

COPY

Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, DC 20554

In the Matter of)
)
Section 63.71 Application of)
)
CenturyLink Communications, LLC)
For Authority Pursuant to Section 214 of)
the Communications Act of 1934, As Amended,)
to Discontinue A VoIP Service)

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DEC 03 2024
SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

SECTION 63.71 APPLICATION

CenturyLink Communications, LLC (FRN: 0018-4219-41),¹ (referred to herein as “CenturyLink”) hereby applies for authority to discontinue service to its remaining customers of a single Voice over Internet Protocol (“VoIP”) service that is operating 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 December 31, 2024, or as soon thereafter as any necessary regulatory approvals are obtained.

¹ CenturyLink Communications, LLC is a competitive local exchange carrier and interexchange carrier subsidiaries 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 a VoIP service in all 50 states, the District of Columbia and Puerto Rico.

4. Brief description of the type of services affected

CenturyLink seeks to discontinue the following VoIP service:

Engage is a nationwide cloud communication solution providing PBX or Business Line replacement for voice plus collaboration and inbound call center capabilities.

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 this proposed discontinuance in accordance with Section 63.71(a) of the Commission's Rules. Customer notifications were included as a message printed on all bill statements sent to affected customers between November 1, 2024 and November 24, 2024. The bill message will be included on all bill statements again in December 2024. The language of the bill message notification is attached to this application (Attachment A).

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


CenturyLink is considered non-dominant with respect to the services to be discontinued.

7. Other Information

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

By: 
Craig J. Brown *by mh*
Lumen
660 North Capitol Street, NW
Suite 240
Washington, DC 20001
Phone 303-992-2503
Craig.J.Brown@Lumen.com

Its Attorney

DATED: November 25, 2024

Important Notice Regarding the Planned Discontinuance of Engage™ VoIP Service Provided by CenturyLink Communications, LLC., a Lumen company.

Engage Voice Over the Internet (“VoIP”) service is a nationwide cloud communication solution providing PBX or Business Line replacement for voice plus collaboration and inbound call center capabilities.

Engage VoIP service will be discontinued in all 50 states, the District of Columbia and Puerto Rico as of **December 31, 2024**, or as soon after that date as authorized by the Federal Communications Commission (“FCC”) and the appropriate state regulatory commission, if required.

Immediate action is required. To maintain continuous service at your location, we would like to work with you to migrate your existing service to another Lumen service that will provide your business with greater flexibility, simplicity, and efficiency. Your Engage VoIP service will be available up and until **December 31, 2024**, and Lumen will continue to bill you for the service unless you submit a disconnect request in advance of the planned discontinuance date. There is no early termination fee for disconnecting.

Please contact us at **844-837-2771** to arrange your service transition.

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.

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.

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

Thank you,

Lumen

The following statement is required by the FCC:

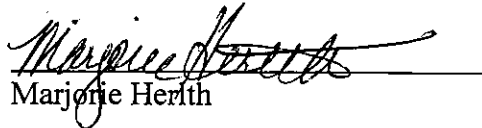
The FCC will normally authorize this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should 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. 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.

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;¹ and
- (5) Served via first-class U.S. Mail, postage prepaid, on the Special Assistant for Telecommunications under the Secretary of Defense.


Marjorie Herlth

November 25, 2024

¹ CenturyLink Communications, LLC did not identify any Tribal Nations in the geographic area covered by this Application.

Office of the Governor
600 Dexter Avenue
Montgomery, AL 36130

Alabama Public Service Commission
P. O. Box 304260
Montgomery, AL 36130-4260

Office of the Governor
P. O. Box 110001
Juneau, AK 99811-0001

Regulatory Commission of Alaska
Suite 300
701 West 8th Avenue
Anchorage, AK 99501-3469

Office of the Governor
State Capitol
1700 West Washington Street
Phoenix, AZ 85007

Arizona Corporation Commission
1200 West Washington Street
Phoenix, AZ 85007-2996

Office of the Governor
State Capitol, Rm. 250
Little Rock, AR 72201

Arkansas Public Service Commission
P. O. Box 400
Little Rock, AR 72203-0400

Office of the Governor
State Capitol
1303 10th Street, Suite 1173
Sacramento, CA 95814

California Public Utilities Commission
California State Building
505 Van Ness Avenue
San Francisco, CA 94102-3298

Office of the Governor
136 State Capitol
Denver, CO 80203-1792

Colorado Public Utilities Commission
Suite 250
1560 Broadway
Denver, CO 80202

Office of the Governor
State Capitol
210 Capitol Avenue
Hartford, CT 06106

Connecticut Public Utilities Regulatory
Authority
10 Franklin Square
New Britain, CT 06051

Office of the Governor
150 Martin Luther King Jr. Blvd. South
Dover, DE 19901

Delaware Public Service Commission
Cannon Building, Suite 100
861 Silver Lake Boulevard
Dover, DE 19904

Executive Office of the Mayor of the
District of Columbia
1350 Pennsylvania Avenue, N.W.
Suite 316
Washington, DC 20004

District of Columbia Public Service
Commission
1325 G Street, N.W.
Suite 800
Washington, DC 20005

Office of Governor
The Capitol, PL05
400 S. Monroe St.
Tallahassee, FL 32399

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Office of the Governor
206 Washington Street
Suite 203, State Capitol
Atlanta, GA 30334

Georgia Public Service Commission
244 Washington Street, SW
Atlanta, GA 30334

Office of the Governor
Executive Chambers
State Capitol
Honolulu, HI 96813

Hawaii Public Utilities Commission
456 South King Street
Room 103
Honolulu, HI 96813

Office of the Governor
State Capitol
P. O. Box 83720
Boise, ID 83720

Idaho Public Utilities Commission
P. O. Box 83720
Boise, ID 83720-0074

Office of the Governor
207 State House
Springfield, IL 62706

Illinois Commerce Commission
Michael A. Bilandic Building
160 North LaSalle Street, Suite C-800
Chicago, IL 60601

Office of the Governor
200 W. Washington Street, Room 206
Indianapolis, IN 46204

Indiana Utility Regulatory Commission
PNC Center
Suite 1500 E
101 West Washington Street
Indianapolis, IN 46204

Office of the Governor
1007 East Grand Avenue
Des Moines, IA 50319

Iowa Utilities Board
Room 69
1375 East Court Avenue
Des Moines, IA 50319-0069

Office of the Governor
300 SW 10th Avenue
Topeka, KS 66612-1590

Kansas Corporation Commission
1500 SW Arrowhead Road
Topeka, KS 66604-4027

Office of the Governor
700 Capitol Avenue, Suite 100
Frankfort, KY 40601

Kentucky Public Service Commission
P. O. Box 615
211 Sower Boulevard
Frankfort, KY 40602-0615

Office of the Governor
P. O. Box 94004
Baton Rouge, LA 70804

Louisiana Public Service Commission
P. O. Box 91154
Baton Rouge, LA 70821-9154

Office of the Governor
#1 State House Station
Augusta, ME 04333-0001

Maine Public Utilities Commission
18 State House Station
Augusta, ME 04333-0018

Office of the Governor
100 State Circle
Annapolis, MD 21401-1925

Maryland Public Service Commission
6 St. Paul Street, #1600
Baltimore, MD 21202-6806

Office of the Governor
Massachusetts State House
Room 280
Boston, MA 02133

Massachusetts Department of
Telecommunications & Cable
1000 Washington Street
Suite 820
Boston, MA 02118

Officer of the Governor
P. O. Box 30013
Lansing, MI 48909

Michigan Public Service Commission
P. O. Box 30221
Lansing, MI 48909

Office of the Governor
130 State Capitol
75 Rev. Dr. Martin Luther King Jr. Blvd.
St. Paul, MN 55155

Minnesota Public Utilities Commission
121 7th Place East
Suite 350
St. Paul, MN 55101-2147

Office of the Governor
P. O. Box 139
Jackson, MS 39205

Mississippi Public Service Commission
501 N. West Street, Suite 201A
Woolfolk Building
Jackson, MS 39201-1174

Office of the Governor
P. O. Box 720
Jefferson City, MO 65102

Missouri Public Service Commission
P. O. Box 360
Jefferson City, MO 65102-0360

Office of the Governor
P. O. Box 200801
Helena, MT 59620-0801

Montana Public Service Commission
P. O. Box 202601
Helena, MT 59620-2601

Office of the Governor
Lincoln Office/State Capitol
P. O. Box 94848
Lincoln, NE 68509-4848

Nebraska Public Service Commission
Suite 300
1200 N Street
Lincoln, NE 68508

Office of the Governor
State Capitol Building
101 N. Carson Street
Carson City, NV 89701

Public Utilities Commission of Nevada
1150 E. William Street
Carson City, NV 89701-3109

Office of the Governor
State House
107 North Main Street
Concord, NH 03301

New Hampshire Public Utilities
Commission
Suite 10
21 South Fruit Street
Concord, NH 03301-2429

Office of the Governor
The State House
P. O. Box 001
Trenton, NJ 08625

New Jersey Board of Public Utilities
44 S. Clinton Avenue
Trenton, NJ 08609

Office of the Governor
490 Old Santa Fe Trail, Room 400
Santa Fe, NM 87501

New Mexico Public Regulation Commission
P. O. Box 1269
Santa Fe, NM 87504-1269

Office of the Governor
NYS State Capitol Building
Albany, NY 12224

New York State Public Service Commission
Empire State Plaza
Agency Building 3
Albany, NY 12223-1350

Office of the Governor
20301 Mail Service Center
Raleigh, NC 27699-0301

North Carolina Utilities Commission
4325 Mail Service Center
Raleigh, NC 27699-4300

Office of the Governor
600 E Boulevard Avenue
Bismarck, ND 58505-0001

North Dakota Public Service Commission
600 E Boulevard Ave, #408
Bismarck, ND 58505-0480

Office of the Governor
Riffe Center, 30th Floor
77 South High Street
Columbus, OH 43215-6117

Public Utilities Commission of Ohio
180 East Broad Street
Columbus, OH 43215

Office of the Governor
Oklahoma State Capitol
2300 N. Lincoln Blvd., Room 212
Oklahoma City, OK 73105

Oklahoma Corporation Commission
P. O. Box 52000
Oklahoma City, OK 73152-2000

Office of the Governor
900 Court Street, Suite 254
Salem, OR 97301-4047

Public Utility Commission of Oregon
P. O. Box 1088
Salem, OR 97308-1088

Office of the Governor
508 Main Capitol Building
Harrisburg, PA 17120

Pennsylvania Public Utility Commission
Office of the Secretary
P. O. Box 3265
Harrisburg, PA 17105-3265

Office of the Governor
82 Smith Street
Providence, RI 02903

Rhode Island Public Utilities Commission
89 Jefferson Boulevard
Warwick, RI 02888

Office of the Governor
1205 Pendleton Street
Columbia, SC 29201

Public Service Commission of South
Carolina
101 Executive Center Drive
Suite 100
Columbia, SC 29210

Office of the Governor
500 East Capitol Avenue
Pierre, SD 57501

South Dakota Public Utilities Commission
Capitol Building, 1st Floor
500 East Capitol Avenue
Pierre, SD 57501-5070

Office of the Governor
State Capitol, 1st Floor
600 Dr. Martin Luther King Jr Blvd
Nashville, TN 37243

Tennessee Regulatory Authority
502 Deaderick Street, 4th Floor
Nashville, TN 37243

Office of the Governor
P. O. Box 12428
Austin, TX 78711-2428

Public Utility Commission of Texas
1701 N. Congress Avenue
P. O. Box 13326
Austin, TX 78711-3326

Office of the Governor
350 North State Street, Suite 200
P. O. Box 142220
Salt Lake City, UT 84114-2220

Public Service Commission of Utah
P.O. Box 4558
Salt Lake City, UT 84114-4558

Executive Office of the Governor
109 State Street, Pavilion
Montpelier, VT 05609

Vermont Public Service Board
112 State Street
Montpelier, VT 05620-2701

Office of the Governor
P. O. Box 1475
Richmond, VA 23218

Virginia State Corporation Commission
P. O. Box 1197
Richmond, VA 23218

Office of the Governor
P. O. Box 40002
Olympia, WA 98504-0002

Washington Utilities and Transportation
Commission
P. O. Box 47250
Olympia, WA 98504-7250

Office of the Governor
State Capitol
1900 Kanawha Boulevard, East
Charleston, WV 25305

Public Service Commission of West
Virginia
201 Brooks Street
Charleston, WV 25301

Office of the Governor
P.O. Box 7863
Madison, WI 53707

Public Service Commission of Wisconsin
P. O. Box 7854
Madison, WI 53707-7854

Office of the Governor
State Capitol
200 W. 24th Street
Cheyenne, WY 82002

Wyoming Public Service Commission
Hansen Building
2515 Warren Avenue
Suite 300
Cheyenne, WY 82002

Office of the Governor of Puerto Rico
210 Calle de la Fortalezan
San Juan, Puerto Rico 00901

Puerto Rico Public Service Commission
Comisión de Servicio Público
1608 Calle Bori
San Juan, Puerto Rico 00927

Department of Defense
Special Assistant for Telecommunications
Pentagon
Washington, DC 20301