

LUMEN®

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RECEIVED

SEP - 7 2021

August 30, 2021

LA Public Service Commission

Mr. Brandon Frey
Commission Secretary
Louisiana Public Service Commission
602 North 5th Street, 12th Floor
Baton Rouge, LA 70821-9154

Re: **Global Crossing Local Services, Inc.**
TSP Registration for VoIP Authority

Dear Mr. Frey:

Enclosed for filing please find the original and two copies of the TSP Registration for VoIP Authority submitted on behalf of Global Crossing Local Services, Inc.

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided for that purpose.

If you have any questions regarding this filing, please contact me or Scott Seab at scott.seab@lumen.com.

Sincerely,

Brook Villa

Brook L. Villa

BLV/bardm

Enclosures

ROUTE TO	ROUTE FROM
DEPT. <u>Bull</u>	DEPT. _____
DATE <u>9/7</u>	DATE _____
DEPT. _____	DEPT. _____
DATE _____	DATE _____
DEPT. _____	DEPT. _____
DATE _____	DATE _____
DEPT. _____	DEPT. _____
DATE _____	DATE _____

LOUISIANA PUBLIC SERVICE COMMISSION602 North, 5th Street, 12th Floor

Galvez Building

Baton Rouge, LA 70802

Attention: Utilities Division

Date: 8/30/21

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SEP - 7 2021

TSP Registration

LA Public Service Commission

Utility Classification [X applicable classification(s)]

Type of Authority Requested.

ILEC	CLEC	LDC/IXC	CMRS	OSP	PSP/ICSP	CAP	VoIP
<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
<input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> No	<input type="checkbox"/> No

ILEC – Incumbent Local Exchange Carrier

CAP – Competitive Access Provider

CMRS – Commercial Mobile Radio Service

LDC/IXC – Long Distance Company / Inter Exchange Carrier

OSP – Operator Service Provider

PSP – Payphone Service Provider

VoIP – Voice Over Internet Protocol

ICSP – Inmate Calling Service Provider

Application Fee in the amount of \$250 is to accompany the filing.

(General Order No. R-31891, dated March 11, 2014, Section 301.E.)

1.a. The Legal Name of the Business under which the applicant intends to operate:

(General Order No. R-31891, dated March 11, 2014, Section 301.E.1)

Global Crossing Local Services, Inc.

1.b. Federal Tax Identification No.

38-3273802

1.c. Louisiana Tax Identification No.

2176144-001

1.d. The physical address and telephone number(s) of the applicant [Domicile Address: City/State/Zip Code/Telephone Number (s)]: (General Order No. R-31891, dated March 11, 2014, Section 301.E.1)**(Physical Address)**

Street Address:	100 CenturyLink Drive
City:	Monroe
State:	LA
Zip Code:	71203
Telephone No.:	(318) 362-1538
FAX:	Click here to enter text.

(Mailing Address)

Street Address:	100 CenturyLink Drive
City:	Monroe
State:	LA
Zip Code:	71203
Telephone No.:	(318) 362-1538
FAX:	Click here to enter text.

1.e. Names under which the applicant intends to do business - Trade Names / DBAs:*(General Order No. R-31891, dated March 11, 2014, Section 301.E.2)*

CenturyLink
Lumen
Click here to enter text.
Click here to enter text.

2. The name, address and telephone #s of the applicant's principal corporate officers:*(General Order No. R-31891, dated March 11, 2014, Section 301.E.2)***2.a.**

Name of officer:	Jeff Storey
Title:	Officer, President
Street Address:	1025 Eldorado Boulevard
City:	Broomfield
State:	CO
Zip Code:	80021
Telephone No.:	800-871-9244
FAX:	Click here to enter text.

2.b.

Name of officer:	Stacey Goff
Title:	Director, Executive Vice-President
Street Address:	100 CenturyLink Drive
City:	Monroe
State:	LA
Zip Code:	71203
Telephone No.:	800-871-9244
FAX:	Click here to enter text.

2.c.

Name of officer:	Eric Mortensen
Title:	Director, Vice-President
Street Address:	1025 Eldorado Boulevard
City:	Broomfield
State:	CO
Zip Code:	80021
Telephone No.:	800-871-9244
FAX:	Click here to enter text.

2.d.

Name of officer:	Rafael Martinez Chapman
Title:	Treasurer
Street Address:	1025 Eldorado Boulevard
City:	Broomfield
State:	CO
Zip Code:	80021
Telephone No.:	800-871-9244
FAX:	Click here to enter text.

3. If different from two (2) above, please indicate the names, addresses and telephone no.(s) of officers and or employees responsible for Louisiana operations.

3.a.

Name of officer:	Ralph Huval
Title:	Supervisor – Regional Operations
Street Address:	106 E. South St.
City:	Welsh
State:	LA
Zip Code:	70591
Telephone No.:	337-734-3557
FAX:	Click here to enter text.
E-Mail:	Ralph.Huval@Lumen.com

3.b.

Name of officer:	Al Lubeck
Title:	Director – Public Policy II
Street Address:	Home office/private
City:	Kansas City
State:	MO
Zip Code:	64106
Telephone No.:	913-884-1116
FAX:	Click here to enter text.
E-mail:	Al.Lubeck@Lumen.com

4. Information about the structure of the business organization, and, where applicable, a copy of any articles of incorporation, partnership agreement or by-laws of the applicant. An applicant shall also disclose all affiliate entities offering and/or providing telecommunications services in Louisiana. (Include in Registration as “Attachment A”) *(General Order No. R-31891, dated March 11, 2014, Section 301.E.5)*

5. A certified copy of the applicant’s authorization to do business in Louisiana. (Include in Registration as “Attachment B” – Louisiana Secretary of State Certificate) *(General Order No. R-31891, dated March 11, 2014, Section 301.E.5)*

6. The name, address and telephone number of the applicant’s Louisiana agent for service of process: *(General Order No. R-31891, dated March 11, 2014, Section 301.E.2)*

Agent:	CT Corporation System
Street Address/P.O. Box	3867 Plaza Tower Drive
City:	Baton Rouge
State:	LA
Zip Code:	70816
Telephone No.:	855-532-3936
FAX:	Click here to enter text.

7. Documentation demonstrating managerial, financial and technical abilities, including but not limited to, the following:

(a) To demonstrate financial ability, each applicant shall provide a copy of its most recent stockholders annual report and its most recent SEC 10K, or, if the applicant is not publicly

traded, its most recent financial statements. If the applicant does not have separate financial reports, it may submit applicable financial statements of an affiliate with explanation to demonstrate the financial ability of the applicant. (Include in Registration as "Attachment C")

(General Order No. R-31891, dated March 11, 2014, Section 301.E.7.a)

(b) To demonstrate managerial ability, each applicant shall attach a brief description of its history of providing telecommunications services and shall list the geographic areas in which it has been and is currently providing telecommunications services. Newly created applicants shall list the experience of each principal officer in order to show its ability to provide service. (Include in Registration as "Attachment D") *(General Order No. R-31891, dated March 11, 2014, Section 301.E.7.b)*

(c) Technical ability shall be indicated by a description of the applicant's experience in providing telecommunications services, or in the case of newly created companies, the applicant may provide other documentation which supports its technical ability. (Include in Registration as "Attachment E") *(General Order No. R-31891, dated March 11, 2014, Section 301.E.7.c)*

8. A description of the services proposed to be offered, the proposed exact geographic areas in which the services shall be offered and a map thereof. (Include in Registration as "Attachment F") *(General Order No. R-31891, dated March 11, 2014, Section 301.E.8)*

9. Point of Contact to Which Service or Other Customer Complaints Should be Directed:

(General Order 11-16-2014 - The Commission seeks to aid Louisiana consumers in their dealings with TSPs. In order to assist Commission Staff in performing this important function, all TSPs are hereby required to provide Commission Staff with a list of the names and direct telephone numbers of three (3) company representatives that Commission Staff may directly contact during normal business hours.)

Repair and maintenance information, including the name, address and telephone number of a Louisiana contact person responsible for and knowledgeable about the applicant's operations.

(General Order No. R-31891, dated March 11, 2014, Section 301.E.9)

Name #1:	Dennis Long
Title:	Sr. Dir. – Customer Advocacy
Street Address/P.O. Box	100 CenturyLink Drive
City / State / Zip Code:	Monroe, LA 71203
E-mail Address:	Dennis.Long@Lumen.com
Telephone Number:	318-362-1279
FAX:	n/a

Name #2:	Ralph Huval (for Repair and Operations)
Title:	Supervisor – Regional Operations
Street Address/P.O. Box	106 E. South St.
City / State / Zip Code:	Welsh, LA 70591
E-mail Address	Ralph.Huval@Lumen.com

Telephone Number:	337-734-3557
FAX:	n/a

10. A list of other states where the applicant has applied to operate as a telecommunications services provider and/or to offer telecommunications services, a list of other states where the applicant is authorized to operate, and a list of those states which have denied any requested authority. (Include in Registration as "Attachment G") (General Order No. R-31891, dated March 11, 2014, Section 301.E.10.)

11. Illustrative tariffs in compliance with the requirements set forth in Section 401 below. (Include in Registration as "Attachment H") (General Order No. R-31891, dated March 11, 2014, Section 301.E.11) & (General Order 3-11-2014 Section 401 Tariffs / Docket No. R-31891)

All Telecommunication Service Providers (TSP) shall file tariffs with the Commission describing the services offered and the rates charged. Note: for format and content refer to Section 401 of LPSC General Order dated 3-11-2014.

CHECK LIST FOR SUBMISSION OF TARIFFS

A. Has the tariff been submitted on 8½ x 11 sheets, using one side of the paper only? (General Order No. R-31839, dated March 11, 2014, Section 401 C.2.a)

Yes ☒ No ☐

B. Is each page numbered successively in the upper right-hand corner and must be marked as either an original or revised page? Example: Original Page, No. 3 or 2nd Revised Page, No. 5, cancels 1st Revised Page, No. 5. (General Order No. R-31839, dated March 11, 2014, Section 401 C.2.b-e)

Yes ☒ No ☐

C. Does each page bear the Applicant's name in the upper left-hand corner? (General Order No. R-31839, dated March 11, 2014, Section 401 C.2.c)

Yes ☒ No ☐

D. Does each page have the issued date in the upper left-hand corner of the page? (The "issued date" is the date shown on the transmittal letter to the Commission referencing the tariff filing.) (General Order No. R-31839, dated March 11, 2014, Section 401 C.2.f)

Yes ☒ No ☐

E. Is the name and title of the issuing officer in the upper left-hand corner of each page? (General Order No. R-31839, dated March 11, 2014, Section 401 C.2.h)

Yes ☒ No ☐

F. Does the tariff contain the following information, in the order listed: (General Order No. R-31839, dated March 11, 2014, Section 401 C.2.i)

a. title page identifying the name, address, and telephone number of the Applicant?

Yes ☒ No ☐

- b. A Table of Contents identifying the page location of each section in the tariff? If the tariff is less than 30 pages, the Table of Contents may serve as the subject index for the entire volume.

Yes ☒ No ☐

- c. A definition of symbols that are used in the tariff? (The definitions must conform with General Order No. R-31839, dated March 11, 2014, Section 401 H.3)

Yes ☒ No ☐

- d. A definition of technical terms and abbreviations? (The definitions must contain full and concise information as to the meaning of all technical and special terms and abbreviations used in the tariff.)

Yes ☒ No ☐

- e. A description of rules and regulations? (The Rules and Regulations section must contain all rules, regulations, practices, etc. relative to providing services. The rules must be consistent with the Commission's General Orders.)

Yes ☒ No ☐

- f. An index with an alphabetical listing of services and the page number on which they may be found?

Yes ☒ No ☐

Questions G-J only apply to those requesting IXC authority

- g. A description of how a billable call is timed when timing begins and ends, and the method used to make this determination? (General Order No. R-31839, dated March 11, 2014, Section 1)

Yes ☐ No ☐

- h. A description of how distance is measured for toll rating purposes and the formula used to compute it, as well as what points are used for origination and termination with respect to calculation of distance between them? (General Order No. R-31839, dated March 11, 2014, Section 1)

Yes ☐ No ☐

- i. A description of how all relevant information pertains to a particular type of service? (General Order No. R-31839, dated March 11, 2014, Section 1)

Yes ☐ No ☐

- j. A description of the rate schedules, charge for all services, and other data necessary to compute a monthly bill for intrastate service? (General Order No. R-31839, dated March 11, 2014, Section 1)

Yes ☐ No ☐

12. Such other information as the Commission Staff may specifically request of any applicant.

13. Relevant Commission General Orders for TSP Authority *(Include the following in the company tariff and indicate the page number on which they may be found.)*

- A. NSF Charges: Does Applicant comply with the *General Order dated January 1, 2000* which establishes that the maximum NSF charge allowed is \$20.00? (Applies to all carriers.)
Yes ☒ No ☐ Page: **18**
- B. Deposits: Does Applicant comply with the *General Order dated September 17, 1991*, which requires that the Applicant pay interest of 5% per annum for customer deposits retained for more than six months? (Applies to all carriers.)
Yes ☒ No ☐ Page: **9**
- C. Deposits: Does Applicant comply with the *General Order dated September 17, 1991*, which provides that a telecommunications service provider may not collect deposits in excess of 2½ times the average monthly bill? (Applies to all carriers.)
Yes ☒ No ☐ Page: **8**
- D. Late Charges: Does Applicant comply with the *General Order dated July 12, 1976 and February 20, 1973* which collectively state that: (1) a bill is not considered past due until 20 days after the billing date; (2) that a company may charge a maximum of 5% penalty on a past due amount; and (3) a TSP cannot charge a late fee on a previously unpaid late fee? (Applies to all except CMRS providers.)
Yes ☒ No ☐ Page: **18**
- E. Challenging the Validity of a Bill: If a provision limits the time that the customer has to challenge the validity of a bill, does the tariff also include a provision regarding the Commission's authority to review billing and charges? (Applies to all carriers.)
Yes ☒ No ☐ Page: **13**
- F. Disconnection for Nonpayment: *Commission General Order dated July 12, 1976 Paragraph D* provides that a customer cannot be disconnected for non-payment until the bill is past due. Once the bill becomes past due, five days written notice must be given prior to disconnection of a customer for nonpayment. Is Applicant in compliance with this Order? (Applies to all except CMRS providers.)
Yes ☒ No ☐ Page: **12**
- G. When Charges begin and Terminate for Phone Calls: According to the *General Order dated October 23, 1989*, TSPs, together with Alternative Operator Service providers, must provide answer supervision and cannot attempt to collect for busy or unanswered calls. Is Applicant

in compliance with this Order? (Does not apply to CMRS or VoIP.)

Yes ☐ No ☐ Page:

- H. Blocking of 900, 976, and 700 Numbers: According to the *General Order dated December 5, 1990*, the tariff must provide free blocking of 900, 976, and 700 or informational numbers to any customer requesting same. Is Applicant in compliance with this Order? (Does not apply to CMRS or VoIP.)

Yes ☐ No ☐ Page:

- I. Governing Law: All tariffs should state that it is governed and interpreted according to the Laws of Louisiana. Is Applicant in compliance with this Order? (Applies to all carriers.)

Yes ☒ No ☐ Page:

- J. Rates: Is Applicant in compliance with the requirement that tariffs include specified rates? (Applies to all except CMRS and non-ETC VoIP providers.)

Yes ☐ No ☐ ICB: Page:

Checklist below only for those requesting either CLEC or ETC Authority

- K. CLEC Universal Service Requirement: If the Applicant is a CLEC, does the Applicant furnish all services that are designated as part of Universal Service, as required by Section 501 A of the Local Competition Regulations? The services are as follows: (*General Order No. R-31839, dated March 11, 2014, Section 501 A.1*)

- L. Voice grade access to the public switched network?

Yes ☐ No ☐ Page:

- M. Touch tone capability?

Yes ☐ No ☐ Page:

- N. White page directory listing (residential and business)? (*General Order No. R-31839, dated March 11, 2014*)

Yes ☐ No ☐ Page:

- O. Access to directory assistance (local)?

Yes ☐ No ☐ Page:

- P. Directory distribution? (*General Order No. R-31839, dated March 11, 2014*)

Yes ☐ No ☐ Page:

- Q. Access to emergency (911) Service?

Yes ☐ No ☐ Page:

R. Access to long distance carriers and operator services?

Yes ☐

No ☐

Page:

S. Access to the telephone relay system?

Yes ☐

No ☐

Page:

T. Access to 8xx services?

Yes ☐

No ☐

Page:

U. Lifeline rate for eligible customers? (Applies to ETCs offering Lifeline only.)

Yes ☐

No ☐

Page:

14. Fees & Taxes which "MAY" be applicable to Telecommunication Service Providers

Requirements of Telecommunication Service Providers (TSPs) to Collect and Remit Fees & Surcharges. Additional information regarding applicable surcharges and fees can be obtained by contacting the Louisiana Department of Revenue, Telephone No. (225) 219-7656 or the Louisiana Public Service Commission, Telephone No. (225) 342-4999.

(A.) Inspection and supervision fees; Utility and Carrier Inspection and Supervision Fund.

Louisiana Revised Statutes Title 45 Section 1177. Louisiana Department of Revenue Form R-5197. The Amount of the fee shall be measured by the gross receipts of each public utility from its Louisiana intrastate business.

**Louisiana Department of Revenue
P.O. Box 201
Baton Rouge, LA 70821-0201
Telephone No. (855) 307-3893**

(B.) Telecommunications tax for the Deaf. Louisiana Revised Statutes Title 45 Section 1061. Louisiana Department of Revenue Form R-5702-L

**Louisiana Department of Revenue
Excise Section
P.O. Box 201
Baton Rouge, LA 70821-9201
Tax payer Services Division
Telephone No. (225) 219-7656
Telephone No. (225) 219-2114 (TDD)**

(C.) Relay Administration Board (RAB), Louisiana Public Service Commission Order No. U-17656, dated October 17, 1990 and Louisiana Public Service Commission Order No. U-17656-A. Louisiana Public Service Commission Business & Executive Session Minutes Note: January 16, 2002, the \$0.11 (11 cent) per month line charge fee eliminated.

(D.) Louisiana State Universal Fund. Louisiana Public Service Commission, Order No. R-30480, dated February 9, 2009.

**Fund Administrator Contact Information
LaPorte, Sehrt, Romig, & Hand
Town Hall West
10000 Perkins Rowe
Suite 200
Baton Rouge, LA 70810-1797
Telephone No. (225) 296-5150**

15. Reporting Requirements (<http://lpsc.louisiana.gov/teleannualreports.aspx>)

(A.) All Telecommunication Services Providers (TSP) in Louisiana shall file with the Commission annual financial reports. The reports shall include Louisiana income statements, balances sheets, number of customers and access lines served.

(B.) One year from the date of obtaining its Certificate of Authority, and semi-annually thereafter, all Local Exchange Carriers (LECs) shall file with the Commission retail service quality reports as follows in Commission Order; Docket No. R-31300 General Order Dated July 26, 2013:

Commission Complaints per 10,000 access lines for LECs with more than 100,000 access lines; or Commission Complaints per 100 access lines for LECs with less than 100,000 access lines regarding residential telecommunications service.

If the Commission finds as a result of monitoring that the LEC's service quality is substandard as compared to other LECs, the Commission may, after notice and hearing, take action as it deems necessary and proper to assure a desirable level of service quality, including imposing a monetary penalty not exceeding ten thousand dollars (\$10,000) per violation.

Company Type	Report Name	Reference	Reporting Year	Due Date	Contents
TSPs All Carriers	Annual Financial Reports Download Form PDF Format	General Order #2 7-1-1921 & General Order 6-19-2012	Calendar Year or Fiscal Year	120 days from then end of the calendar year or fiscal year	Income statement & balance sheet Specific to Louisiana
LECs & CLECs	Service Quality Reports Download Form PDF Format	General Order 3/11/2014 Sections 302.B & 701.J.3	Semi-annually	September 30th & March 31st	Commission Complaints per 10,000 access lines for LECs with more than 100,000 access lines; or Commission Complaints per 100 access lines for LECs with less than 100,000 access lines regarding residential telecom service.

ILECs & CLECs	Local Terminating Traffic Report Download Form PDF Format	General Order 3/11/2014 Section 901.G	Annually	April 1st	ILECs and CLECs shall file reports with the Commission Secretary on April 1st of each year which show, by month, the volume of local terminating traffic delivered to ILECs or CLECs during the previous year.
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