



June 17, 2020
Via Electronic Filing

Ms. Barcy McNeal, 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. 20-1167-TP-ATA

Dear Ms. McNeal:

Enclosed for filing are revisions to the United Telephone Company of Ohio d/b/a CenturyLink P.U.C.O. No. 5 General Exchange Tariff. These changes standardize and simplify the discontinuance of service provisions for customer-requested termination of residential service. Upon request for discontinuance, residential service will be terminated on the last day of the customer's current billing cycle, and no prorations will apply on customer's final billing statement. Customers were notified of this change at least thirty days prior to the proposed effective date.

The following revisions are included in this filing:

Section 1, First Revised Sheet 5
Section 1, First Revised Sheet 15

These tariff sheets are filed with a June 17, 2020 issue date and an effective date of July 17, 2020.

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

Sincerely,

A handwritten signature in cursive script that reads "Robyn Crichton".

Robyn Crichton

cc: Joshua Motzer, Centurylink

OH2020-03

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)
Company of Ohio d/b/a CenturyLink to standardize terms for)
Discontinuance of Service.)

TRF Docket No. 90-5041-TP-TRF
Case No. 20-1167-TP-ATA

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
Regulatory Contact Person(s) Josh Motzer Phone 614-221-5354 Fax 614-224-3902
Regulatory Contact Person's Email Address 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 800-877-3345
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 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

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

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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Date Notice Sent: Beginning May 26, 2020				

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 1-6-08 * (Auto 30 day)	<input type="checkbox"/> ACE 1-6-08 * (Auto 30 day)	<input type="checkbox"/> ACE 1-6-08 * (Auto 30 day)	<input type="checkbox"/> ACE 1-6-10 (Auto 30 day)	<input type="checkbox"/> UNC 1-6-09 * (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 1-6-26 (Auto 30 days)	<input type="checkbox"/> ABN 1-6-26 (Auto 30 days)
Change of Official Name *	<input type="checkbox"/> ACN 1-6-29(B) (Auto 30 days)	<input type="checkbox"/> ACN 1-6-29(B) (Auto 30 days)	<input type="checkbox"/> CIO 1-6-29(C) (0 day Notice)
Change in Ownership *	<input type="checkbox"/> ACO 1-6-29(E) (Auto 30 days)	<input type="checkbox"/> ACO 1-6-29(E) (Auto 30 days)	<input type="checkbox"/> CIO 1-6-29(C) (0 day Notice)
Merger *	<input type="checkbox"/> AMT 1-6-29(E) (Auto 30 days)	<input type="checkbox"/> AMT 1-6-29(E) (Auto 30 days)	<input type="checkbox"/> CIO 1-6-29(C) (0 day Notice)
Transfer a Certificate *	<input type="checkbox"/> ATC 1-6-29(B) (Auto 30 days)	<input type="checkbox"/> ATC 1-6-29(B) (Auto 30 days)	<input type="checkbox"/> CIO 1-6-29(C) (0 day Notice)
Transaction for transfer or lease of property, plant or business *	<input type="checkbox"/> ATR 1-6-29(B) (Auto 30 days)	<input type="checkbox"/> ATR 1-6-29(B) (Auto 30 days)	<input type="checkbox"/> CIO 1-6-29(C) (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 1-7-07 (Auto 90 day)	<input type="checkbox"/> NAG 1-7-07 (Auto 90 day)
Request for Arbitration	<input type="checkbox"/> ARB 1-7-09 (Non-Auto)	<input type="checkbox"/> ARB 1-7-09 (Non-Auto)
Introduce or change c-t-c service tariffs	<input type="checkbox"/> ATA 1-7-14 (Auto 30 days)	<input type="checkbox"/> ATA 1-7-14 (Auto 30 days)
Request rural carrier exemption, rural carrier suspension or modification	<input type="checkbox"/> UNC 1-7-04 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 1-3-04 (Auto 60 days)	
Wireless Providers See 4901:1-6-24	<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.

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 M. Crichton, Government Operations Manager

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 June 17, 2020 at Olathe, Kansas

*/s/ Robyn M. Crichton, Government Operations Manager

June 17, 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.*

VERIFICATION

I, Robyn M. 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 M. Crichton, Government Operations Manager

June 17, 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.*

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

VI. CHARGES FOR SERVICE

- A. The Telephone Company will endeavor to mail its bills for telephone service on or before the same date each month.
- B. The subscriber is responsible for prompt payment each month of all charges for facilities and services, including charges for all calls originated at or collect, third number or special billed calls accepted at such facilities.
- C. Charges for local telephone service, equipment and facilities are payable monthly in advance and are payable on receipt, except the following:
 - 1. Charges for toll messages. (Billed in arrears.)
 - 2. Fractional part of the current billing month is the pro rata share of monthly charge when service is established.
 - 3. Change in billing date will be charged pro rata share of service received.
- D. If the bill is not paid 14 days from the postmark or the bill date that is represented on the bill, the account will be considered delinquent.
- E. A delinquent account may subject the subscriber's service to temporary disconnection.

The Telephone Company is responsible for notifying the subscriber before service is disconnected.

The Telephone Company may only disconnect a subscriber's regulated local telephone service for non-payment of regulated local service charges.
- F. Each month shall be considered to have 30 days for the purpose of computing charges and shall be the basis for computing fractional portions of monthly billing, pro rata charges and adjustments to customer accounts.
- G. Failure to receive a bill will not exempt a subscriber from prompt payment of any sum or sums due the Company.
- H. The Telephone Company will apportion partial payments to regulated local exchange charges first before applying to any toll charges.

Issued: April 29, 2011

Effective: May 1, 2011

United Telephone Company Of Ohio
By Duane Ring, Vice President
LaCrosse, Wisconsin
OH 11-01

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

GENERAL REGULATIONS

XXIII. TERMINATION OF SERVICE AT THE SUBSCRIBER'S REQUEST

A. General Regulations

1. If service is discontinued within a period less than one month following the date of installation, the minimum charge for one month's use of service equipment and facilities at the rate in effect during the period of service plus any charges for toll service, service connection, nonrecurring and construction charges will apply.
2. After the subscriber has received service for more than one month, the charges are for the period for which service or facilities are furnished. The charge for a fractional part of a month is the pro rata portion of the monthly charge based on a 30 day month.
3. In cases when service and facilities terminate and the initial contract period is more than one month, the termination charges will be the charges due for the unexpired portion of the initial contract period.
4. When one service furnished the same subscriber within the initial month is superseded by another service at the same location, a pro rata charge is made for the actual amount of each of the services furnished. If service is discontinued within the initial month, the rate for the last furnished service is charged for the balance of the unexpired minimum period.
5. If service is superseded by one service to another service during the initial month and if it is necessary to discontinue a part of the existing equipment and facilities, the minimum charge for one month will apply to the discontinued equipment and facilities.

B. Change Of Name Contract

Minimum charges for service do not apply to service and facilities terminated when such service and facilities are contracted for in another name without lapse of charges for service and facilities and when no service connection charge is made for the transfer of service and facilities.

Issued: April 29, 2011

Effective: May 1, 2011

United Telephone Company Of Ohio
By Duane Ring, Vice President
LaCrosse, Wisconsin
OH 11-01

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

EXHIBIT B

GENERAL REGULATIONS

VI. CHARGES FOR SERVICE

- A. The Telephone Company will endeavor to mail its bills for telephone service on or before the same date each month.
- B. The subscriber is responsible for prompt payment each month of all charges for facilities and services, including charges for all calls originated at or collect, third number or special billed calls accepted at such facilities.
- C. Charges for local telephone service, equipment and facilities are payable monthly in advance and are payable on receipt, except the following:
 - 1. Charges for toll messages. (Billed in arrears.)
 - 2. Fractional part of the current billing month is the pro rata share of monthly charge when service is established.
 - 3. Change in billing date will be charged pro rata share of service received.
- D. If the bill is not paid 14 days from the postmark or the bill date that is represented on the bill, the account will be considered delinquent.
- E. A delinquent account may subject the subscriber's service to temporary disconnection. The Telephone Company is responsible for notifying the subscriber before service is disconnected.

The Telephone Company may only disconnect a subscriber's regulated local telephone service for non-payment of regulated local service charges.

- F. Each month shall be considered to have 30 days for the purpose of computing charges and shall be the basis for computing fractional portions of monthly billing, pro rata charges and adjustments to customer accounts. **Bills rendered for establishment of services and final bills rendered for discontinuation of business services will be prorated on the basis of a 30-day billing period. 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, as described in Section 1, XXIII, Termination of Service at the Subscriber's Request.**
- G. Failure to receive a bill will not exempt a subscriber from prompt payment of any sum or sums due the Company.
- H. The Telephone Company will apportion partial payments to regulated local exchange charges first before applying to any toll charges.

(N)
|
(N)

Issued: June 17, 2020

Effective: July 17, 2020

United Telephone Company of Ohio
By Bill Hanchey, Vice President
Wake Forest, North Carolina
OH2020-03

In accordance with Case No.: 90-5041-TP-TRF
and Case No: 20-1167-TP-ATA
Issued by the Public Utilities Commission of Ohio

GENERAL REGULATIONS

XXIII. TERMINATION OF SERVICE AT THE SUBSCRIBER'S REQUEST

A. General Regulations

1. If service is discontinued within a period less than one month following the date of installation, the minimum charge for one month's use of service equipment and facilities at the rate in effect during the period of service plus any charges for toll service, service connection, nonrecurring and construction charges will apply.

2. **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 1, VI.F., Charges for Service.**

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 1, VI.F., Charges for Service.

3. In cases when service and facilities terminate and the initial contract period is more than one month, the termination charges will be the charges due for the unexpired portion of the initial contract period.
4. When one service furnished the same subscriber within the initial month is superseded by another service at the same location, a pro rata charge is made for the actual amount of each of the services furnished. If service is discontinued within the initial month, the rate for the last furnished service is charged for the balance of the unexpired minimum period.
5. If service is superseded by one service to another service during the initial month and if it is necessary to discontinue a part of the existing equipment and facilities, the minimum charge for one month will apply to the discontinued equipment and facilities.

B. Change of Name Contract

Minimum charges for service do not apply to service and facilities terminated when such service and facilities are contracted for in another name without lapse of charges for service and facilities and when no service connection charge is made for the transfer of service and facilities.

Issued: June 17, 2020

Effective: July 17, 2020

United Telephone Company of Ohio
By Bill Hanchey, Vice President
Wake Forest, North Carolina
OH2020-03

In accordance with Case No.: 90-5041-TP-TRF
and No: 20-1167-TP-ATA
Issued by the Public Utilities Commission of Ohio

EXHIBIT C

This filing standardizes and simplifies the discontinuance of service provisions for customer-requested termination of residential service. Upon request for discontinuance, residential service will be terminated on the last day of the customer's current billing cycle, and no prorations will apply on customer's final billing statement.

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 direct mail notices beginning May 26, 2020.



PLEASE READ THIS NOTICE CAREFULLY
THIS IS AN IMPORTANT NOTICE REGARDING CHANGES TO YOUR CENTURYLINK
DIGITAL HOME PHONE SERVICE SUBSCRIBER AGREEMENT.

We're sending this notification to let you know that we made changes to your CenturyLink Digital Home Phone Service (DHP) Subscriber Agreement effective July 17, 2020.

If you do not agree to the Updated DHP Subscriber Agreement, then you must take the steps discussed below by July 16, 2020.

Based on your CenturyLink Digital Home Phone Service Subscriber Agreement ("DHP Subscriber Agreement") with us, we want to remind you that you're billed in advance for recurring monthly charges associated with your Digital Home Phone (DHP) service, including charges for equipment leases and value-added services ("DHP Services"), and the applicable taxes and fees for these items.

What changed?

Effective after July 17, 2020, subject to applicable laws, we updated your DHP Subscriber Agreement ("Updated DHP Subscriber Agreement") to state that your DHP Services and applicable taxes and fees will not be prorated if you cancel these services on any day other than the last day of your billing cycle. These services will continue to be available to you until the end of your billing cycle and you will not receive a refund (pro-rated credits) for any days remaining in your billing cycle after you cancel DHP Services.

There are other changes related to how we may assess fees applicable to DHP Services or equipment and may adjust charges and fees at the end of promotional or term commitment periods. Please read the entire Updated DHP Subscriber Agreement carefully. The Updated DHP Subscriber Agreement is available at <http://www.centurylink.com/legal/cvoipsubscriberagreement>.

If you do not agree to be bound by the Updated DHP Subscriber Agreement, please call CenturyLink at 1-855-538-9451 by **July 16, 2020** to discuss options, which may include cancellation of your DHP Services. If you instead continue to use your DHP Services, that will constitute your acceptance of the Updated DHP Subscriber Agreement.

Thank you for choosing CenturyLink for your communication needs—we value you as our customer.

**PLEASE READ THIS NOTICE CAREFULLY.
THIS IS AN IMPORTANT NOTICE REGARDING CHANGES TO YOUR
CENTURYLINK HIGH-SPEED INTERNET SUBSCRIBER AGREEMENT**

Dear CenturyLink Customer,

We're sending this notification to let you know that we made changes to your CenturyLink High-Speed Internet (HSI) Subscriber Agreement effective July 17, 2020.

If you do not agree to the Updated HSI Subscriber Agreement, then you must take the steps discussed below by July 16, 2020.

Based on your CenturyLink High-Speed Internet Subscriber Agreement ("HSI Subscriber Agreement") with us, we want to remind you that you're billed in advance for recurring monthly charges associated with your High-Speed Internet (HSI) service, including charges for @ease service, Secure WiFi service, static IP service, and modem leases ("HSI Services"), and the applicable taxes and fees for these items.

What changed?

Effective after July 17, 2020, subject to applicable laws, we updated your HSI Subscriber Agreement ("Updated HSI Subscriber Agreement") to state that your HSI Services and applicable taxes and fees will not be prorated if you cancel these services on any day other than the last day of your billing cycle. These services will continue to be available to you until the end of your billing cycle and you will not receive a refund (pro-rated credits) for any days remaining in your billing cycle after you cancel HSI Services.

There are other changes related to how we may assess fees applicable to HSI Services or equipment and may adjust charges and fees at the end of promotional or term commitment periods. Please read the entire Updated HSI Subscriber Agreement carefully. The Updated HSI Subscriber Agreement is available at <http://www.centurylink.com/legal/highspeedinternetsubscriberagreement/>.

If you do not agree to be bound by the Updated HSI Subscriber Agreement, please call CenturyLink at 1-855-538-9451 by **July 16, 2020** to discuss options, which may include cancellation of your HSI Services. If you instead continue to use your HSI Services, that will constitute your acceptance of the Updated HSI Subscriber Agreement.

Please see the reverse side of this letter for important information regarding your CenturyLink Voice Services.

**PLEASE READ THIS NOTICE CAREFULLY.
THIS IS AN IMPORTANT NOTICE REGARDING CHANGES TO YOUR
CENTURYLINK VOICE SERVICES**

This notification is to let you know that we are making changes that affect your CenturyLink voice services effective July 17, 2020.

If you do not agree to the changes to tariffs, catalogs, schedules, and other terms and conditions, then you must take the steps discussed below by July 16, 2020.

Based on applicable tariffs, catalogs, schedules and other terms and conditions, we want to remind you that you're billed in advance for recurring monthly charges associated with your voice services, including charges for features including but not limited to caller ID and voicemail ("Voice Services"), and the applicable taxes and fees for these items.

What will change?

As of July 17, 2020, or as soon after that date as authorized by state regulatory commissions, your Voice Services and applicable taxes and fees will not be prorated if you cancel these services on any day other than the last day of your billing cycle. These services will continue to be available to you until the end of your billing cycle and you will not receive a refund (pro-rated credits) for any days remaining in your billing cycle after you cancel Voice Services.

If you do not agree to be bound by the updated tariffs, catalogs, and rate schedules, please call CenturyLink at 1-855-538-9451 by **July 16, 2020** to discuss options, which may include cancellation of your Voice Services. If you instead continue to use your Voice Services, that will constitute your acceptance of the updated tariffs, catalogs, and rate schedules.

Thank you for choosing CenturyLink for your communication needs—we value you as our customer.



**PLEASE READ THIS NOTICE CAREFULLY
THIS IS AN IMPORTANT NOTICE REGARDING CHANGES TO YOUR
CENTURYLINK VOICE SERVICES**

We're sending this notification to let you know that we are making changes that affect your CenturyLink voice services effective July 17, 2020.

If you do not agree to the changes to tariffs, catalogs, schedules, and other terms and conditions, then you must take the steps discussed below by July 16, 2020.

Based on applicable tariffs, catalogs, schedules and other terms and conditions, we want to remind you that you're billed in advance for recurring monthly charges associated with your voice services, including charges for features including but not limited to caller ID and voicemail ("Voice Services"), and the applicable taxes and fees for these items.

What changed?

As of July 17, 2020, or as soon after that date as authorized by state regulatory commissions, your Voice Services and applicable taxes and fees will not be prorated if you cancel these services on any day other than the last day of your billing cycle. These services will continue to be available to you until the end of your billing cycle and you will not receive a refund (pro-rated credits) for any days remaining in your billing cycle after you cancel Voice Services.

If you do not agree to be bound by the updated tariffs, catalogs, and rate schedules, please call CenturyLink at 1-855-538-9451 by **July 16, 2020** to discuss options, which may include cancellation of your Voice Services. If you instead continue to use your Voice Services, that will constitute your acceptance of the updated tariffs, catalogs, and rate schedules.

Thank you for choosing CenturyLink for your communication needs—we value you as our customer.

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 direct mail beginning May 26, 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 15, 2020, Olathe, Kansas 66061

Robyn M Crichton
Robyn M. Crichton

Subscribed and sworn to before me this

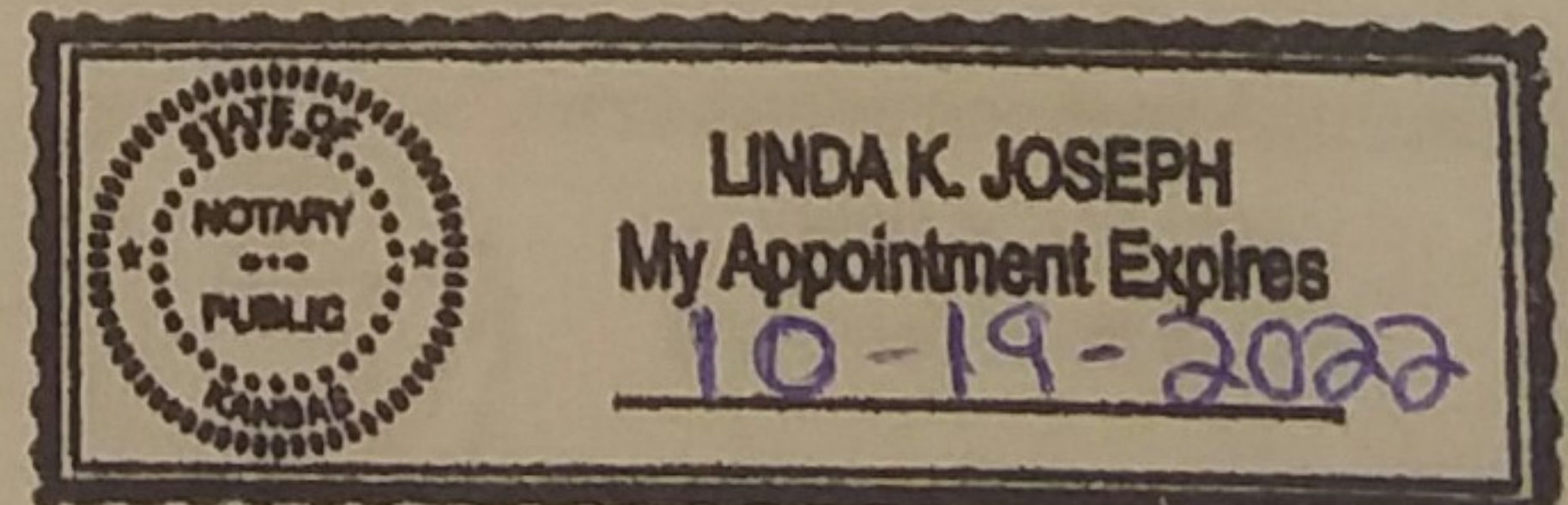
June 15, 2020
(Date)

Linda K. Joseph
Notary Public

My Commission Expires: October 19, 2022

Notary Public State of Kansas Pursuant to Kansas
E.O. No 20-20 and 20-28

My Appt. Exp.



This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

6/17/2020 10:14:57 AM

in

Case No(s). 90-5041-TP-TRF, 20-1167-TP-ATA

Summary: Tariff Tariff revisions to standardize terms for
Discontinuance of Service. electronically filed by Mrs. Robyn Crichton on behalf of United
Telephone Company of Ohio d/b/a CenturyLink