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CENTRAL TELEPHONE COMPANY OF TEXAS dba CENTURYLINK RECEIVED  
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PUBLIC UTILITY COMMISSION  
FILING CLERK

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February 15, 2017

Commission Filing Clerk  
Public Utility Commission of Texas  
1701 N. Congress Avenue  
P.O. Box 13326  
Austin, Texas 78711-3326

Re: Administrative Filing – Non-Basic Service – Withdrawal of Privacy ID Service

Pursuant to P.U.C. SUBST. R. §26.208(h), attached are the original and ten copies of the Administrative Filing of Central Telephone Company of Texas dba CenturyLink to withdraw its Privacy ID services.

This filing removes Privacy ID as it is no longer available due to an equipment failure that occurred on November 21, 2016. Customers currently subscribed to Core Solution Plus have been migrated to Core Solution with a reduction in their monthly rate. This package is being deleted. During the period of January 1, 2017 through January 30, 2017, CenturyLink is notifying impacted customers of this change and the issuance of credits from the date Privacy ID was out of service.

**(1) Number of Current Subscribers in Each Exchange.**

Central Telephone Company of Texas d/b/a CenturyLink had 132 customers that were impacted.

Exchange	Customer Count
Alvord	1
Atascocita	9
Boyd	3
Chico	1
Copperas Cove	14
Decatur	5
Florence	2
Humble	25
Kempner	1
Killeen	41
Krum	3
Nolanville	9
Ponder	2
Porter	8
Porter Heights	2
Rhome	1
Sanger	2
Slidell	2
Zabcikville	1
<b>Total</b>	<b>132</b>

**(2) The Reason for Withdrawing the Service.**

Central Telephone Company of Texas d/b/a CenturyLink is discontinuing this service due to an equipment failure that occurred on November 21, 2016. The equipment vendor has stopped supporting this product, and no vendor has developed an acceptable alternative for use with the current CenturyLink network.

**(3) Provisions for Grandfathering Current Customers or Competitive Alternatives Available Within the Exchange Locations, Including DCTU Provided Alternatives.**

Central Telephone Company of Texas d/b/a CenturyLink does not currently offer a comparable product alternative.

**(4) Annual Revenues for the last three years for this service.**

Year	Privacy ID
2014	\$14,465
2015	\$11,154
2016	\$7,729

**(5) If the service has no current subscriber, the DCTU shall provide an affidavit to this effect.**

N/A

**(6) Proposed Customer Notice**

Attachment A contains the language for the customer notice that was sent to subscribers during the month of January 2017.

**(7) Proposed Tariff Sheets**

Attachment B contains proposed tariff sheets.

Please call me at (318)855-0136 if there are any questions regarding this matter.

Sincerely,



Ashley Douglas

cc: Public Counsel, Office of Public Utility Counsel

TX 17-02(CT)

**ASHLEY DOUGLAS**  
Analyst III  
Ashley.Douglas@centurylink.com  
100 CenturyLink Drive  
Monroe, LA 71203  
voice: (318) 855-0136

**CUSTOMER NOTICE**

As of November 21, 2016, the Privacy ID product is no longer available to CenturyLink customers due to reliability issues with equipment that provides this service. Since you are a CenturyLink Privacy ID product subscriber, we removed the service from your account to stop billing for the service. We have added a goodwill credit to your account on this bill for any inconvenience the service reliability issues may have caused. CenturyLink does not currently offer a comparable product alternative. If you have questions or concerns, please call a CenturyLink Customer Care representative at 800-201-4099. Thank you for choosing CenturyLink for your communication needs--we value you as our customer.

# Attachment B

## CENTRAL TELEPHONE COMPANY OF TEXAS dba CENTURYLINK

### TARIFF CHECK SHEET

<u>TARIFF</u>	<u>SECTION</u>	<u>REVISION</u>	<u>SHEET</u>
General Exchange Tariff	Index	3rd	No. 8
	13	9th	No. 38
	13	8th	No. 39
	13	11th	No. 40
	13	5th	No. 54

GENERAL CUSTOMER SERVICES TARIFF

Central Telephone Company of Texas  
dba CenturyLink

Index  
3rd Revised Sheet 8  
Cancels 2nd Revised Sheet 8

INDEX

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(D)

IntraLATA Services Tariff

R

Residence Customer Referral Program ▲ .....	13	63
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▲ Central Telephone Company of Texas dba CenturyLink concurs in rates and regulations in the United Telephone Company of Texas, Inc. dba CenturyLink General Exchange Tariff for the purpose of providing this service.

▲<sup>(1)</sup> Central Telephone Company of Texas dba CenturyLink concurs in the regulations of United Telephone of Texas, Inc. dba CenturyLink General Exchange Tariff for the purpose of providing this service.





GENERAL CUSTOMER SERVICES TARIFF

Central Telephone Company of Texas  
dba CenturyLink

Section 13  
8th Revised Sheet 39  
Cancels 7th Revised Sheet 39

MISCELLANEOUS SERVICE ARRANGEMENTS

13.16 SOLUTIONS - RESIDENCE (Continued)

13.16.3 Rates and Charges (Continued)

	<u>Monthly Rate</u>	
E. <u>Special Plan – Metro Bundle</u> <sup>(3)</sup>	\$42.95 <sup>(1)</sup>	(T)
Local Exchange Service		
Call Waiting - Optional		
Caller ID with Name (includes Anonymous Call Rejection)		
Call Forwarding		
Call Forward Busy - Fixed		
Call Forward No Answer - Fixed		
Return Call		
Call Waiting ID		
Repeat Dialing		
Selective Call Acceptance		
Optional Extended Metropolitan Service (where available)		
F. <u>Progressive Plan</u> <sup>(2) (4)</sup>	30.45	(T)
Local Exchange Service		
Call Waiting - Optional		
Call Waiting ID		
Three-Way Calling		
Caller ID with Name (includes Anonymous Call Rejection)		
Call Forwarding		
Call Forward No Answer - Fixed		
Call Forward Busy - Fixed		
G. <u>Simple Solution</u> <sup>(4)</sup>	24.99	(T)
Local Exchange Service		
Caller ID with Name (includes Anonymous Call Rejection)		
Speed Calling - 8		

(1) Special Plan-Metro Bundle is available for \$25.95 when customers also subscribe to Embarq Communications, Inc. Solutions Unlimited - Option 1 long distance plan plus either High-speed Internet (DSL); DISH Network® Satellite TV from the Company or Embarq Wireless. (D)

(2) Effective February 18, 2007 new customers must also subscribe to Voicemail. If Voicemail is not available, one of the following features may be substituted: Home Phone Warranty, LineGuard, or Data LineGuard. (T)

(3) Grandfathered service limited to existing customers at existing locations as of November 16, 2009. As of July 15, 2011, this service is limited to lines in service at existing locations. (T)

(4) Grandfathered service limited to lines in service at existing locations as of July 15, 2011. (T)

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GENERAL CUSTOMER SERVICES TARIFF

Central Telephone Company of Texas  
 dba CenturyLink

Section 13  
 11th Revised Sheet 40  
 Cancels 10th Revised Sheet 40

MISCELLANEOUS SERVICE ARRANGEMENTS

13.15 SOLUTIONS - RESIDENCE (Continued)

13.15.3 Rates and Charges (Continued)

	<u>Monthly Rate</u>	
H. <u>Standard Home Phone Service II</u> <sup>(1) (3)</sup>	\$36.95	(T)
Local Exchange Service		
Caller ID with Name (includes Anonymous Call Rejection)		
Call Waiting		
Call Waiting ID		
Three-Way Calling		
Call Forwarding		
Repeat Dialing		
Return Call		
Selective Call Forward		
Speed Calling - 8		
I. <u>Follow Me Plan</u> <sup>(2) (4)</sup>	30.95	(T)
Local Exchange Service		
Call Waiting (optional)		
Call Waiting ID		
Three-Way Calling		
Caller ID with Name (includes Anonymous Call Rejection)		
Call Forward No Answer - Fixed		
Call Forward Busy - Fixed		
Return Call		
Repeat Dialing		
J. <u>Essential Home Phone Plan</u> <sup>(4)</sup>	28.95	(T)
Local Exchange Service		
Caller ID with Name (includes Anonymous Call Rejection)		
Call Waiting ID (optional)		
Call Waiting		
Speed Calling - 8		

<sup>(1)</sup> Customers must also subscribe to the Company's Voicemail and must initially subscribe to any one of the following services: **LineGuard** or Home Phone Warranty. (D)

(D)  
 (D)

<sup>(2)</sup> Customers must also subscribe to the Company's non-regulated Voicemail with Integrated Calling Features (ICF). This bundle is only available where Voicemail with ICF is technically feasible. (T)

<sup>(3)</sup> Limited to existing residence customers at existing locations as of May 15, 2009. As of July 15, 2011, this service is limited to lines in service at existing locations. (T)

<sup>(4)</sup> Grandfathered service limited to lines in service at existing locations as of July 15, 2011. (T)

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GENERAL CUSTOMER SERVICES TARIFF

Central Telephone Company of Texas  
dba CenturyLink

Section 13  
5th Revised Sheet 54  
Cancels 4th Revised Sheet 54

MISCELLANEOUS SERVICE ARRANGEMENTS

13.18 RESERVED FOR FUTURE USE

(C)

(D)

(D)

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