

NEW APPLICATION



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CenturyLink

www.CenturyLink.com
931 14th St., Suite 1230
Denver, CO 80202

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May 12, 2017

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

T-01051B-17-0137

RE: Tariff filing on behalf of Qwest Corporation, d/b/a CenturyLink QC, Entity Code T-01051B

Dear Sir or Madam:

Enclosed for filing with the Commission is an original plus thirteen (13) copies of revisions to CenturyLink's Competitive Exchange and Network Services Tariff No. 3. The following revisions are included in this filing:

Section 2	Page 2	Section 2	Page 10.1	Section 14	Page 4
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Section 2	Page 10	Section 14	Page 3.1		

CenturyLink is standardizing its processes associated with "customer not ready" scenarios for certain business services and for interstate/intrastate access services. Filings to standardize QC's interstate/intrastate access tariffs, private line catalogs/tariffs and Advanced Communications Services tariffs/catalogs have already been filed. The attached revisions proposed for QC's Exchange and Network Services tariffs/catalogs are most closely aligned with the recent changes to the Private Line Transport Services tariffs. For service date change requests, CenturyLink will allow customers to change a requested service date for such services by up to 60 days beyond the originally requested service date. This timeline previously differed across CenturyLink ILECs. For cancellation of pending orders for these services, CenturyLink is standardizing conditions associated with cancellation of an application for service. If a customer is unable to accept service within 30 calendar days after the latest agreed upon service date but does not cancel the order, CenturyLink will cancel the order and apply appropriate cancellation charges if the service has not been fully provisioned, or will begin billing once the service has been fully provisioned. These changes do not impact existing services and apply only to new installations.

CenturyLink is requesting an effective date of June 15, 2017. Should you have any questions regarding this filing, please contact Reed Peterson at (602)-630-8221.

Respectfully submitted,

Arizona Corporation Commission

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Marla Hazlett

MAY 12 2017

Marla Hazlett

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cc: Reed Peterson, CenturyLink

Marla Hazlett
Regulatory Operations
Marla.Hazlett@centurylink.com
Voice: (303) 992-5838

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

Company

Refers to Qwest Corporation.

Continuous Portions of a Building

The term "Continuous Portions of a Building" denotes spaces within a given building which are occupied by the customer and connected by doors, hallways, stairs or elevators and not separated by space occupied by others or used by the general public.

Continuous Property

Continuous Property is defined as the land, including any buildings or buildings thereon, occupied by a customer that may be served without crossing a public street, right-of-way or the property of another. Noncontinuous property is treated as continuous if the customer furnishes an enclosed passageway which is suitable to the Company for the placing of wire facilities. Pipe and conduits are considered enclosed passageways.

Cost

Where the words cost or actual cost are used, they are intended to cover the actual cost of material, labor, and incidentals, plus a charge for administration.

Customer

A person, firm, corporation, or governmental agency responsible for paying the telephone bills and for complying with the rules and regulations of the Company.

Demarcation Point

The point of interconnection between the Company's regulated telecommunications facilities and terminal equipment, protective apparatus or wiring at a premises. The demarcation point location will be within 12" of the protector, or when there is no protector, within 12" (or as close as practicable) of the point at which the cable/wire enters the customer's premises.

Design Service

A service that is not immediately available for provisioning and requires treatment, equipment or engineering design (e.g. ISDN-PRI, DS1, Private Line, Foreign Exchange Service).

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

Special Design Service

See Design Service

Standard Network Interface (SNI)

The SNI is a standard FCC registration jack or its equivalent which is provided, installed, owned and maintained by the Company at the customer's premises. The SNI is placed at the point on the customer's premises where all premises services are connected to the telecommunication's network via Company or customer owned facilities/wire.

Station

A signaling unit and other type equipment at the customer's premises which allows the customer to establish communication.

Supporting Structure

Consisting of, but not limited to, pipes, conduits, poles, trenches, backboards, plenum spaces, etc.; as required for the physical placement, protection and support of telephone facilities. These structures are furnished, installed and maintained at the expense of the premises owner for use by the Company in terminating regulated facilities.

Telecommunications Service Priority (TSP)

Denotes the regulatory, administrative, and operational system developed by the Federal Government to ensure priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The Federal Communications Commission (FCC) defines NSEP telecommunications services as those services which are used to maintain a state of readiness or to respond to and manage any event or crisis, which causes or could cause harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States. See Section 4 of the Competitive Private Line Transport Services Tariff for terms, conditions, rates and charges.

Type of Service

Flat Rate and Low Use Option Service, see definitions for Flat Rate and Low Use Option.

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

These regulations are added to those pertaining to specific service items in other sections. Any change in rates or regulations approved by appropriate governmental authority modifies all service terms and conditions.

2.2.1 APPLICATION FOR SERVICE

1. Applications for establishment of telephone service may be made to the Company orally or in writing. These applications become contracts upon approval or establishment of the service and shall be subject at all times to the lawful rates and regulations of the Company.
 2. Requests from customers for additional service or equipment may be made orally or in writing and, upon approval or installation of the service, become a part of the original contract, except that each such additional item is subject to the appropriate Tariff rates, charges and initial contract period, if any.
 3. Any change in rates, charges or regulations authorized by the legally constituted authorities will act as a modification of all contracts to that extent without further notice.
- A. Refusal

The Company reserves the right to refuse an application for service made by a present or former customer who is indebted to the Company for telephone service previously furnished, until the indebtedness is satisfied.

B. Cancellations and Deferments

These cancellation and deferment provisions apply to **all Private Line and Design Services and also apply** to requests for 5 or more analog or digital exchange access lines, or 1 or more DS1 facilities with common equipment, such as Digital Switched Service, ISDN Primary Rate Service, Integrated T-1 Service, or Uniform Access Solution Service.

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.1 APPLICATION FOR SERVICE

B. Cancellations and Deferments (Cont'd)

1. Service Date Change

Service dates for the installation of 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 wishes to change the service date, the customer should notify the Company before the original service date, to request a different service date.

If the customer 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 should commence. Failure to notify the Company prior to the latest agreed upon service date to request a different service date may result in the application of a Premises Visit Charge as set forth in Section 13.2 of the Arizona Exchange and Network Services Catalog.

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

If the service is changed to an earlier date, the customer will be notified by the Company that an Expedited Order Charge may apply.

2. Cancellation of Application for Service

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 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 ten (10) days. If a customer is unable to accept service within 30 calendar days after the latest agreed upon service date, the following will occur:

- The order will be canceled and cancellation charges will apply if the service has not been fully provisioned; or
- The 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.

Cancellation charges are based on the estimated costs incurred by the Company at the time the order is cancelled, unless defined otherwise for a specific service.

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14. INTEGRATED SERVICES DIGITAL NETWORK

14.1 GENERAL (Cont'd)

C. Terms and Conditions

1. General

- a. The customer or the customer's authorized agent will be responsible for the procurement of associated customer premises equipment (CPE) and will ensure compatibility with the ISDN digital switch serving the customer.
- b. Single Line ISDN Service includes a comprehensive 2B+D package. Contained in the standard package are numerous voice and data features. The standard features and functions support two terminals per BRS. Within the standard package there is limited flexibility for customization and various option features can be added. Single Line Service does not offer B-channel packet service capabilities.
- c. Company shall terminate ISDN Services at the Company network interface.
- d. Should any change in inside wiring (including riser cable) not owned by the Company, or CPE, require the Company to redesign ISDN Service, the customer shall reimburse the Company for all costs incurred by the Company in making such a change. Should ISDN Service fail due to inside wiring (including riser cable) not owned by the Company, or CPE, or power failure, the responsibility for failure shall be solely that of the customer and the Company shall have no liability of any kind.
- e. The customer is responsible for placement, installation, operation, maintenance, repair and replacement of all inside wire (including riser cable), not owned by the Company, and CPE that the customer uses in connection with this service. Premises wiring and CPE must be compatible with the Company's provision of ISDN Service.
- f. If an ISDN Service interruption, disconnection, error, performance failure, or some other out-of-service condition occurs and lasts for more than 24 consecutive hours after the customer gives the Company notice of such out-of-service condition, except for problems caused by the customer's actions, inside wiring, interface, and/or CPE, an out-of-service credit will be applied to the customer's bill. This service shall be based on a 30 day month and shall be calculated by dividing the monthly rate for the service affected by 30 days and multiplying the daily rate by the number of days, or major fraction thereof, that the service was interrupted. This will be the customer's sole remedy.

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14. INTEGRATED SERVICES DIGITAL NETWORK

14.1 GENERAL

C.1. (Cont'd)

- g. 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 as set forth in Section 2.2.1.B. Cancellation charges will apply as discussed below. Cancellation charges will be determined based on estimated costs incurred in conjunction with the provision of an order.

Service date intervals are associated with the provisioning of an order. Certain critical dates 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 cancelled. 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. The Application Date is the date the customer provides a firm commitment and sufficient information to the Company for order placement. The Application Date is the date the Company enters the order into the Company's order distribution system(s). This is sometimes referred to as the order date. 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.

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14. INTEGRATED SERVICES DIGITAL NETWORK

14.1 GENERAL

C. Terms and Conditions (Cont'd)

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2. Availability

- a. The rates and charges for the Single Line ISDN Service package are available only to customers who are normally served by central offices that are within a 60 mile radius of a designated ISDN-equipped central office. For customers whose serving central office is beyond the 60 mile radius, rates and charges will be determined on an individual case-by-case basis.
- b. Service is offered where ISDN facilities and equipment are available. Service is generally considered available for loops 18 kilofeet or less in length. This measurement is the actual loop length from the serving CO.

Loops greater than 18 kilofeet in total length must meet ISDN extension technology design requirements specified in Company technical publications, and will be considered available if ISDN compatible pair gain systems are in place. The loop may also be considered available if the Company has plans to serve the area and is scheduled for placement of compatible pair gain systems. If no pair gain system is in place or planned, loops greater than 18 kilofeet in length will also be considered available if single line loop extension equipment, such as U-repeaters, can be deployed and the loop is within the design limitation of this type of extension equipment.

- c. Some services are not available and/or compatible with ISDN Service.

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14. INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS

14.3.1 PRIMARY RATE SERVICE

C. Terms and Conditions (Cont'd)

14. Cancellation Of Application 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 **as set forth in Section 2.2.1.B. Cancellation charges will apply as set forth in c., d., and e., following.**
- b. Certain Critical Dates as specified in c., following, are used by the Company to monitor the service order provisioning process. Cancellation charges are based on the estimated costs incurred by the Company at the time the order is cancelled. 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 list of Critical Dates and the number of days between each date is found in the Service Interval Guide.

Costs incurred in conjunction with the provision of Primary Rate Service start on the Application Date as defined in c., following. When the customer cancels an order prior to the Application Date, no charges shall apply. When the customer cancels an order on or after the Application Date, a charge determined as specified in d. and e., following shall apply. 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.

- c. The Critical Dates monitored by the Company for the purpose of calculating a Cancellation Charge are as follows:

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