



Interstate Service Guide Modification Logs

This document contains modification logs for the CenturyLink Operating Companies' Interstate Service Guides.

You may scroll through the document or utilize the bookmark panel to access the appropriate Interstate Service Guide ("ISG") Log within the document.

Interstate Service Guide #1

Effective Date	Modificaton	Job No.
8/1/2020	CenturyLink's rates are increasing for DS1, DS3, and sub-DS1—including Voice Grade and Digital Data Services—for Channel Termination, Channel Transport, and Multiplexing components in the competitive CenturyTel Company territories.	ISG2020-11
2/1/2020	Grandfather Sub-DS1 (Voice Grade, Program Audio and Digital Data) Interstate Circuits	ISG2020-02
9/1/2019	CenturyLink's rates are increasing for DS1, DS3, and sub-DS1—including Voice Grade and Digital Data Services—for Channel Termination, Channel Transport, and Multiplexing components in the competitive CenturyTel Company territories.	ISG2019-023
5/16/2019	Grandfather Discount and Term Plans	ISG2019-016
3/30/2019	Update discontinuance of service language to eliminate the use of certified U.S. Mail.	ISG2019-009
2/11/2019	Grandfather OC192 Point-to-Point Configurations	ISG2019-003
10/16/2018	Special Access Ethernet Virtual Private Line clarifications regarding UNI/NNI circuits and channel mileage charges.	ISG2018-025
8/1/2018	Establish an Early Termination Liability (ETL) for DS1 and DS3 services.	ISG2018-019
5/1/2018	Effective May 1, 2018, Special Access Miscellaneous monthly recurring rates and non-recurring charges for CenturyTel companies in the CenturyLink Operating Companies Interstate Service Guide (ISG) Nos. 1, 2, 3 and 6 were consolidated between the corresponding tariffs and the ISGs, i.e., the rates and charges for these services will be the same in both the tariffs and the ISGs.	ISG2018-016
3/1/2018	Special Access Services DS1 and DS3 Channel Terminations and Channel Transport components increased in the newly competitive CenturyTel Company territories.	ISG2018-001
11/1/2017	As of August 1, 2017, Special Access Services were changed to a Competitive or Non-Competitive designation. Non-Competitive End User Channel Terminations (EUCTs) are filed as part of CenturyLink's tariffs and remain under Price Cap Regulation. Effective November 1, 2017, other Special Access Services required to complete the circuit are covered by this ISG.	ISG2017-004
12/2/2016	Customer Not Ready language & Service Date Change clarification, Lifeline Assistance Program language clarification	ISG2016-024
10/1/2016	Clarification of service credits - any credit is less discounts given	ISG2016-018
7/1/2016	Change EVPL additional mileage calculations and rates.	ISG2016-011
4/1/2016	Change late payment charge language and rates to mirror the rate posted in CLOC Tariff F.C.C. No. 11 to gain consistency between all CLOC tariffs.	ISG2016-004
10/15/2015	Add EVPL Gold QoS Rates for 3, 5, 7 Mbps Speeds	ISG2015-027
10/1/2015	Remove obsolete media language	ISG2015-021
8/8/2015	Add language for new E-bill option, clarify lanugage on secondary media charges, add rate for Secondary Paper Copies	ISG2015-014
7/29/2015	Add Section 11 - Specialized Facilities Routing of Access Services	ISG2015-012
6/16/2015	Creation of ISG No. 1 - Forbearance	ISG2015-001

Interstate Service Guide #2

Effective Date	Modificaton	Job No.
8/1/2020	CenturyLink's rates are increasing for DS1, DS3, and sub-DS1—including Voice Grade and Digital Data Services—for Channel Termination, Channel Transport, and Multiplexing components in the competitive CenturyTel Company territories.	ISG2020-11
2/1/2020	Grandfather Sub-DS1 (Voice Grade, Program Audio and Digital Data) Interstate Circuits	ISG2020-03
9/1/2019	CenturyLink's rates are increasing for DS1, DS3, and sub-DS1—including Voice Grade and Digital Data Services—for Channel Termination, Channel Transport, and Multiplexing components in the competitive CenturyTel Company territories.	ISG2019-024
5/16/2019	Grandfather Discount and Term Plans	ISG2019-017
3/30/2019	Update discontinuance of service language to eliminate the use of certified U.S. Mail.	ISG2019-010
2/11/2019	Grandfather OC192 Point-to-Point Configurations	ISG2019-004
10/16/2018	Special Access Ethernet Virtual Private Line clarifications regarding UNI/NNI circuits and channel mileage charges.	ISG2018-026
8/1/2018	Establish an Early Termination Liability (ETL) for DS1 and DS3 services.	ISG2018-020
5/1/2018	Effective May 1, 2018, Special Access Miscellaneous monthly recurring rates and non-recurring charges for CenturyTel companies in the CenturyLink Operating Companies Interstate Service Guide (ISG) Nos. 1, 2, 3 and 6 were consolidated between the corresponding tariffs and the ISGs, i.e., the rates and charges for these services will be the same in both the tariffs and the ISGs.	ISG2018-014
5/1/2018	Remove Fixed Rate Term Discount Plan. No customers on this plan. Misc clean-up for grandfathered services	ISG2018-009
3/1/2018	Special Access Services DS1 and DS3 Channel Terminations and Channel Transport components increased in the newly competitive CenturyTel Company territories.	ISG2018-002
11/1/2017	As of August 1, 2017, Special Access Services were changed to a Competitive or Non-Competitive designation. Non-Competitive End User Channel Terminations (EUCTs) are filed as part of CenturyLink's tariffs and remain under Price Cap Regulation. Effective November 1, 2017, other Special Access Services required to complete the circuit are covered by this ISG.	ISG2017-005
12/2/2016	Customer Not Ready language & Service Date Change clarification, Lifeline Assistance Program language clarification	ISG2016-025
10/1/2016	Clarification of service credits - any credit is less discounts given, removal of USOC	ISG2016-019
7/1/2016	Change EVPL additional mileage calculations and rates.	ISG2016-012
4/1/2016	Change late payment charge language and rates to mirror the rate posted in CLOC Tariff F.C.C. No. 11 to gain consistency between all CLOC tariffs. 3. Also change deposit language to mirror the late payment charge rates.	ISG2016-005
10/15/2015	Add EVPL Gold QoS Rates for 3, 5, 7 Mbps Speeds	ISG2015-028
10/1/2015	Remove obsolete media language	ISG2015-022
8/8/2015	Add language for new E-bill option, clarify lanugage on secondary media charges, add rate for Secondary Paper Copies	ISG2015-015
6/16/2015	Creation of ISG No. 2 - Forbearance	ISG2015-002

Interstate Service Guide #3

Effective Date	Modificaton	Job No.
8/1/2020	CenturyLink's rates are increasing for DS1, DS3, and sub-DS1—including Voice Grade and Digital Data Services—for Channel Termination, Channel Transport, and Multiplexing components in the competitive CenturyTel Company territories.	ISG2020-11
2/1/2020	Grandfather Sub-DS1 (Voice Grade, Program Audio and Digital Data) Interstate Circuits	ISG2020-04
9/1/2019	CenturyLink's rates are increasing for DS1, DS3, and sub-DS1—including Voice Grade and Digital Data Services—for Channel Termination, Channel Transport, and Multiplexing components in the competitive CenturyTel Company territories.	ISG2019-025
5/16/2019	Grandfather Discount and Term Plans	ISG2019-018
3/30/2019	Update discontinuance of service language to eliminate the use of certified U.S. Mail.	ISG2019-011
2/11/2019	Grandfather OC192 Point-to-Point Configurations	ISG2019-005
10/16/2018	Special Access Ethernet Virtual Private Line clarifications regarding UNI/NNI circuits and channel mileage charges.	ISG2018-027
8/1/2018	Establish an Early Termination Liability (ETL) for DS1 and DS3 services.	ISG2018-021
5/1/2018	Effective May 1, 2018, Special Access Miscellaneous monthly recurring rates and non-recurring charges for CenturyTel companies in the CenturyLink Operating Companies Interstate Service Guide (ISG) Nos. 1, 2, 3 and 6 were consolidated between the corresponding tariffs and the ISGs, i.e., the rates and charges for these services will be the same in both the tariffs and the ISGs.	ISG2018-015
5/1/2018	Remove Fixed Rate Term Discount Plan. No customers on this plan. Misc clean-up for grandfathered services.	ISG2018-010
3/1/2018	Special Access Services DS1 and DS3 Channel Terminations and Channel Transport components increased in the newly competitive CenturyTel Company territories.	ISG2018-003
11/1/2017	As of August 1, 2017, Special Access Services were changed to a Competitive or Non-Competitive designation. Non-Competitive End User Channel Terminations (EUCTs) are filed as part of CenturyLink's tariffs and remain under Price Cap Regulation. Effective November 1, 2017, other Special Access Services required to complete the circuit are covered by this ISG.	ISG2017-006
12/2/2016	Customer Not Ready language & Service Date Change clarification, Lifeline Assistance Program language clarification	ISG2016-026
10/1/2016	Clarification of service credits - any credit is less discounts given	ISG2016-020
7/1/2016	Change EVPL additional mileage calculations and rates.	ISG2016-013
4/1/2016	Change late payment charge language and rates to mirror the rate posted in CLOC Tariff F.C.C. No. 11 to gain consistency between all CLOC tariffs. 3. Also change deposit language to mirror the late payment charge rates.	ISG2016-006
10/15/2015	Add EVPL Gold QoS Rates for 3, 5, 7 Mbps Speeds	ISG2015-029
10/1/2015	Remove obsolete media language	ISG2015-023
8/8/2015	Add language for new E-bill option, clarify lanugage on secondary media charges, add rate for Secondary Paper Copies	ISG2015-016
7/29/2015	Add Section 11 - Specialized Facilities Routing of Access Services	ISG2015-013
7/1/2015	Change Add'l Labor Rates ot match tariff - Annual Filing	ISG2015-008
6/16/2015	Creation of ISG No. 3 - Forbearance	ISG2015-003

If you have a question about any log modifications please reference the associated Job No. when contacting CenturyLink.

Interstate Service Guide #6

Effective Date	Modificaton	Job No.
8/1/2020	CenturyLink's rates are increasing for DS1, DS3, and sub-DS1—including Voice Grade and Digital Data Services—for Channel Termination, Channel Transport, and Multiplexing components in the competitive CenturyTel Company territories.	ISG2020-11
2/1/2020	Grandfather Sub-DS1 (Voice Grade, Program Audio and Digital Data) Interstate Circuits	ISG2020-06
9/1/2019	CenturyLink's rates are increasing for DS1, DS3, and sub-DS1—including Voice Grade and Digital Data Services—for Channel Termination, Channel Transport, and Multiplexing components in the competitive CenturyTel Company territories.	ISG2019-026
5/16/2019	Grandfather Discount and Term Plans	ISG2019-019
3/30/2019	Update discontinuance of service language to eliminate the use of certified U.S. Mail.	ISG2019-012
2/11/2019	Grandfather OC192 Point-to-Point Configurations	ISG2019-002
10/16/2018	Special Access Ethernet Virtual Private Line clarifications regarding UNI/NNI circuits and channel mileage charges.	ISG2018-028
8/1/2018	Establish an Early Termination Liability (ETL) for DS1 and DS3 services.	ISG2018-022
5/1/2018	Effective May 1, 2018, Special Access Miscellaneous monthly recurring rates and non-recurring charges for CenturyTel companies in the CenturyLink Operating Companies Interstate Service Guide (ISG) Nos. 1, 2, 3 and 6 were consolidated between the corresponding tariffs and the ISGs, i.e., the rates and charges for these services will be the same in both the tariffs and the ISGs.	ISG2018-017
3/1/2018	Special Access Services DS1 and DS3 Channel Terminations and Channel Transport components increased in the newly competitive CenturyTel Company territories.	ISG2018-004
11/1/2017	As of August 1, 2017, Special Access Services were changed to a Competitive or Non-Competitive designation. Non-Competitive End User Channel Terminations (EUCTs) are filed as part of CenturyLink's tariffs and remain under Price Cap Regulation. Effective November 1, 2017, other Special Access Services required to complete the circuit are covered by this ISG.	ISG2017-007
1/1/2017	Name Change - CenturyTel of Evangeline, LLC has changed its name to CenturyLink of Louisiana, LLC	ISG2016-031
12/2/2016	Customer Not Ready language & Service Date Change clarification, Lifeline Assistance Program language clarification	ISG2016-027
10/1/2016	Clarification of service credits - any credit is less discounts given	ISG2016-020
7/1/2016	Change EVPL additional mileage calculations and rates.	ISG2016-014
6/1/2016	Consolidate Louisiana companies	ISG2016-010
4/1/2016	Change late payment charge language and rates to mirror the rate posted in CLOC Tariff F.C.C. No. 11 to gain consistency between all CLOC tariffs.	ISG2016-007
11/18/2015	Add Missing Rates for Bandwidth - ICO NNI Trunk Connection & High Volume 7 Year UNI	ISG2015-033
10/15/2015	Add EVPL Gold QoS Rates for 3, 5, 7 Mbps Speeds	ISG2015-030
10/1/2015	Remove obsolete media language	ISG2015-024
8/8/2015	Add language for new E-bill option, clarify lanugage on secondary media charges, add rate for Secondary Paper Copies	ISG2015-017
6/16/2015	Creation of ISG No. 6 - Forbearance	ISG2015-004

Interstate Service Guide #7

Effective Date	Modificaton	Job No.
8/1/2020	CenturyLink's rates are increasing for DS1, DS3, and sub-DS1—including Voice Grade and Digital Data Services—for Channel Termination, Channel Transport, and Multiplexing components in the competitive CenturyTel Company territories.	ISG2020-11
2/1/2020	Grandfather Sub-DS1 (Voice Grade, Program Audio and Digital Data) Interstate Circuits	ISG2020-07
9/1/2019	CenturyLink's rates are increasing for DS1, DS3, and sub-DS1—including Voice Grade and Digital Data Services—for Channel Termination, Channel Transport, and Multiplexing components in the competitive CenturyTel Company territories.	ISG2019-027
5/16/2019	Grandfather Discount and Term Plans	ISG2019-020
3/30/2019	Update discontinuance of service language to eliminate the use of certified U.S. Mail.	ISG2019-013
2/11/2019	Grandfather OC192 Point-to-Point Configurations	ISG2019-006
10/16/2018	Special Access Ethernet Virtual Private Line clarifications regarding UNI/NNI circuits and channel mileage charges.	ISG2018-029
8/1/2018	Establish an Early Termination Liability (ETL) for DS1 and DS3 services.	ISG2018-023
3/1/2018	Special Access Services DS1 and DS3 Channel Terminations and Channel Transport components increased in the newly competitive CenturyTel Company territories.	ISG2018-005
11/1/2017	As of August 1, 2017, Special Access Services were changed to a Competitive or Non-Competitive designation. Non-Competitive End User Channel Terminations (EUCTs) are filed as part of CenturyLink's tariffs and remain under Price Cap Regulation. Effective November 1, 2017, other Special Access Services required to complete the circuit are covered by this ISG.	ISG2017-008
12/2/2016	Customer Not Ready language & Service Date Change clarification, Lifeline Assistance Program language clarification	ISG2016-028
10/1/2016	Clarification of service credits - any credit is less discounts given	ISG2016-022
7/1/2016	Change EVPL additional mileage calculations and rates.	ISG2016-015
4/1/2016	Change late payment charge language and rates to mirror the rate posted in CLOC Tariff F.C.C. No. 11 to gain consistency between all CLOC tariffs.	ISG2016-008
10/15/2015	Add EVPL Gold QoS Rates for 3, 5, 7 Mbps Speeds	ISG2015-031
10/1/2015	Remove obsolete media language	ISG2015-025
8/8/2015	Add language for new E-bill option, clarify lanugage on secondary media charges, add rate for Secondary Paper Copies	ISG2015-018
7/1/2015	Change Add'l Labor Rates ot match tariff - Annual Filing	ISG2015-009
6/16/2015	Creation of ISG No. 7 - Forbearance	ISG2015-005

Interstate Service Guide #8

Effective Date	Modificaton	Job No.
8/1/2020	CenturyLink's rates are increasing for DS1, DS3, and sub-DS1—including Voice Grade and Digital Data Services—for Channel Termination, Channel Transport, and Multiplexing components in the competitive CenturyTel Company territories.	ISG2020-11
2/1/2020	Grandfather Sub-DS1 (Voice Grade, Program Audio and Digital Data) Interstate Circuits	ISG2020-08
9/1/2019	CenturyLink's rates are increasing for DS1, DS3, and sub-DS1—including Voice Grade and Digital Data Services—for Channel Termination, Channel Transport, and Multiplexing components in the competitive CenturyTel Company territories.	ISG2019-028
5/16/2019	Grandfather Discount and Term Plans	ISG2019-021
3/30/2019	Update discontinuance of service language to eliminate the use of certified U.S. Mail.	ISG2019-014
2/11/2019	Grandfather OC192 Point-to-Point Configurations	ISG2019-007
10/16/2018	Special Access Ethernet Virtual Private Line clarifications regarding UNI/NNI circuits and channel mileage charges.	ISG2018-030
8/1/2018	Establish an Early Termination Liability (ETL) for DS1 and DS3 services.	ISG2018-024
5/1/2018	Misc clean-up for grandfathered services.	ISG2018-011
3/1/2018	Special Access Services DS1 and DS3 Channel Terminations and Channel Transport components increased in the newly competitive CenturyTel Company territories.	ISG2018-006
11/1/2017	As of August 1, 2017, Special Access Services were changed to a Competitive or Non-Competitive designation. Non-Competitive End User Channel Terminations (EUCTs) are filed as part of CenturyLink's tariffs and remain under Price Cap Regulation. Effective November 1, 2017, other Special Access Services required to complete the circuit are covered by this ISG.	ISG2017-009
12/2/2016	Customer Not Ready language & Service Date Change clarification, Lifeline Assistance Program language clarification	ISG2016-029
10/1/2016	Clarification of service credits - any credit is less discounts given	ISG2016-023
7/1/2016	Change EVPL additional mileage calculations and rates.	ISG2016-016
4/1/2016	Change late payment charge language and rates to mirror the rate posted in CLOC Tariff F.C.C. No. 11 to gain consistency between all CLOC tariffs.	ISG2016-009
10/15/2015	Add EVPL Gold QoS Rates for 3, 5, 7 Mbps Speeds	ISG2015-032
10/1/2015	Remove obsolete media language	ISG2015-026
8/8/2015	Add language for new E-bill option, clarify language on secondary media charges, add rate for Secondary Paper Copies	ISG2015-019
6/16/2015	Creation of ISG No. 8 - Forbearance	ISG2015-006

Interstate Service Guide #9

Effective Date	Modificaton	Job No.
10/1/2020	Grandfather the Term Discount Plan and Premier Term Discount Plan .	ISG2020-14
9/1/2020	CenturyLink's DS1 and DS3 rates are changing in the competitive Embarq territories.	ISG2020-12
2/1/2020	Grandfather Sub-DS1 (Voice Grade, Program Audio, Analog Video and Digital Data) Interstate Circuits	ISG2020-05
10/1/2019	CenturyLink's DS1, DS3, and sub-DS1 (including Voice Grade and Digital Data Services) rates are changing in the competitive Embarq territories.	19-003
3/30/2019	Update discontinuance of service language to eliminate the use of certified U.S. Mail.	19-002
2/11/2019	Grandfather OC192 Point-to-Point Configurations	19-001
10/16/2018	Special Access Ethernet Virtual Private Line clarifications regarding UNI/NNI circuits, service performance maintenance guarantee and channel mileage charges.	18-003
9/1/2018	Special Access Services DS1 and DS3 Channel Terminations and Channel Transport components increased in the newly competitive CenturyLink QC territories.	18-001
8/1/2018	Establish an Early Termination Liability (ETL) for DS1 and DS3 services.	18-002
11/1/2017	As of August 1, 2017, Special Access Services were changed to a Competitive or Non-Competitive designation. Non-Competitive End User Channel Terminations (EUCTs) are filed as part of CenturyLink's tariffs and remain under Price Cap Regulation. Effective November 1, 2017, other Special Access Services required to complete the circuit are covered by this ISG.	17-001
12/2/2016	Customer Not Ready language & Service Date Change clarification, Lifeline Assistance Program language clarification	16-004
10/1/2016	Clarification of service credits - any credit is less discounts given	16-003
7/1/2016	Change EVPL additional mileage calculations and rates.	16-002
4/1/2016	Change late payment charge language and rates to mirror the rate posted in CLOC Tariff F.C.C. No. 11 to gain consistency between all CLOC tariffs.	16-001
10/15/2015	Add EVPL Gold QoS Rates for 3, 5, 7 Mbps Speeds	15-008
10/1/2015	Video 270 HD lanugage added, 1.485 Gbps Video Service in Las Vegas, NV . Change langague to allow for rendering of the bill to 10 days from the billed date instead of 7 days.	15-007
8/8/2015	Add language for new E-bill option and clarification on secondary media charges	15-006
7/1/2015	Adjust TSP Priority Restoration Rates for Florida and North Carolina to match tariff (Annual Filing)	15-005
5/19/2015	Correct Access Charge to \$30.00 - Tariff already updated and billing at \$30.00	15-004
5/1/2015	Add Forbearance products - Add link to USF percentage	15-003
4/1/2015	Adjust 2Q15 Federal USF Contribution Factor to 17.4%	15-002
2/24/2015	Grandfather Frame Relay/ATM as of June 1, 2015	15-001
1/1/2015	Adjust 1Q15 Federal USF Contribution Factor to 16.8%	14-005

Interstate Service Guide #11

Effective Date	Modificaton	Job No.
9/1/2020	BDS Sub-DS1 Rate Increases	ISG2020-13
6/1/2020	BDS DS1 and DS3 Rate Increases	ISG2020-10
4/1/2020	Change in Competitive Price Cap Counties	ISG2020-09
2/1/2020	Grandfather Sub-DS1 Interstate Circuits	ISG2020-01
2/1/2020	MOE EVC/OVC Revision	ISG2020-01
10/1/2019	2019 Rate Changes for BDS Fractional	ISG2019-029
5/14/2019	Correct TLA Language	ISG2019-022
5/1/2019	2019 BDS Rate Increase	ISG2019-008
3/30/2019	Update discontinuance of service language to eliminate the use of certified U.S. Mail.	ISG2019-015
12/11/2019	Grandfather OC192	ISG2019-001
11/30/2018	Grandfather EwET	ISG2018-031
10/28/2018	Grandfather ATM & FRS	ISG2018-012
10/22/2018	Removal of CEMSS	ISG2018-033
8/1/2018	Establish an Early Termination Liability (ETL) for DS1 and DS3 services.	ISG2018-018
5/1/2018	Special Access Services DS1 and DS3 Channel Terminations and Channel Transport components increased in the newly competitive CenturyLink QC territories.	ISG2018-008
11/1/2017	As of August 1, 2017, Private Line Transport Services were changed to a Competitive or Non-Competitive designation. Non-Competitive End User Channel Terminations (EUCTs) are filed as part of CenturyLink's tariffs and remain under Price Cap Regulation. Effective November 1, 2017, other Private Line Transport Services required to complete the circuit are covered by this ISG.	ISG2017-003
4/5/2017	Add Missing Speeds to ISG	ISG2017-002
3/31/2017	Termination Liability Waiver Policy Clarification; added 40 Gigabit Port as an option on GeoMax circuits and grandfathered the OC768 Port	ISG2017-001
12/2/2016	Customer Not Ready language & Service Date Change clarification, Lifeline Assistance Program language clarification	ISG2016-030
10/1/2016	USOC removal	ISG2016-017
4/1/2016	Due to a billing system conversion and consolidation, references to "LATA" will be replaced with "state". Customers will no longer need to report PIU/PVU factors by LATA. These factors will be applied at the state level under the new billing system.	ISG2016-003
2/18/2016	Removal of Obsolete Media Type Service	ISG2016-002
8/22/2015	Restructure Ethernet Over Sonet to Add New Options	ISG2015-010
8/1/2015	Change RSS to ISG No. 11	ISG2015-007