

**BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

In the Matter of

NOTICE OF CESSATION OF 1-800  
CALLING CARD SERVICES PURSUANT  
TO WAC 480-120-083 FOR QWEST  
CORPORATION D/B/A CENTURYLINK QC

Docket No.: UT-

**NOTICE OF CESSATION OF 1-800  
CALLING CARD SERVICE**

- 1 Pursuant to WAC 480-120-083, Qwest Corporation, d/b/a CenturyLink QC (hereafter, “CenturyLink”) provides notice of the cessation of its calling card services. Pending federal and state regulatory approval where applicable, on or after September 1, 2017 CenturyLink will discontinue its 1-800 Calling Card Service in its 14-state service area.
  
- 2 **Brief Description:** This service allows customers to bill local and long distance calls to the CenturyLink 1-800 Calling Card Service (1-800-487-9378). New technologies, new products and services, and changing customer demand have rendered the CenturyLink 1-800 Calling Card service obsolete. Customers who wish to continue the use of a calling card may contact CenturyLink and request, as an alternative, for residential customers the CenturyLink Worldwide Calling Card, or for business customers the CenturyLink *worldcard*.<sup>1</sup> Charges for the CenturyLink Worldwide/*worldcard* will be billed separately and will not appear on customers’ CenturyLink local service bill.
  
- 4 The following sets forth the information regarding notifications required by WAC 480-120-083.

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<sup>1</sup> These services are offered by CenturyLink Communications, LLC.

- Subsection (2)(a) of the rule requires notification to the Commission at least 30 days in advance. Because this filing is made on June 14, 2017, which is more than 30 days prior to the scheduled September 1, 2017 discontinuance, 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 via a letter to be mailed out between June 5, 2017 and June 12, 2017. Because all customers will be notified in June, and because June 2017 is more than 30 days prior to the scheduled September 1, 2017 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. In Washington, 174 customers will receive the letter as our records indicate that they have a calling card. Our records indicate that 27 business calls and 948 residence calls were billed in 2016. 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. Attachment A is a copy of the letter being sent to customers. 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, most likely a postcard, to be sent to the customer 10 days before the effective date in September.
- Subsections (5) and (6) address notices to ILECs who are providing the exiting carrier UNEs or resold services and do not apply to CenturyLink's cessation of 1-800 Calling Card services.
- Subsection (7) contains requirements for the notice to the numbering administrator which do not apply to CenturyLink's cessation 1-800 Calling Card services.
- Subsection (8) addresses notices under subsection (6) and does not apply to CenturyLink's cessation 1-800 Calling Card services.
- Subsection (9) only applies to cessation of local exchange or other services related to the provision of 911 services and does not apply to CenturyLink's cessation 1-800 Calling Card services.

Respectfully submitted this 14<sup>th</sup> day of June, 2017.

CENTURYLINK

*/s/ Lisa A. Anderl*

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