



July 31, 2020  
**Via Electronic Filing**

Ms. Tanowa M Troupe, Docketing Division  
Public Utilities Commission of Ohio  
180 East Broad Street, 13th Floor  
Columbus, OH 43215-0573

Re: United Telephone Company of Ohio d/b/a CenturyLink  
Case No. 90-5041-TP-TRF and Case No. 20-1342-TP-ATA

Dear Ms. Troupe:

Enclosed for filing is United Telephone Company of Ohio d/b/a CenturyLink's General Exchange Tariff to increase the Late Payment Charge that applies when an unpaid balance is brought forward to the next month's billing. Customers were notified at least 30 days prior to the effective date of the increase.

The following revision is included in this filing:

Section 1, Sixth Revised Sheet 6

This tariff sheet is filed with a July 31, 2020 issue date and an effective date of September 1, 2020.

If you have any questions regarding this filing, please contact me.

Sincerely,

A handwritten signature in black ink that reads "Robyn Crichton".

Robyn Crichton

cc: Joshua Motzer, CenturyLink

OH2020-12

**ROBYN CRICHTON**  
Government Operations Manager  
robyn.m.crichton@centurylink.com  
phone: (913) 884-1131

*The Public Utilities Commission of Ohio*  
**TELECOMMUNICATIONS FILING FORM**

(Effective: 10-11-2017)

This form is intended to be used with most types of required filings. It provides check boxes with rule references for the most common types of filings.  
It does not replace or supersede Commission rules in any way.

In the Matter of the Application of United Telephone ) TRF Docket No. 90-5041-TP-TRF  
Company of Ohio d/b/a CenturyLink to increase the Late ) Case No. 20-1342-TP-ATA  
Payment Charge. ) **NOTE: Unless you have reserved a Case #, leave the "Case No"**  
 ) **fields BLANK.**

Name of Registrant(s) United Telephone Company of Ohio  
DBA(s) of Registrant(s) CenturyLink  
Address of Registrant(s) 100 CenturyLink Drive, Monroe, LA 71203  
Company Web Address [www.centurylink.com/tariffs](http://www.centurylink.com/tariffs)  
Regulatory Contact Person(s) Josh Motzer Phone 614-441-0393 Fax 614-224-3902  
Regulatory Contact Person's Email Address [Josh.Motzer@CenturyLink.com](mailto:Josh.Motzer@CenturyLink.com)  
Contact Person for Annual Report Ken Buchan Phone 318-362-1538  
Address (if different from above) \_\_\_\_\_  
Consumer Contact Information Lori Ann Johnson Phone 318-330-6812  
Address (if different from above) \_\_\_\_\_

Motion for protective order included with filing? ☐ Yes ☒ No

Motion for waiver(s) filed affecting this case? ☐ Yes ☒ No [Note: Waivers may toll any automatic timeframe.]

**Notes:**

Section I and II are Pursuant to Ohio Administrative Code Chapter [4901:1-6](#).

Section III – Carrier to Carrier is Pursuant to Ohio Adm. Code [4901:1-7](#), and Wireless is Pursuant to Ohio Adm. Code [4901:1-6-24](#).

Section IV – Attestation.

(1) Indicate the Carrier Type and the reason for submitting this form by checking the boxes below.

(2) For requirements for various applications, see the identified section of Ohio Admin. Code Section 4901 and/or the supplemental application form noted.

(3) Information regarding the number of copies required by the PUCO may be obtained from the PUCO's website at [www.puco.ohio.gov](http://www.puco.ohio.gov) under the docketing information system section, by calling the docketing division at 614-466-4095, or by visiting the docketing division at the offices of the PUCO.

(4) An Incumbent Local Exchange Carrier (ILEC) offering basic local exchange service (BLES) outside its traditional service area should choose CLEC designation when proposing to offer BLES outside its traditional service area or when proposing to make changes to that service.

**All Filings that result in a change to one or more tariff pages require, at a minimum, the following exhibits.**

Exhibit	Description:
A	The tariff pages subject to the proposed change(s) as they exist before the change(s)
B	The tariff pages subject to the proposed change(s), reflecting the change, with the change(s) marked in the right margin.
C	A short description of the nature of the change(s), the intent of the change(s), and the customers affected.
D	A copy of the notice provided to customers, along with an affidavit that the notice was provided according to the applicable rule(s).

## Section I – Part I - Common Filings

<b>Carrier Type</b> <input type="checkbox"/> <b>Other</b> (explain below)	<input checked="" type="checkbox"/> <b>For Profit ILEC</b>	<input type="checkbox"/> <b>Not For Profit ILEC</b>	<input type="checkbox"/> <b>CLEC</b>
Change terms & conditions of existing BLES	<input type="checkbox"/> ATA <a href="#">1-6-14(H)</a> (Auto 30 days)	<input type="checkbox"/> ATA <a href="#">1-6-14(H)</a> (Auto 30 days)	<input type="checkbox"/> ATA <a href="#">1-6-14(H)</a> (Auto 30 days)
Introduce non-recurring charge, surcharge, or fee to BLES			<input type="checkbox"/> ATA <a href="#">1-6-14(H)</a> (Auto 30 days)
Introduce or Increase Late Payment	<input checked="" type="checkbox"/> ATA <a href="#">1-6-14(I)</a> (Auto 30 days)	<input type="checkbox"/> ATA <a href="#">1-6-14(I)</a> (Auto 30 days)	<input type="checkbox"/> ATA <a href="#">1-6-14(I)</a> (Auto 30 days)
Revisions to BLES Cap.	<input type="checkbox"/> ZTA <a href="#">1-6-14(F)</a> (0 day Notice)		
Introduce BLES or expand local service area (calling area)	<input type="checkbox"/> ZTA <a href="#">1-6-14(H)</a> (0 day Notice)	<input type="checkbox"/> ZTA <a href="#">1-6-14(H)</a> (0 day Notice)	<input type="checkbox"/> ZTA <a href="#">1-6-14(H)</a> (0 day Notice)
Notice of no obligation to construct facilities and provide BLES	<input type="checkbox"/> ZTA <a href="#">1-6-27(C)</a> (0 day Notice)	<input type="checkbox"/> ZTA <a href="#">1-6-27(C)</a> (0 day Notice)	
Change BLES Rates	<input type="checkbox"/> TRF <a href="#">1-6-14(F)</a> (0 day Notice)	<input type="checkbox"/> TRF <a href="#">1-6-14(F)(4)</a> (0 day Notice)	<input type="checkbox"/> TRF <a href="#">1-6-14(G)</a> (0 day Notice)
To obtain BLES pricing flexibility	<input type="checkbox"/> BLS <a href="#">1-6-14(C)(1)(c)</a> (Auto 30 days)		
Change in boundary	<input type="checkbox"/> ACB <a href="#">1-6-32</a> (Auto 14 days)	<input type="checkbox"/> ACB <a href="#">1-6-32</a> (Auto 14 days)	
Expand service operation area			<input type="checkbox"/> TRF <a href="#">1-6-08(G)</a> (0 day)
BLES withdrawal			<input type="checkbox"/> ZTA <a href="#">1-6-25(B)</a> (0 day Notice)
<b>Other*</b>			

## Section I – Part II – Customer Notification Offerings Pursuant to Chapter [4901:1-6-7 OAC](#)

Type of Notice	Direct Mail	Bill Insert	Bill Notation	Electronic Mail
<input type="checkbox"/> 15-day Notice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> 30-day Notice	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Date Notice Sent: Beginning July 1, 2020</b>				

## Section I – Part III –IOS Offerings Pursuant to Chapter [4901:1-6-22 OAC](#)

IOS	Introduce New	Tariff Change	Price Change	Withdraw
<input type="checkbox"/> IOS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Section II – Part I – Carrier Certification - Pursuant to Chapter [4901:1-6-08, 09 & 10 OAC](#)

Certification	ILEC (Out of Territory)	CLEC	Telecommunications Service Provider Not Offering Local	CESTC	CETC
* See Supplemental form	<input type="checkbox"/> ACE <a href="#">1-6-08</a> * (Auto 30 day)	<input type="checkbox"/> ACE <a href="#">1-6-08</a> * (Auto 30 day)	<input type="checkbox"/> ACE <a href="#">1-6-08</a> * (Auto 30 day)	<input type="checkbox"/> ACE <a href="#">1-6-10</a> (Auto 30 day)	<input type="checkbox"/> UNC <a href="#">1-6-09</a> * (Non-Auto)

\*Supplemental Certification forms can be found on the PUCO webpage.

## Section II – Part II – Certificate Status & Procedural

Certificate Status	ILEC	CLEC	Telecommunications Service Provider Not Offering Local
Abandon all Services		<input type="checkbox"/> ABN <a href="#">1-6-26</a> (Auto 30 days)	<input type="checkbox"/> ABN <a href="#">1-6-26</a> (Auto 30 days)
Change of Official Name *	<input type="checkbox"/> ACN <a href="#">1-6-29(B)</a> (Auto 30 days)	<input type="checkbox"/> ACN <a href="#">1-6-29(B)</a> (Auto 30 days)	<input type="checkbox"/> CIO <a href="#">1-6-29(C)</a> (0 day Notice)
Change in Ownership *	<input type="checkbox"/> ACO <a href="#">1-6-29(E)</a> (Auto 30 days)	<input type="checkbox"/> ACO <a href="#">1-6-29(E)</a> (Auto 30 days)	<input type="checkbox"/> CIO <a href="#">1-6-29(C)</a> (0 day Notice)
Merger *	<input type="checkbox"/> AMT <a href="#">1-6-29(E)</a> (Auto 30 days)	<input type="checkbox"/> AMT <a href="#">1-6-29(E)</a> (Auto 30 days)	<input type="checkbox"/> CIO <a href="#">1-6-29(C)</a> (0 day Notice)
Transfer a Certificate *	<input type="checkbox"/> ATC <a href="#">1-6-29(B)</a> (Auto 30 days)	<input type="checkbox"/> ATC <a href="#">1-6-29(B)</a> (Auto 30 days)	<input type="checkbox"/> CIO <a href="#">1-6-29(C)</a> (0 day Notice)
Transaction for transfer or lease of property, plant or business *	<input type="checkbox"/> ATR <a href="#">1-6-29(B)</a> (Auto 30 days)	<input type="checkbox"/> ATR <a href="#">1-6-29(B)</a> (Auto 30 days)	<input type="checkbox"/> CIO <a href="#">1-6-29(C)</a> (0 day Notice)

\* Other exhibits may be required under the applicable rule(s). ACN, ACO, AMT, ATC, ATR and CIO applications see [the 4901:1-6-29 Filing Requirements on the PUCO's webpage](#) for a complete list of exhibits.

## Section III – Carrier to Carrier (Pursuant to [4901:1-7](#)), and Wireless (Pursuant to [4901:1-6-24](#))

Carrier to Carrier	ILEC	CLEC
Interconnection agreement, or amendment to an approved agreement	<input type="checkbox"/> NAG <a href="#">1-7-07</a> (Auto 90 day)	<input type="checkbox"/> NAG <a href="#">1-7-07</a> (Auto 90 day)
Request for Arbitration	<input type="checkbox"/> ARB <a href="#">1-7-09</a> (Non-Auto)	<input type="checkbox"/> ARB <a href="#">1-7-09</a> (Non-Auto)
Introduce or change c-t-c service tariffs	<input type="checkbox"/> ATA <a href="#">1-7-14</a> (Auto 30 days)	<input type="checkbox"/> ATA <a href="#">1-7-14</a> (Auto 30 days)
Request rural carrier exemption, rural carrier suspension or modification	<input type="checkbox"/> UNC <a href="#">1-7-04</a> or 05 (Non-Auto)	
Changes in rates, terms & conditions to Pole Attachment, Conduit Occupancy and Rights- of-Way. (13-579-AU-ORD 11/30/16 Entry)	<input type="checkbox"/> ATA <a href="#">1-3-04</a> (Auto 60 days)	
<b>Wireless Providers</b> See <a href="#">4901:1-6-24</a>	<input type="checkbox"/> RCC [Registration & Change in Operations] (0 day)	<input type="checkbox"/> NAG [Interconnection Agreement or Amendment] (Auto 90 days)

#### Section IV. – Attestation

Registrant hereby attests to its compliance with pertinent entries and orders issued by the Commission.

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**AFFIDAVIT**  
***Compliance with Commission Rules***

I am an officer/agent of the applicant corporation, CenturyLink, and am authorized to make this statement on its behalf.

Robyn Crichton

Please Check ALL that apply:

☒ I attest that these tariffs comply with all applicable rules for the State of Ohio. I understand that tariff notification filings do not imply Commission approval and that the Commission's rules as modified and clarified from time to time, supersede any contradictory provisions in our tariff. We will fully comply with the rules of the State of Ohio and understand that noncompliance can result in various penalties, including the suspension of our certificate to operate within the State of Ohio.

☒ I attest that customer notices accompanying this filing form were sent to affected customers, as specified in Section II, in accordance with Ohio Adm. Code 4901:1-6-7.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on July 31, 2020 at Olathe, Kansas

\*/s/ Robyn Crichton, Government Operations Manager

July 31, 2020

*\*This affidavit is required for every tariff-affecting filing. It may be signed by counsel or an officer of the applicant, or an authorized agent of the applicant.*

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**VERIFICATION**

I, Robyn Crichton, verify that I have utilized the Telecommunications Filing Form for most proceedings provided by the Commission and that all of the information submitted here, and all additional information submitted in connection with this case, is true and correct to the best of my knowledge.

\*/s/ Robyn Crichton, Government Operations Manager

July 31, 2020

*\*Verification is required for every filing. It may be signed by counsel or an officer of the applicant, or an authorized agent of the applicant.*

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**File document electronically as directed in Case Number 06-900-AU-WVR**

*or*

***Send your completed Application Form, including all required attachments as well as the required number of copies, to:***

**Public Utilities Commission of Ohio  
Attention: Docketing Division  
180 East Broad Street, Columbus, OH 43215-3793**

## EXHIBIT A

## GENERAL REGULATIONS

### VII. LATE PAYMENT CHARGE

A late payment charge of **five percent (5%)** or **\$8.00**, whichever is greater, will be applied to the current month's residential customer bills which remain unpaid after the due date. Each residential customer account shall be permitted a one-time waiver of a monthly late payment charge in cases where the customer has already paid the monthly bill for which the late payment charge was applied, and upon the request of the customer. (I)

A late payment charge of **five percent (5%)** or \$11.00, whichever is greater, will be applied to the current month's business customer bills which remain unpaid after the due date. (I)

- A. Payments will not be considered delinquent if the account is paid in full by the due date. The due date printed on the bill will not be sooner than nineteen days after the postmark on the bill.
- B. The late payment charge will not be applied to any amount billed as taxes by federal, state or local governments.
- C. The late payment charge will not be applied to any previous late payment charges.
- D. The late payment charge will not apply to any Interexchange Carrier billing to which a late payment fee has already been rendered by an Interexchange Carrier.
- E. The late payment charge will not apply to amounts that are in dispute.
- F. Late payment charges will not apply to service order charges associated with commencement of a Lifeline Assistance Program.

Issued: December 28, 2018

Effective: February 1, 2019

United Telephone Company Of Ohio  
By Bill Hanchey, Vice President  
Wake Forest, North Carolina  
OH 19-01

In accordance with Case No.: 90-5041-TP-TRF  
and Case No. 18-1900-TP-ATA  
Issued by the Public Utilities Commission of Ohio

## EXHIBIT B



## GENERAL REGULATIONS

### VII. LATE PAYMENT CHARGE

A late payment charge of five percent (5%) or **\$13.00**, whichever is greater, will be applied to the current month's residential **and business** customer bills which remain unpaid after the due date. Each residential customer account shall be permitted a one-time waiver of a monthly late payment charge in cases where the customer has already paid the monthly bill for which the late payment charge was applied, and upon the request of the customer. (I)  
(C)

- A. Payments will not be considered delinquent if the account is paid in full by the due date. The due date printed on the bill will not be sooner than nineteen days after the postmark on the bill.
  - B. The late payment charge will not be applied to any amount billed as taxes by federal, state or local governments.
  - C. The late payment charge will not be applied to any previous late payment charges.
  - D. The late payment charge will not apply to any Interexchange Carrier billing to which a late payment fee has already been rendered by an Interexchange Carrier.
  - E. The late payment charge will not apply to amounts that are in dispute.
  - F. Late payment charges will not apply to service order charges associated with commencement of a Lifeline Assistance Program.
- (D)  
(D)

Issued: July 31, 2020

Effective: September 1, 2020

United Telephone Company of Ohio  
By Bill Hanchey, Vice President  
Wake Forest, North Carolina  
OH2020-12

In accordance with Case No.: 90-5041-TP-TRF  
and Case No. 20-1342-TP-ATA  
Issued by the Public Utilities Commission of Ohio

## EXHIBIT C

This filing increases the Late Payment Charge that applies when an unpaid balance is brought forward to the next month's billing.

## EXHIBIT D

**UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK  
CUSTOMER NOTICE**

In compliance with OAC 4901:1-6-07 Customer Notice Requirements, United Telephone Company of Ohio d/b/a CenturyLink will send the following notices via bill message beginning July 1, 2020.

Effective September 1, 2020, the late payment charge for local voice services will increase to the greater of \$13.00 or 5% of the unpaid balance. This charge is in addition to the applicable late payment charge assessed on unpaid balances for High-Speed Internet service. If you have any questions, please call a Customer Care Representative at the telephone number printed in the My Account section of your bill.



CUSTOMER NOTICE AFFIDAVIT

STATE OF KANSAS

SS

COUNTY OF JOHNSON

AFFIDAVIT

I, Robyn Crichton, am an authorized agent of the applicant corporation, United Telephone Company of Ohio d/b/a CenturyLink and am authorized to make this statement on its behalf. I attest that customer notices accompanying this affidavit were sent to affected customers through bill messages beginning July 1, 2020 in accordance with Rule 4901-1-6-07 (C), Ohio Administrative Code. I declare under penalty of perjury that the foregoing is true and correct.

Executed on June 30, 2020, Olathe, Kansas 66061

Robyn M Crichton

Robyn M. Crichton

Subscribed and sworn to before me this

30<sup>th</sup> day of June, 2020  
(Date)

Linda K. Joseph

Notary Public Pursuant to Kansas  
E.O. NO. 20-20

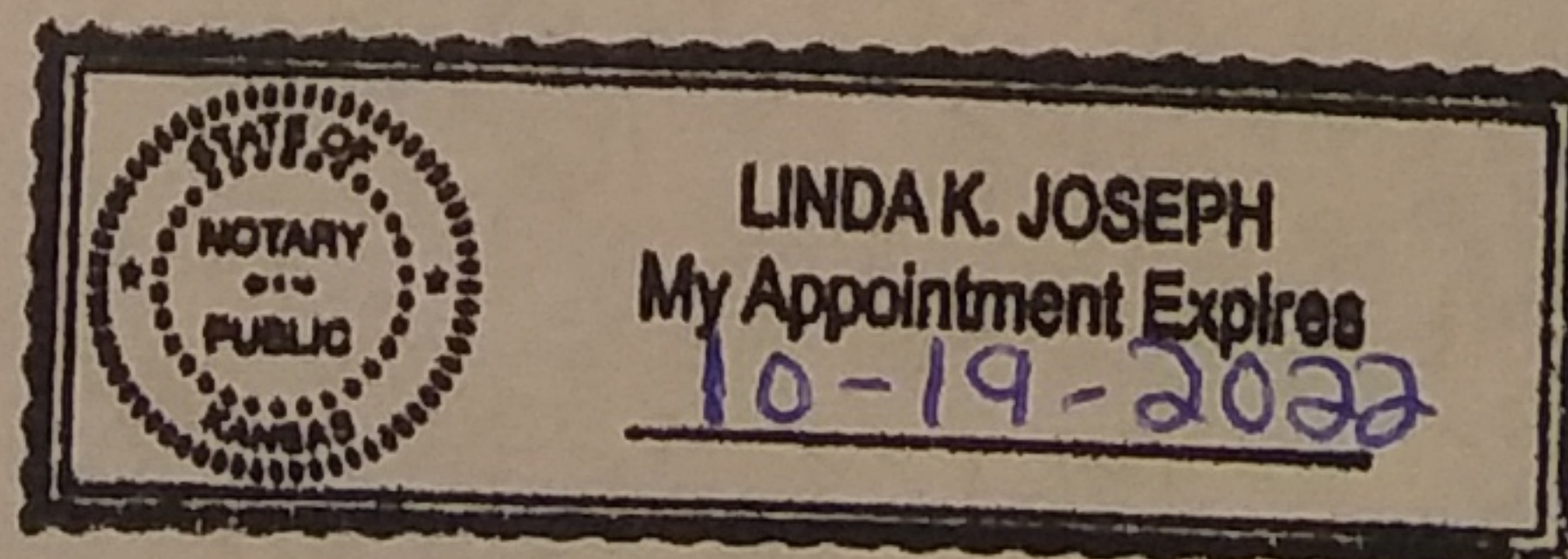
My Commission Expires:

October 19, 2022

Notary Public State of Kansas

My Appt. Exp.

October 19, 2022





**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**7/31/2020 12:11:44 PM**

**in**

**Case No(s). 90-5041-TP-TRF, 20-1342-TP-ATA**

Summary: Tariff Filing to increase the Late Payment Charge electronically filed by Mrs. Robyn Crichton on behalf of United Telephone Company of Ohio d/b/a CenturyLink