

Before the  
FEDERAL COMMUNICATIONS COMMISSION  
Washington, DC 20554

In the Matter of )  
 )  
Section 63.71 Application )  
 )  
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 )

PUBLIC SERVICE COMMISS

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**SECTION 63.71 APPLICATION**

CenturyLink Communications, LLC (FRN: 0018-4219-41),<sup>1</sup> (referred to herein as “CenturyLink”) hereby applies for authority to discontinue three Voice over Internet Protocol (“VoIP”) services in thirty-four states that have operated on a VoIP platform with aging support capabilities.

CenturyLink submits the following information in support of its application:

**1. Name and address of carrier**

CenturyLink Communications, LLC  
100 CenturyLink Drive  
Monroe, LA 71203

**2. Date of planned service discontinuance**

CenturyLink plans to discontinue the Affected Services on October 13, 2023, or as soon thereafter as any necessary regulatory approvals are obtained.

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<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.

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

CenturyLink seeks authority to discontinue the Affected Services in the states of 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.

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

CenturyLink is seeking to discontinue the following VoIP services:

Digital Home Phone (or DHP) service is a residential voice service delivered over an IP infrastructure (VoIP) and includes features customers normally associate with landline service such as the ability to make and receive voice calls (local and long distance), Caller ID, emergency 9-1-1 calling, voicemail, 3-way calling, and call blocking.

Business VoIP (or BVoIP) is a Voice over Internet Protocol (VoIP) based service which provides PSTN access for TDM and IP telephony customer premises equipment for Small Business customers.

Simple VoIP service is a service delivered over an IP infrastructure (VoIP) and includes features customers normally associate with landline service such as the ability to make and receive voice calls (local and long distance), Caller ID, emergency 9-1-1 calling, voicemail, 3-way calling, and call blocking.

**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 August 10, 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 Communications, LLC is a non-dominant carrier with regard to the Affected Services.


**7. Service**

In accordance with 47 C.F.R. § 63.71(a), CenturyLink Communications, LLC 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

By:

  
\_\_\_\_\_  
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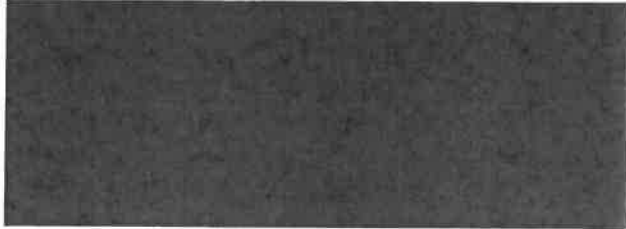
Its Attorney

DATE: August 11, 2023

August 10, 2023



100 CenturyLink Drive  
Monroe, Louisiana 71203



Billing Account Number: [REDACTED]

**Important Notice Regarding the Planned Discontinuance of Digital Home Phone, Simple VoIP and Business VoIP Service Provided by CenturyLink Communications, LLC, a Lumen Company**



We continually evaluate the products and services we offer to customers, and occasionally our evaluation results in changes.

As of **October 13, 2023**, or as soon after that date as authorized by the Federal Communications Commission and the state regulatory commission, if required, CenturyLink Communications, LLC will discontinue the following three phone services:

- 1) Digital Home Phone
- 2) Simple Voice over Internet Protocol (Simple VoIP)
- 3) Business Voice over Internet Protocol (Business VoIP or BVoIP)

These services are provided in the following states via systems that are being decommissioned: *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*

**Existing contracts for this service will NOT be renewed, and there will be no early termination penalties for the affected service.**

**YOUR NEXT STEPS TO BE COMPLETED ON OR BEFORE SEPTEMBER 1, 2023:**

- If you want to keep your existing phone number, you will need to check with other providers prior to September 1, 2023, to find out if your number is available on their network. Unfortunately, we're unable to transfer your current number to our new CenturyLink VoIP service. **We recommend contacting other providers right away to avoid interruption of your voice service.** You do not need to contact us if you move your phone service to another provider.
- If you're interested in subscribing to a different CenturyLink VoIP service and being assigned a new telephone number, contact us at 877-299-0211 no later than September 1, 2023, to determine eligibility. Please advise the agent of your existing DHP, Simple VoIP or BVoIP account. **Note—we will not be able to use your existing phone number.**
- If you do not want to continue phone service and do not want to make any changes to your CenturyLink internet service, you do not need to do anything further. Your phone service will be disconnected October 13, 2023, or soon after.

**Your other services from CenturyLink**

- If you subscribe to other services from CenturyLink, those services will NOT be impacted by the discontinuance of the services listed above.

**Your bill after Digital Home Phone, Simple VoIP or BVoIP service is discontinued.**

- When your Digital Home Phone, Simple VoIP or BVoIP service is discontinued, we will automatically apply any deposits or credits, if applicable, to your CenturyLink Communications, LLC bill.
- If the amount of the bill is less than any deposits and credits, we will issue a refund for the remaining balance.

We apologize for any inconvenience this change may cause. For more information, please scan the QR code or visit us at [www.centurylink.com/home/help/notices/voip-discontinue](http://www.centurylink.com/home/help/notices/voip-discontinue). You may also call us at 877-299-0211.



Thank you,

CenturyLink Communications, LLC

**The following statement is required by the Federal Communications Commission (FCC):**

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) 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 reduction or impairment or service. You may file your comments electronically through the FCC's Electronic 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 or reduction or impairment of service upon you or your company, including any inability to acquire reasonable substitute service.

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;
- 4) Served via first-class U.S. Mail, postage prepaid, or via email on the Regulatory Authority for the Tribal Nations listed on the attached service list; and
- (5) Served via first-class U.S. Mail, postage prepaid, on the Special Assistant for Telecommunications under the Secretary of Defense<sup>1</sup>.

  
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Marjorie Herlth

August 11, 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.

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