

ORIGINAL

NEW APPLICATION



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February 2, 2016

AZ CORP COMMISSION
DOCKET CONTROL

Arizona Corporation Commission

DOCKETED

FEB 02 2016

Docket Control
Arizona Corporation Commission
1200 W. Washington Street
Phoenix, Arizona 85007

DOCKETED BY *KE*

Dear Sir or Madam:

T-01051B-16-0040

Attached for filing is a revision to Qwest Corporation, d/b/a CenturyLink QC, Entity Code T-01051B.

Enclosed for filing with the Commission is an original plus thirteen (13) copies of revisions to CenturyLink's Competitive Exchange and Network Services Tariff. The following revisions are included in this filing:

Section 2 Page 32, Release 3
Section 2 Page 32.1, Release 1

This filing revises language for the Convenience Fee Charge assessed by CenturyLink when customers complete one-time payments with the assistance of a live customer service representative. CenturyLink may utilize a third party vendor for the acceptance and processing of any type of one-time payments, in which instance a fee, as determined and assessed by the vendor, will apply in lieu of the CenturyLink assessed fee.

Whether a fee is assessed by CenturyLink or a third party vendor, customers will be advised prior to completing a one-time payment of the applicable fee. The effective date of this filing is March 3, 2016.

Acknowledgment and date of receipt of this transmittal are requested. A duplicate letter and self-addressed, stamped envelope are attached for this purpose. If you have questions or need additional information regarding this filing, you may call me at (303) 992-5835.

Sincerely,

Dawn Salaver

Dawn Salaver

cc: Reed Peterson, CenturyLink

AZ2016-002 (QC)

Dawn Salaver
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Issued: 2-2-16

Effective: 3-3-16

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE
PAYMENT OF BILLS (Cont'd)

L. Convenience Fee Charge

- a. In the event a residential customer makes a one-time payment using a credit card or an electronic funds transfer over the phone with a CenturyLink representative, a Convenience Fee Charge may apply. Payments for a deposit or advance payment to establish new service are excluded from the Convenience Fee Charge. This charge does not apply to residential customers enrolled in automatic payment plans, customers who pay their bill by mail or who use their financial institution's bill payment service. This one-time charge will appear on the customer's bank or credit card statement along with the payment amount. **The Company may utilize a third party vendor for the acceptance and processing of any type of one-time payments, in which instance a fee, as determined and assessed by the vendor, will apply in lieu of the charges specified herein.**

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	MAXIMUM CHARGE	CURRENT CHARGE
• Convenience Fee Charge, per occasion[1] (Live Representative)	\$5.00	\$4.40

(M)

(M) Material moved to Page 32.1.

(D)

Issued: 2-2-16

Effective: 3-3-16

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

**2.3 PAYMENT FOR SERVICE
 PAYMENT OF BILLS (Cont'd)**

L. Convenience Fee Charge
 L. (Cont'd)

b. In the event a business customer makes a one-time payment using a credit card or an electronic funds transfer over the phone with a CenturyLink representative, a Convenience Fee Charge may apply. Payments for a deposit or advance payment to establish new service are excluded from the Convenience Fee Charge. This charge does not apply to business customers enrolled in automatic payment plans, customers who pay their bill by mail or who use their financial institution's bill payment service, customers with multiple accounts with the Company, customers with service under a contractual arrangement that stipulate that such payments would not be assessed a fee, and customers without a computer. This one-time charge will appear on the customer's bank or credit card statement along with the payment amount. **The Company may utilize a third party vendor for the acceptance and processing of any type of one-time payments, in which instance a fee, as determined and assessed by the vendor, will apply in lieu of the charges specified herein.**

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 (N) (M)
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	MAXIMUM CHARGE	CURRENT CHARGE
• Convenience Fee Charge, per occasion[1] (Live Representative)	\$5.00	\$4.00

(M)
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 (M)

(M) Material moved from Page 32.