

**STATE OF VERMONT  
PUBLIC UTILITY COMMISSION**

**Case No. 20-0703-PET**

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| Vermont Legal Aid request for moratorium<br>on utility and telecommunications shutoffs<br>during State of Emergency |
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**CENTURYLINK OPERATING COMPANIES' RESPONSE TO ORDER ENDING THE  
TEMPORARY DISCONNECTION MORATORIUM AND ORDERING PROTECTIONS  
FOR UTILITY CUSTOMERS FACING ECONOMIC HARDSHIP  
DATED DECEMBER 15, 2020**

CenturyLink Communications, LLC, Level 3 Communications, LLC, Broadwing Communications, LLC, TelCove Operations, LLC, WilTel Communications, LLC, Global Crossing Telecommunications, Inc., Global Crossing Local Services, Inc., and Level 3 Telecom Data Services, LLC (collectively "CenturyLink") provide the following responses to the Commission's October 8, 2020 Procedural Order in which it requested each utility file the following information:

**1. Has lifting the moratorium affected disconnection numbers?**

**Response:** CenturyLink serves business customer only in Vermont. The end of the moratorium has had no impact on CenturyLink's disconnections in Vermont. CenturyLink has not disconnected for non-payment due to COVID any business customer in Vermont during pendency of the Commission's moratorium.

**2. How many customers have made use of VCAAP funding?**

**Response:** As a general matter, CenturyLink is not aware of how many of its business customers may have applied for or obtained VCAAP funding. Furthermore, CenturyLink is a competitive carrier offering IP-based voice and data services to businesses in Vermont. CenturyLink thus has zero (0) business customers subscribed to basic telephone service in Vermont.

**3. What percentage of customers who have arrearages are actively participating in, or seeking to participate in, discussions about repayment plans?**

**Response:** CenturyLink does not readily retain information as to the number or percentage of customers who have discussed payment plans or who have sought to participate in payment plans. Generally, business accounts typically have some level of a past due balance. As of November 30, 2020, however, CenturyLink has been able to determine that it had zero (0) business customer accounts subject to extended payment terms due to alleged impacts of COVID-19.

December 15, 2020

Respectfully submitted,

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