

COPY

Before the  
FEDERAL COMMUNICATIONS COMMISSION  
Washington, DC 20554

In the Matter of )  
 )  
Section 63.71 Application of )  
 )  
CenturyLink Communications, LLC f/k/a )  
Embarq Communications, LLC and )  
CenturyLink Communications, LLC f/k/a )  
Qwest Communications Company, LLC )  
d/b/a CenturyLink QCC )  
 )  
For Authority Pursuant to Section 214 of )  
the Communications Act of 1934, As Amended, )  
to Discontinue the Provision of VoIP Service )

**SECTION 63.71 APPLICATION**

CenturyLink Communications, LLC (FRN: 0018-4219-41),<sup>1</sup> f/k/a Embarq Communications, LLC and also f/k/a Qwest Communications Company, LLC d/b/a CenturyLink QCC, (referred to herein as “CenturyLink”) hereby applies for authority to discontinue service to its remaining customers of various Voice over Internet Protocol (“VoIP”) services that have operated on a VoIP platform, known as Sylanro, that has reached the end of its service life and is no longer technically supported. Pursuant to Federal Communications Commission (“Commission”) authority, these services were grandfathered in 2018.<sup>2</sup> CenturyLink now

<sup>1</sup> CenturyLink Communications, LLC is a competitive local exchange carrier and interexchange carrier subsidiary of Lumen Technologies, Inc. (f/k/a CenturyLink, Inc.) (FRN: 0018-6268-53). This application is filed on behalf of, and is limited to, CenturyLink Communications, LLC.

<sup>2</sup> See Section 63.71 Application of CenturyLink Communications, LLC f/k/a Embarq Communications, LLC and also f/k/a Qwest Communications Company, LLC d/b/a CenturyLink QCC For Authority Pursuant to Section 214 of the Communications Act of 1934, As Amended, to Discontinue the Provision of Service, WC Docket No. 18-266 (filed Aug. 21, 2018); Comments Invited on Section 214 Application(s) to Discontinue Domestic Non-Dominant Carrier Telecommunications Services and/or Interconnected VoIP Services. 33 FCC Rcd 8600; See also Section 63.71 Application of CenturyLink Communications, LLC f/k/a Embarq Communications,

requests Commission authority to discontinue these services in all fifty states and the District of Columbia.

CenturyLink submits the following information in support of its application:

**1. Name and address of carrier**

CenturyLink  
100 CenturyLink Drive  
Monroe, LA 71203

**2. Date of planned service discontinuance**

CenturyLink plans to discontinue the Affected Services on September 29, 2023, or as soon thereafter as any necessary regulatory approvals are obtained.

**3. Points of geographic areas of service affected**

CenturyLink seeks authority to discontinue the services supported by the Sylanro VoIP platform in all 50 states and Washington D.C.

**4. Brief description of the type of services affected**

CenturyLink is seeking to discontinue the VoIP services provided by the Sylanro VoIP platform, which are:

- Qwest OneFlex Hosted VoIP: An IP application that provides real-time, two-way voice capability in IP over a broadband connection.
- Qwest OneFlex Integrated Access – Analog and Digital: An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- Qwest Managed VoIP: An IP application that provides real-time, two-way voice capability in IP over a broadband connection.
- Qwest Hosted VoIP: An IP application that provides real-time, two-way voice capability in IP over a broadband connection.
- Qwest IQ Managed VoIP Bundle: An IP application that provides real-time, two-way voice capability in IP over a broadband connection.

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*LLC and also Qwest Communications Company, LLC d/b/a CenturyLink QCC For Authority Pursuant to Section 214 of the Communications Act of 1934, As Amended, to Discontinue the Provision of Certain Service, WC Docket No. 19-097 (filed April 4 2019); Comments Invited on Section 214 Application(s) to Discontinue Domestic Non-Dominant Carrier Telecommunications Services and/or Interconnected VoIP Services. 35 FCC Rcd 926.*

- **IQ Integrated Access Packages:** An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- **IQ Integrated Access Analog:** An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- **IQ Integrated Access Digital:** An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- **Core Connect Enterprise Integrated Access (IA) (\*services sold before December 31, 2015):** An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- **Fiber+ Integrated Access (IA) (\*services sold before December 31, 2015):** An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- **Fiber+ Enterprise Integrated Access (IA) (\*services sold before December 31, 2015):** An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- **CenturyLink Managed VoIP:** An IP application that provides real-time, two-way voice capability in IP over a broadband connection.
- **CenturyLink Integrated Access -Analog:** An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- **CenturyLink Hosted VoIP (BroadSoft):** (sold before August 30, 2014 in Florida, Missouri, North Carolina, Nevada, Ohio, Tennessee and Texas): An IP application that provides real-time, two-way voice capability in IP over a broadband connection.

\* Note: Services sold after December 31, 2015 were provisioned on a newer VoIP platform and are not included in this application.

**5. Brief description of the dates and methods of notice to all affected customers**

CenturyLink sent a written notification of the planned discontinuance to customers affected by the proposed discontinuance in accordance with Section 63.71(a) of the Commission's Rules. Customer notifications were sent by U.S. Mail or United Parcel Service on May 2, 2023. A copy of the notification is attached to this application (Attachment A).

**6. Dominance of carrier with respect to the service to be discontinued**

CenturyLink is a non-dominant carrier with regard to services supported by the Sylanro VoIP platform.

**7. Service**

In accordance with 47 C.F.R. § 63.71(a), CenturyLink has mailed a copy of this application to the Governor and public utility commission of each of the affected states and jurisdictions identified in Paragraph 3 above, to any federally-recognized Tribal Nations with authority over the Tribal lands in the geographic areas identified in Paragraph 3 above, as well as to the Special Assistant for Telecommunications under the Secretary of Defense.

Respectfully submitted,

**CENTURYLINK COMMUNICATIONS, LLC  
F/K/A EMBARQ COMMUNICATIONS, LLC  
AND ALSO F/K/A QWEST  
COMMUNICATIONS COMPANY, LLC D/B/A  
CENTURYLINK QCC**

By:

  
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Its Attorney

DATE: May 12, 2023

May 2, 2023



**Important Notice Regarding the Planned Discontinuance of Certain Voice Over the Internet (VoIP) Service Provided by CenturyLink Communications, LLC, a Lumen Company**

Dear [REDACTED],

At CenturyLink Communications, LLC, a Lumen company (CenturyLink), our goal is to provide you with great quality and value while remaining competitive. Changing market conditions require that we continually evaluate our pricing, product offerings and infrastructure.

In 2018, we stopped the sale of the services identified in Attachment A (Affected Services), including your ability to make moves, adds, or changes. We are now writing to inform you that, as of September 29, 2023, or as soon after that date as authorized by the Federal Communications Commission (FCC) and the state regulatory commission, if required, the Affected Services will be discontinued and CenturyLink will no longer provide VoIP service over the Sylanro VoIP platform in all fifty (50) states and the District of Columbia.

In order to maintain continuous service at your location, we would like to work with you to migrate your existing service to a similar service or another state-of-the-art platform that will provide your business with greater flexibility, simplicity, and efficiency. The good news is that CenturyLink offers multiple VoIP solutions with new technology, capabilities and features to enhance your communication experience including Hosted VoIP and IQ SIP Trunk (native SIP or PRI handoff).

If you have not planned with CenturyLink or another telecommunications service provider to replace your voice service listed in Attachment A prior to September 29, 2023, your service will be disconnected, provided that the FCC and state commission, if required, approve the planned VoIP platform discontinuance.

Please contact a Lumen team member at 800-871-9244, Option 3 to take care of your service arrangements. 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. If you wish to simply disconnect your service, you can submit a disconnect request available at <https://www.lumen.com/help/en-us/disconnects.html> If you choose to take no action, you will be disconnected on or after September 29, 2023.

## ATTACHMENT A

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. We will not assess termination liability for termination of the affected services, so please consider disconnecting service at your earliest possible convenience.

We value your business and appreciate your cooperation regarding this notice.

Thank you,

CenturyLink Communications, LLC

**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 f/k/a Embarq Communications, LLC and also f/k/a Qwest Communications Company, LLC d/b/a CenturyLink QCC. 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.

## ATTACHMENT A

### ATTACHMENT A

#### List of Affected Services provided over the Sylanro VoIP Platform:

- Qwest OneFlex Hosted VoIP: An IP application that provides real-time, two-way voice capability in IP over a broadband connection.
- Qwest OneFlex Integrated Access – Analog and Digital: An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- Qwest Managed VoIP: An IP application that provides real-time, two-way voice capability in IP over a broadband connection.
- Qwest Hosted VoIP: An IP application that provides real-time, two-way voice capability in IP over a broadband connection.
- Qwest IQ Managed VoIP Bundle: An IP application that provides real-time, two-way voice capability in IP over a broadband connection.
- IQ Integrated Access Packages: An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- IQ Integrated Access Analog: An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- IQ Integrated Access Digital: An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- Core Connect Enterprise Integrated Access (IA) (\*services sold before December 31, 2015): An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- Fiber+ Integrated Access (IA) (\*services sold before December 31, 2015): An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- Fiber+ Enterprise Integrated Access (IA) (\*services sold before December 31, 2015): An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- CenturyLink Managed VoIP: An IP application that provides real-time, two-way voice capability in IP over a broadband connection.
- CenturyLink Integrated Access -Analog: An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- Internet Protocol Telephony Service (IPTelS).

\*Note: Services sold after December 31, 2015 have been provisioned on a newer VoIP platforms and are still available.

CERTIFICATE OF SERVICE

I, Marjorie Herlth, do hereby certify that I have caused the foregoing **SECTION 63.71**

**APPLICATION** to be:

- 1) Filed with the Secretary of the FCC via ECFS (Inbox-Section 214 Domestic Discontinuance Application);
- 2) Served via first-class U.S. Mail, postage prepaid, on the Governors of the States listed on the attached service list;
- 3) Served via first-class U.S. Mail, postage prepaid, on the Public Utility Commissions listed on the attached service list; and
- (4) Served via first-class U.S. Mail, postage prepaid, on the Special Assistant for Telecommunications under the Secretary of Defense<sup>1</sup>.

  
\_\_\_\_\_  
Marjorie Herlth

May 12, 2023

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<sup>1</sup> Section 63.71(a) directs applicants to submit a copy of the application to the Secretary of Defense, Special Assistant for Telecommunications. However, due to restructuring within the Department of Defense, that position no longer exists. Commission staff has advised that a copy of the application be sent instead to the Department of Defense Chief Information Officer. CenturyLink Communications, LLC did not identify any Tribal Nations in the geographic area covered by this Application.



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