



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: CenturyTel of Ohio, Inc. d/b/a CenturyLink  
Case No. 90-5010-TP-TRF and Case No. 20-1341-TP-ATA

Dear Ms. Troupe:

Enclosed for filing is CenturyTel of Ohio, Inc. 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 3, Fifth 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 CenturyTel of Ohio, Inc. ) TRF Docket No. 90-5010-TP-TRF  
d/b/a CenturyLink to increase the Late Payment Charge. ) Case No. 20-1341-TP-ATA  
) NOTE: Unless you have reserved a Case #, leave the "Case No"  
) fields BLANK.

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](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 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](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><br><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><br>(Auto 30 days)            | <input type="checkbox"/> ATA <a href="#">1-6-14(H)</a><br>(Auto 30 days)    | <input type="checkbox"/> ATA <a href="#">1-6-14(H)</a><br>(Auto 30 days) |
| Introduce non-recurring charge, surcharge, or fee to BLES                    |   |   | <input type="checkbox"/> ATA <a href="#">1-6-14(H)</a><br>(Auto 30 days) |
| Introduce or Increase Late Payment   | <input checked="" type="checkbox"/> ATA <a href="#">1-6-14(I)</a><br>(Auto 30 days) | <input type="checkbox"/> ATA <a href="#">1-6-14(I)</a><br>(Auto 30 days)    | <input type="checkbox"/> ATA <a href="#">1-6-14(I)</a><br>(Auto 30 days) |
| Revisions to BLES Cap.   | <input type="checkbox"/> ZTA <a href="#">1-6-14(F)</a><br>(0 day Notice)            |   |  |
| Introduce BLES or expand local service area (calling area)                   | <input type="checkbox"/> ZTA <a href="#">1-6-14(H)</a><br>(0 day Notice)            | <input type="checkbox"/> ZTA <a href="#">1-6-14(H)</a><br>(0 day Notice)    | <input type="checkbox"/> ZTA <a href="#">1-6-14(H)</a><br>(0 day Notice) |
| Notice of no obligation to construct facilities and provide BLES             | <input type="checkbox"/> ZTA <a href="#">1-6-27(C)</a><br>(0 day Notice)            | <input type="checkbox"/> ZTA <a href="#">1-6-27(C)</a><br>(0 day Notice)    |  |
| Change BLES Rates  | <input type="checkbox"/> TRF <a href="#">1-6-14(F)</a><br>(0 day Notice)            | <input type="checkbox"/> TRF <a href="#">1-6-14(F)(4)</a><br>(0 day Notice) | <input type="checkbox"/> TRF <a href="#">1-6-14(G)</a><br>(0 day Notice) |
| To obtain BLES pricing flexibility   | <input type="checkbox"/> BLS <a href="#">1-6-14(C)(1)(c)</a><br>(Auto 30 days)      |   |  |
| Change in boundary   | <input type="checkbox"/> ACB <a href="#">1-6-32</a><br>(Auto 14 days)               | <input type="checkbox"/> ACB <a href="#">1-6-32</a><br>(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><br>(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<br>(Out of Territory)   | CLEC   | Telecommunications<br>Service Provider Not<br>Offering Local           | CESTC  | CETC  |
|----------------------------|--|--|--|--|---|
| * See Supplemental<br>form | <input type="checkbox"/> ACE <a href="#">1-6-08</a><br>* (Auto 30 day) | <input type="checkbox"/> ACE <a href="#">1-6-08</a><br>* (Auto 30 day) | <input type="checkbox"/> ACE <a href="#">1-6-08</a><br>* (Auto 30 day) | <input type="checkbox"/> ACE <a href="#">1-6-10</a><br>(Auto 30 day) | <input type="checkbox"/> UNC <a href="#">1-6-09</a><br>* (Non-Auto) |

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

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

| Certificate Status  | ILEC   | CLEC   | Telecommunications<br>Service Provider Not<br>Offering Local             |
|---|--|--|--|
| Abandon all Services  |  | <input type="checkbox"/> ABN <a href="#">1-6-26</a><br>(Auto 30 days)    | <input type="checkbox"/> ABN <a href="#">1-6-26</a><br>(Auto 30 days)    |
| Change of Official Name *   | <input type="checkbox"/> ACN <a href="#">1-6-29(B)</a><br>(Auto 30 days) | <input type="checkbox"/> ACN <a href="#">1-6-29(B)</a><br>(Auto 30 days) | <input type="checkbox"/> CIO <a href="#">1-6-29(C)</a><br>(0 day Notice) |
| Change in Ownership *   | <input type="checkbox"/> ACO <a href="#">1-6-29(E)</a><br>(Auto 30 days) | <input type="checkbox"/> ACO <a href="#">1-6-29(E)</a><br>(Auto 30 days) | <input type="checkbox"/> CIO <a href="#">1-6-29(C)</a><br>(0 day Notice) |
| Merger *  | <input type="checkbox"/> AMT <a href="#">1-6-29(E)</a><br>(Auto 30 days) | <input type="checkbox"/> AMT <a href="#">1-6-29(E)</a><br>(Auto 30 days) | <input type="checkbox"/> CIO <a href="#">1-6-29(C)</a><br>(0 day Notice) |
| Transfer a Certificate *  | <input type="checkbox"/> ATC <a href="#">1-6-29(B)</a><br>(Auto 30 days) | <input type="checkbox"/> ATC <a href="#">1-6-29(B)</a><br>(Auto 30 days) | <input type="checkbox"/> CIO <a href="#">1-6-29(C)</a><br>(0 day Notice) |
| Transaction for transfer or lease of<br>property, plant or business * | <input type="checkbox"/> ATR <a href="#">1-6-29(B)</a><br>(Auto 30 days) | <input type="checkbox"/> ATR <a href="#">1-6-29(B)</a><br>(Auto 30 days) | <input type="checkbox"/> CIO <a href="#">1-6-29(C)</a><br>(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<br>an approved agreement   | <input type="checkbox"/> NAG <a href="#">1-7-07</a><br>(Auto 90 day)                | <input type="checkbox"/> NAG <a href="#">1-7-07</a><br>(Auto 90 day)                             |
| Request for Arbitration   | <input type="checkbox"/> ARB <a href="#">1-7-09</a><br>(Non-Auto)                   | <input type="checkbox"/> ARB <a href="#">1-7-09</a><br>(Non-Auto)                                |
| Introduce or change c-t-c service tariffs   | <input type="checkbox"/> ATA <a href="#">1-7-14</a><br>(Auto 30 days)               | <input type="checkbox"/> ATA <a href="#">1-7-14</a><br>(Auto 30 days)                            |
| Request rural carrier exemption, rural carrier<br>suspension or modification  | <input type="checkbox"/> UNC <a href="#">1-7-04</a> or 05<br>(Non-Auto)             |  |
| Changes in rates, terms & conditions to Pole<br>Attachment, Conduit Occupancy and Rights-<br>of-Way. (13-579-AU-ORD 11/30/16 Entry) | <input type="checkbox"/> ATA <a href="#">1-3-04</a><br>(Auto 60 days)               |  |
| <b>Wireless Providers</b> See <a href="#">4901:1-6-24</a>   | <input type="checkbox"/> RCC<br>[Registration &<br>Change in Operations]<br>(0 day) | <input type="checkbox"/> NAG<br>[Interconnection<br>Agreement or<br>Amendment] (Auto 90<br>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

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

SERVICE CHARGES

3.6 Restoration Charges

When the service of a customer has been temporarily denied for non-payment in accordance with Section 1.2.9 but the contract has not been terminated or the order to remove service has not been issued and completed, such service will be restored upon payment of \$10.00. In case service has been denied for non-payment of charges due, in addition to the restoration of service charge, the customer will be required to pay all the last past due current exchange bill at the time of restoration of service.

3.7 Late Payment Charge

A late payment charge of **\$8.00** or **5%**, whichever is greater, applies to each residence customer and **\$11.00** or **5%**, whichever is greater, applies to each business customer when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward. The charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill.

(l)  
(l)

If payment for a current bill is received by the Company before the bill's due date, but for technical or other reasons the payment is not applied to the customer's account prior to the issuance of a subsequent bill, the customer shall not be liable for that portion of any unpaid balance attributable to a Late Payment Charge.

A customer shall not be liable for any Late Payment Charge applicable to a disputed portion of that customer's bill, so long as the customer pays the undisputed portion of the bill and enters into bona fide negotiations to resolve the dispute.

Agencies of the Federal government are exempt from the Late Payment Charge.

Issued: December 28, 2018

Effective: February 1, 2019

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 18-1901-TP-ATA  
Issued by the Public Utilities Commission of Ohio

## EXHIBIT B

### SERVICE CHARGES

#### 3.6 Restoration Charges

When the service of a customer has been temporarily denied for non-payment in accordance with Section 1.2.9 but the contract has not been terminated or the order to remove service has not been issued and completed, such service will be restored upon payment of \$10.00. In case service has been denied for non-payment of charges due, in addition to the restoration of service charge, the customer will be required to pay all the last past due current exchange bill at the time of restoration of service.

#### 3.7 Late Payment Charge

A late payment charge of **\$13.00** or 5%, whichever is greater, applies to each residence **and business customer when** the previous month's bill has not been paid in full, leaving an unpaid balance carried forward. The charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill.

(I)  
(C)

If payment for a current bill is received by the Company before the bill's due date, but for technical or other reasons the payment is not applied to the customer's account prior to the issuance of a subsequent bill, the customer shall not be liable for that portion of any unpaid balance attributable to a Late Payment Charge.

A customer shall not be liable for any Late Payment Charge applicable to a disputed portion of that customer's bill, so long as the customer pays the undisputed portion of the bill and enters into bona fide negotiations to resolve the dispute.

Agencies of the Federal government are exempt from the Late Payment Charge.

Issued: July 31, 2020

Effective: September 1, 2020

CenturyTel of Ohio, Inc. d/b/a CenturyLink  
By Bill Hanchey, Vice President  
Wake Forest, North Carolina  
OH2020-12

In accordance with Case Nos.: 90-5010-TP-TRF  
and 20-1341-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

**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 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, 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 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

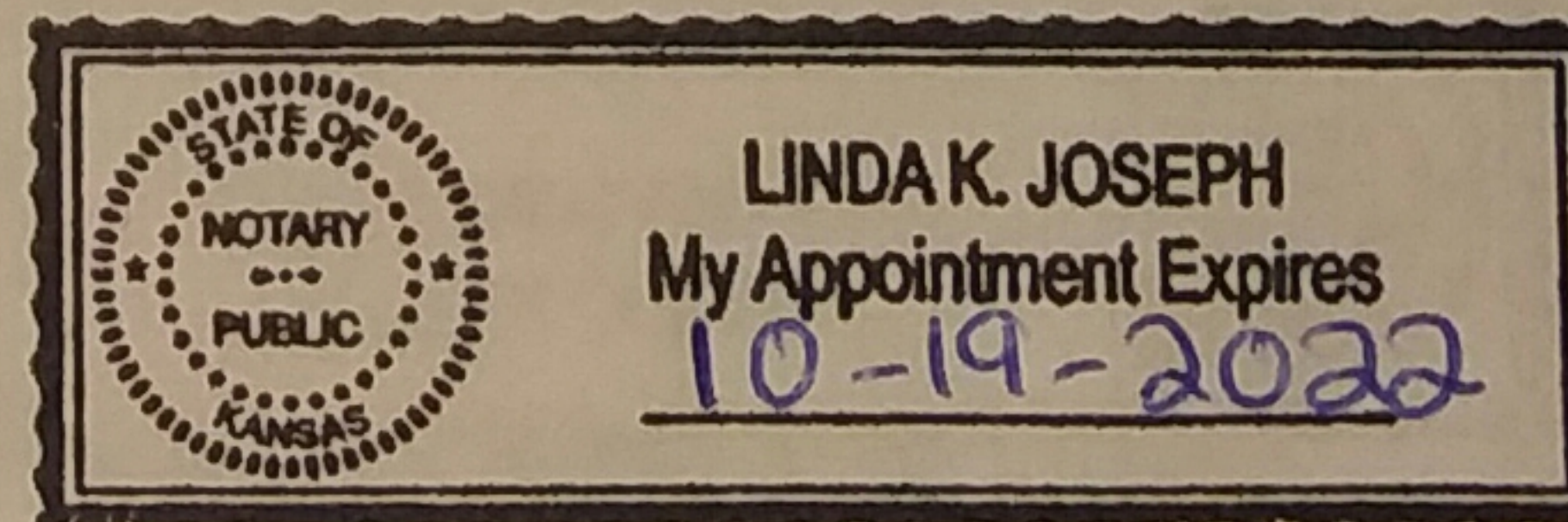
Subscribed and sworn to before me this

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 12:02:55 PM**

**in**

**Case No(s). 90-5010-TP-TRF, 20-1341-TP-ATA**

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