



April 24, 2024

Public Service Commission of Utah
160 East 300 South, 4th Floor
Salt Lake City, Utah 84111

RE: A.L. 2024-P02
(UT2024-03)

Dear Commissioners:

Attached for your notification are the following revisions to the Qwest Corporation d/b/a CenturyLink QC Exchange and Network Services Price List, submitted with an April 24, 2024 issue date and a May 1, 2024 effective date. Attachment A includes a list of pages included in this filing.

This filing increases the Paper Bill Fee to \$2.00 effective May 1, 2024. Additionally, the Affordable Connectivity Program will no longer be an exception to this fee, as the program is scheduled to be discontinued on April 30, 2024. Customers enrolled in the FCC's Lifeline and Nebraska's NTAP program will continue to receive paper bills without a charge.

Customers who are already being billed \$1.00 for the Paper Bill Fee will receive the bill message notice provided in Attachment B thirty days in advance. Customers who are currently subscribed under the ACP will receive the notification in Attachment C.

Respectfully submitted,

A handwritten signature in cursive script that reads "Marla Hazlett".

Marla Hazlett

UT2024-03

Marla Hazlett
Senior Government Operations Analyst
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ATTACHMENT A
List of Pages

Qwest Corporation d/b/a CenturyLink QC
Exchange and Network Services Price List

<u>Section</u>	<u>Page</u>	<u>Release</u>	<u>Section</u>	<u>Page</u>	<u>Release</u>
2	34.3	2			

ATTACHMENT B
Paper Bill Fee Change
Customer Notice Language

**Qwest Corporation d/b/a CenturyLink QC
Exchange and Network Services Price List**

Effective May 1, 2024, the Paper Bill Fee for residential and small business customers who receive a paper bill will increase to \$2.00 per month, plus any applicable taxes. Customers who subscribe to voice service in the states of Arizona, California, Idaho, Minnesota, Oregon, and Washington, subscribe to voice services from CenturyTel of the Gem State, Inc. d/b/a CenturyLink, are enrolled in the Lifeline Program, or receive Braille or large print bills are excluded from this fee. Visit centurylink.com/billpay today to learn more about your CenturyLink bill options and avoid this fee.

**Qwest Corporation d/b/a CenturyLink QC
Exchange and Network Services Price List**

Important: Your ACP discount will end soon.

<Name>,

The Federal Communications Commission (FCC) announced the Affordable Connectivity Program (ACP) will end on April 30, 2024 since it did not receive additional funding from Congress.

What this means for your internet bill

- **Your final ACP monthly discount will appear on your April 2024 bill.**
- Beginning May 2024, your bill will include the undiscounted rate and general terms and conditions for your CenturyLink service, and you will continue to be subject to the [Internet Subscriber Agreement](#).
- If you receive a paper bill, you will incur a \$2.00 monthly Paper Bill Fee, plus any applicable taxes, beginning May 1, 2024. [Learn more](#) about your CenturyLink bill options to avoid this fee.

We know changes like this can be inconvenient and disruptive, so we're here to help. As a reminder, you can choose to change or cancel your service after the ACP ends.

Other plans and programs

- We participate in the Lifeline program, which offers qualifying customers another way to save money on their CenturyLink voice or internet service. [Click here](#) to determine if you qualify for the available discounts.
- We also offer a \$30 per month **ACP Internet plan** in some areas. You can add this plan to your account until April 30, 2024.
 - After the ACP discount ends, you can keep the ACP Internet plan at the \$30 per month rate.
 - [Chat with us](#) to learn more about all available options.

Additional information about the ACP wind-down

- [FCC ACP Wind-Down Fact Sheet](#)
- [FCC ACP FAQs](#)
- You can [reach your congressional representatives](#) at 202-225-3121 to ask questions about ACP funding.

Thank you for choosing CenturyLink.