

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

In the Matter of

NOTICE OF CESSATION OF BUSY LINE
VERIFICATION AND BUSY LINE
INTERRUPT OPERATOR SERVICES
PURSUANT TO WAC 480-120-083 FOR
UNITED TELEPHONE COMPANY OF THE
NORTHWEST D/B/A CENTURYLINK AND
CENTURYTEL OF WASHINGTON, INC.
D/B/A CENTURYLINK

Docket No.: UT-

**NOTICE OF CESSATION OF
TELECOMMUNICATIONS SERVICE**

- 1 Pursuant to WAC 480-120-083, United Telephone Company of the Northwest (“United”) d/b/a CenturyLink and CenturyTel of Washington, Inc. (“CenturyTel”) d/b/a CenturyLink (collectively “CenturyLink”) hereby provides notice of the cessation of a service known as Operator Verification/Interrupt, and Busy Line Verification and Busy Line Interrupt.¹ The service is currently offered by United in its Local Terms of Service, Section 3 and by CenturyTel in its Local Terms of Service, Section 6.
- 2 This service is an incidental service that allows business and residence customers to obtain assistance in determining if a called line is in use (verification) or in interrupting a communication in progress (interrupt) by calling the “0” operator. Customers incur a per-use charge each time a called line is verified or interrupted.
- 3 The service is being discontinued due to lack of demand. In 2014, United processed only 35 customer requests for verification, and 2 requests for interrupt; in 2015, it processed 23 customer requests for verification and no requests for interrupt. CenturyTel received no requests for verification or interrupt services in 2014 or 2015. In addition,

¹ A copy of the text of this rule is included as Attachment A for ease of reference.

CenturyLink will change to a different operator service provider because the current provider declined to renew its contract with CenturyLink. Continuing to provide the verification and interrupt services through the new operator services provider would require CenturyLink to maintain special trunks at significant expense unwarranted by the extremely low demand for these services as more fully explained below.

- 4 The following sets forth the information regarding notifications required by WAC 480-120-083.
- Subsection (2)(a) of the rule requires notification to the Commission at least 30 days in advance. Because June 1, 2016 is 30 days prior to the scheduled July 1, 2016 discontinuance and because this notice it is being provided prior to June 1, 2016 it satisfies subsection (2)(a).
 - Subsection (2)(b) deals with 911 services, and does not apply to this service.
 - Subsection (2)(c) requires notice to customers, including any resellers, at least 30 days in advance. CenturyLink is notifying Customers of cessation of the service through bill messages in May 2016, and again in June of 2016. Because all customers will be notified in May, and because June 1, 2016 is 30 days prior to the scheduled July 1, 2016 discontinuance, CenturyLink's customer notice satisfies subsection (2)(c).
 - Subsections (2)(d) and (e) apply if the exiting carrier is supplied by other carriers, and does not apply in this case.
 - Subsection (2)(f) requires notice to the numbering administrator if numbers are to be returned. Because no numbers are to be returned with this cessation of service, no subsection (2)(f) notice is required.

- Subsection (3) requires the Commission notice to contain certain information. Paragraph (3)(c) requires the number of customers for each telecommunications service. United processed 35 customer requests for verification and 2 requests for interrupt in 2014, and 23 customer requests for verification and no requests for interrupt in 2015. CenturyTel received no requests for either verification or interrupt services in 2014 and 2015. Paragraph (3)(c) requires the location – described by exchange or by city and county – for each telecommunications service being ceased. The service has no fixed locations because it is not a subscription service. Instead, the service is provided incidentally as, and when requested.
- Subsection (4) requires the customer and Commission notice to contain certain information. A copy of the notice that is included in customers' May 2016 bill is provided as Attachment B. It contains the information required under Subsection (4) of the rule. Because the service is provided incidentally when requested and billed after the service is provided, the notice requirement in paragraph (4)(c) of the rule related to customer refunds for any unused service is not applicable, and was not addressed in CenturyLink's customer notice. CenturyLink plans to fulfill the other requirements of (4) by including a second notice in customers' June 2016 bill.
- Subsections (5) and (6) do not apply to CenturyLink's cessation of Operator Verification/Interrupt and Busy Line Verification/Busy Line Interrupt services.
- Subsection (7) contains requirements for the notice to the numbering administrator which do not apply to CenturyLink's cessation Operator Verification/Interrupt and Busy Line Verification/Busy Line Interrupt services.

- Subsections (8) and (9) do not apply to CenturyLink's cessation of Operator Verification/Interrupt and Busy Line Verification/Busy Line Interrupt services.

Respectfully submitted this 31st day of May, 2016.

CENTURYLINK

Lisa A. Anderl, WSBA #13236
1600 7th Avenue, Room 1506
Seattle, Washington 98191
Telephone: (206) 345-1574