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December 16, 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:

This filing is submitted pursuant to Pennsylvania Public Utility Commission's Order dated October 8, 2020. Pursuant to Paragraph 9 of the Commission's Order, The United Telephone Company of Pennsylvania LLC d/b/a CenturyLink and CenturyLink Communications, LLC<sup>1</sup> submits responses to the three questions in Paragraph 9 of that order. Please note that the attached data includes information through month-end November 2020.

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

Sincerely,

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**  
**Pennsylvania Public Utility Commission**  
**Propounded: October 8, 2020**  
**Responded: December 16, 2020**

**CenturyLink Response to requests from PUC ORDER dated October 8, 2020 in Docket No:M-2020-3012944:**

- a. Total number of residential and non-residential accounts at risk of termination at the end of the month and for the same month of the year prior.
- b. Total aggregate dollars of arrears, broken down by the same account categories, at the end of the month and for the same month of the year prior.
- c. The number of residential and non-residential accounts disconnected for non-payment with dollar amounts owed.

<b>a. and b.</b>	November-end 2020		November-end 2019	
	# of Accounts Total Aggregate	\$ in Arrears	# of Accounts Total Aggregate	\$ in Arrears
Residential	69,831	\$741,582	77,257	\$431,903
Non-residential	9,334	\$478,317	10,569	\$408,031
<b>Total*</b>	79,165	\$1,219,899	87,826	\$839,934

\*The Commission's order requires "the first report shall be filed with the Secretary of the Commission by December 15, 2020, for the preceding month." 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 November 2019 and November 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.

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<b>c.</b>	# of Accounts disconnected for non-payment	\$ amount of Accounts disconnected for non-payment
Residential		
Non-residential		
<b>Total**</b>	0**	\$0**

\*\* It is difficult to provide a response to this subpart at this time. In part, the Commission’s Order of October 8, 2020 stated that “the absolute utility service termination moratorium is lifted and disconnections may commence effective November 9, 2020.” As a general matter, the process for disconnections has requirements that do not begin on the day the disconnections may commence. Moreover, CenturyLink has offered payment plan arrangements for residential customers impacted by COVID and therefore disconnect activity for residential accounts was minimized through November-end 2020. CenturyLink is confirming this assertion. For its small business customers subscribing to jurisdictional services, based upon information preliminarily available, there has been minimal account activity on these accounts; therefore, disconnections will likely have been minimized as well. If the data proves to be different for this subpart of the question, CenturyLink will provide updated information in its January 15<sup>th</sup> report.