

Docket Number: TC19-001
Subject Matter: First Data Request
Request to: Qwest Corporation d/b/a CenturyLink QC (Qwest or Company)
Request from: South Dakota Public Utilities Commission Staff
Date of Request: January 7, 2019
Responses Due: January 14, 2019

- 1-1. How were customers notified of the rate increase? Provide a copy of the notice which shows the date the notice was sent.

Customers were notified by bill message during the December 2018 invoice cycles. Content of the invoice messages:

Effective February 1, 2019, the Insufficient Funds Charge (Returned Payment Charge) applied when a payment for service is not honored by the customers designated financial institution will increase to \$30.00. The late payment charge assessed on unpaid balances for High-Speed Internet will increase to \$10.00 per month. This charge is in addition to the applicable late payment charge assessed on unpaid balances for local service. The late payment charge for local service will increase to the greater of \$8.00 or 5% of the unpaid balance. All directory assistance calls completed by your local telephone company will increase to \$5.99 per call, and the monthly rate for non-published and non-listed telephone numbers and all chargeable directory listings will increase by up to \$1.00 per month. If you have any questions, please call a Customer Care Representative at the telephone number printed in the Manage Your Account or Important Information section of your bill.

- 1-2. Explain Qwest's decision to increase the late payment charge to 5.0% or \$8.00 and the returned payment charge to \$30.

CenturyLink QC is endeavoring to standardize late payment and returned check charges across its serving territory. CenturyLink and other ILECs currently assesses these charges in certain areas.

- 1-3. If available, provide the amount AT&T and Verizon currently charge for late payment and returned payment.

AT&T's SD rates are listed in Exhibit 1. Sample AT&T rates charged in other states where AT&T operates as an ILEC are also included in Exhibit 1. We were unable to access Verizon's SD rates.

- 1-4. If available, provide any statistics regarding the decrease in late payments and returned payments and the increase in automatic payment enrollment upon past increases to these charges.

Statistics not available. CenturyLink has not previously measured occurrences of late payments or returned checks prior to or after past rate changes.

Samples Rates in effect as of January 2019		
Company/State	Late Payment Charge	Returned Check Charge
AT&T / South Dakota	Greater of 1.5% or \$5 on unpaid balance exceeding \$25	\$15
AT&T /Alabama	\$12 plus 1.5% interest on business balances exceeding \$6; \$6.50 on residence balances exceeding \$5	\$30
AT&T / Indiana	Greater of \$15 or 2.5% of unpaid business balances; \$6.50 on unpaid residence balances exceeding 5	\$25
AT&T / Michigan	Greater of \$15 or 2.5% of unpaid business balances; \$6.50 on unpaid residence balances exceeding 5	Not found
AT&T / Mississippi	\$6.50 on residence balances exceeding \$5; 2% on all unpaid business balances	\$30
AT&T / Ohio	Greater of \$11 or 1.5% of business unpaid balances exceeding \$10; \$6.50 on unpaid residence balances exceeding \$5	\$30
CenturyLink / Ohio	Greater of \$11 or 4% of unpaid business balance/ greater of \$7 or 4% on unpaid residence balance	\$25
CenturyLink / Florida	Greater of \$9.50 or 4% of unpaid business balance; Greater of \$7 or 4% of unpaid residence balance	\$27.50
CenturyLink / Georgia	Greater of \$7 or 5% of entire unpaid balance	\$30
Bank of the West / SD		\$35 https://www.bankofthewest.com/personal-banking/resource-center/fee-comparison-dcos.html
BankWest – SD		\$30 BankWest charges \$30 https://www.bankwest-sd.bank/personal/checking/overdraft-services/
Montana Dakota Electric Co. – S		\$40 https://www.montana-dakota.com/wp-content/uploads/PDFs/Rates-Tariffs/SouthDakota/Electric/sdelectric100.pdf