

LUMEN®

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Via ECFS

November 6, 2024

Ms. Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, DC 20554

Attn: Wireline Competition Bureau
Competition Policy Division

Re: AMENDMENT – In the Matter of Section 63.71 Application of Global Crossing Local Services, Inc. and Global Crossing Telemanagement VA, LLC For Authority Pursuant to Section 214 of the Communications Act of 1934, as amended, to Discontinue Certain Voice Services, WC Docket No. 24-503

Dear Ms. Dortch:

By this letter, Global Crossing Local Services, Inc. (FRN: 0003-7331-44) and Global Crossing Telemanagement VA, LLC (FRN: 0026-0946-49),¹ (collectively referred to herein as “Global Crossing”) amends its Application to Discontinue Certain Voice Service filed in the above-captioned proceeding on October 23, 2024 (Application), to include a revised customer notice.

The revised customer notice fixes certain clerical errors in the original customer notice.² On November 1, 2024, Global Crossing sent the revised customer notice to the affected customers, by U.S. Mail. A copy of that revised notice is included as Attachment A.

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¹ Global Crossing Local Services, Inc. and Global Crossing Telemanagement VA, LLC are 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, Global Crossing Local Services, Inc.; and Global Crossing Telemanagement VA, LLC.

² Specifically, the revised customer notice corrects clerical errors contained in the text box at the end of the notice containing language required by 47 C.F.R. 63.71(a)(5)(i).

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Please contact me with any questions concerning this matter.

Sincerely,

/s/ Craig J. Brown

Enclosure

cc: Kimberly Jackson (via email at Kimberly.Jackson@FCC.gov)
Certificate of Service via First-Class U.S. Mail, Postage Prepaid

LUMEN931 14th Street
Denver, Colorado 80202November 1st, 2024Billing Account Number: **Important Notice Regarding the Planned Discontinuance of VoIP Service Provided by Global Crossing Local Services, Inc., a Lumen affiliate and Global Crossing Telemanagement VA, LLC, a Lumen affiliate**

Global Crossing* will **discontinue** the VoIP service(s) you subscribe to on **December 31, 2024**, or soon after as authorized by the Federal Communications Commission (FCC) and the state regulatory commission, if required.

On October 18, 2024, Global Crossing notified you by letter of its intent to discontinue these services. This letter corrects an error in that notice and replaces and supersedes it.

If you want to keep a voice service after December 31, 2024, contact Lumen or a provider of your choice before **December 31, 2024**, to ensure no disruption to your service.

- You must take action in order to keep your current services (including your current telephone number(s)).
- If you no longer subscribe to these services, you don't need to do anything.

The following are the VoIP services that will be discontinued on **December 31, 2024**:

- Voice-based service which provides PSTN access for TDM and IP telephony customer premises equipment bundled with network access
- Long Distance Service provided over a VoIP platform which allows domestic calls outside of a defined local calling area
- International Long Distance (ILD) Service provided over Time Division Multiplexing (TDM) or IP Based facilities which allows calls originating in one country to terminate in a country other than the United States
- Toll Free Service provided over a VoIP platform which allows domestic calls to originate from anywhere in the United States or Canada and terminate to the customer's location at no charge to the calling part.
- International Toll-Free Service (ITFS) and Universal International Free Phone Number (UIFN) Service provided over IP Based facilities which allows calls to originate from international countries. ITFS provides the ability to have different a toll-free number per country, whereas UIFN provides the same toll-free number for multiple countries.

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 Global Crossing, they will NOT be impacted by the discontinuance of the services listed above.
- When your Voice over Internet Protocol (VoIP) is discontinued, we will automatically apply any applicable deposits or credits to your Global Crossing 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 the date listed above, no early termination fees will apply.
- All fifty states, including the District of Columbia and Puerto Rico, are impacted by this discontinuation of VoIP service.

If you have any questions about these changes or want to discuss alternatives to your current service (s), contact your account team directly or call us at **844-537-2271** today.

If you are a wholesale or federal customer, please contact your account representative directly.

** Global Crossing Local Services, Inc., a Lumen affiliate, and Global Crossing Telemanagement VA, LLC, a Lumen affiliate*

The following statement is required by the 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 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 Global Crossing Local Services, Inc. and Global Crossing Telemanagement VA, LLC to Discontinue a Telecommunications Service. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service.