

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: CenturyTel of Ohio, Inc. d/b/a CenturyLink

Case No. 90-5010-TP-TRF and Case No. 20-1166 -TP-ATA

Dear Ms. McNeal:

Enclosed for filing are revisions to the CenturyTel of Ohio, Inc. d/b/a CenturyLink 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, Original Sheet 13.1 Section 1, First Revised Sheet 15.1

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,

Robyn Crichton

cc: Joshua Motzer, Centurylink

Robin Crichton

OH2020-03

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 Century I'el of Ohio, Inc.)	TRF Docket No. 90-5010-TP-	TRF
d/b/a CenturyLink to standardize terms for Discontinuance of)	Case No. <u>20-1166 -TP</u>	-ATA
Service.)	NOTE: Unless you have reserved a Gields BLANK.	Case #, leave the "Case No"
Name of Registrant(s) CenturyTel of Ohio, Inc.		
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) <u>Josh Motzer</u>	Phone <u>614-221-5354</u>	Fax <u>614-224-3902</u>
Regulatory Contact Person's Email Address <u>Josh.Motzer@CenturyI</u>	Link.com_	
Contact Person for Annual Report Ken Buchan		Phone <u>318-362-1538</u>
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? \(\subseteq \text{Yes} \(\subseteq \text{No} \)		
Motion for waiver(s) filed affecting this case? Yes No [Note:	Waivers may toll any automatic	timeframe.]

Notes:

Section II 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)
В	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 Other (explain belo	w)	⊠ For Pro	fit ILEC	☐ Not For I	Profit ILEC	☐ CL	EC	
Change terms & condition existing BLES	•	ATA <u>1-6-14(H</u> (Auto 30 days)		ATA <u>1-6-14(H)</u> (Auto 30 days)		ATA <u>1-6-14(H)</u> (Auto 30 days)		
Introduce non-recurring of surcharge, or fee to BLE							A <u>1-6-14(H)</u> 30 days)	
Introduce or Increase Lat	e Payment	(Auto 30 da	•	ATA <u>1-6</u> (Auto 30 day	A <u>1-6-14(I)</u> 0 days)		ATA <u>1-6-14(1)</u> (Auto 30 days)	
Revisions to BLES Cap.		(0 day Notice						
Introduce BLES or expanservice area (calling area		ZTA <u>1-</u> (0 day Notio				☐ ZT. (0 day 1	A <u>1-6-14(H)</u> Notice)	
	otice of no obligation to construct Cilities and provide BLES Code day Notice			ZTA <u>1-6-27(C)</u> (0 day Notice)				
Change BLES Rates	☐ TRF /-				TRF <u>1-6-14(F)(4)</u> (0 day Notice)		TRF <u>1-6-14(G)</u> (0 day Notice)	
To obtain BLES pricing	flexibility	BLS <u>1-6</u> (Auto 30 d	6-14(C)(1)(c) ays)					
Change in boundary	e in boundary ACB <u>I</u> (Auto 14 d			ACB <u>1-6-32</u> (Auto 14 days)				
Expand service operation	area	`	,		,	☐ TR	F <u>1-6-08(G)</u> (0 day)	
BLES withdrawal						☐ ZT. (0 day 1	A <u>1-6-25(B)</u> Notice)	
Other*	her*							
Section I – Part II – Cu Type of Notice				uant to Chapt Insert			Electronic Mail	
Type of Notice	Direc	ect Mail Bill		Hisert	Bill Notation		Electronic Man	
15-day Notice								
	\boxtimes							
Date Notice Sent: Beginning May 26, 2020								
Section I – Part III –IOS Offerings Pursuant to Chapter <u>4901:1-6-22 OAC</u>								
IOS	Introdu	ce New	Tariff	Change	Price Ch	ange	Withdraw	
	Г			, _				

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	CESTC	CETC
	•		Offering Local		
* See Supplemental	ACE <u>1-6-08</u>	ACE <u>1-6-08</u>	ACE <u>1-6-08</u>	ACE <u>1-6-10</u>	UNC <u>1-6-09</u>
form	* (Auto 30 day)	*(Auto 30 day)	*(Auto 30 day)	(Auto 30 day)	*(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		ABN <u>1-6-26</u> (Auto 30 days)	ABN <u>1-6-26</u> (Auto 30 days)
Change of Official Name *	ACN <u>1-6-29(B)</u> (Auto 30 days)	ACN <u>1-6-29(B)</u> (Auto 30 days)	CIO <u>1-6-29(C)</u> (0 day Notice)
Change in Ownership *	ACO <u>1-6-29(E)</u> (Auto 30 days)	ACO <u>1-6-29(E)</u> (Auto 30 days)	CIO <u>1-6-29(C)</u> (0 day Notice)
Merger *	AMT <u>1-6-29(E)</u> (Auto 30 days)	AMT <u>1-6-29(E)</u> (Auto 30 days)	CIO <u>1-6-29(C)</u> (0 day Notice)
Transfer a Certificate *	ATC <u>1-6-29(B)</u> (Auto 30 days)	ATC <u>1-6-29(B)</u> (Auto 30 days)	CIO <u>1-6-29(C)</u> (0 day Notice)
Transaction for transfer or lease of property, plant or business *	ATR <u>1-6-29(B)</u> (Auto 30 days)	ATR <u>1-6-29(B)</u> (Auto 30 days)	CIO <u>1-6-29(C)</u> (0 day Notice)
k Other subibite meet be received as			

^{*} 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	☐ NAG <u>1-7-07</u>	☐ NAG <u>1-7-07</u>
an approved agreement	(Auto 90 day)	(Auto 90 day)
Request for Arbitration	ARB <u>1-7-09</u> (Non-Auto)	☐ ARB <u>1-7-09</u> (Non-Auto)
Introduce or change c-t-c service tariffs	ATA <u>1-7-14</u> (Auto 30 days)	ATA <u>1-7-14</u> (Auto 30 days)
Request rural carrier exemption, rural carrier suspension or modification	UNC <u>1-7-04</u> or 05 (Non-Auto)	
Changes in rates, terms & conditions to Pole	☐ ATA <u>1-3-04</u>	
Attachment, Conduit Occupancy and Rights- of-Way. (13-579-AU-ORD 11/30/16 Entry)	(Auto 60 days)	
01-way. (13-3/9-AU-ORD 11/30/10 Entry)		
Wireless Providers See 4901:1-6-24	RCC [Registration & Change in Operations] (0 day)	NAG [Interconnection Agreement or Amendment] (Auto 90 days)

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

<u>AFFIDAVIT</u>

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

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

Original Sheet 15.1

GENERAL REGULATIONS

1.4 Customer Relations

1.4.3 Payment for Service

(M)

The customer is required to pay all charges for service and equipment in accordance with the Company's billing and collection practices. The customer will be held responsible for all charges for telephone service rendered in connection with local and long distance messages placed from his station and in connection with toll messages received at his station on which the charges have been reversed with the consent of a person at the called station.

1.4.4. Allowance for Temporary Denial

When service is restored after temporary denial, the Company will make a pro rata allowance at the schedule rate for the service denied for the entire period of denial except that in cases where service is restored on or before the day following denial, no allowance will be made.

1.4.5 Establishment of Credit

The company will require the applicant to satisfactorily establish financial responsibility by meeting the criteria established by the Company. When deposits are required, the Company will apply them based on the "individual service history method". This method involves calculating the amount of the deposit based on the known or estimated service history of the individual who is being assessed a deposit.

 (\dot{M})

(M) Material previously appeared on Sheet 15 of this section.

Issued: July 1, 2016 Effective: August 1, 2016

CenturyTel of Ohio, Inc. d/b/a CenturyLink By Bill Hanchey, Vice President Wake Forest, North Carolina In accordance with Case Nos.: 90-5010-TP-TRF and 16-1491-TP-ZTA

Issued by the Public Utilities Commission of Ohio

EXHIBIT B

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

Original Sheet 13.1

GENERAL REGULATIONS

- 1.3 Establishment and Furnishing of Service
 - 1.3.13 Termination of Service
 - b. Termination of Service by the Customer (Continued)
 - (4) When business services not subject to the provisions of (1), (2) or (3) preceding 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 1.4.3.B.
 - (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 1.4.3.B.

Issued: June 17, 2020 Effective: July 17, 2020

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

Section 1 First Revised Sheet 15.1 Cancels Original Sheet 15.1

(T)

(N)

(N)

GENERAL REGULATIONS

1.4 Customer Relations

1.4.3 Payment for Service

A. The customer is required to pay all charges for service and equipment in accordance with the Company's billing and collection practices. The customer will be held responsible for all charges for telephone service rendered in connection with local and long distance messages placed from his station and in connection with toll messages received at his station on which the charges have been reversed with the consent of a person at the called station.

B. Prorating of Final Bills

Bills for telephone service are normally rendered on a monthly basis. Bills rendered for establishment of services and final bills rendered for discontinuation of business services will be prorated on the basis of a thirty (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.

1.4.4. Allowance for Temporary Denial

When service is restored after temporary denial, the Company will make a pro rata allowance at the schedule rate for the service denied for the entire period of denial except that in cases where service is restored on or before the day following denial, no allowance will be made.

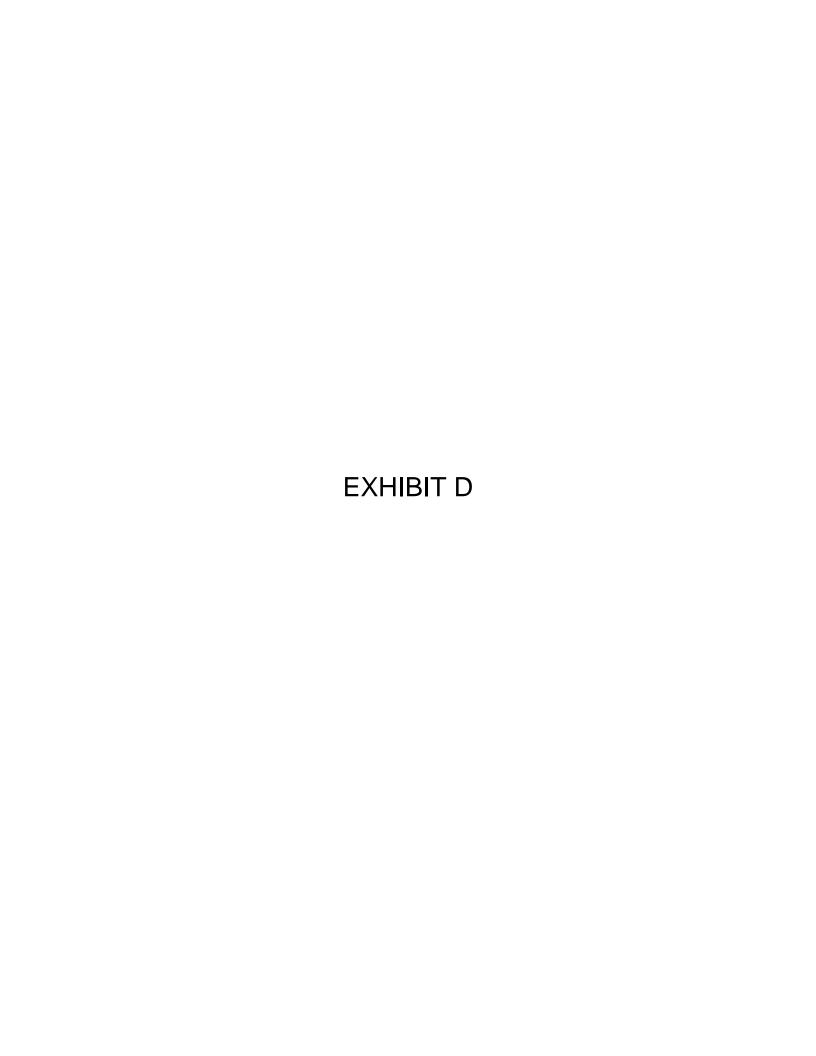
1.4.5 Establishment of Credit

The company will require the applicant to satisfactorily establish financial responsibility by meeting the criteria established by the Company. When deposits are required, the Company will apply them based on the "individual service history method". This method involves calculating the amount of the deposit based on the known or estimated service history of the individual who is being assessed a deposit.

Issued: June 17, 2020 Effective: July 17, 2020

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.



CENTURYTEL OF OHIO, INC. d/b/a CENTURYLINK CUSTOMER NOTICE

In compliance with OAC 4901:1-6-07 Customer Notice Requirements, CenturyTel of Ohio, Inc. d/b/a CenturyLink will send the following direct mail notices beginning May 26, 2020.





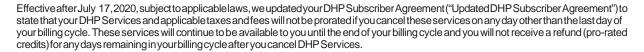
PLEASE READTHIS NOTICE CAREFULLY THIS IS AN IMPORTANT NOTICE REGARDING CHANGES TO YOUR CENTURYLINK DIGITAL HOME PHONE SERVICE SUBSCRIBER AGREEMENT.

We're sending this notification to let you know that we made changes to your Century Link 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 Century Link 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?



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.

N-20-085





PLEASE READTHIS 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.

N-20-084

3/17/20 1:20 PM







PLEASE READTHIS NOTICE CAREFULLY. THIS IS AN IMPORTANT NOTICE REGARDING CHANGESTOYOUR 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.

Ifyou 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.









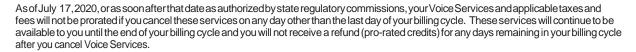
PLEASE READTHIS NOTICE CAREFULLY THIS IS AN IMPORTANT NOTICE REGARDING CHANGESTOYOUR **CENTURYLINK VOICE SERVICES**

We're sending this notification to let you know that we are making changes that affect your Century Link 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?



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 Century Link for your communication needs—we value you as our customer.

N-20-089



CUSTOMER NOTICE AFFIDAVIT

STATE OF KANSAS

SS

COUNTY OF JOHNSON

AFFIDAVIT

I, Robyn Crichton, am an authorized agent of the applicant corporation, CenturyTel of Ohio, Inc. 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

Subscribed and sworn to before me this

June 15, 2020

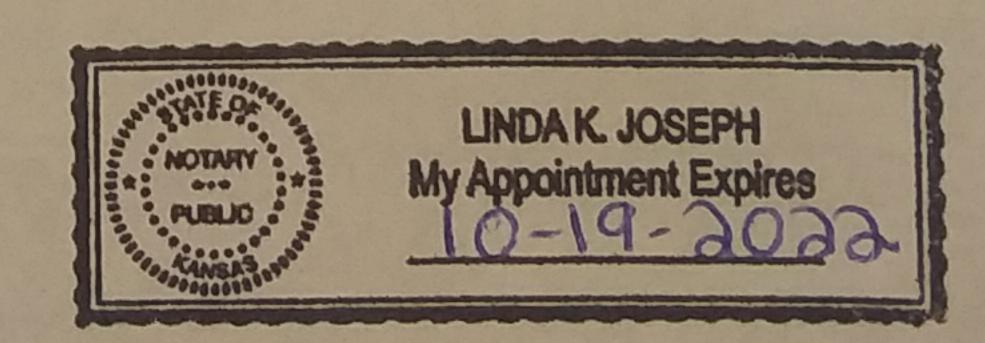
(Date)

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 10:21:31 AM

in

Case No(s). 90-5010-TP-TRF, 20-1166-TP-ATA

Summary: Tariff Revisions to standardize terms for Discontinuance of Service electronically filed by Mrs. Robyn Crichton on behalf of CenturyTel of Ohio, Inc. d/b/a CenturyLink