

CenturyLink Communications, LLC d/b/a Lumen Technologies Group  
PSC NO. 3 - TELEPHONE  
Grandfathered Local Exchange Service  
Effective Date: May 17, 2021

Section 0  
Leaf 1  
Revision: 0  
Superseding Revision:

## **TERMS, CONDITIONS, RATES AND CHARGES**

Applying to the provision of

### **GRANDFATHERED RESOLD BUSINESS LOCAL EXCHANGE SERVICES**

within the operating territory of

CenturyLink Communications, LLC d/b/a Lumen Technologies Group

whether offered under that name, or the trade or brand name CenturyLink or Lumen

in the State of

**NEW YORK**

### **SERVICE MARKS, TRADEMARKS AND TRADE NAMES**

The following list of service marks, trademarks and trade names which may be used for services offered in this Tariff are owned by Lumen Technologies, Inc. or a subsidiary of Lumen Technologies, Inc. and are used by the Company with express permission. Trademark and service mark designations will not be listed hereafter in the Tariff. However, the laws regarding trademarks and service marks are applicable. Trade names, trademarks and service marks that are owned by Lumen Technologies, Inc. or a subsidiary of Lumen Technologies, Inc. cannot be used by another party without authorization.

#### Service Marks/Trademarks:

CenturyLink®

Lumen®

Lumen Technologies®

#### Trade Names:

CenturyLink

Lumen

This Tariff cancels and replaces in its entirety the CenturyLink Communications, LLC PSC No. 3 – TELEPHONE Grandfathered Local Exchange Service which was initially effective on July 23, 2015 and cancels and replaces all subsequent revisions thereto.

**NY2021-04**

---

Issued by: Chantel Bosworth      Director - Tariffs, CenturyLink  
100 CenturyLink Drive, Monroe, LA 71203

CenturyLink Communications, LLC d/b/a Lumen Technologies Group  
PSC NO. 3 - TELEPHONE  
Grandfathered Local Exchange Service  
Effective Date: May 17, 2021

Section 0  
Leaf 1.1  
Revision: 0  
Superseding Revision:

Contacting the Public Service Commission

In the case of a dispute between the Customer and the Company which cannot be resolved with mutual satisfaction, the Customer may file a complaint by contacting the New York State Department of Public Service by phone, online or by mail.

1. By Phone:

Helpline (for complaints/inquiries):  
1-800-342-3377 for Continental United States or,  
1-800-662-1220 for Hearing/Speech Impaired: TDD or,  
518-472-8502 for fax

2. Online:

<http://www.dps.ny.gov/complaints.html> or,

3. By Mail:

NYS Department of Public Service  
Office of Consumer Services  
3 Empire State Plaza  
Albany, NY 12223-1350

NY2021-04

---

Issued by: Chantel Bosworth      Director - Tariffs, CenturyLink  
100 CenturyLink Drive, Monroe, LA 71203

CenturyLink Communications, LLC d/b/a Lumen Technologies Group  
PSC NO. 3 - TELEPHONE  
Grandfathered Local Exchange Service  
Effective Date: May 17, 2021

Section 0  
Leaf 2  
Revision: 0  
Superseding Revision:

## TABLE OF CONTENTS

	LEAF
TITLE PAGE.....	1
TABLE OF CONTENTS .....	2
EXPLANATION OF SYMBOLS .....	6
APPLICATION OF TARIFF.....	7

## SECTION 1 – DEFINITIONS

DEFINITIONS .....	1
-------------------	---

## SECTION 2 – REGULATIONS

2.1	UNDERTAKING OF THE COMPANY .....	1
2.1.1	SCOPE .....	1
2.1.2	SHORTAGE OF EQUIPMENT OR FACILITIES .....	1
2.1.3	TERMS AND CONDITIONS .....	2
2.1.4	LIABILITY OF THE COMPANY .....	3
2.1.5	NOTIFICATION OF SERVICE-AFFECTING ACTIVITIES.....	8
2.1.6	PROVISION OF EQUIPMENT & FACILITIES .....	9
2.1.7	NON-ROUTINE INSTALLATION .....	10
2.1.8	OWNERSHIP OF FACILITIES .....	10
2.2	PROHIBITED USES.....	11
2.3	OBLIGATIONS OF THE CUSTOMER .....	11
2.3.1	GENERAL .....	11
2.3.2	CLAIMS .....	13
2.4	CUSTOMER EQUIPMENT AND CHANNELS .....	14
2.4.1	GENERAL .....	14
2.4.2	STATION EQUIPMENT .....	14
2.4.3	INTERCONNECTION OF FACILITIES .....	15
2.4.4	INSPECTIONS .....	15

NY2021-04

---

Issued by: Chantel Bosworth    Director - Tariffs, CenturyLink  
100 CenturyLink Drive, Monroe, LA 71203

CenturyLink Communications, LLC d/b/a Lumen Technologies Group  
PSC NO. 3 - TELEPHONE  
Grandfathered Local Exchange Service  
Effective Date: May 17, 2021

Section 0  
Leaf 3  
Revision: 0  
Superseding Revision:

## TABLE OF CONTENTS

### SECTION 2 - REGULATIONS (Cont'd)

	LEAF
2.5 PAYMENT ARRANGEMENTS .....	16
2.5.1 PAYMENT FOR SERVICE .....	16
2.5.2 BILLING AND COLLECTION OF CHARGES .....	18
2.5.3 DISPUTED BILLS .....	19
2.5.4 ADVANCE PAYMENTS .....	19
2.5.5 DEPOSITS .....	20
2.5.6 DISCONTINUANCE OF SERVICE .....	21
2.5.7 INTEREST ON CUSTOMER OVERPAYMENTS.....	24
2.6 ALLOWANCES FOR INTERRUPTIONS IN SERVICE.....	24
2.6.1 CREDIT FOR INTERRUPTIONS .....	24
2.6.2 LIMITATION ON ALLOWANCES .....	25
2.6.3 USE OF ALTERNATIVE SERVICE PROVIDED BY THE COMPANY	25
2.7 CANCELLATION OF SERVICE .....	26
2.7.1 CANCELLATION OF APPLICATION FOR SERVICE .....	26
2.7.2 CANCELLATION OF SERVICE BY THE CUSTOMER .....	26
2.8 TRANSFERS AND ASSIGNMENTS .....	28
2.9 NOTICES AND COMMUNICATIONS .....	28
2.10 FLEXIBLE PRICING .....	28
2.11 EMERGENCY/CRISIS/DISASTER RESTORATION AND PROVISIONING- TELECOMMUNICATIONS SERVICE PRIORITY .....	28
2.11.1 GENERAL .....	28
2.11.2 TSP REQUEST PROCESS - RESTORATION.....	29
2.11.3 TSP REQUEST PROCESS - PROVISIONING .....	30
2.11.4 RESPONSIBILITIES OF THE END USER .....	31
2.11.5 RESPONSIBILITIES OF THE COMPANY .....	31
2.11.6 PREEMPTION .....	33

NY2021-04

---

Issued by: Chantel Bosworth Director - Tariffs, CenturyLink  
100 CenturyLink Drive, Monroe, LA 71203

CenturyLink Communications, LLC d/b/a Lumen Technologies Group  
PSC NO. 3 - TELEPHONE  
Grandfathered Local Exchange Service  
Effective Date: May 17, 2021

Section 0  
Leaf 4  
Revision: 0  
Superseding Revision:

## TABLE OF CONTENTS

### SECTION 2 - REGULATIONS (Cont'd)

	<b>LEAF</b>
2.12 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS	33
2.12.1 APPLICATION OF RATES .....	33
2.12.2 TELEPHONE NUMBER CHANGES .....	34
2.13 SCHOOLS AND LIBRARIES DISCOUNT PROGRAM .....	35
2.13.1 GENERAL .....	35
2.13.2 REGULATIONS .....	35
2.13.3 DISCOUNTED RATES FOR SCHOOLS AND LIBRARIES .....	36
2.14 HEALTH CARE PROVIDERS SUPPORT PROGRAM .....	36
2.14.1 GENERAL .....	36
2.14.2 REGULATIONS .....	37
2.14.3 RATES AND CHARGES .....	38
2.15 AUTOMATIC NUMBER IDENTIFICATION .....	39
2.15.1 REGULATIONS .....	39
2.15.2 TERMS AND CONDITIONS .....	40
2.16 LIFELINE TELEPHONE SERVICE .....	41
2.16.1 LIFELINE TELEPHONE SERVICE OPTIONS .....	41
2.16.2 ELIGIBILITY .....	41
2.17 CRITICAL FACILITIES ADMINISTRATION .....	42
2.17.1 PROGRAM OVERVIEW .....	42
2.17.2 CUSTOMER OBLIGATIONS .....	42
2.17.3 CARRIER OBLIGATIONS .....	43
2.17.4 RATES .....	44

NY2021-04

---

Issued by: Chantel Bosworth      Director - Tariffs, CenturyLink  
100 CenturyLink Drive, Monroe, LA 71203

CenturyLink Communications, LLC d/b/a Lumen Technologies Group  
PSC NO. 3 - TELEPHONE  
Grandfathered Local Exchange Service  
Effective Date: May 17, 2021

Section 0  
Leaf 5  
Revision: 0  
Superseding Revision:

## TABLE OF CONTENTS

### SECTION 3 – GRANDFATHERED BUSINESS SERVICE OFFERING

	LEAF
3.1 LOCAL EXCHANGE SERVICE .....	1
3.1.1 SERVICE AREA .....	2
3.1.2 LOCAL LINE .....	11
3.1.3 LOCAL AND INTRALATA OUTBOUND USAGE RATES .....	16
3.1.4 TIMING OF LOCAL EXCHANGE CALLS .....	17
3.2 DIRECTORY ASSISTANCE .....	18
3.3 OPERATOR ASSISTANCE .....	19
3.3.1 OPERATOR ASSISTED SURCHARGES .....	20
3.4 DIRECTORY LISTINGS .....	21
3.5 EMERGENCY SERVICES .....	22
3.6 PRESUBSCRIPTIONS-2 (PIC-2) .....	22
3.7 RESERVED FOR FUTURE USE .....	23
3.8 TELECOMMUNICATION RELAY SERVICE (TRS) .....	23

### SECTION 4 – BILLING AND COLLECTION SERVICES

4.1 BILLING NAME AND ADDRESS SERVICE .....	1
4.1.1 GENERAL .....	1
4.1.2 UNDERTAKING OF THE TELEPHONE COMPANY .....	2
4.1.3 OBLIGATIONS OF THE CUSTOMER .....	3
4.1.4 RATE REGULATIONS .....	4

NY2021-04

---

Issued by: Chantel Bosworth Director - Tariffs, CenturyLink  
100 CenturyLink Drive, Monroe, LA 71203

CenturyLink Communications, LLC d/b/a Lumen Technologies Group  
PSC NO. 3 - TELEPHONE  
Grandfathered Local Exchange Service  
Effective Date: May 17, 2021

Section 0  
Leaf 6  
Revision: 0  
Superseding Revision:

**EXPLANATION OF SYMBOLS, AND ABBREVIATIONS OF TECHNICAL TERMS USED IN THIS TARIFF.**

The following symbols shall be used in this Tariff for the purpose indicated below:

- C - To signify changed regulation.
- D - To signify discontinued rate or regulation.
- I - To signify increased rate.
- M - To signify a move in the location of text.
- N - To signify new rate or regulation.
- R - To signify reduced rate.
- S - To signify reissued matter.
- T - To signify a change in text but no change in rate or regulation.

Within rate tables, four types of entries are allowed:

- Rate Amount

The rate amount indicates the dollar value associated with the service.

- A dash "-"

The dash indicates that there is no rate for the service or that a rate amount is not applicable under the specific column header.

- ICB

The acronym "ICB" indicates that the product/service is rated on an individual case basis.

NY2021-04

---

Issued by: Chantel Bosworth      Director - Tariffs, CenturyLink  
100 CenturyLink Drive, Monroe, LA 71203

CenturyLink Communications, LLC d/b/a Lumen Technologies Group  
PSC NO. 3 - TELEPHONE  
Grandfathered Local Exchange Service  
Effective Date: May 17, 2021

Section 0  
Leaf 7  
Revision: 0  
Superseding Revision:

### **APPLICATION OF TARIFF**

This Tariff contains the regulations and rates applicable to intrastate interexchange telecommunications services furnished by CenturyLink Communications, LLC d/b/a Lumen Technologies Group, hereinafter referred to as the Company, between and among points within the State of New York. The regulated services offered herein by CenturyLink Communications, LLC d/b/a Lumen Technologies Group, whether under that name, or the trade or brand name CenturyLink, are subject to the terms and conditions of this Tariff.

**NY2021-04**

---

Issued by: Chantel Bosworth      Director - Tariffs, CenturyLink  
100 CenturyLink Drive, Monroe, LA 71203