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January 5, 2016

Gary Widerburg
Commission Administrator
Utah Public Service Commission
Heber M. Wells Building, 4th Floor
160 East 300 South
Salt Lake City, UT 84111

Dear Mr. Widerburg:

CenturyLink is consolidating its Local Service ordering and billing systems to streamline processes and systems across CenturyLink's markets. Due to acquisitions, CenturyLink currently operates two different ordering and billing systems for Local Services. As a result, Wholesale customers that are in multiple locations within CenturyLink's network could be using both systems, making this inefficient for customers and for CenturyLink.

During consolidation, CenturyLink will move all Local Service Request (LSR) ordering to Electronic Administration & Service Order Exchange (EASE) and the associated billing to Ensemble. This consolidation will move properties off the Interconnect Mediated Access (IMA) and Customer Records Information System (CRIS). The first phase of the Consolidation is planned for no earlier than December 2016. Phases two and three are planned for no earlier than mid and late 2017.

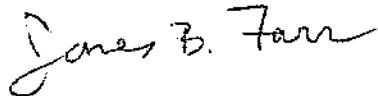
On November 9, 2015 CenturyLink met with Bill Duncan and Casey Coleman of the Utah Division of Public Utilities to discuss the proposed changes. CenturyLink has also notified affected Wholesale customers and has begun meeting the requirements of the Change Management Process (CMP) detailed in CenturyLink's Interconnection Agreements as well as merger-related settlement agreements. Most recently, CenturyLink filed a detailed "CenturyLink Local Service Ordering and Billing System Consolidation Plan" on January 4th in the CMP forum where CLECs will be able to review the plan and provide comments.

In compliance with CenturyLink's commitments made in the FCC's proceeding regarding the transfer of control of Qwest Communications International Inc. to CenturyLink¹, CenturyLink is notifying the Commission and providing a copy of the detailed OSS integration plan. The CMP provides all affected CLECs the opportunity to provide comments, includes testing, and ultimately will lead to implementation in late 2016 after a vote of acceptance. Because of this, there is no specific requirement of the Commission regarding this change.

I would be happy to provide additional information about the CMP forum and how the Commission can participate or track the progress of this consolidation.

If you have any questions or concerns, please do not hesitate to contact me.

Sincerely,

A handwritten signature in cursive script that reads "Jones B. Farr".

cc Bill Duncan -- DPU
Casey Coleman - DPU

¹ WC Docket No. 10-110, Appendix C, released March 18, 2011.