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January 18, 2022

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 entered March 18, 2021. Pursuant to Paragraph titled "Additional Utility Quarterly Reporting Requirements" of the Commission's Order, The United Telephone Company of Pennsylvania LLC d/b/a CenturyLink and CenturyLink Communications, LLC¹ submits responses to the three questions in that Paragraph of the order. Please note that the attached data includes information through month-end October, November, and December 2021 respectively.

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".

Joshua S. Motzer

¹ The Lumen brand was launched on September 14, 2020. On January 22, 2021, CenturyLink, Inc. formally changed its name to Lumen Technologies, Inc., or simply Lumen.

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
(Collectively, “CenturyLink”)
Pennsylvania Public Utility Commission
Propounded: March 18, 2021
Responded: January 18, 2022

CenturyLink Response to requests from PUC ORDER dated March 18, 2021 in Docket No: M-2020-3012944:

- a. Total number of accounts at risk of termination at the end of the month and for the same month in 2019 and 2020.
- b. Total aggregate dollars of arrears at the end of the month and for the same month in 2019 and 2020 (both total and by vintage, *i.e.*, 30-60 days, 60-90 days, 90+days).
- c. The number of accounts disconnected for non-payment with dollar amounts owed.

Subpart a. and b.

OCTOBER	# of Accounts At Risk of Termination	TOTAL Aggregate Dollars in Arrears	Arrears broken down by		
a. and b. *			(30-60 days)	(60-90 days)	(90+ days)
Residential Voice Accounts - as of 10/31/21	5,217	\$1,095,432.03	\$254,105.47	\$129,133.65	\$712,192.91
Non-Residential Voice Accounts - as of 10/31/21	730	\$461,617.50	\$155,300.10	\$58,096.65	\$248,220.75
Residential Voice Accounts - as of 10/31/20	5,874	\$665,594.90	\$271,852.39	\$118,953.23	\$274,789.28
Non-Residential Voice Accounts - as of 10/31/20	892	\$428,621.35	\$170,110.17	\$63,871.04	\$194,640.14
Residential Voice Accounts - as of 10/31/19	6,395	\$432,112.84	\$289,943.38	\$87,622.82	\$54,546.64
Non-Residential Voice Accounts - as of 10/31/19	977	\$322,585.32	\$149,160.47	\$40,552.48	\$132,872.37

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NOVEMBER	# of Accounts At Risk of Termination	TOTAL Aggregate Dollars in Arrears	Arrears broken down by		
a. and b. *			(30-60 days)	(60-90 days)	(90+ days)
Residential Voice Accounts - as of 11/30/21	5,042	\$934,377.58	\$237,897.99	\$120,349.24	\$576,130.35
Non-Residential Voice Accounts - as of 11/30/21	735	\$502,961.56	\$155,655.03	\$79,198.21	\$268,108.32
Residential Voice Accounts - as of 11/30/20	6,137	\$742,207.92	\$278,346.92	\$135,851.06	\$328,009.94
Non-Residential Voice Accounts - as of 11/30/20	999	\$477,691.71	\$187,745.92	\$73,239.51	\$216,706.28
Residential Voice Accounts - as of 11/30/19	6,410	\$432,766.58	\$288,743.23	\$87,833.16	\$56,190.19
Non-Residential Voice Accounts - as of 11/30/19	1,062	\$407,168.24	\$203,329.66	\$63,124.34	\$140,714.24

DECEMBER (cont'd on page 3)	# of Accounts At Risk of Termination	TOTAL Aggregate Dollars in Arrears	Arrears broken down by		
a. and b. *			(30-60 days)	(60-90 days)	(90+ days)
Residential Voice Accounts - as of 12/31/21	4,593	\$552,968.10	\$199,338.41	\$87,981.61	\$265,648.08
Non-Residential Voice Accounts - as of 12/31/21	668	\$377,051.56	\$120,849.80	\$54,350.19	\$201,851.57
Residential Voice Accounts - as of 12/31/20	6,369	\$828,504.00	\$297,542.05	\$140,096.92	\$390,865.03
Non-Residential Voice Accounts - as of 12/31/20	1,062	\$516,024.68	\$196,496.74	\$75,421.71	\$244,106.23
Residential Voice Accounts - as of 12/31/19	6,515	\$445,500.53	\$300,424.72	\$87,944.64	\$57,131.17

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Non-Residential Voice Accounts - as of 12/31/19	993	\$374,931.20	\$171,536.40	\$57,704.69	\$145,690.11
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*The Commission’s order requires “...the information shall first be filed by the 15th of July 15th, relevant to the 2nd quarter of 2021, and thereafter, by the 15th of the month following the quarter.” 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 the respective month identified. 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.

Subpart c.

OCTOBER	Number of Accounts Disconnected	Amount Owed Upon Disconnect
c. **		
Residential Voice Accounts - as of 10/31/21	0	\$0.00
Non-Residential Voice Accounts - as of 10/31/21	2	\$3,656.54
Residential Voice Accounts - as of 10/31/20	0	\$0.00
Non-Residential Voice Accounts - as of 10/31/20	0	\$0.00
Residential Voice Accounts - as of 10/31/19	9	\$1,616.12
Non-Residential Voice Accounts - as of 10/31/19	0	\$0.00

NOVEMBER	Number of Accounts Disconnected	Amount Owed Upon Disconnect
c. **		
Residential Voice Accounts - as of 11/30/21	1	\$169.36

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Non-Residential Voice Accounts - as of 11/30/21	0	\$0.00
Residential Voice Accounts - as of 11/30/20	0	\$0.00
Non-Residential Voice Accounts - as of 11/30/20	0	\$0.00
Residential Voice Accounts - as of 11/30/19	7	\$985.62
Non-Residential Voice Accounts - as of 11/30/19	1	\$3,627.18

DECEMBER		
C. **	Number of Accounts Disconnected	Amount Owed Upon Disconnect
Residential Voice Accounts - as of 12/31/21	7	\$1,561.74
Non-Residential Voice Accounts - as of 12/31/21	2	\$2,860.37
Residential Voice Accounts - as of 12/31/20	1	\$87.19
Non-Residential Voice Accounts - as of 12/31/20	0	\$0.00
Residential Voice Accounts - as of 12/31/19	13	\$2,207.91
Non-Residential Voice Accounts - as of 12/31/19	1	\$2,910.01

** It will continue to be difficult to provide a comprehensive response to this subpart. In part, the Commission’s Order of March 18, 2021 stated that “The utility service termination moratorium is lifted, and disconnections may commence effective April 1, 2021.” As a general matter, the process for disconnections has requirements that do not begin on the day the disconnections may commence. Moreover, CenturyLink has not fully implemented its collection process in Pennsylvania despite the authorization under this order. CenturyLink has made available payment plan arrangements for residential and non-residential customers impacted by COVID and therefore disconnect activity remains minimized through this time period. CenturyLink has not identified any additional customers that have been disconnected for non-payment for the time period identified. If the data proves to be different for this subpart of the question, CenturyLink will provide updated information in future reports.