

## APPROVAL OF CUSTOMER NOTICE

February 8, 2017

**PUC Docket Number: P-421/AM-16-496**

**In the Matter of the Petition of CenturyLink QC to be Regulated Pursuant to Minn. Stat. § 237.025: Competitive Market Regulation (see also docket 16-547 for “Highly Sensitive Protected Data”)**

**P-421/AM-16-547**

**Repository for “Highly Sensitive Protected Data” subject to additional protection in Docket 16-496 (In the Matter of the Petition of CenturyLink QC to be Regulated Pursuant to Minn. Stat. § 237.025: Competitive Market Regulation)**

**Case Background:** On June 30, 2016, CenturyLink QC filed a petition to be regulated pursuant to Minn. Stat. § 237.025. On January 27, 2017, the Commission determined that CenturyLink’s petition, as revised on November 21, 2016, is complete. The Commission ordered CenturyLink to distribute a notice to its customers informing them of its petition. The Commission granted to its Executive Secretary the authority to determine the form and content of the notice.

CenturyLink worked with Commission staff to develop a customer notice. CenturyLink’s customer notice, as attached and captioned “What’s New On Your Bill”, is approved for distribution.

**Filing Requirements:** Utilities, telecommunications carriers, official parties, and state agencies are **required** to file documents using the Commission’s electronic filing system (eFiling). All parties, participants and interested persons are encouraged to use eFiling: [mn.gov/puc](http://mn.gov/puc), select *eFiling*, and follow the prompts.

**Full Case Record:** See all documents filed in this docket via the Commission’s website - [mn.gov/puc](http://mn.gov/puc), select *Search eDockets*, enter the year (16) and the docket number (496), select *Search*.

**Subscribe** to receive email notification when new documents are filed in this docket at [mn.gov/puc](http://mn.gov/puc), select *Subscribe*, and follow the prompts.

**Questions about this docket or Commission process and procedure?** Contact Commission staff, Kevin O’Grady at 651-201-2218 or Marc Fournier at 651-201-2214.

**Change your mailing preferences:** Email [docketing.puc@state.mn.us](mailto:docketing.puc@state.mn.us) or call 651-201-2204

**This document can be made available in alternative formats (e.g., large print or audio) by calling 651-296-0406 (voice). Persons with hearing loss or speech disabilities may call us through their preferred Telecommunications Relay Service.**

Attachment

## What's New On Your Bill

CenturyLink has asked the Minnesota Public Utilities Commission to be regulated similar to other competitive telephone companies. State law requires the Commission to approve the application for exchange areas where CenturyLink can show it serves less than 50 percent of the households in the exchange area and where at least 60 percent of the households in the exchange area can choose telephone service from another company. If the Commission approves the application, CenturyLink may raise its local service rates by a maximum of \$2.00 per month after January 1, 2018, and by an additional \$2.00 per month after January 1, 2023. Approval of CenturyLink's application will not change its obligation to meet service quality standards or to provide customers with notice of rate increases. Customers would still be able to file complaints with the Commission. The Commission will likely make its decision about CenturyLink's request by May 2017. The Commission invites written comments about CenturyLink's request. Comment Period: Comments accepted through March 9, 2017 at 4:30pm. Online: Visit [mn.gov/puc](http://mn.gov/puc), select Speak Up!, find this docket (16-496), and add your comments to the discussion. U.S. Mail: Minnesota Public Utilities Commission, 121 7th Place East, Suite 350, St. Paul MN 55101. If you have questions you can call CenturyLink at the number located on your bill or the Commission at 651-296-0406 (or 1-800-657-3782).

## Keeping You Connected

Charges for your local monthly service are billed one month in advance. Charges for other monthly services may be billed one month in advance or in arrears, for example, usage charges may be billed after the charges are incurred. CenturyLink should receive your payment for the total amount due on or before the due date on your bill. If you are unable to pay by the due date, please contact Customer Service to avoid possible collection action. All charges must be paid each month to keep your account current. Basic service and its applicable taxes and surcharges MUST be paid to avoid disconnection. Currently, for this bill period that amount is \$93.62. If the New Charges amount on page one is less than \$93.62, please pay the New Charges amount. Failure to pay non-basic charges may result in other collection activities, including restriction of long distance calls or removal of other services. CenturyLink packages of features and the amounts shown on the summary page may include both basic and charges that are not basic.

Cramming occurs when unauthorized charges appear on your telephone bill. To help prevent unwanted third party charges on your bill, contact CenturyLink and request, at no charge, a bill block that will prevent some third party charges such as charitable contributions, dial-up Internet by non-CenturyLink companies or other non-telecommunications charges from appearing on your bill.

Any amount of Internet and related Internet charges left unpaid 30 days after bill date is subject to a \$7.00 late payment charge.

Understanding your bill has become a lot easier. CenturyLink has a wealth of resources that provide information about how to read and understand the contents of your bill. Visit [www.centurylink.com/understandmybill](http://www.centurylink.com/understandmybill) today to get started!

Making a payment is fast and easy with CenturyLink. Visit [www.centurylink.com/paymentoptions](http://www.centurylink.com/paymentoptions) to view the variety of convenient payment options available today!

## Manage Your Account

Information about Your Bill: [www.centurylink.com/billinginfo](http://www.centurylink.com/billinginfo)  
Product Information: [www.centurylink.com/productinfo](http://www.centurylink.com/productinfo)  
To Chat with an Agent: [www.centurylink.com/chatwithus](http://www.centurylink.com/chatwithus)

Pay Your Bill: [www.centurylink.com/paybill](http://www.centurylink.com/paybill)  
Repair and Technical Support: [www.centurylink.com/repairsupport](http://www.centurylink.com/repairsupport)

Still need to speak with an Agent? You'll need to have your account number which is at the top of the page. Just enter it in our automated system so we can get you to the right department.


Payments/Billing/Products/Services: 1 800-244-1111

Tech Support/Repair Service: 1 800-573-1311

Email

Signature

Date

Account #: 

- Check the appropriate box below, fill in the information above and return with a check for this month's payment -
- Automatic Payment. Simple. Effortless. Accurate. With the automatic payment plan you never have to worry about paying your bill on time again. By checking the box and filling in the information requested above, you are authorizing your bank to debit the monthly amount due on your bill and pay it directly to CenturyLink. You can also sign up for automatic payment at [centurylink.com/billpay](http://centurylink.com/billpay).
- Yes- I would like Call Detail for my Unlimited Calling Plan. With our Unlimited Calling Plan we do not send long-distance call detail. If you would like to receive it, check this box and sign above. And just so you know, you can get your bill with all of the charge information any time at [q.myaccount.centurylink.com](http://q.myaccount.centurylink.com) or by giving us a call.
- Summary Billing Statement. Save paper and streamline your bill by choosing our summary billing statement option. To get started just check the box and fill out the information requested above. As always, you can get your full billing details anytime by checking your account online or giving us a call.