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IDAHO PUBLIC  
UTILITIES COMMISSION

August 31, 2012

**VIA HAND DELIVERY**

Jean D. Jewell, Secretary  
Idaho Public Utilities Commission  
472 West Washington  
Boise, ID 83702-5983

*GNR-T-12-06*

**RE: Qwest Corporation dba CenturyLink QC's Annual Report – ETC Status and Federal USF**

Dear Ms. Jewell:

Enclosed for filing with the Commission is QWEST CORPORATION dba CENTURYLINK QC'S ELIGIBLE TELECOMMUNICATIONS CARRIER (ETC) ANNUAL RE-RECERTIFICATION. A portion of the information contained in this filing, specifically Confidential Attachment A to Section 3 (Detailed Outage Information), Confidential Attachment B to Section 4 (Unfulfilled Service Requests), and CenturyLink QC's response to Section 9 including the Company's Confidential Federal USF Two-Year Plan (2013-2014) and Confidential Attachments D, E, and F thereto. The information contained in these portions of the Recertification is proprietary and confidential to CenturyLink QC and is, therefore, filed under separate cover and with an attorney's certificate.

If you have any questions, please contact me. Thank you for your cooperation in this matter.

Very truly yours,

  
Mary S. Hobson

Enclosures

# **ELIGIBLE TELECOMMUNICATIONS CARRIER (ETC) ANNUAL RE-CERTIFICATION**

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## Section 1: Eligible Telecommunication Carrier Information

Date of ETC Annual Report: **September 1, 2012**

Company Name: **Qwest Corporation dba CenturyLink QC, Northern Idaho**

Address: **999 Main  
Boise, Idaho 83702**

Company Contact Person/Title: **Mary S. Hobson  
Attorney for Qwest Corporation dba CenturyLink QC**  
Telephone Number: **(208) 385-8666**  
Email Address: **Mary.Hobson@CenturyLink.com**

Service Area Code (SAC): **475162**

Number of Idaho Telephone Service Assistance Program (ITSAP) recipients:  
*(Use number from last report submitted to the ITSAP Administrator)*

**The June 30, 2012 ITSAP report reflected 1,437 recipients.**

## Section 2: Description of Carrier's Local Usage Plan-- Competitive Eligible Telecommunications Carrier (CETC) Only

*ETCs must submit information describing the terms and conditions of any voice telephone service plans offered to Lifeline and ITSAP subscribers, including details on the number of minutes provided as part of the plan, additional charges, if any, for toll calls, and rates for each such plan. To the extent the ETC offers plans to Lifeline subscribers that are generally available to the public, it may provide summary information regarding such plans, such as a link to a public website outlining the terms and conditions of such plan. C.F.R. § 54.202(a)(5).*

Description: **N/A**

### Section 3: Detailed Outage Information §54.209(a)(2)

*Provide detailed information on any outage, as that term is defined in 47 C.F.R. § 4.5, of at least thirty (30) minutes in duration for each service area in which an ETC is designated for any facilities it owns, operates, leases or otherwise uses that potentially affect (a) at least ten percent of the end users served in a designated service area; or (b) a 9-1-1 special facility, as defined in 47 C.F.R. § 4.5(e). Specifically, the annual report must include information detailing: (a) the date and time of onset of the outage; (b) a brief description of the outage and its resolution; (c) the steps taken to prevent a similar situation in the future; and (f) the number of customers affected. Reporting period is January—December. See Order No. 29841, page 18.*

Number of outages:

**Please see Confidential Attachment A which is provided under seal pursuant to I.D.A.P.A. 31.01.01.067.**

Additional outage information:

**This data was also provided to the FCC, with copies to the Idaho Commission in compliance with requirements set forth the ICC/USF Reform Order; FCC 11-161.**

### Section 4: Unfulfilled Service Requests §54.202(a)(1)(A)

*Provide the number of requests for service from potential customers within the ETC's service area(s) that were unfulfilled in the previous year (January—December). The ETC shall also detail how it attempted to provide service to those potential customers. See Order No. 29841, page 19.*

The number of unfulfilled service requests from potential customers within the ETC's service area:

**Please see Confidential Attachment B which is provided under seal pursuant to I.D.A.P.A. 31.01.01.067.**

Additional information:

**This data was also provided to the FCC, with copies to the Idaho Commission in compliance with requirements set forth the ICC/USF Reform Order; FCC 11-161.**

**Qwest Corporation dba CenturyLink QC is committed to providing service to all customers making a reasonable request for service throughout its proposed designated serving area. When an order is unfulfilled for Qwest reasons, Qwest will identify the work required to meet the customer's request and provide meaningful feedback regarding the service request. Such Qwest work may include engineering design, construction activity, or even the procurement of right-of-way permits. To avoid unfulfilled orders caused by population growth, Qwest also performs proactive work to monitor plant usage and to determine if plant augmentation is required to continue to meet foreseeable customer demand.**

## Section 5: Customer Complaints §54.209(a)(4)

*Provide the number of complaints per 1,000 handsets or lines for the previous year (January—December).*

The number of customer complaints per 1,000 handset or working access lines: **1.75**

Additional information:

**The preceding number is based on Qwest Idaho state-wide information and was also provided to the FCC, with copies to the Idaho Commission in compliance with requirements set forth the ICC/USF Reform Order; FCC 11-161.**

## Section 6: Service Quality and Consumer Protection Certification §54.202(a)(3)

*Provide certification that the carrier is complying with applicable service quality standards and consumer protection rules.*

**Please see Attachment C, the affidavit of David D. Cole, Senior Vice President for Operations Support and Controller of CenturyLink, Inc.**

**A similar affidavit was provided to the FCC, with copies to the Idaho Commission in compliance with requirements set forth the ICC/USF Reform Order; FCC 11-161.**

## Certification §54.201(a)(2)

*ETCs must demonstrate that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to re-route traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.*

**Please see Attachment C, the affidavit of David D. Cole, Senior Vice President for Operations Support and Controller of CenturyLink, Inc.**

**A similar affidavit was provided to the FCC, with copies to the Idaho Commission in compliance with requirements set forth the ICC/USF Reform Order; FCC 11-161.**

## **Section 8: Additional Voice Rate Data §54.314(h)**

*Pursuant to FCC regulations, in order for ETCs to continue to receive federal USF, the Commission "must file an annual certification with the USAC and the [FCC] stating that all federal high-cost support provided to such carriers within that State will be used only for the provision, maintenance, and upgrading of facilities and services for which the support is intended."*

**In the Federal Communications Commission's (FCC) Third Order on Reconsideration in the matter of Connect America Fund, et al., FCC 12-52 §19 and §21, the FCC has determined that all incumbent local exchange carrier recipients of high-cost loop or high-cost model support must report residential rates to the extent that the sum of that rate, and specific state regulated fees is below the effective rate floor, rather than requiring the reporting of all rates. Carriers shall now report lines and rates in effect as June 1 2012. This requirement is thus no longer applicable since CenturyLink QC has no rates that fall below the effective rate floor.**

**A similar affidavit was provided to the FCC, with copies to the Idaho Commission in compliance with requirements set forth the ICC/USF Reform Order; FCC 11-161.**

## **Section 9: Federal USF High-Cost Support Certification §54.313, §54.314.**

*Pursuant to FCC regulation, in order for ETCs to continue to receive federal USF, the Commission "must file an annual certification with the USAC and the [FCC] stating that all federal high-cost support provided to such carriers within that State will be used only for the provision, maintenance, and upgrading of facilities and services for which the support is intended."*

**Please see Attachment C, the affidavit of David D. Cole, Senior Vice President for Operations Support and Controller of CenturyLink, Inc.**

**A similar affidavit was provided to the FCC, with copies to the Idaho Commission in compliance with requirements set forth the ICC/USF Reform Order; FCC 11-161.**

## **Section 10: Two-Year Network Improvement Plan and Progress Report**

*The annual report must include a progress report on the carrier's two-year service quality improvement plan, including maps detailing its progress toward meeting the plan targets, an explanation of how much universal service support was received and how it was used to improve signal quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled. This information shall be submitted at the wire center level. The annual report must also include an updated two-year network improvement plan indicating plans for future investment.*

**See attached Qwest Corporation's Confidential Federal USF Two-Year Plan (2013-2014) together with Confidential Attachments D, E, and F, which are provided under seal pursuant to I.D.A.P.A. 31.01.01.067.**

State of Louisiana )  
 )ss.  
County of ##### )  
 )  
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**CERTIFICATION BY ELIGIBLE TELECOMMUNICATIONS  
CARRIER OF COMPLIANCE WITH SERVICE QUALITY  
AND CUSTOMER PROTECTION, ABILITY TO REMAIN  
FUNCTIONAL IN EMERGENCIES AND USE OF  
FEDERAL HIGH-COST SUPPORT**

**AFFIDAVIT OF BUSINESS OR CORPORATE OFFICER**

The Idaho Public Utilities Commission Order No. 29841 requires that Eligible Telecommunications Carriers ("ETCs") certify compliance with applicable service quality standards and consumer protection rules. Furthermore, ETCs must demonstrate the ability to remain functional in emergencies. In addition, the Commission must file an annual certification with the USAC and the FCC that all federal high-cost support provided to ETCs within the State of Idaho will be used only for the provision, maintenance, and upgrading of facilities and services for which the support is intended. Accordingly, the undersigned states and verifies under oath the following:

1. I am an officer of Qwest Corporation dba CenturyLink QC ("CenturyLink"), an eligible telecommunications carrier for receiving federal universal service support under section 214(e) of the Telecommunications Act of 1996 in the state of Idaho.

2. I am familiar with the CenturyLink's day-to-day operations in the State of Idaho and with the State's service quality standards and consumer protection rules as set forth in Commission Order No. 29841.

3. CenturyLink is complying with applicable service quality standards and consumer protection rules of the Federal Communications Commission and the Idaho Public Utilities Commission.

4. I certify to the Commission that the Company is able to remain functional in emergencies as set forth in Commission Order No. 29841 and 47 C.F.R. 54.201(a)(2).

5. I also certify that all federal universal service support funds received by CenturyLink during the current calendar year will be used in a manner consistent with section 254(e); that is, for the provision, maintenance, and upgrading of facilities and services for which the support is intended. The company will continue to comply for the period of January 1, 2012 through December 31, 2012, to be eligible for federal universal service fund support.

6. This verification and affidavit is provided to the Idaho Public Utilities Commission to enable the IPUC to certify to the FCC that federal universal service support received by the eligible carriers in the state will be used in a manner consistent with Section 254 (e) of the Telecommunications Act.

*August 31, 2012*  
(Date)

  
David D. Cole  
SVP – Operations Support and Controller  
CenturyLink, Inc.  
100 CenturyLink Drive  
Monroe, Louisiana 71203-2041

SUBSCRIBED AND SWORN to before me this 25<sup>th</sup> day of July, 2012

Carrick B. Inabnett  
Name Carrick B. Inabnett

Notary Public for Louisiana, residing at Monroe, Louisiana  
My Commission expires Death

Bar No. 21635