



**Joshua S. Motzer**  
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October 15, 2020

**VIA ELECTRONIC FILING**

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street,  
Harrisburg, PA 17120

Re: Temporary Reporting Requirements: At-Risk Accounts  
Docket No: M-2020-3019244

Dear Secretary Chiavetta,

Pursuant to Pennsylvania Public Utility Commission's Secretarial Letter dated October 1, 2020, please find enclosed the attached responses for The United Telephone Company of Pennsylvania LLC d/b/a CenturyLink and CenturyLink Communications, LLC.<sup>1</sup>

If you have any questions, or need additional information about the above, please contact me at 614-441-0393.

Sincerely,

A handwritten signature in blue ink that reads "Joshua S. Motzer". The signature is fluid and cursive.

Joshua S. Motzer

JSM/sac

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<sup>1</sup> The Lumen brand was launched on September 14, 2020. As a result, CenturyLink, Inc. is referred to as Lumen Technologies, or simply Lumen. The legal name CenturyLink, Inc. is expected to be formally changed to Lumen Technologies, Inc. upon the completion of all applicable requirements.

**In the Matter of the Temporary Reporting Requirements: At-Risk Accounts**  
**Docket No: M-2020-3019244**

**Report of**  
**The United Telephone Company of Pennsylvania, Inc. d/b/a CenturyLink**  
**CenturyLink Communications, LLC**  
**Pennsylvania Public Utility Commission**  
**Secretarial Letter Dated: October 1, 2020**  
**Responded: October 15, 2020**

**CenturyLink Response to requests from PUC Secretarial Letter in Docket No: M-2020-3012944:**

Total number of a Residential and Non-Residential accounts at risk of termination at the end of the month and for the same month the year prior.

Total aggregate dollars of arrears, broken down by the same account categories, at the end of the month and for the same month the year prior.

	<b>2020</b>		<b>2019</b>	
	# of Accounts	Total Aggregate \$ in Arrears	# of Accounts	Total Aggregate \$ in Arrears
Residential	70,818	\$588,384	78,993	\$439,093
Non-residential	9,225	\$414,947	10,744	\$398,119
<b>Total*</b>	80,043	\$1,003,331	89,737	\$837,212

\*The Commission's Secretarial Letter requires "information as applicable to the month of September 2020." For this request, CenturyLink has defined "accounts at risk of termination" as those accounts with any past due balances more than 30 days in arrears at the end of September 2019 and September 2020. Therefore, the total number of accounts reflected above overstates the number of accounts that would be subject to termination. Furthermore, the amount of "total aggregate \$ in Arrears" includes accounts with any past due amounts for services both jurisdictional and non-jurisdictional. For September 2020 data, because of the Commission's moratorium on disconnects there were no accounts at risk of termination at that time.