

**LEVEL 3 TELECOM OF OHIO, LLC
CUSTOMER NOTICE**

In compliance with OAC 4901:1-6-07 Customer Notice Requirements, Level 3 Telecom of Ohio, LLC began sending the following letters to customers beginning June 18, 2020.

ATTACHMENT A



100 CenturyLink Drive
Monroe, Louisiana 71203
www.CenturyLink.com

June 17, 2020

[Customer Name]
[Address]
[Address]

Service Address:

**Important Notice Regarding the Planned Discontinuance of Certain Traditional Voice Services
Provided by Level 3 Telecom of Ohio, LLC, a CenturyLink Company**

Dear _____,

At CenturyLink, our goal is to provide you with great quality and value while remaining competitive. Changing market conditions require that we continually evaluate our prices, product offerings and infrastructure.

Level 3 Telecom of Ohio, LLC will no longer be able to provide the services identified below in the metropolitan areas of Blue Ash, Cincinnati, Evendale, Lebanon, Mason, Springdale and West Chester, Ohio as our lease for physical space will expire soon and Level 3 Telecom must evacuate the space. Therefore, we are writing to inform you that as of November 30, 2020, or as soon after that date as authorized by the Federal Communications Commission and the state regulatory commission, if required, the affected service will be discontinued in the metropolitan areas of Blue Ash, Cincinnati, Evendale, Lebanon, Mason, Springdale and West Chester, Ohio.

In order to maintain continuous service at your location, CenturyLink would like to work with you to migrate your existing service to a similar service or, alternatively, a state-of-the-art platform that will provide your business with greater flexibility, simplicity, and efficiency.

You are receiving this notice because you currently subscribe to the following service provided by Level 3 Telecom of Ohio, LLC which we must discontinue, subject to regulatory approval.

- **Basic Business Line Service (Flat, Message and Measured)** provides voice-grade telephonic communications channels that can be used to place or receive one call at a time.
- **VersiPak Lines and Trunks Service** is the voice portion of an integrated, multi-service, packet-based access service that delivers voice and data services over a single DS1.
- **VersiPak Flex® T Service and VersiPak Power® T Service** are bundled services consisting of local exchange service with select features.
- **VersiPak Flex T-12** provides 12 business lines or terminals on DS1 access.
- **VersiPak Flex T-24** provides 24 business lines or terminals on DS1 access.
- **VersiPak Power T-12** provides 12 analog or digital trunks with the remainder to be used for Internet Access, not to exceed a DS1 minimum.
- **VersiPak IPRI Service** is an integrated, packet-based access solution designed to deliver PRI and Internet services over a single DS1.
- **VersiPak Mach2 Service and VersiPak Mach3 Service** consist of integrated voice and Internet bandwidth.

ATTACHMENT A

- **Complete T PRI Trunk Group** allows a connection between ISDN Customer Premises Equipment and Level 3 switching equipment using a Primary Rate Interface over a digital transport facility.

If you have not made arrangements with CenturyLink or another telecommunications service provider to replace your voice service listed above prior to November 30, 2020, please be advised that your service will be disconnected on or after November 30, 2020, provided that the FCC and state commission, if required, approve the planned discontinuance. However, you must contact your account team or submit a disconnect order to billing for the disconnected service.

The CenturyLink point of contact for this transition will be your CenturyLink Account Manager. Your Account Manager is _____ and can be reached at _____, or by email at _____@centurylink.com. 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.

If you subscribe to other services from CenturyLink, 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, the Company will automatically apply any credits for the service to your CenturyLink invoice. CenturyLink will not assess termination liability for termination of said service(s), so please consider disconnecting your service at your earliest possible convenience.

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

Thank you,

Level 3 Telecom of Ohio, LLC

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 Level 3 Telecom of Ohio, 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.

June 17, 2020

[Customer Name]
[Address]

Service Address:

Important Notice Regarding the Planned Discontinuance of Certain Traditional Voice Services Provided by Level 3 Telecom of Ohio, LLC, a CenturyLink Company

Dear _____,

At CenturyLink, our goal is to provide you with great quality and value while remaining competitive. Changing market conditions require that we continually evaluate our prices, product offerings and infrastructure.

Occasionally our evaluation directs us to make changes to some products; therefore we are writing to inform you that Level 3 Telecom of Ohio, LLC, a CenturyLink Company, is discontinuing certain voice and data services, in the metropolitan areas of Columbus, Delaware, Dublin, Gahanna, Lewis Center, Pataskala, Plain City, Reynoldsburg, Upper Arlington, Westerville, Whitehall and Worthington, Ohio as of November 30, 2020, or as soon after that date as authorized by the Federal Communications Commission and the state regulatory commission if relevant.

In order to maintain continuous service at your location, CenturyLink would like to work with you to migrate your existing service to a similar service or, alternatively, a state-of-the-art platform that will provide your business with greater flexibility, simplicity, and efficiency.

You are receiving this notice because you currently subscribe to one or more of the following services provided by Level 3 Telecom of Ohio, LLC which, subject to regulatory approval, will be discontinued as a result of this project.

- **Basic Business Line Service (Flat, Message and Measured)** provides voice-grade telephonic communications channels that can be used to place or receive one call at a time.
- **VersiPak Lines and Trunks Service** is the voice portion of an integrated, multi-service, packet-based access service that delivers voice and data services over a single DS1.
- **VersiPak Flex® T Service and VersiPak Power® T Service** are bundled services consisting of local exchange service with select features.
- **VersiPak Flex T-12** provides 12 business lines or terminals on DS1 access.
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ATTACHMENT B

Upon receiving regulatory approvals, these services will no longer be available to new customers or for new orders from existing customers (except to the extent permitted by contract). As to existing services:

- Existing contracts for these services will not be renewed.
- Customers with a contract that expires *prior* to November 30, 2020 may retain their service(s) covered by that contract on a month-to-month basis until November 30, 2020.
- Customers with a contract that expires *after* November 30, 2020, must be cancelled due to this project.

You must initiate a migration order or submit a disconnect request with CenturyLink by November 30, 2020 to avoid possible disruption of your service based on the discontinuance schedule noted above, provided that CenturyLink obtains the necessary regulatory approvals for the planned discontinuance. We understand that this is an inconvenience, and we are confident that our team can seamlessly manage the entire process to provide your business with a better communications solution.

If you subscribe to other services from CenturyLink, 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, the Company will automatically apply any credits for the service to your CenturyLink invoice. CenturyLink will not assess termination liability for termination of said service(s), so please consider disconnecting your service at your earliest possible convenience.

The CenturyLink point of contact for this transition will be your CenturyLink Account Manager. Your Account Manager is _____ and can be reached at _____, or by email at _____@centurylink.com. 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. Disconnects can be issued by [Customer Name] _____ through the customer disconnect portal by Billing account number.

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

Thank you,

Level 3 Telecom of Ohio, LLC

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 Level 3 Telecom of Ohio, 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.

CUSTOMER NOTICE AFFIDAVIT

STATE OF: KANSAS

SS:

COUNTY OF: JOHNSON

AFFIDAVIT

I, Robyn Crichton, am an authorized agent of the applicant corporation, Level 3 Telecom of Ohio, LLC and am authorized to make this statement on its behalf. I attest that customer notices accompanying this affidavit were sent to affected customers beginning June 18, 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 25, 2020, Olathe, Kansas 66061

Robyn M Crichton

Robyn M. Crichton

Subscribed and sworn to before me this

6-25-20
(Date)

[Signature]

Notary Public

My Commission Expires:

10/24/23

Notary Public State of Kansas

My Appt. Exp.

ANDREA BUCKLEY
Notary Public-State of Kansas
My Appt Expires

ANDREA BUCKLEY
Notary Public-State of Kansas
My Appt. Expires 10/24/23