

From: CenturyLink <CenturyLinkNotifications@centurylink.com>

Sent: Monday, March 2, 2026 11:52 AM

To: timkillen@aol.com

Subject: Important Notice Regarding the Qwest Corporation d/b/a CenturyLink QC Planned Discontinuance of Residential Voice Services

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March 2, 2026

Timothy Killen
104 E Canyon Cove Cir, Po Box 413
Springdale, UT 84767

Important Notice Regarding the Qwest Corporation d/b/a CenturyLink QC Planned Discontinuance of Residential Voice Services in Your Area (Effective on or after April 20, 2026)

Dear Timothy Killen,

Our records indicate that you currently subscribe to a Qwest Corporation d/b/a CenturyLink QC legacy voice service in an area where we are making some changes. Plain Old Telephone Services, also known as "POTS", provides voice-grade telephonic communications channels that can be used to place or receive one call at a time.

On or after **April 20, 2026**, or as soon after as authorized by regulatory authorities, Qwest Corporation d/b/a CenturyLink QC will discontinue the POTS service that is currently provided in the Laurens, Iowa wire center; the Renwick, Iowa wire center; and the Springdale, Utah wire center.

We are making this change because we now have a new service in your area – CenturyLink® Connected Voice with Air-Line™. Connected Voice with Air-Line is a feature-rich, digital home phone service that provides an upgrade to your traditional landline home phone. Both new and current customers can subscribe. Connected Voice with Air-Line works just like your current service, offering crystal-clear call quality and essential features like unlimited local calling, voicemail, call waiting, caller ID, and more. Plus, you can keep your current phone number if you switch.

To keep your current home phone number and to ensure uninterrupted home phone service, call us at [800-355-6336](tel:800-355-6336) Monday through Friday, 8:00 a.m. – 7:00 p.m. CT, and let the agent know you'd like to switch to Connected Voice with Air-Line.

If you would prefer to transfer your service to another provider in your area, please contact your provider of choice directly. 4G LTE mobile wireless service, offered by Verizon, AT&T, and/or T-Mobile, is available in your area, and, in many locations, voice over internet protocol (VoIP) digital phone service is available from providers like SC Broadband, Xfinity, or Comm1 Network Inc.

Important notes:

- Existing contracts for this service will not be renewed, and no early termination penalties will be applied when service is disconnected.
- If you subscribe to other services from Qwest Corporation d/b/a CenturyLink QC, other than POTS, those services will not be impacted by this discontinuance.
- When your Qwest Corporation d/b/a CenturyLink QC service is discontinued, we will automatically apply any applicable deposits or credits to your bill. If the amount of the bill is less than any deposits and credits, we will issue a refund for the remaining balance.
- If you choose to disconnect your service in advance of discontinuance, no early termination fees will apply.

We appreciate your business and look forward to continuing to serve you.

Sincerely,
Qwest Corporation d/b/a CenturyLink QC

The following statement is required by FCC rules:

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 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 Qwest Corporation d/b/a CenturyLink QC. to Discontinue a Telecommunications Service. Comments should include specific information about the impact of this proposed discontinuance (or reduction

or impairment) upon you or your company, including any inability to acquire reasonable substitute service

Important Information Regarding Connected Voice with Air-Line, VoIP, and/or Mobile Wireless Voice Services

Lack of Line Power. Services like Connected Voice with Air-Line, VoIP, and mobile wireless voice service do not provide line power needed to keep these services operational during an electrical power outage. This means that the service will not work in the event of a power outage unless you have a battery backup. To maintain phone service during these times, you will have to arrange for an alternative source of electrical power.

Security Responsibilities and Other Steps You May Take to Ensure Safe Use of Connected Voice with Air-Line, VoIP, or Mobile Wireless Service. As noted above, in the event of an electrical power outage, Connected Voice with Air-Line, VoIP, and mobile wireless voice service will not operate without backup power, such as an external battery backup. Without sufficient power, you won't be able to place or receive any calls, including emergency 911 calls.

Mobile wireless voice service is not associated with one fixed location or address, meaning that if you make an emergency 911 call with your mobile phone, you should provide the emergency operator the location of your emergency and your wireless phone number, so if the call gets disconnected, the operator can call you back. Additional information related to reaching 911 service using mobile wireless voice service is available on the FCC's website:

<https://www.fcc.gov/consumers/guides/wireless-911-service>.

If you plan to move, and need to change your service address, you will need to contact your service provider to ensure that 911 calls are properly routed. Connected Voice with Air-Line customers should not move the Air-Line adapter installed in your home to another location without first contacting CenturyLink.

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N-26-012E