



January 7, 2019

Ms. Lynn Retz  
Secretary of the Commission  
Kansas Corporation Commission  
1500 SW Arrowhead Road  
Topeka, KS 66604-4027

**RE: Docket No. 16-UTDT-568-MIS  
4Q2018 Reporting of Customer Complaints & Requested Directories**

Dear Ms. Retz:

On August 1, 2017, the Kansas Corporation Commission issued an **Order Approving Stipulation and Agreement** in the above-mentioned docket.

On September 8, 2017, CenturyLink filed Notice #1 which provided CenturyLink's anticipated directory waiver schedule and bill message in accordance with the Stipulation. On January 10, 2018, CenturyLink filed Notice #2 to clarify the definitions used by CenturyLink in its anticipated directory waiver schedule. While there were no changes to CenturyLink's anticipated implementation schedule from Notice #1, CenturyLink provided the Commission with the following updated schedule to reflect the clarification:

Phase	Directory	Directory Pub Date	Customer Notification
I			
	BURLINGTON/OSAGE CITY	3/1/2018	Feb & March 2018
	NORTH CENTRAL KANSAS AREA WIDE	6/1/2018	May & June 2018
	MID KANSAS AREA WIDE	6/1/2018	May & June 2018
	EAST CENTRAL KANSAS AREA WIDE	9/1/2018	Aug & Sept 2018
	BELLE PLAINE	10/1/2018	Sept & Oct 2018
II		<i>One year wait per S&amp;A</i>	
	CENTRAL KANSAS AREA WIDE	10/1/2019	Sept & Oct 2019
	SOUTHEAST KANSAS REGIONAL	3/1/2020	Feb & March 2020
	NORTHEAST KANSAS REGIONAL	5/1/2020	April & May 2020

In accordance with Para. 16 of the S&A, CenturyLink agreed to track consumer complaints concerning the waiver for a period of one year after implementation of the waiver for each affected directory and provide the Commission with the complaint data on a quarterly basis, broken down by month. CenturyLink provides the following based upon tracking performed by Dex Media:

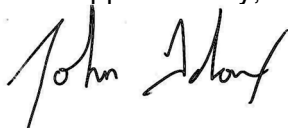
Customer Complaints												
Directory	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	June 2018	July 2018	Aug 2018	Sept 2018	Oct 2018	Nov 2018	Dec 2018
BURLINGTON/ OSAGE CITY	N/A	0	0	0	0	0	0	0	0	0	0	0
NORTH CENTRAL	N/A	N/A	N/A	N/A	0	0	0	0	0	0	0	0
MID KANSAS	N/A	N/A	N/A	N/A	0	0	0	0	0	0	0	0
EAST CENTRAL	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0	0	0	0
BELLE PLAINE	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0	0	0
CENTRAL	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
SOUTHEAST REGIONAL	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
NORTHEAST REGIONAL	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Furthermore, in accordance with Para. 18 of the S&A, CenturyLink agreed to track the number of customers requesting a printed directory for a period of one year after implementation of the waiver for each affected directory. CenturyLink provides the following based on tracking performed by Dex Media:

Printed Directory Requests												
Directory	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	June 2018	July 2018	Aug 2018	Sept 2018	Oct 2018	Nov 2018	Dec 2018
BURLINGTON/ OSAGE CITY	N/A	0	0	0	0	0	7	0	0	3	0	0
NORTH CENTRAL	N/A	N/A	N/A	N/A	0	0	7	0	0	15	0	0
MID KANSAS	N/A	N/A	N/A	N/A	0	0	2	0	0	5	0	0
EAST CENTRAL	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	6	0	0
BELLE PLAINE	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0	0	1
CENTRAL	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
SOUTHEAST REGIONAL	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
NORTHEAST REGIONAL	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

If you have any questions concerning this matter, please contact me.

Yours appreciatively,



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