

LUMEN®

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Assistant General Counsel

COPY

VIA ECFS

December 17, 2024

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

REDACTED

RECEIVED-FPSC
2024 DEC 27 AM 9:24
COMMISSION
CLERK

Re: Amendment - 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 Voice Service; WC Docket No. 24-696

Dear Ms. Dortch:

By this letter, CenturyLink Communications, LLC, which is an affiliate of Lumen, amends its application seeking to discontinue a Voice over Internet Protocol service, filed on November 25, 2024 in the above-referenced docket ("Application").

CenturyLink Communications, LLC amends the Application by stating the following:

- 1) The customer notice was part of a billing statement that included Lumen's address, as required by 47 CFR § 63.71(a) and as shown on the first page of the attached sample billing statement; and
- 2) CenturyLink Communications, LLC operates under the brands of both Lumen and Level 3, as reflected in the sample billing statement.

Please contact me should you have any questions.

Sincerely,

/s/ Craig J. Brown

Copy (via email) to: Kimberly Jackson (Kimberly.Jackson@fcc.gov)
Copy via First-Class U.S. Mail, Postage Prepaid, Certificate of Service



1025 Eldorado Blvd., Broomfield, CO 80021



Invoice

Billing Account Number	[Redacted]
Invoice Number	[Redacted]
Payment Due	December 31, 2024
Invoice Date	December 01, 2024

Invoice of Level 3 Communications, LLC, a CenturyLink company

How to reach Lumen:
1-877-453-8353
Billing@Lumen.com

Manage your services your way

Manage your services online! View and pay your invoice, manage repair tickets, check order status and much more. To log in or register, go to <https://www.lumen.com/login/>.

You can also manage your invoices online with paperless billing to save both paper and time.

Bill-At-A-Glance

Previous Statement Balance	1,118.64
Payment Received - Thank You!	(1,118.64)
Credits/Adjustments	0.00
Balance	0.00
Current Charges	1,118.64
Total Amount Due	USD 1,118.64

News You Can Use

Control Center gives you the ability to view, download, validate and analyze your invoices, manage billing disputes and requests, and pay your bills online. And with the new intuitive dashboard design, you have instant access to all of these features directly from your homepage. Visit <https://www.lumen.com/login/> today to learn more about all of the ways Control Center can help make your billing process faster and easier than ever before.



ACH TRANSFER INFORMATION

Wells Fargo Bank
Account# [Redacted]
ABA# [Redacted]
Send in CTX, EDI820, or CCD+ ACH format with remit

Pay your bill online at: <https://www.lumen.com/login/>

Level 3 Communications, LLC
PO Box 910182
Denver, CO 80291-0182

Remittance - We appreciate your business!

Name	[Redacted]
Billing Account Number	[Redacted]
Invoice Number	[Redacted]
Payment Due	December 31, 2024

Total Amount Due USD 1,118.64

Amount Enclosed:

[Grid for amount enclosed]

- Detach and enclose this portion with your payment
- Make check payable to Level 3 Communications, LLC
- Write the invoice number on the check
- Mail check to address noted in this Remittance section



1. What is PICC?

PICC can also be called Carrier Line Charge. The Federal Communications Commission (FCC) mandated that all long distance companies pay the local telephone company a monthly PICC on most of your telephone lines. This charge is passed to you and may increase or decrease from time to time.

2. What is the Federal Universal Service Fund Surcharge?

Federal Universal Service Fund Surcharge is the recovery of the amount due to the Federal Universal Service Fund. Universal service is a Federal Communications Commission (FCC) program designed to ensure affordable access to telecommunications services to low-income customers, rural areas, school and libraries, and rural healthcare facilities. The Federal Universal Service fund was established by Congress in order to promote and encourage telecommunications infrastructure and service availability nationwide. All telecommunications providers that offer interstate and international voice and data, private line, directory assistance and other regulated services in the United States are required by the FCC to contribute on an equitable and nondiscriminatory basis to the Federal Universal Service Fund.

3. What is the Cost Recovery Fee?

A Cost Recovery Fee allows Lumen to recover regulatory fees and expenses incurred by Lumen such as FCC regulatory fees, federal regulatory fees to fund programs, various State Public Utilities Commission (PUC) fees, various state business licenses, and various state annual regulatory fees.

4. What is the Property Surcharge?

A Property Surcharge allows Lumen to recover a portion of the property tax it pays to state and local jurisdictions.

5. What is the customer portal?

The customer portal provides you with convenient and secure billing options. You can:

- View, download and analyze your Lumen invoices
- Pay your invoices easily online with the option to set up recurring payments
- Submit and manage billing inquiries, disputes and requests
- Create standard and custom reports
- "Go green" by turning off your paper invoice

Need access to the portal? Visit <https://www.lumen.com/login/> for more information on how to register. For any questions related to the portal, email control.center@lumen.com or call 1-877-453-8353.

6. When is my invoice available online?

You can view your invoice in the customer portal approximately 3 to 5 days after your Invoice Date. Your Invoice Date is shown on the top right corner of your invoice.

7. What is a Prorate?

Some products and services are billed one month in advance. If you sign up for one of these services in the middle of your billing period, your charges for that time period will be less than a full month's charge. This partial month charge is called a prorate.

8. When is my invoice due?

Your invoice is due upon receipt unless payment terms are specifically identified in your Master Services Agreement. If the total amount is not paid on time, your account is considered past due. Failure to pay a past due amount is considered a material breach of contract and may result in suspension of service and subsequent termination of your service contract.

Level 3 Communications, LLC is a disregarded entity for U.S. federal tax purposes into Level 3 Financing, Inc. Federal Tax Id 47-0735805

9. How will credits appear on my invoice?

Credits will appear in the Credits section of the invoice. Credits are identified with brackets surrounding the amount.

10. What is a Payphone Surcharge?

The Payphone Surcharge compensates the payphone owner for the use of their phones. This surcharge is mandated by the FCC and applies to all completed calls placed from a payphone when using toll-free numbers or any similar access codes. These calls are identified with a "H" next to the call amount in the Usage Detail section.

11. What is a Minimum Usage Charge?

A Minimum Usage Charge is the difference between your monthly usage guarantee, as agreed upon in your Service Contract, and your monthly usage plus applicable monthly recurring charges. This charge will only appear on your invoice if your monthly usage falls below your monthly usage guarantee.

12. How do I submit a dispute?

If you have any questions or concerns about your invoice, please contact the Billing Inquiry Department at 1-877-453-8353, through the customer portal or Billing@Lumen.com. Lumen must be notified and receive a written explanation for the disputed charges within 30 days of the due date. The written explanation of the dispute must include the following information:

- Account name and number
- Date of invoice
- Amount of disputed charges
- Type of disputed charges
- Reason charges are being disputed

Upon our receipt of such notification and written explanation, we will begin investigating the reason the charges are being disputed.

Any unpaid charges will accrue late fees and the settlement of the late fees will be addressed upon the resolution of the disputed charges.

13. How do I submit a disconnect request?

Customer initiated disconnect requests can be submitted through

<https://www.lumen.com/login/> or

<https://www.lumen.com/help/en-us/disconnects.html>

Go to Products & Services > Order Status to submit your new request. The service(s) you request to be disconnected will have an estimated Bill Stop Date of 30 days from the received date of the request unless the requested date is greater than 30 days from the received date or your contract states otherwise.

Any subsequent requests for assistance or questions can be emailed directly to disconnects@lumen.com.

14. How do I use the Telecommunication Relay Service (TRS)?

To utilize the TRS system, simply dial 711. For additional information, consult the FCC website: <http://www.fcc.gov/cgb/dro/trs.html>

Level 3 Communications, LLC Tax ID: GST/HST#: 84539 3941 RT 0001 QST#: 1214162918

Billing Account Number
 Invoice Number
 Invoice Date

Dec 01, 2024

CHARGE SUMMARY

Recurring Charges	998.57
Non-Recurring Charges	0.00
Usage Charges	0.00
Taxes, Fees and Surcharges	120.07
Total Current Charges USD*	1,118.64

*Total Current Charges USD excludes finance charges

AGING

Current	1,118.64
0-30 Days	0.00
31-60 Days	0.00
61-90 Days	0.00
Over 90 Days	0.00
Amount Due	1,118.64

PAYMENT DETAIL

Receipt Date	Applied Date	Applied To	Receipt Number	Amount
Nov 22, 2024	Nov 22, 2024		Lockbox Check	(1,118.64)
Total Payments				(1,118.64)

OUTSTANDING BALANCE

Invoice Date	Invoice Number	Invoice Amount	Credits/ Adjustments	Payments	Finance Charges	Total Amount Due USD
Nov 01, 2024		1,118.64	0.00	(1,118.64)	0.00	0.00
Dec 01, 2024		1,118.64	0.00	0.00	0.00	1,118.64
		2,237.28	0.00	(1,118.64)	0.00	1,118.64

TAXES, FEES AND SURCHARGES

	Federal / International	State	County	City	Other	Total
Taxes						
Federal Excise Tax	0.03	0.00	0.00	0.00	0.00	0.03
State and Local Taxes	0.00	9.49	1.24	0.00	0.00	10.73
Total Taxes	0.03	9.49	1.24	0.00	0.00	10.76
Fees and Surcharges						
Federal Universal Service Fund Surcharge	31.85	0.00	0.00	0.00	0.00	31.85
State and Local 911 Fees	0.00	2.00	0.00	0.00	0.00	2.00
Administrative Expense Fee	0.59	0.00	0.00	0.00	0.00	0.59
Property Surcharge	0.00	52.75	0.00	0.00	0.00	52.75
Cost Recovery Fee	0.00	5.65	0.00	0.00	0.00	5.65
Franchise Cost Recovery	0.00	16.47	0.00	0.00	0.00	16.47
Total Fees and Surcharges	32.44	76.87	0.00	0.00	0.00	109.31
Total Taxes, Fees and Surcharges	32.47	86.36	1.24	0.00	0.00	120.07

PRODUCT SUMMARY

Product	Amount	Taxes, Fees, Surcharges	Total	
Product offered by North America, LLC - L3 Comm, a CenturyLink company				
IP and Data Services	Recurring Charges	872.57	64.04	936.61
Total IP and Data Services		872.57	64.04	936.61
Voice Services	Recurring Charges	126.00	56.03	182.03
Total Voice Services		126.00	56.03	182.03
Total Current Charges		998.57	120.07	1,118.64

LOCATION SUMMARY

Charge Type	Amount	Taxes, Fees, Surcharges	Total	
IP and Data Services	Recurring Charges	872.57	64.04	936.61
Total	872.57	64.04	936.61	
Voice Services	Recurring Charges	126.00	56.03	182.03
Total	126.00	56.03	182.03	

Billing Account Number
Invoice Number
Invoice Date

[REDACTED]
[REDACTED]
Dec 01, 2024

[REDACTED]

Total Charges	998.57	120.07	1,118.64
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SERVICE LEVEL ACTIVITY

Service ID	Description	Billing Period	Units	Amount	Taxes, Fees, Surcharges	Total
[REDACTED]						
[REDACTED]	Calling (1)	Lumen Engage Loc A: [REDACTED] RC Dec 01, 2024 - Dec 31, 2024	1	20.00	9.33	29.33
[REDACTED]	Team (4)	Lumen Engage Loc A: [REDACTED] RC Dec 01, 2024 - Dec 31, 2024	4	100.00	46.24	146.24
[REDACTED]	Directory Listing (1)	Lumen Engage Loc A: [REDACTED] RC Dec 01, 2024 - Dec 31, 2024	1	5.00	0.36	5.36
[REDACTED]	Hunt Group (1)	Lumen Engage Loc A: [REDACTED] RC Dec 01, 2024 - Dec 31, 2024	1	1.00	0.10	1.10
			Total 441973385	126.00	56.03	182.03
[REDACTED]	IP Logical Flat Rate=100Mbps	Dedicated Internet Access (DIA) Loc A: [REDACTED] RC Dec 01, 2024 - Dec 31, 2024	1	390.00	28.63	418.63
[REDACTED]	IP Port GigE	Dedicated Internet Access (DIA) Loc A: [REDACTED] RC Dec 01, 2024 - Dec 31, 2024	1	22.57	1.65	24.22
[REDACTED]	Access GigE 100 Mbps ESA	Dedicated Internet Access (DIA) Loc A: [REDACTED] RC Dec 01, 2024 - Dec 31, 2024	1	460.00	33.76	493.76
Total			Total 444504478	872.57	64.04	936.61
				998.57	120.07	1,118.64



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.