

LUMEN®

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Assistant General Counsel

Via ECFS

April 12, 2024

Ms. Marlene H. Dortch, Secretary
Federal Communications Commission
45 L Street NE
Washington, DC 20554

Attn: Wireline Competition Bureau
Competition Policy Division

Re: AMENDMENT – 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 Discontinue the Provision of Certain VoIP Services, WC Docket No. 24-91

Dear Ms. Dortch:

By this letter, CenturyLink Communications, LLC (FRN: 0018-4219-41) (referred to herein as “CenturyLink”) amends its Application to Discontinue Service filed in the above-captioned proceeding on March 18, 2024 (Application).

CenturyLink has fixed two clerical errors in the original customer notice.¹ On April 12, 2024, CenturyLink sent to the affected customers, by U.S. Mail, a revised customer notice that incorporates these changes. A copy of that revised notice is included as Attachment A.

Please contact me with any additional 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

¹ 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).

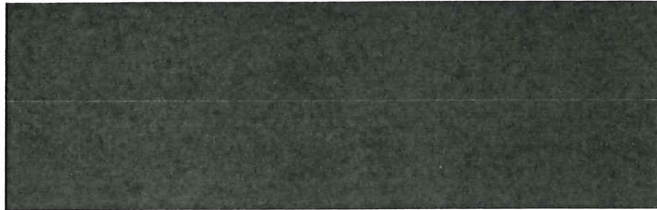
UT-180509
Received
Records Management
Apr 29, 2024
COPY



April 12, 2024

Billing Account Number: [REDACTED]

931 14th Street
Denver, Colorado 80202



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 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.***

ATTACHMENT A

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



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):

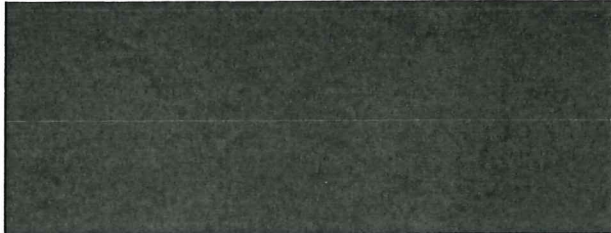
The FCC will normally authorize this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should 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.



April 12, 2024

Billing Account Number: [REDACTED]

931 14th Street
Denver, Colorado 80202



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ATTACHMENT A

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



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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