

ORIGINAL

NEW APPLICATION



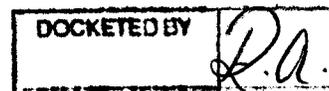
November 14, 2016

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

Arizona Corporation Commission

DOCKETED

NOV 14 2016



Dear Sir or Madam:

T-01051B-16-0417

This filing is being made on behalf of 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 QC's Competitive Advanced Communications Services Tariff No. 5.

The purpose of this filing is to revise terms associated with cancellation of customer orders contained in the Tariff. Current language is not clear as to what happens to the customer's order when the customer fails to respond to company inquiries within 30 days after the original service date. Company processes differ by Legacy Company on when billing begins and when the orders should be cancelled and there is strong desire to have standard company processes. Accordingly, Service Date Change language is being changed to a standardized format and language surrounding the number of days that existing service orders can be delayed is being set at 60 days.

CenturyLink QC respectfully requests that this proposed changes become effective January 1, 2017.

If you have any questions regarding this filing, please contact me directly.

Sincerely,

Mark Brinton
Manager Regulatory Operations
Office: (303) 992-5832
e-mail: Mark.Brinton@CenturyLink.com
Enclosures

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Issued: November 14, 2016

Effective: January 1, 2017

3. ORDER AND SERVICE MODIFICATIONS AND MISCELLANEOUS CHARGES

3.1 ORDER MODIFICATION

The customer may request a modification of an order at any time prior to notification by the Company that service is available for the customer's use. The Company will make every effort to accommodate a requested modification when it is able to do so with the normal work force assigned to complete such an order within the normal business hours of 8 a.m. to 5 p.m.

If the modification cannot be made with the normal work force during normal business hours, the Company will notify the customer. If the customer still desires the order modification, the Company will schedule a new service date. All charges for order modifications will apply on a per-occurrence basis.

The types of order modifications available are delineated in the following paragraphs. These order modifications apply to services that require network provisioning design.

3.1.1 SERVICE DATE CHANGE

Service dates for the installation of new services or rearrangements of existing services may be changed as follows:

If a customer's new requested service date is more than sixty (60) calendar days after the original service date, the order will be cancelled by the Company and reissued with the appropriate cancellation charges applied, unless the customer indicates that billing for the service is to commence prior to installation. (C)

If a customer desires that service be provided on an earlier date than that which has been established for the order, the customer may request that service be provided on an expedited basis. If the Company agrees to provide the service on an expedited basis, an Expedite Charge will apply as set forth in the Competitive Private Line Transport Services Tariff. The customer will be notified of the Expedite Charge prior to the order being issued. (C)

There may be occasions where due to limitations facilities are not available. In such cases where it is necessary to construct facilities then Special Construction will apply, as set forth as set forth in 3.6, following.

Issued: November 14, 2016

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**3. ORDER AND SERVICE MODIFICATIONS
AND MISCELLANEOUS CHARGES**

3.1 ORDER MODIFICATION (Cont'd)

3.1.2 CANCELLATION OF ORDER FOR SERVICE

A. A customer may cancel an 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. The verbal notice must be followed by written confirmation within 10 days. If a customer or a customer's end user is unable to accept service within 30 business days after the original service date^[1], the following will occur:

- The Access Order will be canceled and charges set forth in D. and E. 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.

B. Service Date Intervals are associated with the provisioning of an order. Certain Critical Dates, as set forth in E., following, are used by the Company to monitor the service order provisioning progress. Cancellation charges are based on the estimated costs incurred by the Company at the time the order is canceled. The Company monitors which Critical Date was last scheduled and determines what percentage of the Company's provisioning costs have been incurred as of that Critical Date. A cancellation charge will not apply if the scheduled Service Date has not been provided to the customer.

Costs incurred in conjunction with the provision of an order start on the Application Date defined in C., following. When a customer cancels an order prior to the Application Date, no charges shall apply. When a customer cancels an order or part of an order, on or after the Application Date, a charge equal to the estimated costs incurred by the Company shall apply as set forth in D. and E., following. When a customer cancels an order or part of an order, on or after the original Service Date, the Cancellation Charge will apply as set forth in D., and E., following.

[1] Exception: Billing for MOE Service with a Bandwidth Profile of 100 Mbps or less will commence immediately where the port is available for service and the due date is reached.

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