

Before the  
FEDERAL COMMUNICATIONS COMMISSION  
Washington, DC 20554

In the Matter of )  
 )  
Section 63.71 Application of )  
 )  
CenturyLink Communications, LLC f/k/a )  
Embarq Communications, LLC and )  
CenturyLink Communications, LLC f/k/a )  
Qwest Communications Company, LLC )  
d/b/a CenturyLink QCC )  
 )  
For Authority Pursuant to Section 214 of )  
the Communications Act of 1934, As Amended, )  
to Discontinue the Provision of Service )

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COMMISSION  
CLERK

**SECTION 63.71 APPLICATION**

CenturyLink Communications, LLC (FRN: 0018-4219-41), f/k/a Embarq Communications, LLC and also f/k/a Qwest Communications Company, LLC d/b/a CenturyLink QCC (referred to herein as “CenturyLink”) hereby applies for authority to discontinue service to its remaining customers of various Voice over Internet Protocol (“VoIP”) services that have operated on a VoIP platform, known as Sylantro, that is no longer technically supported. CenturyLink requests authority from the Federal Communications Commission (“Commission”) to discontinue these services as of March 14, 2019.

This application is related to a prior Section 63.71 application filed by CenturyLink on August 21, 2018 and granted by operation of law on October 8, 2018, seeking to discontinue the same services covered by this application.<sup>1</sup> After filing the August 21, 2018 Application,

<sup>1</sup> See *In the Matter of Section 63.71 Application of CenturyLink Communications, LLC f/k/a Embarq Communications, LLC and CenturyLink Communications, LLC f/k/a Qwest*

CenturyLink discovered that it had inadvertently failed to notify three customers of its Sylanro-based VoIP services. CenturyLink now seeks authority to discontinue service to those remaining customers.

CenturyLink submits the following information in support of its application:

**1. Name and address of carrier**

CenturyLink  
100 CenturyLink Drive  
Monroe, LA 71203

**2. Date of planned service discontinuance**

As of March 14, 2019, or as soon thereafter as the necessary regulatory approvals can be obtained, CenturyLink plans to cease offering the services supported by the Sylanro VoIP platform in the manner outlined below.

Pursuant to the Commission's grant of the August 21, 2018 Application, CenturyLink has already discontinued offering the services supported by the Sylanro VoIP platform to any new customers. The three customers covered by this application can maintain their existing Sylanro VoIP platform services for the duration of their current service contract term, but will not be able to make moves, adds or changes to those services. If one or more of these customers decides to move to the new platform, they will sign a new contract and CenturyLink will waive any early termination penalties on their old contract.

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*Communications Company, LLC d/b/a CenturyLink QCC For Authority Pursuant to Section 214 of the Communications Act of 1934, As Amended, to Discontinue the Provision of Service, Section 63.71 Application, WC Docket No. 18-266 (filed Aug. 21, 2018) (August 21, 2018 Application); Comments Invited on Section 214 Application(s) to Discontinue Domestic Non-Dominant Carrier Telecommunications Services and/or Interconnected VoIP Services, WC Docket No(s). 18-262, 18-264, 18-265, 18-265, 18-266, DA 18-922 (rel. Sept. 7, 2018).*

### **3. Points of geographic areas of service affected**

CenturyLink seeks authority to discontinue offering services supported by the Sylanro VoIP platform in all 50 states and Washington D.C.

### **4. Brief description of the type of services affected**

The Sylanro VoIP platform has reached its end of life and CenturyLink is seeking to discontinue the VoIP services provided by the platform, which are:

- Qwest OneFlex Hosted VoIP: An IP application that provides real-time, two-way voice capability in IP over a broadband connection.
- Qwest OneFlex Integrated Access – Analog and Digital: An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- Qwest Managed VoIP: An IP application that provides real-time, two-way voice capability in IP over a broadband connection.
- Qwest Hosted VoIP: An IP application that provides real-time, two-way voice capability in IP over a broadband connection.
- Qwest IQ Managed VoIP Bundle: An IP application that provides real-time, two-way voice capability in IP over a broadband connection.
- IQ Integrated Access Packages: An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- IQ Integrated Access Analog: An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- IQ Integrated Access Digital: An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- Core Connect Enterprise Integrated Access (IA) (\*services sold before December 31, 2015): An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- Fiber+ Integrated Access (IA) (\*services sold before December 31, 2015): An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- Fiber+ Enterprise Integrated Access (IA) (\*services sold before December 31, 2015): An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- CenturyLink Managed VoIP: An IP application that provides real-time, two-way voice capability in IP over a broadband connection.
- CenturyLink Integrated Access -Analog: An IP-based solution that integrates local and long-distance voice with Internet access on a single connection.
- CenturyLink Hosted VoIP (BroadSoft): (sold before August 30, 2014 in Florida, Missouri, North Carolina, Nevada, Ohio, Tennessee and Texas) An IP application that provides real-time, two-way voice capability in IP over a broadband connection.



\* Note: Services sold after December 31, 2015 were provisioned on a newer VoIP platform and are not included in this application.

Affected customers will be able to maintain their current product configurations for the duration of their current service terms. Customers will also be able to transition to other VoIP solutions offered by CenturyLink on a new VoIP platform with new technology, capabilities and features. Those services include:

- Hosted VoIP
- IQ SIP Trunk (native SIP or PRI handoff)
- Core Connect Enterprise – Integrated Access
- Fiber + Integrated Access (IA)\*
- Fiber+ Enterprise Integrated Access (IA)\*

\* Note: Services sold after December 31, 2015 have been provisioned on a newer VoIP platform and are still available.

**5. Brief description of the dates and methods of notice to all affected customers**

CenturyLink notified the customers covered by this application by U.S. mail on December 14, 2018 via letters identical to the template shown in Attachment A.

**6. Dominance of carrier with respect to the service to be discontinued**

CenturyLink is a non-dominant carrier with regard to services supported by the Sylanro VoIP platform.

**7. Service**

In accordance with 47 C.F.R. § 63.71(a), CenturyLink has mailed a copy of this application to the Governor and public utility commission of each of the affected states and jurisdictions identified in Paragraph 3 above, to any federally-recognized Tribal Nations with authority over the Tribal lands in the geographic areas identified in Paragraph 3 above, as well as to the Special Assistant for Telecommunications under the Secretary of Defense.

Respectfully submitted,

**CENTURYLINK**

By:



\_\_\_\_\_  
Craig J. Brown  
CenturyLink, Inc.  
1099 New York Avenue, NW  
Suite 250  
Washington, DC 20001  
Phone 303-992-2503  
[Craig.J.Brown@CenturyLink.com](mailto:Craig.J.Brown@CenturyLink.com)

Its Attorney

**DATE:** December 21, 2018

ATTACHMENT A

12/14/18



100 CenturyLink Drive  
Monroe, LA 71203

NAME  
ADDRESS  
ADDRESS

Notice - Discontinuation of Sales and Support of Certain VoIP Services

Dear \_\_\_\_\_ ,

At CenturyLink, our goal is to provide you with valuable communications services while maintaining a leadership position in the industry. We respond to changing market conditions by continually evaluating our product offerings, pricing and technology to bring new features and capabilities to our customers.

We have recently conducted a product and technology review and determined that your Hosted and/or SIP Trunking services operates on a VoIP platform with aging support capabilities. Based on this review, we are discontinuing this service, as well as the other VoIP services provided by the platform. This notice is to inform you of CenturyLink's plan to stop the sale of these services including your ability to make moves, adds or changes. Existing services will not be eligible for renewal at the end of your current service term.

Effective March 14, 2019, or as soon after that date as authorized by the relevant regulatory commissions, your current CenturyLink VoIP service will no longer be available for new orders, including the elimination of moves, adds, and change orders on your existing services.

You can maintain your current product configurations for the duration of your current service term, but to make any changes going forward, you'll need to migrate your services to one of CenturyLink's newer VoIP services. The only change available to your legacy services will be the ability to modify the 911 address on those products that currently have that capability.

The good news is that CenturyLink offers multiple VoIP solutions with new technology, capabilities and features to enhance your communication experience including the following:

- Hosted VoIP
- IQ SIP Trunk (native SIP or PRI handoff)
- Core Connect Enterprise – Integrated Access
- Fiber + Integrated Access (IA)\*
- Fiber+ Enterprise Integrated Access (IA)\*

\* Note: Services sold after December 31, 2015 have been provisioned on a newer VoIP platform and are still available.

## ATTACHMENT A

We encourage you to reach out to your account team with any questions on the changes or to discuss alternatives to your current VoIP service.

At CenturyLink, we're committed to making it easy to do business with us, and provide you with secure, reliable connections when, where and how you need them. Add to that a relentless commitment to improving your experience with us, and we are your link to what's next.

Thank you for choosing CenturyLink—we value you as our customer.

The following statement is required by the Federal Communications Commission (FCC):

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the § 63.71 Application of (carrier's name). Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service.

CERTIFICATE OF SERVICE

I, Marjorie Herlth, do hereby certify that I have caused the foregoing **SECTION 63.71**

**APPLICATION** to be:

- 1) Filed with the Secretary of the FCC via ECFS (Inbox-Section 214 Domestic Discontinuance Application);
- 2) Served via first-class U.S. Mail, postage prepaid, on the Governors of the States listed on the attached service list;
- 3) Served via first-class U.S. Mail, postage prepaid, on the Public Utility Commissions listed on the attached service list;
- 4) Served via email on the Regulatory Authority for the Tribal Nations listed on the attached service list; and
- 5) Served via first-class U.S. Mail, postage prepaid, on the Special Assistant for Telecommunications under the Secretary of Defense.

  
\_\_\_\_\_  
Marjorie Herlth

December 21, 2018



Kay Ivey  
Office of the Governor  
600 Dexter Avenue  
Montgomery, AL 36130

Alabama Public Service Commission  
P. O. Box 304260  
Montgomery, AL 36130-4260

William M. Walker  
Office of the Governor  
P. O. Box 110001  
Juneau, AK 99811-0001

Regulatory Commission of Alaska  
Suite 300  
701 West 8<sup>th</sup> Avenue  
Anchorage, AK 99501-3469

Doug Ducey  
Office of the Governor  
Executive Tower  
1700 West Washington Street  
Phoenix, AZ 85007

Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, AZ 85007-2996

Asa Hutchison  
Office of the Governor  
500 Woodlane Street  
Little Rock, AR 72201

Arkansas Public Service Commission  
P. O. Box 400  
Little Rock, AR 72203-0400

Edmund G. "Jerry" Brown, Jr.  
Office of the Governor  
c/o State Capitol  
Suite 1173  
Sacramento, CA 95814

California Public Utilities Commission  
California State Building  
505 Van Ness Avenue  
San Francisco, CA 94102-3298

John W. Hickenlooper  
Office of the Governor  
136 State Capitol  
Denver, CO 80203-1792

Colorado Public Utilities Commission  
Suite 250  
1560 Broadway  
Denver, CO 80202

Dannel P. Malloy  
Office of the Governor  
State Capitol  
210 Capitol Avenue  
Hartford, CT 06106

Connecticut Public Utilities Regulatory  
Authority  
10 Franklin Square  
New Britain, CT 06051

John C. Carney Jr.  
Office of the Governor  
150 Martin Luther King Jr. Blvd. South  
2<sup>nd</sup> Floor  
Dover, DE 19901

Delaware Public Service Commission  
Cannon Building, Suite 100  
861 Silver Lake Boulevard  
Dover, DE 19904

Muriel Bowser  
Executive Office of the Mayor of the  
District of Columbia  
1350 Pennsylvania Avenue, N.W.  
Suite 316  
Washington, DC 20004

District of Columbia Public Service  
Commission  
1325 G Street, N.W.  
Suite 800  
Washington, DC 20005

Rick Scott  
Office of Governor  
The Capitol  
400 S. Monroe St.  
Tallahassee, FL 32399

Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Nathan Deal  
Office of the Governor  
206 Washington Street  
111 State Capitol  
Atlanta, GA 30334

Georgia Public Service Commission  
244 Washington Street, SW  
Atlanta, GA 30334-9052

David Ige  
Office of the Governor  
Executive Chambers  
State Capitol  
Honolulu, HI 96813

Hawaii Public Utilities Commission  
456 South King Street  
Room 103  
Honolulu, HI 96813

C.L. "Butch" Otter  
Office of the Governor  
State Capitol  
P. O. Box 83720  
Boise, ID 8372

Idaho Public Utilities Commission  
P. O. Box 83720  
Boise, ID 83720-0074

Bruce Rauner  
Office of the Governor  
207 State House  
Springfield, IL 62706

Illinois Commerce Commission  
Suite C-800  
160 North LaSalle Street  
Chicago, IL 60601

Eric Holcomb  
Office of the Governor  
Statehouse  
Indianapolis, IN 46204-2797

Indiana Utility Regulatory Commission  
PNC Center  
Suite 1500 E  
101 West Washington Street  
Indianapolis, IN 46204

Kim Reynolds  
Office of the Governor  
1007 East Grand Avenue  
Des Moines, IA 50319

Iowa Utilities Board  
Room 69  
1375 East Court Avenue  
Des Moines, IA 50319-0069

Jeff Colyer  
Office of the Governor  
Capitol  
300 SW 10th Avenue, Suite 241S  
Topeka, KS 66612-1590

Kansas Corporation Commission  
1500 SW Arrowhead Road  
Topeka, KS 66604-4027

Matt Bevin  
Office of the Governor  
700 Capitol Avenue, Suite 100  
Frankfort, KY 40601

Kentucky Public Service Commission  
P.O. Box 615  
211 Sower Boulevard  
Frankfort, KY 40602-0615

John Bel Edwards  
Office of the Governor  
P. O. Box 94004  
Baton Rouge, LA 70804

Louisiana Public Service Commission  
P. O. Box 91154  
Baton Rouge, LA 70821-9154

Paul LePage  
Office of the Governor  
#1 State House Station  
Augusta, ME 04333-0001

Maine Public Utilities Commission  
18 State House Station  
Augusta, ME 04333-0018



Larry Hogan  
Office of the Governor  
100 State Circle  
Annapolis, MD 21401-1925

Maryland Public Service Commission  
16<sup>th</sup> Floor  
6 St. Paul Street  
Baltimore, MD 21202-6806

Charlie Baker  
Office of the Governor  
Massachusetts State House  
Room 280  
Boston, MA 02133

Massachusetts Department of  
Telecommunications & Cable  
100 Washington Street  
Suite 820  
Boston, MA 02118

Rick Snyder  
Officer of the Governor  
P. O. Box 30013  
Lansing, MI 48909

Michigan Public Service Commission  
P. O. Box 30221  
Lansing, MI 48909

Mark Dayton  
Office of the Governor  
116 Veterans Service Building  
20 W. 12<sup>th</sup> Street  
St. Paul, MN 55155

Minnesota Public Utilities Commission  
121 7<sup>th</sup> Place East  
Suite 350  
St. Paul, MN 55101-2147

Phil Bryant  
Office of the Governor  
P. O. Box 139  
Jackson, MS 39205

Mississippi Public Service Commission  
501 N. West Street, Suite 201A  
Woolfolk Building  
Jackson, MS 39201-1174

Mike Parson  
Office of the Governor  
P. O. Box 720  
Jefferson City, MO 65102

Missouri Public Service Commission  
P. O. Box 360  
Jefferson City, MO 65102-0360

Steve Bullock  
Office of the Governor  
P. O. Box 200801  
Helena, MT 59620-0801

Montana Public Service Commission  
P. O. Box 202601  
Helena, MT 59620-2601

Pete Ricketts  
Office of the Governor  
Lincoln Office/State Capitol  
P. O. Box 94848  
Lincoln, NE 68509-4848

Nebraska Public Service Commission  
Suite 300  
1200 N Street  
Lincoln, NE 68508

Brian Sandoval  
Office of the Governor  
State Capitol Building  
101 N. Carson Street  
Carson City, NV 89701

Public Utilities Commission of Nevada  
1150 E. William Street  
Carson City, NV 89701-3109

Chris Sununu  
Office of the Governor  
State House  
107 North Main Street  
Concord, NH 03301

New Hampshire Public Utilities  
Commission  
Suite 10  
21 South Fruit Street  
Concord, NH 03301-2429

Phil Murphy  
Office of the Governor  
P. O. Box 001  
Trenton, NJ 08625

New Jersey Board of Public Utilities  
44 S. Clinton Avenue  
Trenton, NJ 08625

Susana Martinez  
Office of the Governor  
490 Old Santa Fe Trail, Room 400  
Santa Fe, NM 87501

New Mexico Public Regulation Commission  
1120 Paseo de Peralta  
P.O. Box 1269  
Santa Fe, NM 87504

Andrew M. Cuomo  
Office of the Governor  
NYS State Capitol Building  
Albany, NY 12224

New York State Public Service Commission  
Empire State Plaza  
Agency Building 3  
Albany, NY 12223-1350

Roy Cooper  
Office of the Governor  
20301 Mail Service Center  
Raleigh, NC 27699-0301

North Carolina Utilities Commission  
4325 Mail Service Center  
Raleigh, NC 27699-4300

Doug Burgum  
Office of the Governor  
600 E Boulevard Avenue  
Bismarck, ND 58505-0001

North Dakota Public Service Commission  
Department 408  
600 E Boulevard  
Bismarck, ND 58505-0480

John R. Kasich  
Office of the Governor  
Riffe Center, 30<sup>th</sup> Floor  
77 South High Street  
Columbus, OH 43215-6117

Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, OH 43215

Mary Fallin  
Office of the Governor  
Oklahoma State Capitol  
2300 N. Lincoln Blvd., Room 212  
Oklahoma City, OK 73105

Oklahoma Corporation Commission  
P. O. Box 52000  
Oklahoma City, OK 73152-2000

Kate Brown  
Office of the Governor  
900 Court Street, NE  
Suite 160  
Salem, OR 97301

Public Utility Commission of Oregon  
P.O. Box 1088  
Salem, OR 97308-1088

Tom Wolf  
Office of the Governor  
508 Main Capitol Building  
Harrisburg, PA 17120

Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

Gina M. Raimondo  
Office of the Governor  
82 Smith Street  
Providence, RI 02903

Rhode Island Public Utilities Commission  
89 Jefferson Boulevard  
Warwick, RI 02888



Henry McMaster  
Office of the Governor  
1205 Pendleton Street  
Columbia, SC 29201

Public Service Commission of South  
Carolina  
101 Executive Center Drive  
Suite 100  
Columbia, SC 29210

Dennis Daugaard  
Office of the Governor  
500 East Capitol Avenue  
Pierre, SD 57501

South Dakota Public Utilities Commission  
Capitol Building, 1<sup>st</sup> Floor  
500 East Capitol Avenue  
Pierre, SD 57501-5070

Bill Haslam  
Office of the Governor  
State Capitol, 1<sup>st</sup> Floor  
Nashville, TN 37243

Tennessee Regulatory Authority  
502 Deaderick Street, 4<sup>th</sup> Floor  
Nashville, TN 37243

Greg Abbott  
Office of the Governor  
P. O. Box 12428  
Austin, TX 78711-2428

Public Utility Commission of Texas  
1701 N. Congress Avenue  
P. O. Box 13326  
Austin, TX 78711-3326

Gary Herbert  
Office of the Governor  
350 North State Street, Suite 200  
P.O. Box 142220  
Salt Lake City, UT 84114-2220

Public Service Commission of Utah  
Heber M. Wells Building  
160 East 300 South  
Salt Lake City, UT 84111

Phil Scott  
Executive Office of the Governor  
109 State Street, Pavilion  
Montpelier, VT 05609

Vermont Public Service Board  
112 State Street  
Montpelier, VT 05620-2701

Ralph Northam  
Office of the Governor  
P. O. Box 1475  
Richmond, VA 23218

Virginia State Corporation Commission  
P. O. Box 1197  
Richmond, VA 23218

Jay Inslee  
Office of the Governor  
P. O. Box 40002  
Olympia, WA 98504-0002

Washington Utilities and Transportation  
Commission  
P.O. Box 47250  
Olympia, WA 98504-7250

Jim Justice  
Office of the Governor  
State Capitol  
1900 Kanawha Boulevard, East  
Charleston, WV 25305

Public Service Commission of West  
Virginia  
201 Brooks Street  
Charleston, WV 25301

Scott Walker  
Office of the Governor  
115 East Capitol  
Madison, WI 53702

Public Service Commission of Wisconsin  
P. O. Box 7854  
Madison, WI 53707-7854

Matt Mead  
Office of the Governor  
2323 Carey Avenue  
Cheyenne, WY 82002-0010

Wyoming Public Service Commission  
Hansen Building  
2515 Warren Avenue  
Suite 300  
Cheyenne, WY 82002

Ramah Navajo Chapter  
Cecil F. Eriacho  
HC-61, Box 13  
Ramah, NM 87321

Blackfeet Tribe of the Blackfeet Indian  
Reservation of MT  
Timothy Davis  
1 Agency Square  
Browning, MT 59417

Pueblo of Laguna, New Mexico  
Virgil A. Siow  
P.O. Box 194  
Laguna, NM 87026

Kalispel Tribe of Indians  
Glen Nenema  
P.O. Box 39  
Usk, WA 99180

Omaha Tribe of Nebraska  
Michael Wolfe  
P.O. Box 368  
Macy, NE 68039

Zuni Tribe of the Zuni Reservation, New  
Mexico  
Val Panteah  
P.O. Box 339  
Zuni, NM 87327

Secretary of Defense  
Attn. Special Assistant for Telecommunications  
Pentagon  
Washington, DC 20301

Ak-Chin Indian Community	rmiguel@ak-chin.nsn.us
Arapaho Tribe of the Wind River Reservation, Wyoming	nora.willow@northernarapaho.com
Bad River Band of the Lake Superior Tribe of Chippewa Indians of the Bad River Reservation, Wisconsin	MikeW@badriver-nsn.gov
Burns Paiute Tribe	TribalCouncil@burnspaiute-nsn.gov
Cherokee Nation	bill-baker@cherokee.org
Cheyenne River Sioux Tribe of the Cheyenne River Reservation, SD	<a href="mailto:haroldcfrazier@yahoo.com">haroldcfrazier@yahoo.com</a>
Cocopah Tribe of Arizona	cocotcsec@cocopah.com
Confederated Salish & Kootenai Tribes of the Flathead Reservation	council@cskt.org
Confederated Tribes and Bands of the Yakama Nation	JoDe@yakama.com
Confederated Tribes of Warm Springs	<a href="mailto:lynn.davis@wstribes.org">lynn.davis@wstribes.org</a>
Confederated Tribes of Siletz Indians of Oregon	dpigsley@msn.com BrendaB@ctsi.nsn.us
Confederated Tribes of the Chehalis Reservation	chairman@chehalis-tribe.org
Confederated Tribes of the Colville Reservation	neeka.somday@colvilletribes.com
Confederated Tribes of the Grand Ronde Community of Oregon	cheryle.kennedy@grandronde.org
Confederated Tribes of the Umatilla Indian Reservation	garyburke@ctuir.org margaritebecenti@ctuir.org
Coushatta Tribe of Louisiana	triciaponcho@coushattatribela.org
Cowlitz Indian Tribe	wiyall@cowlitz.org
Crow Tribe of Montana	solomon.littleowl@crow-nsn.gov <a href="mailto:jontelle.holds@crow-nsn.gov">jontelle.holds@crow-nsn.gov</a> <a href="mailto:leah.dust@crow-nsn.gov">leah.dust@crow-nsn.gov</a>
Eastern Shoshone Tribe of the Wind River Reservation, Wyoming	cwagon@easternshoshone.org
Flandreau Santee Sioux Tribe of South Dakota	president@fsst.org
Forest County Potawatomi Community, Wisconsin	Ned.DanielsJr@fcpotawatomi-nsn.gov
Fort McDowell Yavapai Nation, Arizona	bburnette@ftmcdowell.org
Grand Traverse Band of Ottawa and Chippewa Indians, Michigan	Thurlow.McClellan@gtbindians.com
Ho-Chunk Nation of Wisconsin	wilfrid.cleveland@ho-chunk.com



Hoh Indian Tribe	Bernard.Afterbuffalo@hohtribe-nsn.org
Iowa Tribe of Kansas and Nebraska	trhodd@iowas.org
Jamestown S'Klallam Tribe	rallen@jamestowntribe.org
Jena Band of Choctaw Indians	Chief@jenachoctaw.org
Kewa Pueblo, New Mexico (Pueblo of Santo Domingo)	bquintana@kewa-nsn.us
Kickapoo Tribe of Indians of the Kickapoo Reservation in Kansas	bwhitewater@yahoo.com Lester.Randall@ktik-nsn.gov
Klamath Tribes	don.gentry@klamathtribes.com
Lac Courte Oreilles Band of Lake Superior Chippewa Indians of Wisconsin	louis.taylor@lco-nsn.gov
Lac du Flambeau Band of Lake Superior Chippewa Indians of the Lac du Flambeau Reservation of Wisconsin	jwildcatsr@ldftribe.com
Las Vegas Tribe of Paiute Indians of the Las Vegas Indian Colony, Nevada	btso@lvpaiute.com
Lower Brule Sioux Tribe of the Lower Brule Reservation, SD	Chairman@lbst.org
Lower Elwha Tribal Community	fgcharles@elwha.org
Lower Sioux Indian Community in the State of Minnesota	Brian.Pendleton@lowersioux.com
Lummi Tribe of the Lummi Reservation	Stan.Choate@CenturyLink.com
Makah Indian Tribe of the Makah Indian Reservation	brittany.olson@makah.com
Minnesota Chippewa Tribe - Bois Forte Band (Nett Lake)	Catherine.Chavers@boisforte-nsn.gov
Minnesota Chippewa Tribe - Fond du Lac Band	kevindupuis@fdlrez.com
Minnesota Chippewa Tribe - Grand Portage Band	norman@grandportage.com
Minnesota Chippewa Tribe - Leech Lake Band	Faron.Jackson@llojibwe.org burt.howard@llbo.org
Minnesota Chippewa Tribe - Mille Lacs Band	melanie.benjamin@millelacsband.com
Minnesota Chippewa Tribe - White Earth Band	terrence.tibbetts@whiteearth-nsn.gov
Minnesota Chippewa Tribe, Minnesota (Six component reservations: Bois Forte Band (Nett Lake); Fond du Lac Band; Grand Portage Band; Leech Lake Band; Mille Lacs Band; White Earth Band)	gfrazier@mnchippewatribe.org

Muckleshoot Indian Tribe	<a href="mailto:virginia.cross@muckleshoot.nsn.us">virginia.cross@muckleshoot.nsn.us</a>
Navajo Nation, Arizona, New Mexico & Utah	<a href="mailto:russellbegaye@navajo-nsn.gov">russellbegaye@navajo-nsn.gov</a>
Nez Perce Tribe	<a href="mailto:nptec@nezperce.org">nptec@nezperce.org</a>
Nisqually Indian Tribe	<a href="mailto:choke.ken@nisqually-nsn.gov">choke.ken@nisqually-nsn.gov</a>
Oneida Nation	<a href="mailto:thill7@oneidanation.org">thill7@oneidanation.org</a>
Paiute Indian Tribe of Utah (Cedar Band of Paiutes, Kanosh Band of Paiutes, Koosharem Band of Paiutes, Indian Peaks Band of Paiutes, and Shivwits Band of Paiutes)	<a href="mailto:sparashonts@utahpaiutes.org">sparashonts@utahpaiutes.org</a>
Pascua Yaqui Tribe of Arizona	<a href="mailto:robert.valencia@pascuayaqui-nsn.gov">robert.valencia@pascuayaqui-nsn.gov</a>
Port Gamble S'klallam Tribe	<a href="mailto:dwellman@pgst.nsn.us">dwellman@pgst.nsn.us</a>
Prairie Band Potawatomi Nation	<a href="mailto:Liana@pbpnation.org">Liana@pbpnation.org</a>
Prairie Island Indian Community in the State of Minnesota	<a href="mailto:daniel.derudder@piic.org">daniel.derudder@piic.org</a> <a href="mailto:blake.johnson@piic.org">blake.johnson@piic.org</a>
Pueblo of Acoma, New Mexico	<a href="mailto:governor@puebloofacoma.org">governor@puebloofacoma.org</a>
Pueblo of Cochiti, New Mexico	<a href="mailto:governor@pueblodecochiti.org">governor@pueblodecochiti.org</a>
Pueblo of Isleta, New Mexico	<a href="mailto:Poigov@isletapueblo.com">Poigov@isletapueblo.com</a>
Pueblo of Nambe, New Mexico	<a href="mailto:governor@nambepueblo.org">governor@nambepueblo.org</a>
Pueblo of Picuris, New Mexico	<a href="mailto:governor@picurispueblo.org">governor@picurispueblo.org</a>
Pueblo of Pojoaque, New Mexico	<a href="mailto:LEdwards@pojoaque.org">LEdwards@pojoaque.org</a>
Pueblo of San Felipe, New Mexico	<a href="mailto:ssandoval@sfpueblo.com">ssandoval@sfpueblo.com</a>
Pueblo of San Ildefonso, New Mexico	<a href="mailto:governor@sanipueblo.org">governor@sanipueblo.org</a>
Pueblo of Sandia, New Mexico	<a href="mailto:snmontoya@sandiapueblo.nsn.us">snmontoya@sandiapueblo.nsn.us</a>
Pueblo of Santa Ana, New Mexico	<a href="mailto:governors@santaana-nsn.gov">governors@santaana-nsn.gov</a>
Pueblo of Taos, New Mexico	<a href="mailto:governor@taospueblo.com">governor@taospueblo.com</a>
Pueblo of Tesuque, New Mexico	<a href="mailto:cquintana@pueblooftesuque.org">cquintana@pueblooftesuque.org</a>
Pueblo of Zia, New Mexico	<a href="mailto:tammylpino@yahoo.com">tammylpino@yahoo.com</a>
Puyallup Tribe of the Puyallup Reservation	<a href="mailto:angel.robertiello@puyalluptribe.com">angel.robertiello@puyalluptribe.com</a>
Quechan Tribe of the Fort Yuma Indian Reservation - AZ & CA	<a href="mailto:executivesecretary@quechantribe.com">executivesecretary@quechantribe.com</a>
Quileute Tribe of the Quileute Reservation	<a href="mailto:renee.woodruff@quileutetribe.com">renee.woodruff@quileutetribe.com</a>
Quinault Indian Nation	<a href="mailto:fsharp@quinault.org">fsharp@quinault.org</a>
Red Cliff Band of Lake Superior Chippewa Indians of Wisconsin	<a href="mailto:Richard.Peterson@redcliff-nsn.gov">Richard.Peterson@redcliff-nsn.gov</a>
Red Lake Band of Chippewa Indians	<a href="mailto:dseki@redlakenation.org">dseki@redlakenation.org</a>



Rosebud Sioux Tribe of the Rosebud Indian Reservation, South Dakota	<a href="mailto:rodney.bordeaux@rst-nsn.gov">rodney.bordeaux@rst-nsn.gov</a>
Sac and Fox Nation of Missouri in Kansas and Nebraska	<a href="mailto:chief@sacandfoxnation-nsn.gov">chief@sacandfoxnation-nsn.gov</a>
Sault Ste. Marie Tribe of Chippewa Indians, Michigan	<a href="mailto:aaronpayment@saulttribe.net">aaronpayment@saulttribe.net</a>
Seminole Tribe of Florida (Big Cypress and Brighton Reservations)	<a href="mailto:Chairman@semtribe.com">Chairman@semtribe.com</a>
Shakopee Mdewakanton Sioux Community of Minnesota+A85	<a href="mailto:dawn.blanchard@shakopeedakota.org">dawn.blanchard@shakopeedakota.org</a>
Shoshone-Bannock Tribes of the Fort Hall Reservation	<a href="mailto:nsmall@sbtribes.com">nsmall@sbtribes.com</a>
Shoshone-Paiute Tribes of the Duck Valley Reservation, Nevada	<a href="mailto:howard.tedl@shopai.org">howard.tedl@shopai.org</a>
Sisseton-Wahpeton Oyate of the Lake Traverse Reservation	<a href="mailto:webadmin@swo-nsn.gov">webadmin@swo-nsn.gov</a>
Skokomish Indian Tribe	<a href="mailto:gmillier@skokomish.org">gmillier@skokomish.org</a>
Snoqualmie Indian Tribe	<a href="mailto:lynda.zambrano@snoqualmietribe.us">lynda.zambrano@snoqualmietribe.us</a> <a href="mailto:virgil.wade@snoqualmietribe.us">virgil.wade@snoqualmietribe.us</a>
Southern Ute Indian Tribe of the Southern Ute Reservation, Colorado	<a href="mailto:efrost@southernute-nsn.gov">efrost@southernute-nsn.gov</a>
Spokane Tribe of the Spokane Reservation	<a href="mailto:carole@spokanetribe.com">carole@spokanetribe.com</a>
Squaxin Island Tribe of the Squaxin Island Reservation	<a href="mailto:acooper@squaxin.us">acooper@squaxin.us</a>
St. Croix Chippewa Indians of Wisconsin	<a href="mailto:LewisT@stcroixtribalcenter.com">LewisT@stcroixtribalcenter.com</a>
Standing Rock Sioux Tribe of North & South Dakota	<a href="mailto:info@standingrock.org">info@standingrock.org</a>
Suquamish Indian Tribe of the Port Madison Reservation	<a href="mailto:lforsman@suquamish.nsn.us">lforsman@suquamish.nsn.us</a>
Tohono O'odham Nation of Arizona	<a href="mailto:edwardd.manuel@tonation-nsn.gov">edwardd.manuel@tonation-nsn.gov</a>
Tonto Apache Tribe of Arizona	<a href="mailto:jdecola@tontoapache.org">jdecola@tontoapache.org</a>
Tunica-Biloxi Indian Tribe	<a href="mailto:msampson@paragoncasinoresort.com">msampson@paragoncasinoresort.com</a>
Upper Sioux Community, Minnesota	<a href="mailto:kevinj@uppersiouxcommunity-nsn.gov">kevinj@uppersiouxcommunity-nsn.gov</a>
Ute Mountain Ute Tribe	<a href="mailto:hcuthair@utemountain.org">hcuthair@utemountain.org</a>
Winnebago Tribe of Nebraska	<a href="mailto:frank.white@winnebagotribe.com">frank.white@winnebagotribe.com</a>
Yavapai-Apache Nation of the Camp Verde Indian Reservation, Arizona	<a href="mailto:jrussell-winiecki@yan-tribe.org">jrussell-winiecki@yan-tribe.org</a>
Yavapai-Prescott Indian Tribe	<a href="mailto:ejones@ypit.com">ejones@ypit.com</a>
Coquille Indian Tribe	<a href="mailto:brendameade@coquilletribe.org">brendameade@coquilletribe.org</a>

Cow Creek Band of Umpqua Tribe of Indians	<a href="mailto:vpense@cowcreek.com">vpense@cowcreek.com</a>
Gila River Indian Community of the Gila River Indian Reservation, Arizona	<a href="mailto:executive.mail@gric.nsn.us">executive.mail@gric.nsn.us</a>
Lower Brule Sioux Tribe of the Lower Brule Reservation, SD	<a href="mailto:Chairman@lbt.org">Chairman@lbt.org</a>