

Important information

- Existing contracts for these services will not be renewed, and no early termination penalties will be applied to the affected services.
- If you subscribe to other services from CenturyLink, they will NOT be impacted by the discontinuance of the services listed above.
- When your Digital Home Phone and/or Simple VoIP service is discontinued, we will automatically apply any applicable deposits or credits to your CenturyLink Communications, LLC bill.
- If the amount due on your bill is less than any deposits and credits, we will issue a refund for the remaining balance.
- If you choose to disconnect your service before it is discontinued, no early termination fees will apply.

You may have been previously notified about our intent to discontinue certain VoIP services in your area. **However, this notice replaces the information provided in the previous notice.**

Please scan the QR code, visit centurylink.com/home/help/notices/voip-discontinue or call 833-283-4775 for more information about this change.



ATTACHMENT A

We understand changes to service offerings can be frustrating, and we sincerely apologize for any inconvenience discontinuing this service may cause.

Which states are impacted by this voice service discontinuation?

Alabama, Arkansas, Arizona, Colorado, Florida, Iowa, Idaho, Indiana, Kansas, Kentucky, Michigan, Minnesota, Missouri, Mississippi, Montana, Nebraska, Nevada, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oregon, Pennsylvania, South Carolina, South Dakota, Tennessee, Texas, Utah, Virginia, Washington, Wisconsin and Wyoming

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.

March 15, 2024



931 14th Street
Denver, Colorado 80202



Billing Account Number: 

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CenturyLink Communications, LLC will discontinue these voice services on May 15, 2024:

- 1) Digital Home Phone
- 2) Simple Voice over Internet Protocol (Simple VoIP)

If you would like to keep voice service after May 15, 2024, please contact Brightspeed at 833-692-7773, visit **Brightspeed.com/c/phone**, or contact the provider of your choice by April 30, 2024, to ensure no disruption to your service.

- Note: If you are asked, there is **no PIN** associated with your CenturyLink VoIP service.
- If you no longer subscribe to these services, you don't need to do anything.

Important information

- Existing contracts for these services will not be renewed, and no early termination penalties will be applied to the affected services.
- If you subscribe to other services from CenturyLink, they will NOT be impacted by the discontinuance of the services listed above.
- When your Digital Home Phone and/or Simple VoIP service is discontinued, we will automatically apply any applicable deposits or credits to your CenturyLink Communications, LLC bill.
- If the amount due on your bill is less than any deposits and credits, we will issue a refund for the remaining balance.
- If you choose to disconnect your service before it is discontinued, no early termination fees will apply.

*You may have been previously notified about our intent to discontinue certain VoIP services in your area. **However, this notice replaces the information provided in the previous notice.***

Please scan the QR code or visit **centurylink.com/home/help/notices/voip-end-bspd** for more information about this change.



ATTACHMENT A

We understand changes to service offerings can be frustrating, and we sincerely apologize for any inconvenience discontinuing this service may cause.

Which states are impacted by this voice service discontinuation?

Alabama, Arkansas, Arizona, Colorado, Florida, Iowa, Idaho, Indiana, Kansas, Kentucky, Michigan, Minnesota, Missouri, Mississippi, Montana, Nebraska, Nevada, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oregon, Pennsylvania, South Carolina, South Dakota, Tennessee, Texas, Utah, Virginia, Washington, Wisconsin and Wyoming

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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 Defense¹.



Marjorie Herlth

March 18, 2024

¹ 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
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
136 State Capitol
Denver, CO 80203-1792

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

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
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
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

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
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
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
490 Old Santa Fe Trail, Room 400
Santa Fe, NM 87501

New Mexico Public Regulation Commission
Attn: Mr. Mike Ripperger
1120 Paseo de Peralta
P. O. Box 1269
Santa Fe, NM 87504

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
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
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, 30th 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
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
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
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
State Capitol, 1st 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
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

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
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. 24th Street
Cheyenne, WY 82002

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

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