

COPY

Before the  
FEDERAL COMMUNICATIONS COMMISSION  
Washington, DC 20554

In the Matter of )

Section 63.71 Application of )

CenturyLink Communications, LLC )  
For Authority Pursuant to Section 214 of )  
the Communications Act of 1934, As Amended, )  
to Discontinue A VoIP Service )

REDACTED

COMMISSION  
CLERK

2025 JUL -2 AM 10: 17

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SECTION 63.71 APPLICATION

CenturyLink Communications, LLC (FRN: 0018-4219-41),<sup>1</sup> (referred to herein as “CenturyLink”) hereby applies for authority to discontinue service to its remaining customers of a single Voice over Internet Protocol (“VoIP”) service that is operating on a VoIP platform with aging support capabilities.

CenturyLink submits the following information in support of its application:

**1. Name and address of carrier**

CenturyLink Communications, LLC  
100 CenturyLink Drive  
Monroe, LA 71203

**2. Date of planned service discontinuance**

CenturyLink plans to discontinue the Affected Services on August 8, 2025, or as soon thereafter as any necessary regulatory approvals are obtained.

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<sup>1</sup> CenturyLink Communications, LLC is a competitive local exchange carrier and interexchange carrier subsidiaries of Lumen Technologies, Inc. (f/k/a CenturyLink, Inc.) (FRN: 0018-6268-53). This application is filed on behalf of, and is limited to, CenturyLink Communications, LLC.

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

CenturyLink seeks authority to discontinue a VoIP service in all 50 states, the District of Columbia, and Puerto Rico.

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

CenturyLink seeks to discontinue the following VoIP service:

Engage Business Voice over Internet Protocol (“BVoIP”) service, which is a nationwide cloud communication solution providing PBX or Business Line replacement for voice plus collaboration and inbound call center capabilities.

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

CenturyLink sent a written notification of the planned discontinuance to customers affected by this proposed discontinuance in accordance with Section 63.71(a) of the Commission’s Rules. Customer notifications were sent by U.S. Mail or United Parcel Service on June 26, 2025. A copy of the notification is attached to this application (Attachment A).

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

CenturyLink is considered non-dominant with respect to the services to be discontinued.

**7. Other Information**

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





931 14th Street  
Denver, Colorado 80202

ATTACHMENT A

June 26, 2025



**Important notice:** CenturyLink Communications, LLC, a Lumen company, **plans to discontinue Engage<sup>SM</sup> BVoIP service.**

Dear [REDACTED]:

You are receiving this notice because you subscribe to Engage Business Voice over Internet Protocol ("BVoIP") service, which is a nationwide cloud communication solution providing PBX or Business Line replacement for voice plus collaboration and inbound call center capabilities.

Engage BVoIP **service will be discontinued** in all 50 states, the District of Columbia, and Puerto Rico on **August 8, 2025**, or as soon after that date as authorized by the Federal Communications Commission ("FCC") and the appropriate state regulatory commission, if required.

**Immediate action is required.**

To maintain service and **avoid losing your telephone number(s)**, you **must** transfer your service and numbers to a new provider **before** service is disconnected on August 8, 2025.

- Once disconnected, numbers cannot be restored or transferred to another provider.  
**Note:** Voicemail messages cannot be transferred to another provider. Saved/unheard messages will be lost.
- Contact the provider of your choice immediately to transfer service. If they ask, there is no PIN associated with your CenturyLink BVoIP service.

If you wish to disconnect your Engage VoIP service or have questions, please call us at 844-837-2771.

Thank you,  
CenturyLink Communications, LLC

**The following statement is required by the FCC:**

The FCC will normally authorize this proposed discontinuance of service 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 Comment 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 CenturyLink Communications, LLC. Comments should include specific information about the impact of this proposed discontinuance 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; and
- 4) Served via first-class U.S. Mail, postage prepaid, on the Special Assistant for Telecommunications under the Secretary of Defense.<sup>1</sup>

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

June 27, 2025

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<sup>1</sup> CenturyLink Communications, LLC did not identify any Tribal Nations in the geographic area covered by this Application.

Office of the Governor  
600 Dexter Avenue  
Montgomery, AL 36130

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

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

Office of the Governor  
State Capitol  
1700 West Washington Street  
Phoenix, AZ 85007

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

Office of the Governor  
State Capitol, Rm. 250  
Little Rock, AR 72201

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

Office of the Governor  
State Capitol  
1303 10th Street, Suite 1173  
Sacramento, CA 95814

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

Office of the Governor  
136 State Capitol  
Denver, CO 80203-1792

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

Office of the Governor  
State Capitol  
210 Capitol Avenue, Suite 5  
Hartford, CT 06106

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

Office of the Governor  
150 Martin Luther King Jr. Blvd. South  
Dover, DE 19901

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

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

Office of Governor  
The Capitol, PL05  
400 S. Monroe St.  
Tallahassee, FL 32399

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

Office of the Governor  
206 Washington Street  
Suite 203, State Capitol  
Atlanta, GA 30334

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

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

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

Office of the Governor  
State Capitol  
P. O. Box 83720  
Boise, ID 83720

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

Office of the Governor  
207 State House  
Springfield, IL 62706

Illinois Commerce Commission  
Michael A. Bilandic Building  
160 North LaSalle Street, Suite C-800  
Chicago, IL 60601

Office of the Governor  
200 W. Washington Street, Room 206  
Indianapolis, IN 46204

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

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

Office of the Governor  
300 SW 10th Avenue  
Topeka, KS 66612-1590

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

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

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

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

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

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

Maryland Public Service Commission  
6 St. Paul Street, #1600  
Baltimore, MD 21202-6806

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

Massachusetts Department of  
Telecommunications & Cable  
One Federal Street, Suite 0740  
Boston, MA 02110-2012

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

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

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75 Rev. Dr. Martin Luther King Jr. Blvd.  
St. Paul, MN 55155

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

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

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

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

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

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Lincoln Office/State Capitol  
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Lincoln, NE 68509-4848

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Lincoln, NE 68508

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Carson City, NV 89701

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

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

Office of the Governor  
The State House  
P. O. Box 001  
Trenton, NJ 08625

New Jersey Board of Public Utilities  
44 S. Clinton Avenue  
Trenton, NJ 08609

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

New Mexico Public Regulation Commission  
P. O. Box 1269  
Santa Fe, NM 87504-1269

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

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

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

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

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

Office of the Governor  
Riffe Center, 30<sup>th</sup> Floor  
77 South High Street  
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Public Utilities Commission of Ohio  
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Oklahoma Corporation Commission  
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Oklahoma City, OK 73152-2000

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Salem, OR 97301-4047

Public Utility Commission of Oregon  
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Salem, OR 97308-1088

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

Pennsylvania Public Utility Commission  
Office of the Secretary  
P. O. Box 3265  
Harrisburg, PA 17105-3265

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Providence, RI 02903

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

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Pierre, SD 57501

South Dakota Public Utilities Commission  
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Pierre, SD 57501-5070

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Nashville, TN 37243

Tennessee Regulatory Authority  
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Richmond, VA 23218

Virginia State Corporation Commission  
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Richmond, VA 23218

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P. O. Box 40002  
Olympia, WA 98504-0002

Washington Utilities and Transportation  
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Charleston, WV 25305

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Virginia  
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210 Calle de la Fortaleza  
San Juan, Puerto Rico 00901

Puerto Rico Public Service Commission  
Carretera # 1 calle Bori # 1608,  
en Rio Piedras, (Antigua Electrónica)  
San Juan, PR 00919-0870

Department of Defense  
Special Assistant for Telecommunications  
Pentagon  
Washington, DC 20301