



**Via E-FILE**

November 22, 2011

Ms. Renee' Jenkins, Director of Administration  
Public Utilities Commission of Ohio  
180 East Broad Street, 13th Floor  
Columbus, OH 43215-0573

Re: CenturyTel of Ohio, Inc. d/b/a CenturyLink P.U.C.O. No. 12

Case No. 90-5041-TP-TRF  
Case No. 11-2770-TP-ATA

Dear Ms. Jenkins:

Enclosed for filing is CenturyTel of Ohio, Inc. d/b/a CenturyLink's filing of revised tariff sheets per Staff's request in accordance with Commission's January 19, 2011 Entry in Case No. 10-1010-TP-ORD.

If you have any questions regarding this filing, please call me or Gary Baki at (614) 220-8629.

Sincerely,

/s/ Debra A. Levy

Debra A. Levy

Enclosures

cc: Gary Baki

OH 11-01R

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P.U.C.O. NO. 12  
GENERAL EXCHANGE TARIFF

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Effective: November 22, 2011

CenturyTel of Ohio, Inc. d/b/a CenturyLink  
By Duane Ring, Vice President  
LaCrosse, Wisconsin

In accordance with Case No.: 11-2771-TP-ATA  
Issued by the Public Utilities Commission of Ohio

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EXPLANATION OF SYMBOLS

(C)	-	Change in regulations
(D)	-	Discontinued rate or regulation
(Z)	-	Correction of an error
(I)	-	Increase in rate
(N)	-	New rate or regulations
(O)	-	Obsolete
(R)	-	Reduction in rate
(T)	-	Text change only

TRADE NAMES, TRADEMARKS AND SERVICE MARKS USED IN THIS TARIFF

Below is a list of trade names, trademarks and/or service marks for services which are offered in this Tariff. These trade names, trademarks and/or service marks are owned by CenturyLink, Inc. or a subsidiary of CenturyLink, Inc. and are used by the Company with express permission. Trademark and service mark designations will not be listed hereafter in the Tariff. However, the laws regarding trademarks and service marks will still apply. Trademarks and service marks that are owned by CenturyLink, Inc. or a subsidiary of CenturyLink, Inc. cannot be used by another party without authorization.

CENTURYLINK  
CENTURYLINK<sup>TM</sup>  
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Pursuant to 4901:1-6-11(B)(5), all telephone companies offering BLES are subject to the Commission's service requirements found in Rule 4901:1-6-12 of the Administrative Code.

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LIFELINE & LINK UP

7. LIFELINE

1. General

1. Lifeline is a flat-rate, monthly primary access line service program that provides eligible customers requesting basic local exchange service, including touch-tone, with the following:
  - a. A recurring discount on the monthly basic local exchange service rate that provides the maximum contribution of federally available assistance;
  - b. A waiver of all nonrecurring service order charges for establishing service, available not more than once per customer at a single address in a twelve-month period;
  - c. Free blocking of toll service, 900 service, and 976 service;
  - d. A waiver of the Federal Universal Service Fund End User Charge and;
  - e.. A waiver of the Telephone Company's service deposit requirement.
2. Lifeline eligible customers that subscribe to other bundled/package services will also receive the items described in paragraph 7.1.1.1.a-e.

2. Regulations

1. Lifeline is available to residential customers who are currently participating in one of the following federal or state low-income assistance programs that limit assistance based on household income:
  - a. Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid), or any state program that might supplant Medicaid;
  - b. Supplemental Nutrition Assistance Program (SNAP/food stamps);
  - c. Supplemental Security Income (SSI) under Title XVI of the Social Security Act;
  - d. Supplemental Security Insurance- blind and disabled (SSDI);
  - e. Federal public housing assistance or Section 8;
  - f. Home Energy Assistance Programs (HEAP, LIHEAP, E-HEAP);
  - g. National School Lunch Program's Free Lunch Program (NSL);
  - h. Temporary Assistance for Needy Families (TANF/Ohio Works); or
  - i. General Assistance (including disability assistance (DA)).

A complete list of Competitive Basic Local Exchanges can be found in Section 2.1.

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## LIFELINE AND LINKUP

## 7. LIFELINE (Continued)

## 2 Regulations (Continued)

2. Lifeline Assistance is also available to residential customers whose total household income is at or below one hundred fifty percent (150%) of the federal poverty level.
3. The Telephone Company requires, as proof of eligibility for Lifeline Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in paragraph 7.1.1 above or meets the income eligibility criteria identified in paragraph 7.1.B.2. The customer will also need to identify the specific program or programs from which the customer receives benefits and agree to notify the telephone company if the customer ceases to participate in such program or programs. If a customer is applying for Lifeline based on income see paragraph 7.1.B.5.a-g for examples of income documentation.
4. The Telephone Company will verify Lifeline service eligibility for customers who qualify through household income-based requirements consistent with the FCC requirements in 47 C.F.R. 54.
5. Consistent with federal law, examples of acceptable income documentation includes the following:
  - a. State or federal income tax return;
  - b. Current income statement or W-2 from an employer;
  - c. Three consecutive months of current pay stubs;
  - d. Social security statement of benefits;
  - e. Retirement/Pension statement of benefits;
  - f. Unemployment/Workmen's Compensation statement of benefits;
  - g. Any other legal document that would show current income (such as a divorce decree or child support document).
6. Customers qualifying for Lifeline with past due bills for regulated local service charges will be offered special payment arrangements with the initial payment not to exceed \$25.00 before service is installed, with the balance for regulated local charges to be paid over six equal monthly payments. Lifeline service customers with past due bills for toll service charges will be required to have toll restricted service until such past due toll service charges have been paid or until the customer establishes service with a subsequent toll provider.

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LIFELINE AND LINKUP

7. LIFELINE (Continued)

2. Regulations (Continued)

7. All other aspects of the state-specific Lifeline service will be consistent with the federal requirements. The rates, terms, and conditions for Lifeline service shall be tarified in accordance with Rule 4901:1- 6-11 of the Administrative Code.
8. The Telephone Company will provide written notification to the customer applying for Lifeline service that is determined ineligible for Lifeline service and will provide an additional 30 days to prove eligibility.
9. The Telephone Company will provide written customer notification if a customer's Lifeline service benefits are to be terminated due to failure to submit acceptable documentation for continued eligibility for that assistance. The Lifeline customer will have an additional sixty (60) days to submit acceptable documentation of continued eligibility or dispute the termination of benefits.
10. The Telephone Company will verify an individual's continuing Lifeline eligibility for both program and income based criteria consistent with the FCC's requirements in 47 C.F.R. 54.409-54410.

3. Enrollment Process

1. New or existing customers who indicate that they are interested in Lifeline will be sent a Lifeline application form to either self-certify the program under which they qualify or to apply under the income-based criteria with the appropriate documentation. The customer must return the application, with appropriate documentation, if required, within 30 days of the request in order to receive benefits back to the original request date. If the customer does not return the application with the appropriate documentation, if required, within 30 days, the Lifeline benefits will commence upon the receipt of the application by the Telephone Company as long as the documentation is verified by the Telephone Company. In either case, the Telephone Company shall have a maximum of 60 days to verify the application and documentation.

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LIFELINE AND LINK UP

7.1 LIFELINE (Continued)

3. Enrollment Process (Continued)

2. Should the Company determine that a customer does not qualify for Lifeline Assistance, or if the customer fails to submit the necessary documentation, the Company will provide written notification to the customer and give the customer 30 days to prove eligibility. The written notification will include contact information for the Company in the event of a dispute and if the customer disagrees with the Company's findings regarding Lifeline Assistance eligibility, the notice will inform the customer that the Public Utilities Commission of Ohio may be contacted, in order that an informal/formal complaint may be filed. If the corrected application is received within 30 days, credits will be applied to the account on the date that service was established by a new customer or on the date that Lifeline Service was requested by an existing customer. If the corrected application is received after 30 days, the Lifeline Assistance will begin on the date the corrected application is received by the Company.

4. Income Eligibility

1. The Telephone Company will verify through acceptable documentation that a customer qualifies for Lifeline Assistance. Such verification will be performed within 60 days of a customer's service establishment. Examples of income documentation are identified in Section 7.1.B.5.a-g.
2. Regardless of when the Company completes the verification process Lifeline benefits will go back to the date the qualified customer established Lifeline eligibility.
3. The Telephone Company will provide written notification to customers that do not qualify for Lifeline Assistance. The notice will give the customer an additional 30-day opportunity to prove eligibility or dispute the company's determination.
4. Written notification will include: 1) the earliest date termination of Lifeline benefits will occur if the customer has been receiving the benefits or the last date the customer has to provide documentation to prove eligibility to receive the benefits; 2) the reason(s) for termination of Lifeline benefits and any actions which the customer must take to demonstrate continued eligibility; 3) contact information for the Telephone Company; and 4) a statement explaining who customers may contact in the event of a dispute.
5. If a customer disagrees with the Telephone Company's findings regarding eligibility for Lifeline Assistance, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

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LIFELINE AND LINK UP

7.1 LIFELINE (Continued)

5. Verification for Continued Eligibility

1. The Telephone Company will notify customers at least 60 days prior to the Telephone Company's pending termination of the customer's Lifeline Assistance if the customer fails to submit acceptable documentation for continued eligibility for benefits. Such notice will be separate from the bill and will include: 1) the earliest date termination of Lifeline benefits would occur; 2) the reason(s) for termination of Lifeline benefits and any actions which the customer must take to demonstrate continued eligibility; 3) contact information for the telephone company and 4) a statement explaining who the customer should contact in the event of a dispute.
2. Should a customer fail to submit proper documentation within the 60 day period, the Telephone Company will discontinue Lifeline benefits on the date noticed in the letter. If the customer responds after the date noticed in the letter, the customer will be required to submit a new application for Lifeline benefits.
3. If a customer disagrees with the Telephone Company's findings regarding eligibility for Lifeline Assistance, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

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LIFELINE AND LINK UP

7.2 LINK UP

1. General

Link Up is a federal assistance program that provides eligible residential customers with the following benefits:

1. A reduction of the Telephone Company's applicable service connection charges equal to one-half of such service connection charges, or \$30.00, whichever is less.
2. A deferred payment plan for service connection charges, for which the customer does not pay interest, where such service connection charges do not exceed \$200.00 and the payment plan does not exceed 12 months duration. (Service Connection charges do not include the Company's applicable security deposit requirements.)

2. Regulations

1. Link Up Assistance is available to residential customers who are currently participating in one of the following assistance programs:
  - a. Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid);
  - b. Supplemental Nutrition Assistance Program (SNAP)
  - c. Supplemental Security Income (SSI) under Title XVI of the Social Security Act;
  - d. Federal public housing assistance/Section 8,
  - e. Home Energy Assistance Program (HEAP),
  - f. National School Lunch Program's free lunch program (NSL),
  - g. Temporary Assistance for Needy Families (TANF) a/k/a Ohio Works First; or
  - h. Household income at or below 150 percent of the poverty level.
2. A customer eligible for Link Up may choose one or both of the Link Up benefits identified in paragraph II.A., preceding.

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LIFELINE AND LINK UP

7.2 LINK UP (Continued)

2. Regulations (Continued)

3. The Telephone Company shall require, as proof of eligibility for Link Up Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in paragraph II.B.1, preceding; identifying the specific program or programs from which the customer receives benefits. Self-certification does not apply for income eligibility.
4. The Telephone Company shall require, as proof of eligibility if customer is enrolling under the poverty level, documentation such as 1) a copy of your most recent federal or state income tax return; 2) three consecutive months worth of the most current pay stubs; 3) the most recent Social Security statement of benefits; 4) the most recent Veteran's Administration statement of benefits; 5) the most recent retirement/pension statement of benefits; 6) the most recent Unemployment/Workmen's Compensation statement of benefits; or 7) any other legal document that would show your current income (such as a divorce decree or child support document).
5. The Telephone Company's Link Up program shall allow a qualifying low-income consumer to receive the benefit of the Link Up program for a second or subsequent time only for a principal place of residence with an address different from the residence address at which the Link Up assistance was provided previously.
6. Link Up customers are not restricted on the optional services to which they may subscribe.

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PAYPHONE SERVICE

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PAYPHONE SERVICE

9.1 Payphone Service

1. Conditions

- a. Payphone Service includes lines to which coin, coinless, card reader or a combination of coin/card reader telephones may be attached.
- b. Payphone Service is a business exchange access line composed of the serving central office line equipment, all outside plant facilities needed to connect the serving central office with the customer's premises, and the Network Interface Device (NID) at the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for long distance service and local calling.
- c. A maximum of one customer-provided instrument implemented pay telephone may be connected to any one instrument-implemented or CO-implemented payphone line.
- d. General Regulations found in this tariff are applicable to the provision of Payphone Service.
- e. Directory listings may be provided under the regulations governing the furnishing of listings for business subscribers.
- f. A Network Interface Device will be installed at a location determined by the Company which is accessible to the customer. The Network Interface Device (NID) is a company-provided jack or its equivalent. It is the point of connection between the telephone company owned wiring and wiring owned by the Customer.
- g. Applicable Nonrecurring Charges will apply for the move or rearrangement of the Company's facilities which are made at the request of the customer.
- h. The Company shall not be liable for shortages of coins collected and deposited at the subscriber's equipment. The limit of the Company's liability for end user fraud of whatever nature occurring at or in association with the subscriber's equipment shall be governed by provisions of this Tariff and rules or regulations of the Commission. In case of conflict between the tariff provisions and Commission rules and regulations, the rules or regulations shall prevail.
- i. Extensions to a payphone line are not permitted.
- j. The Multiline business Subscriber Line Charge, found in the interstate access tariff, is applicable to all Instrument-Implemented and CO-Implemented payphone lines.

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PAYPHONE SERVICE

9.1 Payphone Service (Continued)

2. Responsibility of the Customer

- a. The customer, for the purposes of this tariff, is defined as the person subscribing to payphone service.
- b. The customer shall be responsible for the installation, operation and maintenance of the customer-provided instrument, plus all ancillary equipment, such as booths, shelves, lighting, directories, etc., used in connection with this service. The customer is responsible for complying with the requirements set forth in the Americans with Disabilities Act of 1990.
- c. The customer shall be responsible for the payment of charges for all local and toll messages originating from or accepted at this type of service, including any Directory Assistance Calls.\*

The Customer is responsible for any federal, state, or local taxes on the Customer Owned Pay Telephone or calls made from that phone.

- d. The customer-provided instrument must be registered in compliance with Part 68 of the FCC's Registration program.
- e. The payphone customer may subscribe to Selective Class of Call Screening as found in the Company's Price List. The rules and regulations pertaining to this service also apply to payphone service.
- f. The customer is responsible for compliance with the FCC's Rules and Regulations and the State Commission's Rules and Regulations regarding the use of pay telephones.

3. Violation of Regulations

Upon notification from the company that the customer-provided equipment or wiring is causing or is likely to cause harm, the customer shall make such changes as is necessary to remove such harm. Failure to make such changes will result in the disconnection of service until such change is completed to the satisfaction of the company.

4. Instrument Implemented Payphone Service

Instrument-Implemented Payphone Service is an access line for use with a payphone instrument designed to perform various functions. Payphone instruments are to be provided by the customer.

\* Directory assistance charges assessed to end users at payphones and local coin-sent paid message service charges assessed to end users to payphones are deregulated after 10/7/97.

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PAYPHONE SERVICE

9.1 Payphone Service (Continued)

5. Central Office (CO) Implemented Coin Line

- a. Central Office-Implemented Coin Line Service is an access line for use with a coin supervision feature. Payphone instruments are to be provided by the customer.
- b. Features are additives to the operation of a flat rate access line that provide for CO-Implemented Coin Line Service. The Company offers those features that are provided by the functionality of the Company's switches. These include coin monitoring, coin control (collect and return of coins, if applicable), and/or answer supervision. CO-Implemented Coin Line features that are implemented by the functionality of an operator service provider, such as coin rating, coin refund, repair referral, and operator call screening, are the responsibility of the Payphone service provider (Customer).
- c. CO-Implemented Coin Line Service is provided by the Telephone Company per the technology available from the Company's facilities. It shall be the responsibility of the CO-Implemented Coin Line payphone owner to assure technical and operational compatibility with the coin line feature offered by the Telephone Company.

6. Features and Functions

- a. CO Coin Line Signaling (Coin Supervision) provides the electrical signaling for:  
  
Coin monitoring - indicating to an operator service provider the number and denomination of coins deposited based on information provided by the payphone;  
  
Coin collection and return - indicating to the payphone equipment to collect coin(s) from or return coin(s) to the calling party where applicable and offered by the Company, and;  
  
Answer supervision - indicating to the payphone that the calling line has answered the call, where applicable and is technically feasible.
- b. Validation may be performed through Originating-Line Screening (OLS). OLS enables operator service providers to determine whether there are billing restrictions on the exchange access line from which a call originates. OLS service delivers codes on operator assisted calls to identify calls originating from privately owned payphones, inmate locations, and hotels/motels, etc. Rates for this service are found in the appropriate interstate access tariff, when facilities and service are available. The customer has the option to request Selective Class of Call Screening and/or OLS.

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PAYPHONE SERVICE

9.1 Payphone Service (Continued)

6. Features and Functions (Continued)

- c. CO-Implemented Coin Line features, including coin monitoring, coin collect and return (where applicable) and/or answer supervision, are provided by the Telephone Company per the technology available from the Company's facilities. It shall be the responsibility of the CO-Implemented Coin Line payphone owner to assure technical and operational compatibility with the coin line features offered by the Telephone Company.

7. Rates

	<u>Monthly Rate</u>	<u>Non-Recurring Charge</u>
a. Payphone Service		
1. Instrument Implemented		Applicable Non-recurring Charge
Flat Rate, per line, Current Rate	\$14.32	
2. Coin Supervision/ Transmission	2.25	

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Summary: Tariff Filing to Provide Replacement Sheets for Case No. 11-2770-TP-ATA Pursuant to Staff's Request electronically filed by Ms. Debra A Levy on behalf of CenturyTel of Ohio, Inc. d/b/a CenturyLink