

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA**

**In the Matter of the Filing by Qwest
Corporation dba CenturyLink QC for
Approval of Revisions to its Exchange and
Network Tariff No. 1**

Docket No. TC15-012

**CENTURYLINK QC'S RESPONSES TO THE SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION STAFF'S DATA REQUESTS**

Qwest Corporation dba CenturyLink QC ("CenturyLink"), for its responses to the South Dakota Public Utilities Commission Staff's Data Requests, states as follows:

1.1. How were customers notified of the rate increase? If applicable, please provide the notice that was given.

Response:

Consumer and business customers received notification of the rate increase in their May 2015 bills, which stated as follows:

Effective June 1, 2015, the monthly rate for non-published and non-Listed telephone numbers will increase by \$1.00. Effective July 1, 2015, the following monthly charges will be increased: the late payment charge assessed on unpaid balances for local service will increase to the greater of 4% or \$7.00; the late payment fee for High-Speed Internet will also increase to \$7.00; all Directory Assistance calls completed by your local telephone company will increase by \$1.00/call; and the convenience fee for one-time payments completed with the assistance of a CenturyLink representative will increase to \$5.00/payment.

1.2. Explain how the company came to the decision to increase the late payment charge rate to 4.0% or \$7.00.

Response:

CenturyLink is standardizing late payment fees across all markets/states to more efficiently manage. The \$7 and/or 4% were determined to properly balance the need to reduce late payments and to maintain a reasonable level of fees. Nationally, AT&T currently

assesses a 7.5% charge to business and \$6.50 to residential customers while Verizon applies the higher of \$5.00 or 5%.

1.3. Has the company done any studies or surveys to identify the effect of increasing late payment charges on the quantity of late payments? Does the company anticipate this change to decrease the amount of late payments from customers?

Response:

CenturyLink has not conducted a specific study or survey. CenturyLink anticipates increasing late fees will likely encourage customers to consider automatic payment (autopay) enrollment, which will provide benefits both the customer and CenturyLink by avoiding late payments.

Dated this 15th day of June, 2015.

CENTURYLINK QC



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