

In the Matter of)
)
)
Section 63.71 Application of)
)
CenturyLink Communications, LLC f/k/a)
Embarq Communications, LLC and)
CenturyLink Communications, LLC f/k/a)
Qwest Communications Company, LLC)
d/b/a CenturyLink QCC)
)
For Authority Pursuant to Section 214 of)
the Communications Act of 1934, As Amended,)
to Discontinue the Provision of Service)

CenturyLink Communications, LLC (FRN: 0018-4219-41), f/k/a Embarq Communications, LLC and also f/k/a Qwest Communications Company, LLC d/b/a CenturyLink QCC (referred to herein as “CenturyLink”) hereby applies for authority to discontinue service to its remaining customers of various Voice over Internet Protocol (“VoIP”) services that have operated on a VoIP platform, known as Sylantro, that is no longer technically supported. CenturyLink requests authority from the Federal Communications Commission (“Commission”) to discontinue these services as of March 14, 2019.

¹ See *In the Matter of Section 63.71 Application of CenturyLink Communications, LLC f/k/a Embarq Communications, LLC and CenturyLink Communications, LLC f/k/a Qwest*

CenturyLink discovered that it had inadvertently failed to notify three customers of its Sylantro-based VoIP services. CenturyLink now seeks authority to discontinue service to those remaining customers.

CenturyLink submits the following information in support of its application:

1. Name and address of carrier

CenturyLink
100 CenturyLink Drive
Monroe, LA 71203

2. Date of planned service discontinuance

As of March 14, 2019, or as soon thereafter as the necessary regulatory approvals can be obtained, CenturyLink plans to cease offering the services supported by the Sylantro VoIP platform in the manner outlined below.

Pursuant to the Commission's grant of the August 21, 2018 Application, CenturyLink has already discontinued offering the services supported by the Sylantro VoIP platform to any new customers. The three customers covered by this application can maintain their existing Sylantro VoIP platform services for the duration of their current service contract term, but will not be able to make moves, adds or changes to those services. If one or more of these customers decides to move to the new platform, they will sign a new contract and CenturyLink will waive any early termination penalties on their old contract.

Communications Company, LLC d/b/a CenturyLink QCC For Authority Pursuant to Section 214 of the Communications Act of 1934, As Amended, to Discontinue the Provision of Service, Section 63.71 Application, WC Docket No. 18-266 (filed Aug. 21, 2018) (August 21, 2018 Application); Comments Invited on Section 214 Application(s) to Discontinue Domestic Non-Dominant Carrier Telecommunications Services and/or Interconnected VoIP Services, WC Docket No(s). 18-262, 18-264, 18-265, 18-265, 18-266, DA 18-922 (rel. Sept. 7, 2018).

3. Points of geographic areas of service affected

CenturyLink seeks authority to discontinue offering services supported by the Sylanro VoIP platform in all 50 states and Washington D.C.

4. Brief description of the type of services affected

The Sylanro VoIP platform has reached its end of life and CenturyLink is seeking to discontinue the VoIP services provided by the platform, which are:

- Qwest OneFlex Hosted VoIP: An IP application that provides real-time, two-way voice capability in IP over a broadband connection.
- Qwest OneFlex Integrated Access – Analog and Digital: An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- Qwest Managed VoIP: An IP application that provides real-time, two-way voice capability in IP over a broadband connection.
- Qwest Hosted VoIP: An IP application that provides real-time, two-way voice capability in IP over a broadband connection.
- Qwest IQ Managed VoIP Bundle: An IP application that provides real-time, two-way voice capability in IP over a broadband connection.
- IQ Integrated Access Packages: An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- IQ Integrated Access Analog: An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- IQ Integrated Access Digital: An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- Core Connect Enterprise Integrated Access (IA) (*services sold before December 31, 2015): An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- Fiber+ Integrated Access (IA) (*services sold before December 31, 2015): An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- Fiber+ Enterprise Integrated Access (IA) (*services sold before December 31, 2015): An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- CenturyLink Managed VoIP: An IP application that provides real-time, two-way voice capability in IP over a broadband connection.
- CenturyLink Integrated Access -Analog: An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- CenturyLink Hosted VoIP (BroadSoft): (sold before August 30, 2014 in Florida, Missouri, North Carolina, Nevada, Ohio, Tennessee and Texas) An IP application that provides real-time, two-way voice capability in IP over a broadband connection.

* Note: Services sold after December 31, 2015 were provisioned on a newer VoIP platform and are not included in this application.

Affected customers will be able to maintain their current product configurations for the duration of their current service terms. Customers will also be able to transition to other VoIP solutions offered by CenturyLink on a new VoIP platform with new technology, capabilities and features. Those services include:

- Hosted VoIP
- IQ SIP Trunk (native SIP or PRI handoff)
- Core Connect Enterprise – Integrated Access
- Fiber + Integrated Access (IA)*
- Fiber+ Enterprise Integrated Access (IA)*

* Note: Services sold after December 31, 2015 have been provisioned on a newer VoIP platform and are still available.

5. Brief description of the dates and methods of notice to all affected customers

CenturyLink notified the customers covered by this application by U.S. mail on December 14, 2018 via letters identical to the template shown in Attachment A.

6. Dominance of carrier with respect to the service to be discontinued

CenturyLink is a non-dominant carrier with regard to services supported by the Sylanro VoIP platform.

7. Service

In accordance with 47 C.F.R. § 63.71(a), CenturyLink has mailed a copy of this application to the Governor and public utility commission of each of the affected states and jurisdictions identified in Paragraph 3 above, to any federally-recognized Tribal Nations with authority over the Tribal lands in the geographic areas identified in Paragraph 3 above, as well as to the Special Assistant for Telecommunications under the Secretary of Defense.

Respectfully submitted,

CENTURYLINK

By: 

Craig J. Brown
CenturyLink, Inc.
1099 New York Avenue, NW
Suite 250
Washington, DC 20001
Phone 303-992-2503
Craig.J.Brown@CenturyLink.com

Its Attorney

DATE: December 21, 2018

ATTACHMENT A

12/14/18



100 CenturyLink Drive
Monroe, LA 71203

NAME
ADDRESS
ADDRESS

Notice - Discontinuation of Sales and Support of Certain VoIP Services

Dear _____ ,

At CenturyLink, our goal is to provide you with valuable communications services while maintaining a leadership position in the industry. We respond to changing market conditions by continually evaluating our product offerings, pricing and technology to bring new features and capabilities to our customers.

We have recently conducted a product and technology review and determined that your Hosted and/or SIP Trunking services operates on a VoIP platform with aging support capabilities. Based on this review, we are discontinuing this service, as well as the other VoIP services provided by the platform. This notice is to inform you of CenturyLink's plan to stop the sale of these services including your ability to make moves, adds or changes. Existing services will not be eligible for renewal at the end of your current service term.

Effective March 14, 2019, or as soon after that date as authorized by the relevant regulatory commissions, your current CenturyLink VoIP service will no longer be available for new orders, including the elimination of moves, adds, and change orders on your existing services.

You can maintain your current product configurations for the duration of your current service term, but to make any changes going forward, you'll need to migrate your services to one of CenturyLink's newer VoIP services. The only change available to your legacy services will be the ability to modify the 911 address on those products that currently have that capability.

The good news is that CenturyLink offers multiple VoIP solutions with new technology, capabilities and features to enhance your communication experience including the following:

- Hosted VoIP
- IQ SIP Trunk (native SIP or PRI handoff)
- Core Connect Enterprise – Integrated Access
- Fiber + Integrated Access (IA)*
- Fiber+ Enterprise Integrated Access (IA)*

* Note: Services sold after December 31, 2015 have been provisioned on a newer VoIP platform and are still available.

ATTACHMENT A

We encourage you to reach out to your account team with any questions on the changes or to discuss alternatives to your current VoIP service.

At CenturyLink, we're committed to making it easy to do business with us, and provide you with secure, reliable connections when, where and how you need them. Add to that a relentless commitment to improving your experience with us, and we are your link to what's next.

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

The following statement is required by the Federal Communications Commission (FCC):


The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the § 63.71 Application of (carrier's name). Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service.

CERTIFICATE OF SERVICE

I, Marjorie Herlth, do hereby certify that I have caused the foregoing **SECTION 63.71**

APPLICATION to be:

- 1) Filed with the Secretary of the FCC via ECFS (Inbox-Section 214 Domestic Discontinuance Application);
- 2) Served via first-class U.S. Mail, postage prepaid, on the Governors of the States listed on the attached service list;
- 3) Served via first-class U.S. Mail, postage prepaid, on the Public Utility Commissions listed on the attached service list;
- 4) Served via email on the Regulatory Authority for the Tribal Nations listed on the attached service list; and
- 5) Served via first-class U.S. Mail, postage prepaid, on the Special Assistant for Telecommunications under the Secretary of Defense.



Marjorie Herlth

December 21, 2018

Kay Ivey
Office of the Governor
600 Dexter Avenue
Montgomery, AL 36130

Alabama Public Service Commission
P. O. Box 304260
Montgomery, AL 36130-4260

William M. Walker
Office of the Governor
P. O. Box 110001
Juneau, AK 99811-0001

Regulatory Commission of Alaska
Suite 300
701 West 8th Avenue
Anchorage, AK 99501-3469

Doug Ducey
Office of the Governor
Executive Tower
1700 West Washington Street
Phoenix, AZ 85007

Arizona Corporation Commission
1200 West Washington Street
Phoenix, AZ 85007-2996

Asa Hutchison
Office of the Governor
500 Woodlane Street
Little Rock, AR 72201

Arkansas Public Service Commission
P. O. Box 400
Little Rock, AR 72203-0400

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c/o State Capitol
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California Public Utilities Commission
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San Francisco, CA 94102-3298

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Office of the Governor
136 State Capitol
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Colorado Public Utilities Commission
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State Capitol
210 Capitol Avenue
Hartford, CT 06106

Connecticut Public Utilities Regulatory
Authority
10 Franklin Square
New Britain, CT 06051

John C. Carney Jr.
Office of the Governor
150 Martin Luther King Jr. Blvd. South
2nd Floor
Dover, DE 19901

Delaware Public Service Commission
Cannon Building, Suite 100
861 Silver Lake Boulevard
Dover, DE 19904

Muriel Bowser
Executive Office of the Mayor of the
District of Columbia
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Suite 316
Washington, DC 20004

District of Columbia Public Service
Commission
1325 G Street, N.W.
Suite 800
Washington, DC 20005

Rick Scott
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The Capitol
400 S. Monroe St.
Tallahassee, FL 32399

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Nathan Deal
Office of the Governor
206 Washington Street
111 State Capitol
Atlanta, GA 30334

Georgia Public Service Commission
244 Washington Street, SW
Atlanta, GA 30334-9052

David Ige
Office of the Governor
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State Capitol
Honolulu, HI 96813

Hawaii Public Utilities Commission
456 South King Street
Room 103
Honolulu, HI 96813

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Boise, ID 8372

Idaho Public Utilities Commission
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Illinois Commerce Commission
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Indiana Utility Regulatory Commission
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Des Moines, IA 50319

Iowa Utilities Board
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Kansas Corporation Commission
1500 SW Arrowhead Road
Topeka, KS 66604-4027

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Frankfort, KY 40601

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Montana Public Service Commission
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Carson City, NV 89701-3109

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New Hampshire Public Utilities
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21 South Fruit Street
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Cheyenne, WY 82002

Ramah Navajo Chapter
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HC-61, Box 13
Ramah, NM 87321

Blackfeet Tribe of the Blackfeet Indian
Reservation of MT
Timothy Davis
1 Agency Square
Browning, MT 59417

Pueblo of Laguna, New Mexico
Virgil A. Siow
P.O. Box 194
Laguna, NM 87026

Kalispel Tribe of Indians
Glen Nenema
P.O. Box 39
Usk, WA 99180

Omaha Tribe of Nebraska
Michael Wolfe
P.O. Box 368
Macy, NE 68039

Zuni Tribe of the Zuni Reservation, New
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Val Panteah
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Zuni, NM 87327

Secretary of Defense
Attn. Special Assistant for Telecommunications
Pentagon
Washington, DC 20301

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Bad River Band of the Lake Superior Tribe of Chippewa Indians of the Bad River Reservation, Wisconsin	MikeW@badriver-nsn.gov
Burns Paiute Tribe	TribalCouncil@burnspaiute-nsn.gov
Cherokee Nation	bill-baker@cherokee.org
Cheyenne River Sioux Tribe of the Cheyenne River Reservation, SD	<u>haroldcfrazier@yahoo.com</u>
Cocopah Tribe of Arizona	cocotcsec@cocopah.com
Confederated Salish & Kootenai Tribes of the Flathead Reservation	council@cskt.org
Confederated Tribes and Bands of the Yakama Nation	JoDe@yakama.com
Confederated Tribes of Warm Springs	<u>lynn.davis@wstribes.org</u>
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Confederated Tribes of the Colville Reservation	neeka.somday@colvilletribes.com
Confederated Tribes of the Grand Ronde Community of Oregon	cheryle.kennedy@grandronde.org
Confederated Tribes of the Umatilla Indian Reservation	garyburke@ctuir.org margaritebecenti@ctuir.org
Coushatta Tribe of Louisiana	triciaponcho@coushattatribela.org
Cowlitz Indian Tribe	wiyall@cowlitz.org
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Eastern Shoshone Tribe of the Wind River Reservation, Wyoming	cwagon@easternshoshone.org
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Fort McDowell Yavapai Nation, Arizona	bburnette@ftmcdowell.org
Grand Traverse Band of Ottawa and Chippewa Indians, Michigan	Thurlow.McClellan@gtbindians.com
Ho-Chunk Nation of Wisconsin	wilfrid.cleveland@ho-chunk.com

Hoh Indian Tribe	Bernard.Afterbuffalo@hohtribe-nsn.org
Iowa Tribe of Kansas and Nebraska	trhodd@iowas.org
Jamestown S'Klallam Tribe	rallen@jamestowntribe.org
Jena Band of Choctaw Indians	Chief@jenachoctaw.org
Kewa Pueblo, New Mexico (Pueblo of Santo Domingo)	bquintana@kewa-nsn.us
Kickapoo Tribe of Indians of the Kickapoo Reservation in Kansas	bwhitewater@yahoo.com Lester.Randall@ktik-nsn.gov
Klamath Tribes	don.gentry@klamathtribes.com
Lac Courte Oreilles Band of Lake Superior Chippewa Indians of Wisconsin	louis.taylor@lco-nsn.gov
Lac du Flambeau Band of Lake Superior Chippewa Indians of the Lac du Flambeau Reservation of Wisconsin	jwildcatsr@ldftribe.com
Las Vegas Tribe of Paiute Indians of the Las Vegas Indian Colony, Nevada	btso@lvpaiute.com
Lower Brule Sioux Tribe of the Lower Brule Reservation, SD	Chairman@lbtst.org
Lower Elwha Tribal Community	fgcharles@elwha.org
Lower Sioux Indian Community in the State of Minnesota	Brian.Pendleton@lowersioux.com
Lummi Tribe of the Lummi Reservation	Stan.Choate@CenturyLink.com
Makah Indian Tribe of the Makah Indian Reservation	brittany.olson@makah.com
Minnesota Chippewa Tribe - Bois Forte Band (Nett Lake)	Catherine.Chavers@boisforte-nsn.gov
Minnesota Chippewa Tribe - Fond du Lac Band	kevindupuis@fdlrez.com
Minnesota Chippewa Tribe - Grand Portage Band	norman@grandportage.com
Minnesota Chippewa Tribe - Leech Lake Band	Faron.Jackson@llojibwe.org burt.howard@llbo.org
Minnesota Chippewa Tribe - Mille Lacs Band	melanie.benjamin@millelacsband.com
Minnesota Chippewa Tribe - White Earth Band	terrence.tibbetts@whiteearth-nsn.gov
Minnesota Chippewa Tribe, Minnesota (Six component reservations: Bois Forte Band (Nett Lake); Fond du Lac Band; Grand Portage Band; Leech Lake Band; Mille Lacs Band; White Earth Band)	gfrazier@mnchippewatribe.org

Muckleshoot Indian Tribe	virginia.cross@muckleshoot.nsn.us
Navajo Nation, Arizona, New Mexico & Utah	russellbegaye@navajo-nsn.gov
Nez Perce Tribe	nptec@nezperce.org
Nisqually Indian Tribe	choke.ken@nisqually-nsn.gov
Oneida Nation	thill7@oneidanation.org
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Pascua Yaqui Tribe of Arizona	robert.valencia@pascuayaqui-nsn.gov
Port Gamble S'klallam Tribe	dwellman@pgst.nsn.us
Prairie Band Potawatomi Nation	Liana@pbnation.org
Prairie Island Indian Community in the State of Minnesota	daniel.derudder@piic.org blake.johnson@piic.org
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Pueblo of Isleta, New Mexico	Poigov@isletapueblo.com
Pueblo of Nambe, New Mexico	governor@nambepueblo.org
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Pueblo of San Ildefonso, New Mexico	governor@sanipueblo.org
Pueblo of Sandia, New Mexico	snmontoya@sandiapueblo.nsn.us
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Pueblo of Taos, New Mexico	governor@taospueblo.com
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Quechan Tribe of the Fort Yuma Indian Reservation - AZ & CA	executivesecretary@quechantribe.com
Quileute Tribe of the Quileute Reservation	renee.woodruff@quileutetribe.com
Quinault Indian Nation	fsharp@quinault.org
Red Cliff Band of Lake Superior Chippewa Indians of Wisconsin	Richard.Peterson@redcliff-nsn.gov
Red Lake Band of Chippewa Indians	dseki@redlakenation.org

Rosebud Sioux Tribe of the Rosebud Indian Reservation, South Dakota	rodney.bordeaux@rst-nsn.gov
Sac and Fox Nation of Missouri in Kansas and Nebraska	chief@sacandfoxnation-nsn.gov
Sault Ste. Marie Tribe of Chippewa Indians, Michigan	aaronpayment@saulttribe.net
Seminole Tribe of Florida (Big Cypress and Brighton Reservations)	Chairman@semtribe.com
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