



CenturyLink™

Phillip E. Grate

May 23, 2017

Via eFiling Only

Oregon Public Utility Commission

Attn: Filing Center

P.O. Box 1088

Salem, OR 97308-1088

puc.filingcenter@state.or.us

RE: UM____ - Petition of Qwest Corporation d/b/a CenturyLink QC to
Abandon 1-800 Calling service

Dear Commission:

Attached for filing please find the Petition of Qwest Corporation d/b/a CenturyLink QC
to Abandon 1-800 Calling service.

Please do not hesitate to contact me at (206) 345-6224 or via e-mail at
phil.grate@centurylink.com should you have any questions regarding this filing.

Sincerely,

Phil Grate

Regulatory Affairs Director

Attachment

1600 7th Avenue, 15th Flr.

Seattle, WA 98191

Tel: 206.345.6224

Fax: 206.345.1977

Phil.Grate@CenturyLink.com

BEFORE THE PUBLIC UTILITY COMMISSION OF OREGON

Docket UM ____

In the Matter of

QWEST CORPORATION, D/B/A
CENTURYLINK QC

Petition to Abandon 1-800 Calling service

PETITION OF QWEST CORPORATION
D/B/A CENTURYLINK QC TO
ABANDON 1-800 CALLING SERVICE

I. INTRODUCTION

Pursuant to OAR 860-032-0020, Qwest Corporation, d/b/a CenturyLink QC (“CenturyLink QC”) hereby petitions the Commission for authority to cease its 1-800 Calling service. This price-listed service allows users to bill local and long distance calls using a CenturyLink QC issued calling card that is associated with the customer’s main residential or business telephone account. See attached Exhibit A for the terms of the service (CenturyLink QC’s Price List pages).

II. DESCRIPTION OF SERVICE

This service allows customers to bill local and long distance calls to the CenturyLink QC 1-800 Calling Service (1-800-487-9378). Customers of this service dial the 1-800-487-9378 number and reach a VRU (Voice Response Unit), an automated telephone answering system consisting of hardware and software that allows the caller to navigate through a series of prerecorded messages and use a menu of options through the buttons on a touch-tone telephone or through voice recognition.

Customers dial 0 + area code + phone number and after a tone, enter their calling card number plus a PIN. The call is then completed and applicable charges are billed to the account associated with the calling card.

III. RATIONALE FOR DISCONTINUANCE

CenturyLink QC seeks Commission approval to discontinue 1-800 Calling service for the following reasons:

- Customers increasingly use other more modern technologies including mobile phones, text messaging, email, and other social media applications rendering the 1-800 Calling service obsolete.
- Since August 9, 2010, CenturyLink QC has not offered this service to new customers. In Oregon, only 86 CenturyLink QC customers currently subscribe to the service.
- As shown in the table below, there is very little use of the service. Given the minimal use of the service, CenturyLink QC residential and business customers in Oregon will suffer no harm from its discontinuance.

Year	Messages	Minutes	Revenue
2015	458	1,643	\$480
2016	687	2,807	\$830
Jan-Apr 2017	108	379	\$114

- Any customers who still want a calling card will have the option of obtaining one from CenturyLink QC's affiliate company, CenturyLink Communications, LLC.
- In the future, after CenturyLink replaces CenturyLink QC's retail billing system with a single billing system used by all of its telephone companies, the surviving billing system will be incapable of billing customers for this service.

IV. CUSTOMER NOTICE

CenturyLink QC notified its current customers by direct mail on May 23, 2017 of its intent to discontinue the 1-800 Calling service (see Exhibit B).

V. REQUEST FOR AUTHORITY TO ABANDON THE SUBJECT SERVICE

The following sets forth the information regarding notifications required by OAR 860-032-0020(5) and (6) and the information required of an abandonment of a regulated service for which there are current customers as set forth in OAR 860-032-0020(7) for the 1-800 Calling service that CenturyLink QC seeks to discontinue:

1. OAR 860-032-0020(5)

(5) Notifications required by this rule shall include the following at a minimum:

(a) Name of the exiting provider:

Qwest Corporation, d/b/a CenturyLink QC.

(b) Address and telephone number where the public, customers, Commission staff, and affected telecommunications providers may contact the exiting provider for information regarding the abandonment:

CenturyLink, 1600 7th Avenue, Room 1507, Seattle, Washington, 98191,
206-345-6224.

(c) Description of telecommunications services to be abandoned:

Allows users to place local and long distance calls using a CenturyLink QC issued Calling Card that is associated with the customer's main residential or business telephone account.

(d) Identification of geographic areas where the services will be abandoned:

CenturyLink QC's incumbent service territory in Oregon.

(e) Date the service(s) will be abandoned:

September 1, 2017.

(f) If applicable, a statement whether customers of the services(s) to be abandoned will be converted to different service(s) offered by the exiting provider, and if so, what customers must do to be converted to the different service(s):

Customers will not be automatically converted to a different service offering. However, customers who want a calling card may obtain one from CenturyLink QC's affiliate company, CenturyLink Communications, LLC.

(g) If applicable, a statement that all customers will be automatically transferred to a specified receiving provider unless they disconnect or obtain service from another provider. The exiting provider must identify the receiving provider to which customers will be transferred:

Not applicable.

(h) If the exiting provider intends to transfer customers to a specified receiving competitive provider and the receiving competitive provider will not accept all customers, a statement that customers may or will lose their service unless they obtain services from a provider of their choice. The exiting provider must provide reasonable means for each customer to determine whether he or she will be accepted by the receiving competitive provider:

Not applicable.

(i) If applicable, a statement that service will be abandoned and that customers must obtain the service(s) to be abandoned from another provider:

Not applicable.

(j) An explanation of how customers may receive a refund of payments or deposits for service they will not receive because of the abandonment:

Not applicable because the service is billed on a per-use basis and after the service is provided. Further, there are no deposits associated with this service.

(k) An electronic document containing the notice in a format suitable for posting on the Commission website. The Commission will post such notification within two business days of receipt from the exiting carrier:

See attached notice provided in .pdf format for electronic posting on the Commission's website.

- Exhibit B – CenturyLink QC's customer notice.

2. OAR 860-032-0020(6)

(6) In addition to other notifications required by this rule, the following notifications are also required at the same time the exiting provider files notice with the Commission. Notifications here required shall include the information required by section (5) of this rule plus the information specified in subsections (6)(a) or (6)(b) of this rule.

(a) An exiting provider that intends to abandon any service which allows access to the emergency 9-1-1 reporting system shall:

(A) Mail notification to Oregon Emergency Management, which notification shall include the number of customers affected by the proposed abandonment of service:

Not applicable

(B) Provide access to its customer records in the Enhanced 9-1-1 database(s), so that other telecommunications providers can update those customer records:

Not applicable.

(C) Send a letter to the appropriate Enhanced 9-1-1 database provider(s), with copies to the incumbent local exchange carrier(s), the Commission and Oregon Emergency Management, authorizing the Enhanced 9-1-1 database provider(s) to allow access by other telecommunications providers to any remaining Enhanced 9-1-1 database records belonging to the exiting provider, after the exiting provider has abandoned the service:

Not applicable.

(b) An exiting provider that intends to abandon service so that it will no longer use a central office code or a thousands block of numbers (i.e., an NXX or an NXX-X) shall notify the North American Numbering Plan Administrator and the national administrator of the Local Exchange Routing Guide:

Not applicable.

3. OAR 860-032-0020(7)

(7) A telecommunications utility that intends to abandon any regulated service, whether throughout its service territory or in limited geographic areas, for which there are current customers, shall:

(a) Petition the Commission for authority to abandon the service. The petition shall be filed at least 90 days before the telecommunications utility intends to abandon the service. If the Commission does not deny the petition or set it for hearing within 90 days after receiving the petition, it shall be deemed approved:

This constitutes CenturyLink QC's petition, and it has been filed at least 90 days before CenturyLink QC plans to abandon the 1-800 Calling service shown in the company's Oregon Price List.

(b) Mail a notification to each affected customer and to each telecommunication provider affected by the proposed abandonment at the same time it files the petition with the Commission. The notification shall include the information required by section (5) of this rule. In addition, the notification shall include a statement that upon request from affected customers or providers the Commission may, but is not required to, deny the petition or set it for hearing:

See Exhibit B for CenturyLink QC's customer notice sent by direct mail on May 23, 2017.

(c) File with the Commission a copy of the notification at the same time it mails the notification and files the petition. In addition, the telecommunications utility shall inform the Commission of the number of customers and the number of other providers affected by the proposed abandonment:

See attached notification, Exhibit B. Currently, 86 CenturyLink QC customers in Oregon have a 1-800 Calling service calling card and those customers utilized the service very infrequently in 2015, 2016 and through April 2017 (see page 2). There are no other providers affected by the proposed discontinuance of this service.

(d) Demonstrate that the abandonment will not deprive the public of necessary telecommunications services. The telecommunications utility shall reinstate service at the Commission's request to prevent the public from being deprived of necessary services:

The abandonment of the 1-800 Calling service will not deprive the public of necessary telecommunications services for the following reasons:

- Customers increasingly use other more modern technologies including mobile phones, text messaging, email, and other social media applications rendering the 1-800 Calling service obsolete.
- The minimal use of the 1-800 Calling service by current card holders shows that discontinuance of this service will not deprive the public of necessary telecommunications services.
- Customers who want a calling card will have the option of obtaining one from CenturyLink QC's affiliate company, CenturyLink Communications, LLC.

(e) Obtain Commission approval before transferring customers to other telecommunications providers. If the telecommunications utility seeks such approval, it shall include in the petition to abandon service a request for approval to automatically transfer customers:

Not applicable.

CONCLUSION

Accordingly, for the reasons stated above, CenturyLink QC respectfully submits that the Commission should grant CenturyLink's petition to abandon the 1-800 Calling service as described above pursuant to OAR 860-032-0020.

DATED: May 23, 2017,

By: _____



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Qwest Corporation
PRICE LIST
OREGON

**EXCHANGE AND
NETWORK SERVICES
FOURTH EDITION**

SECTION 106
Original Index Sheet 1

106. OBSOLETE MESSAGE TELECOMMUNICATIONS SERVICE

SUBJECT	SHEET
1-800 Calling Service	1
Standard Service Offerings	1

106. OBSOLETE MESSAGE TELECOMMUNICATIONS SERVICE

106.2 STANDARD SERVICE OFFERINGS

106.2.3 1-800 CALLING SERVICE

A. Description

1-800 Calling Service provides the customer access to an interactive voice response platform via a 1-800 number. The customer will be able to select one or more features. Two billing options are available.

B. Terms and Conditions

1. This Service can be used to select one or more of the following features and one billing option.

Alternately Billed IntraLATA Calling

Billing Option 1 allows the customer to use the 1-800 number to place alternately billed intraLATA calls at a special rate that is not sensitive to distance, time of day, or day of week. Operator service charges specified in C., following, apply.

Billing Option 2 allows the customer to use the 1-800 number to place alternately billed intraLATA calls at special rates that are not sensitive to distance, time of day, or day of week. Billing Option 2 differs from Billing Option 1 in that the customer elects a higher per minute rate, in lieu of paying an operator service charge for non-operator assisted calls.

Directory Assistance

Allows the customer to use the 1-800 number to place mechanized calling card calls to access directory assistance (1-NPA-555-1212).

106. OBSOLETE MESSAGE TELECOMMUNICATIONS SERVICE

106.2 STANDARD SERVICE OFFERINGS

106.2.3 1-800 CALLING SERVICE

B. Terms and Conditions (Cont'd)

2. Operator Service Charges

Charges for the following services may apply in addition to the 1-800 number MTS, local or optional feature charge, as specified in C., following. These charges apply according to the type of call the customer places and the billing option they choose.

Mechanized Station-to-Station

Applies when the customer chooses Option 1 and dials the 1-800 number to place an entirely mechanized calling card call which requires no operator assistance. This also applies to calls placed from pay telephones.

Operator Assisted

• Partially-Assisted Station-to-Station

Applies when the customer dials the 1-800 number, the terminating number and calls are completed with the assistance of an operator. Examples of these calls include collect, billed to another telephone number, and operator-assisted calling card. This also applies to calls placed from pay telephones.

• Fully-Assisted Station-to-Station

Applies when the customer dials the 1-800 number and elects to have the operator place the entire call for them. This also applies to calls placed from pay telephones.

• Operator-Assisted Person-to-Person

Applies when the customer dials the 1-800 number and names the particular party to be reached by an operator. This also applies to calls placed from pay telephones. The party may be a person, station, department or office reached through a PBX attendant.

Person-to-Person also applies when the calling person cannot speak to the intended person or station but agrees to speak to someone else or requests an operator to make arrangements with a person to receive a call at a specified time.

106. OBSOLETE MESSAGE TELECOMMUNICATIONS SERVICE

106.2 STANDARD SERVICE OFFERINGS

106.2.3 1-800 CALLING SERVICE

B. Terms and Conditions (Cont'd)

3. The 1-800 number MTS rates are for a connection of 1 minute or any fraction thereof. The initial period of the call is billed at the full minute rate and each additional period is billed in 6-second increments.
4. Customers may use the 1-800 number for local calls at the flat rate specified in C., following. If operator assistance is required, the partially-assisted, fully-assisted or person-to-person service charge applies, in addition to the local message charge.
5. Directory Assistance charges specified in 6.2.4, preceding, do not apply to customers obtaining Directory Assistance through 1-800 Calling Service.
6. The class of calls in 6.2.1.A., preceding, do not apply to calls placed using 1-800 Calling Service in this Section.
7. Pay Telephone Charge

The Pay Telephone Charge applies to all calls placed from pay telephones. This charge is in addition to all other applicable 1-800 Calling Service charges.

Qwest Corporation

Exhibit A

**PRICE LIST
OREGON**

**EXCHANGE AND
NETWORK SERVICES
FOURTH EDITION**

**SECTION 106
Original Sheet 4**

106. OBSOLETE MESSAGE TELECOMMUNICATIONS SERVICE

106.2 STANDARD SERVICE OFFERINGS

106.2.3 1-800 CALLING SERVICE (Cont'd)

C. Charges

1. MTS Charge

	RATE PERIOD	
	INITIAL (60 SEC.)	ADD'L. (6 SEC.)
• Option 1, per call[1]	\$0.20	\$0.02
• Option 2, per call		
- Mechanized Station-to-Station call		
- Business	0.25	0.025
- Residence	0.30	0.030
- Operator Assisted call	[2]	[2]

2. Local Message Charge[3]

	CHARGE
• Per call	\$0.50

[1] The mechanized service charge also applies. If operator assistance is required, appropriate operator service charges apply in lieu of the mechanized service charge.

[2] Option 1 charges apply.

[3] If operator assistance is required, the appropriate operator service charge applies, in addition to the local message charge.

Transmittal No. 2010-015-PL

Effective: August 9, 2010

NOTICE
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Exhibit A

**PRICE LIST
OREGON**

**EXCHANGE AND
NETWORK SERVICES
FOURTH EDITION**

**SECTION 106
Original Sheet 5**

106. OBSOLETE MESSAGE TELECOMMUNICATIONS SERVICE

106.2 STANDARD SERVICE OFFERINGS

106.2.3 1-800 CALLING SERVICE

C. Charges (Cont'd)

3. Optional Features	CHARGE
• Directory Assistance, per call[1]	\$0.95
4. Operator Service Charges	
• Mechanized Station-to-Station	
- Option 1	0.80
- Option 2	-
• Operator Assisted	
- Partially-Assisted Station-to-Station	1.25
- Fully-Assisted Station-to-Station	2.25
- Operator-Assisted Person-to-Person	3.00
5. Pay Telephone Charge	
• Per completed call[2]	0.26

[1] The mechanized service charge also applies.

[2] This charge is in addition to all other applicable charges listed for 1-800 Calling Service.

NOTICE OF DISCONTINUANCE of CenturyLink 1-800 Calling Card Service

Name: Discontinuance of CenturyLink's 1-800 Calling Card Service provided by Qwest Corporation, d/b/a CenturyLink QC, 100 CenturyLink Drive, Monroe, LA, 71203 for residential and business customers in Arizona, Colorado, Idaho, Iowa, Minnesota, Montana, Nebraska, New Mexico, North Dakota, Oregon, South Dakota, Utah, Washington, and Wyoming.

Effective Date: Pending federal and state regulatory approval where applicable, on or after 9/1/2017 CenturyLink will discontinue its 1-800 Calling Card Service in the states listed above.

Brief Description: This service allows customers to bill local and long distance calls to the CenturyLink 1-800 Calling Card Service (1-800-487-9378). New technologies, new products and services, and changing customer demand have rendered the CenturyLink 1-800 Calling Card service obsolete. Customers who wish to continue the use of a calling card may contact CenturyLink and request, as an alternative, for residential customers the CenturyLink Worldwide Calling Card, or for business customers the CenturyLink *worldcard*.^[1] Charges for the CenturyLink Worldwide/*worldcard* will be billed separately and will not appear on your CenturyLink local service bill. The rates and charges for the CenturyLink Worldwide/*worldcard* are different and are shown below. If you choose one of these CenturyLink calling cards, by using the service, you will be deemed to agree to all applicable terms and conditions. Residence and Business customers can contact a Customer Care representative at 800-860-2255, Option 4.

CenturyLink's alternative service rates:

- CenturyLink residential Worldwide Calling Card 1-800-860-6000 calling card interstate rates; Option 1 = \$0.69 per minute plus \$1.25 per call surcharge, Option 2 = \$0.25 per minute plus \$1.00 monthly charge.
- CenturyLink business *worldcard* interstate rate, Option F = \$0.17 per minute plus \$0.35 per call surcharge.
- International rates vary by country. Contact CenturyLink for more details.

CenturyLink Oregon customers:

CenturyLink will file a petition on 5/23/2017 with the Oregon Public Utility Commission to discontinue offering these services. Upon request from affected customers, the Commission may, but is not required to, deny the petition or set it for hearing. You may contact the Commission at 1-800-522-2404. Subject to approval from the Oregon Public Utility Commission, CenturyLink plans to discontinue its 1-800-487-9378 or 1-800 Calling Service effective 9/1/2017. If you have any questions, please contact a Customer Care Representative at the telephone number printed on your bill.

[1] The CenturyLink Worldwide/*worldcard* services are provided by CenturyLink Communications, LLC.

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 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 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 CenturyLink. 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.