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From: Hazlett, Marla J <Marla.Hazlett@CenturyLink.com>
Sent: Wednesday, July 22, 2020 2:51 PM
To: Diane Hanian
Subject: For Notification Today: Amended NID2020-06 Discontinue Prorates
Attachments: NID2020-06 Pgs Amended.pdf

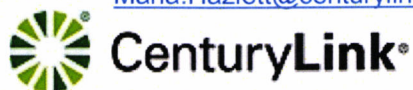
Notification/File Date: July 22, 2020

These proposed revisions revise and replace revisions originally submitted on behalf of Qwest Corporation d/b/a CenturyLink QC, under Transmittal No. 20-05-NID. That filing proposed the standardization and simplification of discontinuance of service provisions for customer-requested termination of residential service. This amended filing includes exceptions to the proposed discontinuance process and proposes a revised effective date of August 14, 2020. CenturyLink and Staff have discussed the changes and agree they are appropriate. Please replace pages initially submitted under this Transmittal No. 20-05-NID with the attached.

Attached, please find the PDF version of the proposed changes.

Thank you for your attention.

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Qwest Corporation d/b/a CenturyLink QC
Exchange and Network Services
Catalog No. 3

SECTION 2
Page 32
Release 4

NORTHERN IDAHO
Issued: 07-22-2020

Effective: 08-14-2020

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.11 SPECIAL SERVICES (Cont'd)

B. Special Promotion

1. For the purpose of encouraging customers to try different telecommunication services, the Company may, with respect to any of its services or products in this Catalog, offer a temporary waiver or partial waiver of any nonrecurring, usage or monthly rate. The Company may also offer incentives, benefits or gifts to customers to encourage the purchase or retention of any such service or product. All such offers are subject to facility availability. Customers will be notified of the availability and duration of such offers, however, such offers will not constitute price changes.

2.2.13 EMPLOYEE CONCESSION

The same rules and regulations are applicable to employees and retirees of the Company as are applicable to the general public. Certain telephone services will be furnished to Company employees and Company retirees at reduced rates as authorized by Company practices and procedures.

2.2.14 TERMINATION OF SERVICE - CUSTOMER INITIATED

Charges for Termination

Minimum charges for business service applies when the entire service is discontinued within one calendar month of the service establishment date. The minimum charge will consist of the monthly business rate. **When business service is terminated at the customer's request after the minimum service period or initial contract period has been met, service will be discontinued immediately, and a final bill will be issued in accordance with Section 2.3.2.A.5.**

Residential customers may request termination of residence service at any time, and service will be discontinued on the last day of the customer's billing cycle after the minimum service period has been met. Final charges will be rendered in accordance with Section 2.3.2.A.5.

Residential customers may, however, request immediate disconnection under the following circumstances, and upon customer request final bills will be prorated on the basis of a 30-day billing period:

- **Military Deployment**
- **Customer vacating premises prior to end of bill cycle date**
- **Death of customer**
- **Local number portability request**
- **Financial hardship**

(M) Certain material previously appearing on this page now appears on page 33 of this section.

NID2020-06

NOTICE

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TRANSMITTAL NO. 20-05-NID

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.14 TERMINATION OF SERVICE

A. Termination Liability/Waiver Policy

Services provided via service agreements may be subject to the Termination Liability/Waiver Policy. This policy applies only to services that specifically reference this Termination Liability/Waiver Policy in their respective section of this Catalog.

1. Definitions

Minimum Billing Level

When services are provided under a service agreement, a Minimum Billing Level will be established for use in calculating discontinuance charges. The Minimum Billing Level is 100% percent of the total monthly rates for the service provided under the customer's service agreement, unless otherwise specified.

Minimum Service Period

When services are provided under a service agreement, a Minimum Service Period may be established. This would be the period of time that the 100% factor of the Termination Liability Charge would apply.

2. Complete Disconnect

If the customer chooses to completely discontinue service, at any time during the term of the agreement, a termination charge will apply, unless the customer satisfies the conditions specified in the Waiver Policy. The termination charge is 100% of the rates for the Minimum Service Period, if applicable, plus the Minimum Billing Level multiplied by the termination liability percentage specified in the service agreement, for the remaining term of the agreement.

- For example, if the customer discontinues service after 17 months of a 3-year (36 month) agreement, the termination charge will be the Minimum Billing Level for the service, multiplied by the termination liability percentage, multiplied by 19 months.
- If the customer discontinues service after 6 months of a 3-year (36 month) agreement, with a 1-year (12 months) Minimum Service Period, the Termination Charge will be 100% of the Minimum Billing Level for the remaining 6 months of the Minimum Service Period, plus the Minimum Billing Level multiplied by the termination liability percentage, multiplied by 24 months.

3. Partial Disconnect

If the customer discontinues a portion of their service, and that causes the customer's monthly billing level to fall below the Minimum Billing Level of the agreement, a termination charge will apply to the portion of the service agreement that is below the Minimum Billing Level.

(M) Material previously appeared on Page 32, Release 3.

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE

2.3.2 PAYMENT OF BILLS

A. Rendering of Bills (Cont'd)

5. Prorating of Opening and Closing Bills

Opening and closing bills **for business services** will be prorated on the basis of a thirty-day month. Exceptions are services with a specific minimum billing period. On message rate service, the message allowance for a fraction of a month will also be prorated. (C)

Bills rendered for establishment of residence services will be prorated on the basis of a thirty-day month. Final bills rendered after customer-requested discontinuance of residential service will not be pro-rated and service will remain available to the customer until the first day of the customer's next billing cycle, except as specified otherwise in Section 2.2.14. (N)

6. Rates When Service is on Temporary Disconnect due to Non-Payment

Temporary Disconnection means the service will be restricted to either incoming or outgoing service.

When this is in effect, regular rates will be charged for the period of temporary disconnect, not to exceed fifteen days.

B. Payment of Bills

1. A customer shall be responsible for payment of all exchange, toll and other charges related to the service. These charges will be, in accordance with the Company's rates and General Regulations.
2. Payment of bills for service shall be made at an authorized office of the Company, at a designated payment agency or through the U.S. Mail.
3. If paid for with a check that is returned for any reason, such as insufficient funds, account closed, payment stopped, etc., the account will be considered "not paid".
4. Closing bills, special bills, bills rendered due to the customer vacating the premises are payable upon presentation.
5. Deposits are payable before service is installed or restored.
6. Bills become past due (delinquent) fifteen days after the postmark date of the bill.

6. MESSAGE TELECOMMUNICATION SERVICE

6.3 OPTIONAL SERVICE OFFERINGS

6.3.18 CALLING CONNECTION PLANS (CONT'D)

B. Terms and Conditions

1. These Plans are not available with the following:

- Information Delivery Service sponsor charges
- Other Company Optional Calling Plans
- Other Company MTS Discount Plans
- Toll Only Accounts

2. When the **business** customer initially subscribes to or disconnects this service, if a partial month is billed, the customer's minutes and monthly rate will be prorated. **When a residence customer initially subscribes to this service, the customer's minutes and monthly rate will be prorated. Final bills for disconnection of residence service will be rendered in accordance with Section 2.3.2.A.5.**

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3. These Plans are available on an account level basis, where one or more lines are billed to the same account.
4. Where the customer has one account which includes multiple lines, these Plans apply to total usage of combined lines.
5. These Plans apply to all intraLATA dial station-to-station, calling card, operator-assisted and pay telephone originated calls (where the call is billed to the customer's telephone number) unless otherwise specified.
6. These Plans are available to all business, residence and Public Access Line accounts with the restrictions and limitations set forth elsewhere.
7. The rates for this service are in addition to the rates and charges for the local exchange service with which it is associated.
8. The minimum service period is one month.
9. Nonrecurring charges do not apply.