



December 15, 2016
Via Electronic Filing

Jocelyn Boyd, Chief Clerk and Administrator
South Carolina Public Service Commission
Synergy Business Park
101 Executive Center Drive
Columbia, South Carolina 29210

Re: United Telephone Company of the Carolinas LLC d/b/a CenturyLink Access Services Tariff

Dear Ms. Boyd:

Enclosed for electronic filing, please find revisions to the United Telephone Company of the Carolinas LLC d/b/a CenturyLink Access Service Tariff. These revisions are submitted with a December 15, 2016 issue date and a proposed effective date of January 15, 2017. The tariff pages enclosed for review and approval are listed on Attachment A.

The purpose of this filing is to standardize tariff language contained in CenturyLink intrastate access tariffs associated with the cancellation of customer orders. When the customer initiates a request for the installation of service and fails to respond to company inquiries within 30 days after the original service date, the tariff language does not clearly define the process for customer-delayed orders. Current company processes differ by Legacy Company (Qwest, Embarq and CenturyTel) on when billing begins and when the orders should be cancelled and there is a strong desire to standardize company processes. Accordingly, standardization is required in the Service Date Change language to revise the number of days that existing service orders can be delayed to sixty calendar days. There are no rate changes associated with this filing. This filing will mirror the language of the FCC tariff that was revised earlier this month. Customer notices were provided with the FCC filing.

This filing also proposes the deletion of obsolete references to the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 5, which are no longer applicable.

If you have any questions regarding this filing, please feel free to contact me at the email or phone number listed below.

Sincerely,

/s/ Debra Levy

Debra Levy
Manager, Regulatory Operations

cc: Deloris Carroll, CenturyLink
Mark Felts, CenturyLink

SC 16-04A

DEBRA LEVY
Debra.Levy@CenturyLink.com
600 New Century Parkway
New Century, KS 66031
Voice: (913) 353-7088

ATTACHMENT A

The following tariff pages are being revised:

Section 2

Third Revised Page 32

Section 5

Fourth Revised Page 139

Fourth Revised Page 145

ACCESS SERVICE TARIFF

ISSUED: December 15, 2016

EFFECTIVE: January 15, 2017

2. General Regulations (Cont'd)

2.1 Undertakings of the Company (Cont'd)

2.1.8 Refusal and Discontinuance of Service (Cont'd)

- (C) When access service is provided by more than one Telephone Company, the Telephone Companies involved in providing the joint service may individually or collectively deny service to a customer for nonpayment. Where the Telephone Company(s) affected by the nonpayment is incapable of effecting discontinuance of service without the cooperation of the other joint providers of Switched Access Service, such other Telephone Company(s) will, if technically feasible, assist in denying the joint service to the customer. Service denial for such joint service will only include calls originating or terminating within, or transiting, the operating territory of the Telephone Company(s) initiating the service denial for nonpayment. When more than one of the joint providers must deny service to effectuate service discontinuance for nonpayment, and where a conflict exists in the applicable tariff provisions, the regulations of the end office Telephone Company shall apply for joint service discontinuance.

(D)

(D)

ACCESS SERVICE TARIFF

ISSUED: December 15, 2016

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5. Ordering Options for Switched and Special Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.3 Access Order Modifications (Cont'd)

(A) Service Date Change

Access Order Service dates for the installation of new services or rearrangements of existing services may be changed, but the new service date may not exceed the original service date by more than sixty (60) calendar days. When, for any reason, the customer indicates that service cannot be accepted for a period not to exceed sixty (60) calendar days, the Company will accordingly delay the start of service. If the customer requested service date is more than sixty (60) calendar days after the original service date, the order will be canceled by the Company and reissued with the appropriate Cancellation Charges applied unless the customer indicates that billing for the service is to commence as set forth in 5.2.4(A) following.

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A new service date may be established that is prior to the original date specified by the customer if the Company determines it can accommodate the customer's request without delaying service dates for orders of other customers.

ACCESS SERVICE TARIFF

ISSUED: December 15, 2016

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5. Ordering Options for Switched and Special Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.4 Cancellation of an Access Order

(A) A customer may cancel an Access Order for the installation of service at any time prior to notification by the Company that service is available for the customer's use. The cancellation date is the date the Company receives written or verbal notice from the customer that the order is to be canceled. If a customer or a customer's end user is unable to accept Access Service within 30 calendar days of the latest agreed upon service date, the customer has the choice of the following options:

- The Access Order will be canceled and charges set forth in (B) following will apply if the service has not been fully provisioned; or
- The Access Order will be completed and billing for the service will commence if the service has been fully provisioned or the customer has indicated that billing for the service should begin.

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(B) When a customer cancels an Access Order for the installation of service, a Cancellation Charge will apply as follows:

- (1) Costs incurred in conjunction with the provision of Switched or Special Access Service start on the Firm Order Confirmation date.
- (2) When the customer cancels an Access Order or portion thereof prior to the Firm Order Confirmation date, no charges shall apply