

Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, DC 20554

In the Matter of)
)
)
Section 63.71 Application of)
CenturyLink, Inc., f/k/a CenturyTel, Inc.)
For Authority to Discontinue Busy Line)
Verification and Busy Line Interrupt Services)

SECTION 63.71 APPLICATION

Pursuant to Section 214 of the Communications Act, as amended, and Section 63.71 of the Commission's rules,¹ CenturyLink, Inc. f/k/a CenturyTel, Inc. (CenturyLink), applies for authority to discontinue its wholesale interstate Busy Line Verification (BLV) and Busy Line Interrupt (BLI) operator services in the legacy CenturyTel territory, which are offered through CenturyLink's FCC Tariff Nos. 2 and 3.² CenturyLink requests authority to discontinue these services as of June 4, 2016.

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

The anticipated date for discontinuing service is June 4, 2016.

¹ 47 U.S.C. § 214; 47 C.F.R. § 63.71.

² At this time, CenturyLink is not seeking to discontinue the BLV and BLI services offered in the Embarq and Qwest Corporation territories through CenturyLink's FCC Tariff Nos. 9 and 11, respectively, but intends to do so in subsequent filings.

3. Points of geographic areas of service affected

CenturyLink seeks authority to discontinue the provision of the BLV and BLI services in Alabama and Missouri.

4. Brief description of the type of services affected

Busy Line Verification is a wholesale service that CenturyLink offers to other carriers—generally interexchange carriers—to determine and report the status of a CenturyLink end user’s exchange service line—specifically whether the end user is engaged in a conversation or the line is out of service. This service is provided, upon request, by a CenturyLink operator to the other carrier’s operator.

Busy Line Interrupt is a wholesale service that CenturyLink offers to other carriers to interrupt a conversation on a CenturyLink end user’s verified busy line and inform the end user that an attempt to place a call on that line is being made. The CenturyLink operator does not connect the other carrier’s operator to the telephone line user, but merely informs the end user customer of the pending call. It is up to the CenturyLink end user to terminate its call to allow the incoming call to be made by the other carrier’s end user.

CenturyLink currently offers these services through a wholesale arrangement with AT&T, but AT&T has notified CenturyLink that, as of June 4, 2016, it will no longer provide these services on a wholesale basis. CenturyLink has explored the feasibility of offering these services through another provider, but has found that doing so would require it to deploy special trunks at significant expense. That expense is not warranted given that CenturyLink has had no recent demand for these services. In fact, it last received a request for one of these services in 2010. There is no reason to believe this situation will change, given the nearly ubiquitous

availability of alternative means of communication, including mobile phones, text messaging, email and social media.

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

On March 28, 2016, CenturyLink sent affected wholesale customers official notice by email through its Customer Communications Data Base (CCDB). (See Attachment A.) CenturyLink has used CCDB for several years for virtually all communications with its wholesale customers, including information on system outages, network notifications, product information, rate changes, and changes to other terms and conditions. When CenturyLink first began using this system, it notified all wholesale customers that, going forward, it would be communicating important information about their wholesale services through the CCDB system.

Each email sent via the CCDB system includes a statement directing the wholesale customer to notify CenturyLink of any changes to its email address. Wholesale customers can also update this information in CCDB themselves. If an email sent to a wholesale customer bounces back, the responsible CenturyLink employee promptly contacts the customer's sales or service manager to obtain an updated email address. When this customer notice was sent by email, the emails for two customers bounced back. CenturyLink re-sent the customer notice to those customers by U.S. Mail on March 29, 2016.

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

CenturyLink is a dominant carrier with regard to the BLV and BLI services.

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 affected state 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: March 30, 2016



March 28, 2016

TO:

Announcement Date: March 28, 2016
Effective Date: June 4, 2016
Notification Number: GENL.CTLL.03.28.16.F.14441.BLV_BLI_Discontinuance
Notification Category: General Notification
Target Audience: CenturyLink Wholesale Customers
Subject: Busy Line Verification and Busy Line Interrupt Discontinuance

At CenturyLink, our goal is to provide you with great quality and value while still remaining competitive. Changing market conditions require that we continually evaluate our prices, product offerings and infrastructure.

Occasionally our evaluation directs us to make changes to some products; therefore, we are writing to inform you of CenturyLink's plan to discontinue Busy Line Verification (BLV) and Busy Line Interrupt (BLI), which are operator services features. These features are currently available in CenturyLink Operating Companies F.C.C. Tariff No. 2 and No. 3, for the states of Alabama and Missouri. Please note that this discontinuance is for the BLV and BLI features only and does not include all operator services. The effective date for discontinuance is June 4, 2016, or as soon after that date as the FCC authorizes this discontinuance. After that date, customers will not be able to use BLV and BLI features.

If you have any questions or concerns regarding this notice please contact your CenturyLink Account Manager. CenturyLink appreciates your business and we look forward to our continued relationship.

Sincerely,

CenturyLink
100 CenturyLink Drive, Monroe, LA 71203

Note: To view your CenturyLink Wholesale notifications online, please log into our ANR (Accessible Notices Repository) at : <http://notices.centurylinkapps.com>.

ATTACHMENT A

If you would like to subscribe, unsubscribe or change your current profile to CenturyLink Wholesale mailouts please go to the 'Subscribe/Unsubscribe' web site and follow the subscription instructions. The site is located at:
<http://www.centurylink.com/wholesale/notices/cnla/maillist.html>

cc:

The FCC will normally authorize this proposed discontinuance of service 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 30 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 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 Sec. 63.71 Application of CenturyLink. Comments should include specific information about the impact of this proposed discontinuance upon you or your company, including any inability to acquire reasonable substitute service.

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CenturyLink Inc. – 930 15th Street 7th Floor, Denver CO 80202

CERTIFICATE OF SERVICE

I, Ross Dino, 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; and
- 4) Served via first-class U.S. Mail, postage prepaid, on the Special Assistant for Telecommunications under the Secretary of Defense.



Ross Dino

March 30, 2016

Robert J. Bentley
Office of the Governor
600 Dexter Avenue
Montgomery, AL 36130

Alabama Public Service Commission
Suite 850
100 North Union Street
Montgomery, AL 36104

Jay Nixon
Office of the Governor
P. O. Box 720
Jefferson City, MO 65102

Missouri Public Service Commission
P. O. Box 360
Jefferson City, MO 65102-0360

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