# FCC Form 481 - Carrier Annual Reporting Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|---|---|---|
| <010> | Study Area Code | 270442 |
| <015> | Study Area Name | CENTURYTEL-SW LA |
| <020> | Program Year | 2017 |
| <030> | Contact Name: Person USAC should contact with questions about this data | Kenneth W. Buchan |
| <035> | Contact Telephone Number: Number of the person identified in data line <030> | 3183621538 ext. |
| <039> | Contact Email Address: Email of the person identified in data line <030> | ken.buchan@centurylink.com |
| | Form Type | 54.313 and 54.422 |

**(100) Service Quality Improvement Reporting**
**Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
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| <020> | Program Year | 2017 |
| <030> | Contact Name - Person USAC should contact regarding this data | Kenneth W. Buchan |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 3183621538 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

| | | |
|---|---|---|
| <110> | Has your company received its ETC certification from the FCC? | (yes / no ) |
| <111> | If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC? | (yes / no ) |

If your answer to Line <111> is yes, please file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

| | |
|---|---|
| <113> | Maps detailing progress towards meeting plan targets |
| <114> | Report how much universal service (USF) support was received |
| <115> | How much (USF) was used to improve service quality and how support was used to improve service quality |
| <116> | How much (USF) was used to improve service coverage and how support was used to improve service coverage |
| <117> | How much (USF) was used to improve service capacity and how support was used to improve service capacity |
| <118> | Provide an explanation of network improvement targets not met in the prior calendar year. |

**(200) Service Outage Reporting (Voice)**
**Data Collection Form**

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July 2013

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| <035> | Contact Telephone Number - Number of person identified in data line <030> | 3183621538 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

<210> For the prior calendar year, were there any reportable voice service outages? No

<220>

| <a> NORS Reference Number | <b1> Outage Start Date | <b2> Outage Start Time | <b3> Outage End Date | <b4> Outage End Time | <c1> Number of Customers Affected | <c2> Total Number of Customers | <d> 911 Facilities Affected (Yes / No) | <e> Service Outage Description (Check all that apply) | <f> Did This Outage Affect Multiple Study Areas (Yes / No) | <g> Service Outage Resolution | <h> Preventative Procedures |
|---|---|---|---|---|---|---|---|---|---|---|---|
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**(300) Unfulfilled Service Request**
**Data Collection Form**

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July 2013

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| <035> | Contact Telephone Number - Number of person identified in data line <030> | 3183621538 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

<300> Unfulfilled service request (voice) 0

<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband) 0

<330> Detail on attempts (broadband)

Name of Attached Document

**(400) Number of Complaints per 1,000 customers**
**Data Collection Form**

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July 2013

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|---|---|---|
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| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |
| <400> | Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. | Offered only fixed voice |
| <410> | Complaints per 1000 customers for fixed voice | 5.58 |
| <420> | Complaints per 1000 customers for mobile voice | |
| <430> | Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. | Offered only fixed broadband |
| <440> | Complaints per 1000 customers for fixed broadband | 4.87 |
| <450> | Complaints per 1000 customers for mobile broadband | |

**(500) Compliance With Service Quality Standards and Consumer Protection Rules Data Collection Form**

FCC Form 481
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July 2013

| | | |
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| <020> | Program Year | 2017 |
| <030> | Contact Name - Person USAC should contact regarding this data | Kenneth W. Buchan |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 3183621538 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |
| <500> | Certify compliance with applicable service quality standards and consumer protection rules | Yes |
| <510> | Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance | 270442la510.pdf |

**(600) Functionality in Emergency Situations**
**Data Collection Form**

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July 2013

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| <010> | Study Area Code | 270442 |
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| <020> | Program Year | 2017 |
| <030> | Contact Name - Person USAC should contact regarding this data | Kenneth W. Buchan |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 3183621538 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |
| <600> | Certify compliance regarding ability to function in emergency situations | Yes |
| <610> | Descriptive document for Functionality in Emergency Situations | 270442la610.pdf |

**(700) Price Offerings including Voice Rate Data**
**Data Collection Form**

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July 2013

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| <035> | Contact Telephone Number - Number of person identified in data line <030> | 3183621538 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

| | | |
|---|---|---|
| <701> | Residential Local Service Charge Effective Date | 1/1/2016 |
| <702> | Single State-wide Residential Local Service Charge | |

<703>

| <a1> | <a2> | <a3> | <b1> | <b2> | <b3> | <b4> | <b5> | <c> |
|---|---|---|---|---|---|---|---|---|
| **State** | **Exchange (ILEC)** | **SAC (CETC)** | **Rate Type** | **Residential Local Service Rate** | **State Subscriber Line Charge** | **State Universal Service Fee** | **Mandatory Extended Area Service Charge** | **Total per line Rates and Fees** |
| | | | | | | | | |

-- See attached worksheet --

**(710) Broadbrand Price Offerings**
**Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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| <015> | Study Area Name | CENTURYTEL-SW LA |
| <020> | Program Year | 2017 |
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| <035> | Contact Telephone Number - Number of person identified in data line <030> | 3183621538 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

<711>

| <a1> | <a2> | <b1> | <b2> | <c> | <d1> | <d2> | <d3> | <d4> |
|---|---|---|---|---|---|---|---|---|
| **State** | **Exchange (ILEC)** | **Residential Rate** | **State Regulated Fees** | **Total Rate and Fees** | **Broadband Service - Download Speed (Mbps)** | **Broadband Service - Upload Speed (Mbps)** | **Usage Allowance (GB)** | **Usage Allowance Action Taken When Limit Reached {*select*}** |
| | | | | | | | | |
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| | | | -- See attached worksheet -- | | | | | |
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**(800) Operating Companies**
**Data Collection Form**

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| | | |
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| <030> | Contact Name - Person USAC should contact regarding this data | Kenneth W. Buchan |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 3183621538 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

| | | |
|---|---|---|
| <810> | Reporting Carrier | CenturyTel of Southwest Louisiana, LLC |
| <811> | Holding Company | CenturyLink, Inc. |
| <812> | Operating Company | CenturyTel of Southwest Louisiana, LLC |

**<813>**

| <a1> | <a2> | <a3> |
|---|---|---|
| **Affiliates** | **SAC** | **Doing Business As Company or Brand Designation** |

-- See attached worksheet --

**(900) Tribal Lands Reporting**
**Data Collection Form**

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July 2013

| | | |
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| <020> | Program Year | 2017 |
| <030> | Contact Name - Person USAC should contact regarding this data | Kenneth W. Buchan |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 3183621538 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

<900> Does the filing entity offer tribal land services? (Y/N) No

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

| | | Select Yes or No or Not Applicable |
|---|---|---|
| <921> | Needs assessment and deployment planning with a focus on Tribal community anchor institutions. | |
| <922> | Feasibility and sustainability planning; | |
| <923> | Marketing services in a culturally sensitive manner; | |
| <924> | Compliance with Rights of way processes | |
| <925> | Compliance with Land Use permitting requirements | |
| <926> | Compliance with Facilities Siting rules | |
| <927> | Compliance with Environmental Review processes | |
| <928> | Compliance with Cultural Preservation review processes | |
| <929> | Compliance with Tribal Business and Licensing requirements. | |

**(1000) Voice and Broadband Service Rate Comparability**
**Data Collection Form**

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| <035> | Contact Telephone Number - Number of person identified in data line <030> | 3183621538 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

| | | |
|---|---|---|
| <1000> | Voice services rate comparability certification | Yes |
| <1010> | Attach detailed description for voice services rate comparability compliance | 270442la1010.pdf<br>Name of Attached Document |
| <1020> | Broadband comparability certification | Yes - Pricing is no more than the most recent applicable benchmark announced by the Wireline Competition Bureau |
| <1030> | Attach detailed description for broadband comparability compliance | 270442la1030.pdf<br>Name of Attached Document |

**(1100) No Terrestrial Backhaul Reporting Data Collection Form**

FCC Form 481
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July 2013

| | | |
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| <035> | Contact Telephone Number - Number of person identified in data line <030> | 3183621538 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

| | | |
|---|---|---|
| <1100> | Certify whether terrestrial backhaul options exist (Y/N) | Yes |
| <1130> | Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g). | |

**(1200) Terms and Condition for Lifeline Customers**
**Lifeline**
**Data Collection Form**

FCC Form 481
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| <035> | Contact Telephone Number - Number of person identified in data line <030> | 3183621538 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

270442la1210.pdf

Name of Attached Document

<1220> Link to Public Website

HTTP centurylink.com/tariffs/la_ct-sw-la_loc_t.pdf and centurylink.com/tariffs/la_ct-evan_loc_t.pdf

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☑

<1222> Details on the number of minutes provided as part of the plan, ☑

<1223> Additional charges for toll calls, and rates for each such plan. ☑

**(2000) Price Cap Carrier Additional Documentation**
**Data Collection Form**
*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

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| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

## Incremental Connect America Phase I reporting

| | | | |
|---|---|---|---|
| <2010> | 2nd Year Certification 47 CFR § 54.313(b)(1)(i) - Note that for the July 1 2016 certification, this applies to Round 2 recipients of Incremental Support | | No |
| <2011> | 3rd Year Certification 47 CFR § 54.313(b)(1)(ii) - Note that for the July 1 2016 certification, this applies to Round 1 recipients of Incremental Support | | Not Applicable |
| <2022> | Recipient certifies, representing year two after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only. | | Yes |
| <2023> | The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year two - 54.313(b)(2)(ii). Round 2 recipients only. | | Yes |
| <2024A> | Round 2 Recipient of Incremental Support? | | Yes |
| <2024B> | Attach list of census blocks indicating where funding was spent in year two - 54.313(b)(2)(ii). Round 2 recipients only. | Name of Attached Document Listing Required Information | 270442la2024.xlsm |
| <2025A> | Round 1 or Round 2 Recipient of Incremental Support? | | |
| <2025B> | Attach geocoded Information for Phase I milestone reports (Round 1 for year three and Round 2 for year two) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13- | Name of Attached Document Listing Required Information | 270442la2025.xlsm |
| <2015> | 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4) | | Yes |

**(2000) Price Cap Carrier Additional Documentation (Continued)**
**Data Collection Form**
*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

FCC Form 481
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July 2013

## Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016> Certification support used to build broadband — Yes

## Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017A> Connect America Fund Phase II recipient? — No

<2017B> Attach information for Phase II - 54.313(e)(1) - list of geocoded locations already meeting the 54.309 public interest obligations at the end of calendar year 2015 and total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2015. — Name of Attached Document Listing Required Information

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(2)(ii) — Name of Attached Document Listing Required Information

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(2)(v)

<2020> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 40% of its supported locations in the state on December 31, 2017 - 54.313(e)(3)

<2021> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 60% of its supported locations in the state on December 31, 2018 - 54.313(e)(4)

<2026> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 80% of its supported locations in the state on December 31, 2019 - 54.313(e)(5)

<2027> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 100% of its supported locations in the state on December 31, 2020 - 54.313(e)(6)

**(3005) Rate Of Return Carrier Additional Documentation**
**Data Collection Form**

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| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

Complete the items below to note compliance with five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

| | | | |
|---|---|---|---|
| | Progress Report on 5 Year Plan | | |
| (3009) | Carrier certifies to 54.313(f)(1)(iii) | | |
| (3010A) | Milestone Certification {47 CFR § 54.313(f)(1)(i)} | | |
| (3010B) | Please Provide Attachment | Name of Attached Document Listing Required Information | |
| (3012A) | Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)} | | |
| (3012B) | Please Provide Attachment | Name of Attached Document Listing Required Information | |
| (3013) | Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)} | (Yes/No) | |
| (3014) | If yes, does your company file the RUS annual report | (Yes/No) | |
| | Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires: | | |
| (3015) | Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers) | | |
| (3016) | Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows | | |
| (3017) | If the response is yes on line 3014, attach your company's RUS annual report and all required documentation | Name of Attached Document Listing Required Information | |
| (3018) | If the response is no on line 3014, is your company audited? | (Yes/No) | |
| | If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains: | | |
| (3019) | Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers | | |
| (3020) | Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows | | |
| (3021) | Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit. | | |
| | If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains: | | |
| (3022) | Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers | | |
| (3023) | Underlying information subjected to a review by an independent certified public accountant | | |
| (3024) | Underlying information subjected to an officer certification. | | |
| (3025) | Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows | | |
| (3026) | Attach the worksheet listing required information | Name of Attached Document Listing Required Information | |

**(3005) Rate Of Return Carrier Additional Documentation (Continued)**

**Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

| | | |
|---|---|---|
| <010> | Study Area Code | 270442 |
| <015> | Study Area Name | CENTURYTEL-SW LA |
| <020> | Program Year | 2017 |
| <030> | Contact Name - Person USAC should contact regarding this data | Kenneth W. Buchan |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 3183621538 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

**Financial Data Summary**

| | |
|---|---|
| (3027) Revenue | |
| (3028) Operating Expenses | |
| (3029) Net Income | |
| (3030) Telephone Plant In Service(TPIS) | |
| (3031) Total Assets | |
| (3032) Total Debt | |
| (3033) Total Equity | |
| (3034) Dividends | |

Name of Attached Document Listing Required Information

| | | |
|---|---|---|
| <010> | Study Area Code | 270442 |
| <015> | Study Area Name | CENTURYTEL-SW LA |
| <020> | Program Year | 2017 |
| <030> | Contact Name - Person USAC should contact regarding this data | Kenneth W. Buchan |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 3183621538 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

**4005 Rural Broadband Experiment**

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

**Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)**
Please address Line 4001 regarding compliance with the Commission's public interest obligations. All RBE participants must provide a response to Line 4001.

**4001**. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

**Community Anchor Institutions – FCC 14-98 (paragraph 79)**

**4003a**. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

**If yes to 4003A, please provide a response for 4003B.**

**4003b**. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year. Name of Attached Document Listing Required Information _____

**Broadband Deployment Locations – FCC 14-98 (paragraph 80)**

**4004a**. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481. Name of Attached Document Listing Required Information _____

**4004b**. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area. Name of Attached Document Listing Required Information _____

| **Certification - Reporting Carrier Data Collection Form** | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
|---|---|

| | | |
|---|---|---|
| <010> | Study Area Code | 270442 |
| <015> | Study Area Name | CENTURYTEL-SW LA |
| <020> | Program Year | 2017 |
| <030> | Contact Name - Person USAC should contact regarding this data | Kenneth W. Buchan |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 3183621538 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

**TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:**

**Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients**

**I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.**

Name of Reporting Carrier: CENTURYTEL-SW LA

Signature of Authorized Officer: CERTIFIED ONLINE Date 06/08/2016

Printed name of Authorized Officer: David Cole

Title or position of Authorized Officer: Controller

Telephone number of Authorized Officer: 3183889000 ext.

Study Area Code of Reporting Carrier: 270442 Filing Due Date for this form: 07/01/2016

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

| **Certification - Agent / Carrier Data Collection Form** | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
|---|---|

| | | |
|---|---|---|
| <010> | Study Area Code | 270442 |
| <015> | Study Area Name | CENTURYTEL-SW LA |
| <020> | Program Year | 2017 |
| <030> | Contact Name - Person USAC should contact regarding this data | Kenneth W. Buchan |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 3183621538 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

**TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:**

**Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier**

**I certify that (Name of Agent)_____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.**

Name of Authorized Agent:

Name of Reporting Carrier:

Signature of Authorized Officer: Date:

Printed name of Authorized Officer:

Title or position of Authorized Officer:

Telephone number of Authorized Officer:

Study Area Code of Reporting Carrier: Filing Due Date for this form:

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

**TO BE COMPLETED BY THE AUTHORIZED AGENT:**

**Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier**

**I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.**

Name of Reporting Carrier:

Name of Authorized Agent Firm:

Signature of Authorized Agent or Employee of Agent: Date:

Name of Authorized Agent Employee:

Title or position of Authorized Agent or Employee of Agent

Telephone number of Authorized Agent or Employee of Agent:

Study Area Code of Reporting Carrier: Filing Due Date for this form:

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

Attachments

AFFIDAVIT CERTIFYING COMPLIANCE
WITH 47 C.F.R. §54.313(a)(5), §54.313(a)(6), §54.313(a)(10), and §54.313(a)(12)

Section (500) – Service Quality and Consumer Protection Certification
Section (600) – Emergency Functionality Certification
Section (1000) – Voice and Broadband Service Rate Comparability Certifications; and
Accuracy of Annual Reporting of CAF Recipients Certification

For the CenturyLink ETCs as listed in Appendix A, I, David D. Cole, being of lawful age and duly sworn, on my oath and under penalty of perjury, state that I am the Executive Vice President for Operations Support and Controller of CenturyLink, Inc. ("Company") and that I am authorized to execute this affidavit on behalf of the Company.

The Company hereby certifies pursuant to the requirements under 47 C.F.R. §54.313(a)(5), §54.313(a)(6), §54.313(a)(10), and §54.313(a)(12) that:

1) CenturyLink has established operational procedures designed to facilitate compliance with applicable consumer protection rules,
2) CenturyLink has established operational procedures designed to facilitate compliance with service quality standards which may include customer remedies and improvement plans. CenturyLink also reports service quality metrics to State Commissions as applicable,
3) CenturyLink is able to remain functional in emergency situations as set forth in §54.202(a)(2),
4) The pricing of voice services provided by CenturyLink ETCs listed in Appendix A is no more than two standard deviations above the national average urban rate for voice service,
5) The pricing of broadband services provided by CenturyLink ETCs listed in Appendix A, that meet the Commission's broadband public interest obligation is no more than the most recent applicable benchmark rates announced by the Wireline Competition Bureau, and
6) To the best of my knowledge and belief, the information reported on this form including attachments is accurate.

FURTHER AFFIANT SAYETH NOT.

DATED this 17th day of May 2016

David D. Cole
EVP – Operations Support and Controller
CenturyLink
100 CenturyLink Drive
Monroe, Louisiana 71203

SUBSCRIBED AND SWORN TO before me this 17th day of May 2016

Notary Public: Cheryl L Allred #58514

My Commission Expires: upon death

# Appendix A

## Listing of CenturyLink Eligible Telecommunications Carriers

| COMPANY NAME | DBA NAME | Study Area Code | State(s) of Operation |
|---|---|---|---|
| CenturyTel of Alabama, LLC (Northern) | CenturyLink | 259789 | AL |
| CenturyTel of Alabama, LLC (Southern) | CenturyLink | 259788 | AL |
| Gulf Telephone Company, LLC | CenturyLink | 250298 | AL |
| CenturyTel of Arkansas, Inc. | CenturyLink | 401705 | AR |
| CenturyTel of Central Arkansas, LLC | CenturyLink | 401144 | AR |
| CenturyTel of Mountain Home, Inc. | CenturyLink | 401711 | AR |
| CenturyTel of Redfield, Inc. | CenturyLink | 401720 | AR |
| CenturyTel of South Arkansas, Inc. | CenturyLink | 401727 | AR, LA |
| CenturyTel of Northwest Arkansas, LLC (Russellville) | CenturyLink | 401142 | AR, MO, OK |
| CenturyTel of Northwest Arkansas, LLC (Siloam Springs) | CenturyLink | 401143 | AR, OK |
| Qwest Corporation (Arizona) | CenturyLink QC | 455101 | AZ |
| CenturyTel of Colorado, Inc. | CenturyLink | 462208 | CO |
| Qwest Corporation (Colorado) | CenturyLink QC | 465102 | CO |
| The El Paso County Telephone Company | None | 462187 | CO |
| CenturyTel of Eagle, Inc. | CenturyLink | 462185 | CO, UT |
| Embarq Florida, Inc. | CenturyLink | 210341 | FL |
| Coastal Utilities, Inc. | CenturyLink | 220356 | GA |
| Qwest Corporation (Iowa) | CenturyLink QC | 355141 | IA |
| CenturyTel of Postville, Inc. | CenturyLink | 351274 | IA |
| CenturyTel of Chester, Inc. | CenturyLink | 351126 | IA, MN |
| CenturyTel of Idaho, Inc. | CenturyLink | 472225 | ID |
| CenturyTel of the Gem State, Inc. (Idaho) | CenturyLink | 472223 | ID |
| Qwest Corporation (Northern Idaho) | CenturyLink QC | 475162 | ID |
| Qwest Corporation (Southern Idaho) | CenturyLink QC | 475103 | ID |
| Gallatin River Communications L.L.C. | CenturyLink GRC | 341057 | IL |
| CenturyTel of Central Indiana, Inc. | CenturyLink | 320747 | IN |
| CenturyTel of Odon, Inc. | CenturyLink | 320801 | IN |
| United Telephone Company of Indiana, Inc. | CenturyLink | 320832 | IN, OH |
| United Telephone Company of Eastern Kansas | CenturyLink | 411317 | KS |

| COMPANY NAME | DBA NAME | Study Area Code | State(s) of Operation |
|---|---|---|---|
| United Telephone Company of Kansas | None | 411842 | KS |
| United Telephone Company of Southcentral Kansas | CenturyLink | 411317 | KS |
| Embarq Missouri, Inc. (Kansas) | CenturyLink | 411957 | KS |
| CenturyTel of Central Louisiana, LLC | CenturyLink | 270423 | LA |
| CenturyTel of Chatham, LLC | CenturyLink | 270427 | LA |
| CenturyTel of East Louisiana, LLC | CenturyLink | 270440 | LA |
| CenturyTel of Evangeline, LLC | CenturyLink | 270434 | LA |
| CenturyTel of North Louisiana, LLC | CenturyLink | 270436 | LA |
| CenturyTel of Ringgold, LLC | CenturyLink | 270439 | LA |
| CenturyTel of Southeast Louisiana, LLC | CenturyLink | 270424 | LA |
| CenturyTel of Southwest Louisiana, LLC | CenturyLink | 270442 | LA |
| CenturyTel of Northwest Louisiana, Inc. | CenturyLink | 270431 | LA, AR, TX |
| CenturyTel Midwest - Michigan, Inc. | CenturyLink | 310671 | MI |
| CenturyTel of Michigan, Inc. | CenturyLink | 310702 | MI |
| CenturyTel of Northern Michigan, Inc. | CenturyLink | 310705 | MI |
| CenturyTel of Upper Michigan, Inc. | CenturyLink | 310689 | MI |
| CenturyTel of Minnesota, Inc. | CenturyLink | 361445 | MN |
| Embarq Minnesota, Inc. | CenturyLink | 361456 | MN |
| Qwest Corporation (Minnesota) | CenturyLink QC | 365142 | MN |
| CenturyTel of Missouri, LLC (Belle-Herman) | CenturyLink | 429785 | MO |
| CenturyTel of Missouri, LLC (Central) | CenturyLink | 429784 | MO |
| CenturyTel of Missouri, LLC (Southern) | CenturyLink | 429786 | MO |
| CenturyTel of Missouri, LLC (Southwest) | CenturyLink | 429787 | MO |
| Spectra Communications Group, LLC | CenturyLink | 421151 | MO |
| Embarq Missouri, Inc. (Missouri) | CenturyLink | 421957 | MO, IA |
| CenturyTel of North Mississippi, Inc. | None | 280458 | MS |
| CenturyTel of Montana, Inc. | CenturyLink | 482249 | MT |
| Qwest Corporation (Montana) | CenturyLink QC | 485104 | MT |
| Central Telephone Company (North Carolina) | CenturyLink | 230471 | NC |
| Carolina Telephone and Telegraph Company, LLC | CenturyLink | 230470 | NC |
| Mebtel, Inc. | CenturyLink | 230485 | NC |
| Qwest Corporation (North Dakota) | CenturyLink QC | 385144 | ND |
| Qwest Corporation (Nebraska) | CenturyLink QC | 375143 | NE |
| United Telephone Company of the West (Nebraska) | CenturyLink | 371595 | NE |

| COMPANY NAME | DBA NAME | Study Area Code | State(s) of Operation |
|---|---|---|---|
| United Telephone Company of New Jersey, Inc. | CenturyLink | 160138 | NJ |
| CenturyTel of the Southwest, Inc. | CenturyLink | 492274 | NM |
| Qwest Corporation (New Mexico) | CenturyLink QC | 495105 | NM |
| Central Telephone Company (Nevada) | CenturyLink | 552348 | NV |
| CenturyTel of the Gem State, Inc. (Nevada) | CenturyLink | 552223 | NV |
| CenturyTel of Ohio, Inc. | CenturyLink | 300630 | OH |
| United Telephone Company of Ohio | CenturyLink | 300661 | OH |
| CenturyTel of Oregon, Inc. | CenturyLink | 532361 | OR |
| Qwest Corporation (Oregon) | CenturyLink QC | 535163 | OR |
| United Telephone Company of the Northwest (Oregon) | CenturyLink | 532400 | OR |
| CenturyTel of Eastern Oregon, Inc. | CenturyLink | 532361 | OR, CA |
| United Telephone Company of Pennsylvania LLC, The | CenturyLink | 170209 | PA |
| United Telephone Company of the Carolinas, LLC | CenturyLink of the Carolinas | 240506 | SC |
| Qwest Corporation (South Dakota) | CenturyLink QC | 395145 | SD |
| CenturyTel of Claiborne, Inc. | CenturyLink Claiborne | 290557 | TN |
| CenturyTel of Ooltewah-Collegedale, Inc. | CenturyLink Ooltewah-Collegedale | 290574 | TN |
| United Telephone Southeast, LLC (Tennessee) | CenturyLink | 290567 | TN |
| CenturyTel of Adamsville, Inc. | CenturyLink Adamsville | 290552 | TN, MS |
| Central Telephone Company of Texas, Inc. | CenturyLink | 442114 | TX |
| CenturyTel of Lake Dallas, Inc. | CenturyLink | 442101 | TX |
| CenturyTel of Port Aransas, Inc. | CenturyLink | 442117 | TX |
| CenturyTel of San Marcos, Inc. | CenturyLink | 442140 | TX |
| United Telephone Company of Texas, Inc | CenturyLink | 442084 | TX |
| Qwest Corporation (Utah) | CenturyLink QC | 505107 | UT |
| United Telephone Southeast, LLC (Virginia) | CenturyLink | 190567 | VA |
| Central Telephone Company of Virginia | CenturyLink | 190254 | VA, NC |
| CenturyTel of Inter-Island, Inc. | CenturyLink | 522408 | WA |
| CenturyTel of Washington, Inc. | CenturyLink | 522408 | WA |
| Qwest Corporation (Washington) | CenturyLink QC | 525161 | WA |
| United Telephone Company of the Northwest (Washington) | CenturyLink | 522400 | WA |
| CenturyTel of Cowiche, Inc. | CenturyLink | 522410 | WA |
| CenturyTel of Central Wisconsin, LLC | CenturyLink | 331159 | WI |

| COMPANY NAME | DBA NAME | Study Area Code | State(s) of Operation |
|---|---|---|---|
| CenturyTel of Fairwater-Brandon-Alto, LLC | CenturyLink | 330877 | WI |
| CenturyTel of Forestville, LLC | CenturyLink | 330884 | WI |
| CenturyTel of Larsen-Readfield, LLC | CenturyLink | 330898 | WI |
| CenturyTel of Monroe County, LLC | CenturyLink | 330913 | WI |
| CenturyTel of Northern Wisconsin, LLC | CenturyLink | 330956 | WI |
| CenturyTel of Southern Wisconsin, LLC | CenturyLink | 330931 | WI |
| CenturyTel of the Midwest-Kendall, LLC | CenturyLink | 330924 | WI |
| CenturyTel of the Midwest-Wisconsin, LLC (Casco) | CenturyLink | 330857 | WI |
| CenturyTel of the Midwest-Wisconsin, LLC (Cencom) | CenturyLink | 330841 | WI |
| CenturyTel of the Midwest-Wisconsin, LLC (Northwest) | CenturyLink | 330922 | WI |
| CenturyTel of the Midwest-Wisconsin, LLC (Platteville) | CenturyLink | 330934 | WI |
| CenturyTel of the Midwest-Wisconsin, LLC (Thorp) | CenturyLink | 330959 | WI |
| CenturyTel of the Midwest-Wisconsin, LLC (Wayside) | CenturyLink | 330970 | WI |
| CenturyTel of Wisconsin, LLC | CenturyLink | 330895 | WI |
| Telephone USA of Wisconsin, LLC | CenturyLink | 331155 | WI |
| CenturyTel of Northwest Wisconsin, LLC | CenturyLink | 330950 | WI, MN |
| CenturyTel of Wyoming, Inc. | CenturyLink | 512299 | WY |
| Qwest Corporation (Wyoming) | CenturyLink QC | 515108 | WY |
| United Telephone Company of the West (Wyoming) | CenturyLink of the West | 511595 | WY |

**(700) Price Offerings including Voice Rate Data**
**Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|---|---|---|
| <010> | Study Area Code | 270442 |
| <015> | Study Area Name | CENTURYTEL-SW LA |
| <020> | Program Year | 2017 |
| <030> | Contact Name - Person USAC should contact regarding this data | Kenneth W. Buchan |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 318621538 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

| | | |
|---|---|---|
| <701> | Residential Local Service Charge Effective Date | 1/1/2016 |
| <702> | Single State-wide Residential Local Service Charge | |

<703>

| <a1> | <a2> | <a3> | <b1> | <b2> | <b3> | <b4> | <b5> | <c> |
|---|---|---|---|---|---|---|---|---|
| **State** | **Exchange (ILEC)** | **SAC (CETC)** | **Rate Type** | **Residential Local Service Rate** | **State Subscriber Line Charge** | **State Universal Service Fee** | **Mandatory Extended Area Service Charge** | **Total per line Rates and Fees** |
| LA | Oberlin | | FR | 21.22 | 1.0 | 0.64 | 0.0 | 22.86 |
| LA | Reeves | | FR | 21.22 | 1.0 | 0.64 | 0.0 | 22.86 |
| LA | Ragley | | FR | 21.22 | 1.0 | 0.64 | 0.0 | 22.86 |
| LA | Starks | | FR | 21.22 | 1.0 | 0.64 | 0.0 | 22.86 |
| LA | Turkey Creek | | FR | 21.22 | 1.0 | 0.64 | 0.0 | 22.86 |

REDACTED - FOR PUBLIC INSPECTION

**(710) Broadband Price Offerings**
**Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|---|---|---|
| <010> | Study Area Code | 270442 |
| <015> | Study Area Name | CENTURYTEL-SW LA |
| <020> | Program Year | 2017 |
| <030> | Contact Name - Person USAC should contact regarding this data | Kenneth W. Buchan |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 318621538 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

<711>

| <a1> State | <a2> Exchange (ILEC) | <b1> Residential Rate | <b2> State Regulated Fees | <c> Total Rates and Fees | <d1> Broadband Service - Download Speed (Mbps) | <d2> Broadband Service -Upload Speed (Mbps) | <d3> Usage Allowance (GB) | <d4> Usage Allowance Action Taken When Limit Reached {select} |
|---|---|---|---|---|---|---|---|---|
| LA | [redacted] | 68.95 | 0.0 | 68.95 | [redacted] | [redacted] | 250.0 | Other, Disconnect on 3rd notification in 12 months |
| LA | [redacted] | 73.95 | 0.0 | 73.95 | [redacted] | [redacted] | 250.0 | Other, Disconnect on 3rd notification in 12 months |
| LA | [redacted] | 74.95 | 0.0 | 74.95 | [redacted] | [redacted] | 250.0 | Other, Disconnect on 3rd notification in 12 months |
| LA | [redacted] | 73.95 | 0.0 | 73.95 | [redacted] | [redacted] | 250.0 | Other, Disconnect on 3rd notification in 12 months |
| LA | [redacted] | 74.95 | 0.0 | 74.95 | [redacted] | [redacted] | 250.0 | Other, Disconnect on 3rd notification in 12 months |
| LA | [redacted] | 73.95 | 0.0 | 73.95 | [redacted] | [redacted] | 250.0 | Other, Disconnect on 3rd notification in 12 months |
| LA | [redacted] | 74.95 | 0.0 | 74.95 | [redacted] | [redacted] | 250.0 | Other, Disconnect on 3rd notification in 12 months |
| LA | [redacted] | 73.95 | 0.0 | 73.95 | [redacted] | [redacted] | 250.0 | Other, Disconnect on 3rd notification in 12 months |
| LA | [redacted] | 99.95 | 0.0 | 99.95 | [redacted] | [redacted] | 250.0 | Other, Disconnect on 3rd notification in 12 months |
| LA | [redacted] | 68.95 | 0.0 | 68.95 | [redacted] | [redacted] | 250.0 | Other, Disconnect on 3rd notification in 12 months |
| LA | [redacted] | 73.95 | 0.0 | 73.95 | [redacted] | [redacted] | 250.0 | Other, Disconnect on 3rd notification in 12 months |
| LA | [redacted] | 74.95 | 0.0 | 74.95 | [redacted] | [redacted] | 250.0 | Other, Disconnect on 3rd notification in 12 months |
| LA | [redacted] | 73.95 | 0.0 | 73.95 | [redacted] | [redacted] | 250.0 | Other, Disconnect on 3rd notification in 12 months |
| LA | [redacted] | 74.95 | 0.0 | 74.95 | [redacted] | [redacted] | 250.0 | Other, Disconnect on 3rd notification in 12 months |
| LA | [redacted] | 73.95 | 0.0 | 73.95 | [redacted] | [redacted] | 250.0 | Other, Disconnect on 3rd notification in 12 months |
| LA | [redacted] | 74.95 | 0.0 | 74.95 | [redacted] | [redacted] | 250.0 | Other, Disconnect on 3rd notification in 12 months |
| | [redacted] | | | | [redacted] | [redacted] | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

**(800) Operating Companies**
**Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|---|---|---|
| <010> | Study Area Code | 270442 |
| <015> | Study Area Name | CENTURYTEL-SW LA |
| <020> | Program Year | 2017 |
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| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

| | | |
|---|---|---|
| <810> | Reporting Carrier | CenturyTel of Southwest Louisiana, LLC |
| <811> | Holding Company | CenturyLink, Inc. |
| <812> | Operating Company | CenturyTel of Southwest Louisiana, LLC |

<813>

| <a1> | <a2> | <a3> |
|---|---|---|
| **Affiliates** | **SAC** | **Doing Business As Company or Brand Designation** |
| Bloomingdale Telephone Company, Inc. | 310679 | Unknown |
| Carolina Telephone and Telegraph Company, LLC | 230470 | CenturyLink |
| Central Telephone Company (Nevada) | 552348 | CenturyLink |
| Central Telephone Company (North Carolina) | 230471 | CenturyLink |
| Central Telephone Company of Texas, Inc. | 442114 | CenturyLink |
| Central Telephone Company of Virginia | 190254 | CenturyLink |
| CenturyLink Communications, LLC | | None |
| CenturyTel Broadband Services, LLC | | CenturyLink Broadband |
| CenturyTel Midwest - Michigan, Inc. | 310671 | CenturyLink |
| CenturyTel of Adamsville, Inc. | 290552 | CenturyLink Adamsville |
| CenturyTel of Alabama, LLC (Northern) | 259789 | CenturyLink |
| CenturyTel of Alabama, LLC (Southern) | 259788 | CenturyLink |
| CenturyTel of Arkansas, Inc. | 401705 | CenturyLink |
| CenturyTel of Central Arkansas, LLC | 401144 | CenturyLink |
| CenturyTel of Central Indiana, Inc. | 320747 | CenturyLink |
| CenturyTel of Central Louisiana, LLC | 270423 | CenturyLink |
| CenturyTel of Central Wisconsin, LLC | 331159 | CenturyLink |
| CenturyTel of Chatham, LLC | 270427 | CenturyLink |
| CenturyTel of Chester, Inc. | 351126 | CenturyLink |
| CenturyTel of Claiborne, Inc. | 290557 | CenturyLink Claiborne |
| CenturyTel of Colorado, Inc. | 462208 | CenturyLink |
| CenturyTel of Cowiche, Inc. | 522410 | CenturyLink |
| CenturyTel of Eagle, Inc. | 462185 | CenturyLink |

**(800) Operating Companies**
**Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|---|---|---|
| <010> | Study Area Code | 270442 |
| <015> | Study Area Name | CENTURYTEL-SW LA |
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| <030> | Contact Name - Person USAC should contact regarding this data | Kenneth W. Buchan |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 318621538 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

| | | |
|---|---|---|
| <810> | Reporting Carrier | CenturyTel of Southwest Louisiana, LLC |
| <811> | Holding Company | CenturyLink, Inc. |
| <812> | Operating Company | CenturyTel of Southwest Louisiana, LLC |

<813>

| <a1> | <a2> | <a3> |
|---|---|---|
| **Affiliates** | **SAC** | **Doing Business As Company or Brand Designation** |
| CenturyTel of East Louisiana, LLC | 270440 | CenturyLink |
| CenturyTel of Eastern Oregon, Inc. | 532361 | CenturyLink |
| CenturyTel of Evangeline, LLC | 270434 | CenturyLink |
| CenturyTel of Fairwater-Brandon-Alto, LLC | 330877 | CenturyLink |
| CenturyTel of Forestville, LLC | 330884 | CenturyLink |
| CenturyTel of Idaho, Inc. | 472225 | CenturyLink |
| CenturyTel of Inter-Island, Inc. | 522408 | CenturyLink |
| CenturyTel of Lake Dallas, Inc. | 442101 | CenturyLink |
| CenturyTel of Larsen-Readfield, LLC | 330898 | CenturyLink |
| CenturyTel of Michigan, Inc. | 310702 | CenturyLink |
| CenturyTel of Minnesota, Inc. | 361445 | CenturyLink |
| CenturyTel of Missouri, LLC (Belle-Herman) | 429785 | CenturyLink |
| CenturyTel of Missouri, LLC (Central) | 429784 | CenturyLink |
| CenturyTel of Missouri, LLC (Southern) | 429786 | CenturyLink |
| CenturyTel of Missouri, LLC (Southwest) | 429787 | CenturyLink |
| CenturyTel of Monroe County, LLC | 330913 | CenturyLink |
| CenturyTel of Montana, Inc. | 482249 | CenturyLink |
| CenturyTel of Mountain Home, Inc. | 401711 | CenturyLink |
| CenturyTel of North Louisiana, LLC | 270436 | CenturyLink |
| CenturyTel of North Mississippi, Inc. | 280458 | None |
| CenturyTel of Northern Michigan, Inc. | 310705 | CenturyLink |
| CenturyTel of Northern Wisconsin, LLC | 330956 | CenturyLink |
| CenturyTel of Northwest Arkansas, LLC (Russellville) | 401142 | CenturyLink |

**(800) Operating Companies**
**Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|---|---|---|
| <010> | Study Area Code | 270442 |
| <015> | Study Area Name | CENTURYTEL-SW LA |
| <020> | Program Year | 2017 |
| <030> | Contact Name - Person USAC should contact regarding this data | Kenneth W. Buchan |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 318621538 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

| | | |
|---|---|---|
| <810> | Reporting Carrier | CenturyTel of Southwest Louisiana, LLC |
| <811> | Holding Company | CenturyLink, Inc. |
| <812> | Operating Company | CenturyTel of Southwest Louisiana, LLC |

<813>

| <a1> | <a2> | <a3> |
|---|---|---|
| **Affiliates** | **SAC** | **Doing Business As Company or Brand Designation** |
| CenturyTel of Northwest Arkansas, LLC (Siloam Springs) | 401143 | CenturyLink |
| CenturyTel of Northwest Louisiana, Inc. | 270431 | CenturyLink |
| CenturyTel of Northwest Wisconsin, LLC | 330950 | CenturyLink |
| CenturyTel of Odon, Inc. | 320801 | CenturyLink |
| CenturyTel of Ohio, Inc. | 300630 | CenturyLink |
| CenturyTel of Ooltewah-Collegedale, Inc. | 290574 | CenturyLink Ooltewah-Collegedale |
| CenturyTel of Oregon, Inc. | 532361 | CenturyLink |
| CenturyTel of Port Aransas, Inc. | 442117 | CenturyLink |
| CenturyTel of Postville, Inc. | 351274 | CenturyLink |
| CenturyTel of Redfield, Inc. | 401720 | CenturyLink |
| CenturyTel of Ringgold, LLC | 270439 | CenturyLink |
| CenturyTel of San Marcos, Inc. | 442140 | CenturyLink |
| CenturyTel of South Arkansas, Inc. | 401727 | CenturyLink |
| CenturyTel of Southeast Louisiana, LLC | 270424 | CenturyLink |
| CenturyTel of Southern Wisconsin, LLC | 330931 | CenturyLink |
| CenturyTel of Southwest Louisiana, LLC | 270442 | CenturyLink |
| CenturyTel of the Gem State, Inc. (Idaho) | 472223 | CenturyLink |
| CenturyTel of the Gem State, Inc. (Nevada) | 552223 | CenturyLink |
| CenturyTel of the Midwest-Kendall, LLC | 330924 | CenturyLink |
| CenturyTel of the Midwest-Wisconsin, LLC (Casco) | 330857 | CenturyLink |
| CenturyTel of the Midwest-Wisconsin, LLC (Cencom) | 330841 | CenturyLink |
| CenturyTel of the Midwest-Wisconsin, LLC (Northwest) | 330922 | CenturyLink |
| CenturyTel of the Midwest-Wisconsin, LLC (Platteville) | 330934 | CenturyLink |

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<813>

| <a1> | <a2> | <a3> |
|---|---|---|
| **Affiliates** | **SAC** | **Doing Business As Company or Brand Designation** |
| CenturyTel of the Midwest-Wisconsin, LLC (Thorp) | 330959 | CenturyLink |
| CenturyTel of the Midwest-Wisconsin, LLC (Wayside) | 330970 | CenturyLink |
| CenturyTel of the Southwest, Inc. | 492274 | CenturyLink |
| CenturyTel of Upper Michigan, Inc. | 310689 | CenturyLink |
| CenturyTel of Washington, Inc. | 522408 | CenturyLink |
| CenturyTel of Wisconsin, LLC | 330895 | CenturyLink |
| CenturyTel of Wyoming, Inc. | 512299 | CenturyLink |
| Coastal Utilities, Inc. | 220356 | CenturyLink |
| Embarq Florida, Inc. | 210341 | CenturyLink |
| Embarq Minnesota, Inc. | 361456 | CenturyLink |
| Embarq Missouri, Inc. (Kansas) | 411957 | CenturyLink |
| Embarq Missouri, Inc. (Missouri) | 421957 | CenturyLink |
| Gallatin River Communications L.L.C. | 341057 | CenturyLink GRC |
| Gulf Telephone Company, LLC | 250298 | CenturyLink |
| Hillsboro Telephone Company, Inc. | 330892 | Unknown |
| Mebtel, Inc. | 230485 | CenturyLink |
| Qwest Corporation (Arizona) | 455101 | CenturyLink QC |
| Qwest Corporation (Colorado) | 465102 | CenturyLink QC |
| Qwest Corporation (Iowa) | 355141 | CenturyLink QC |
| Qwest Corporation (Minnesota) | 365142 | CenturyLink QC |
| Qwest Corporation (Montana) | 485104 | CenturyLink QC |
| Qwest Corporation (Nebraska) | 375143 | CenturyLink QC |
| Qwest Corporation (New Mexico) | 495105 | CenturyLink QC |

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<813>

| <a1> | <a2> | <a3> |
|---|---|---|
| **Affiliates** | **SAC** | **Doing Business As Company or Brand Designation** |
| Qwest Corporation (North Dakota) | 385144 | CenturyLink QC |
| Qwest Corporation (Northern Idaho) | 475162 | CenturyLink QC |
| Qwest Corporation (Oregon) | 535163 | CenturyLink QC |
| Qwest Corporation (South Dakota) | 395145 | CenturyLink QC |
| Qwest Corporation (Southern Idaho) | 475103 | CenturyLink QC |
| Qwest Corporation (Utah) | 505107 | CenturyLink QC |
| Qwest Corporation (Washington) | 525161 | CenturyLink QC |
| Qwest Corporation (Wyoming) | 515108 | CenturyLink QC |
| Spectra Communications Group, LLC | 421151 | CenturyLink |
| Telephone USA of Wisconsin, LLC | 331155 | CenturyLink |
| The El Paso County Telephone Company | 462187 | CenturyLink |
| United Telephone Company of Eastern Kansas | 411317 | CenturyLink |
| United Telephone Company of Indiana, Inc. | 320832 | CenturyLink |
| United Telephone Company of Kansas | 411842 | None |
| United Telephone Company of New Jersey, Inc. | 160138 | CenturyLink |
| United Telephone Company of Ohio | 300661 | CenturyLink |
| United Telephone Company of Pennsylvania LLC, The | 170209 | CenturyLink |
| United Telephone Company of Southcentral Kansas | 411317 | CenturyLink |
| United Telephone Company of Texas, Inc | 442084 | CenturyLink |
| United Telephone Company of the Carolinas, LLC | 240506 | CenturyLink of the Carolinas |
| United Telephone Company of the Northwest (Oregon) | 532400 | CenturyLink |
| United Telephone Company of the Northwest (Washington) | 522400 | CenturyLink |
| United Telephone Company of the West (Nebraska) | 371595 | CenturyLink |

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<813>

| <a1> | <a2> | <a3> |
|---|---|---|
| **Affiliates** | **SAC** | **Doing Business As Company or Brand Designation** |
| United Telephone Company of the West (Wyoming) | 511595 | CenturyLink of the West |
| United Telephone Southeast, LLC (Virginia) | 190567 | CenturyLink |
| United Telephone Southeast, LLC (Tennessee) | 290567 | CenturyLink |

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

CenturyLink, Inc. has over 100 local exchange carriers (LECs) that serve as eligible telecommunications carriers (ETCs) providing Lifeline discounts on local telephone service for qualifying low-income customers in thirty-seven states. Each LEC's tariff or local terms of service contain the terms and conditions of voice telephony service plans generally available to CenturyLink residential customers. Lifeline provides discounts on CenturyLink residential service plans that include voice telephony service. Lifeline discounts provided to qualified recipients include the $9.25 per month federal discount plus state discounts, if available. Tribal Lifeline recipients receive an additional federal Lifeline discount of up to $25 per month. Eligible residents residing on Tribal lands in areas where CenturyLink receives universal service high-cost support can also receive a Tribal Link Up credit of not more than $100 against one customary service initiation fee at a primary residence.

CenturyLink's flat-rated residential service plans provide unlimited local calling. Lifeline discounts also may be applied to local residential service plans that include a certain amount of local minutes or calls at a flat-rate and then have additional charges for minutes or calls beyond those included in the plan. Lifeline discounts may be applied to bundled service packages that include voice telephony services, such as bundles with internet service and/or video service. Lifeline discounts may also apply to voice service plans that include optional calling features such as caller ID, call waiting, and voicemail.

Toll service is available to customers receiving Lifeline discounts in the same manner that it is available to non-Lifeline customers. Toll limitation service is available to Lifeline customers at no charge.

Information concerning CenturyLink's Lifeline program can be found on our Lifeline web page at http://www.centurylink.com/Pages/Support/LifeLine/

A link to the CenturyLink tariff or local terms of service that includes the terms and conditions of this ETC's Lifeline offering is included in response to line 1220.

NOTES:

1. (112) – (118) The Federal Communications Commission in *Connect America Fund; ETC Annual Reports and Certification; Developing a Unified Intercarrier Compensation Regime*, WC Docket Nos. 10-90 and 14-58, CC Docket No. 01-92, Report and Order, Order and Order on Reconsideration, and Further Notice of Proposed Rulemaking, FCC 16-33, at ¶¶ 216, 220 (rel. Mar. 30, 2016) eliminated the requirements for price cap carriers to file a service quality improvement plan and to file annual updates.

2. (220) Outages are reported using the criteria provided in 47 C.F.R. §54.313, which differs from the criteria in 47 C.F.R. §4.5 which is the basis for reporting outages to the Federal Communications Commission. Therefore, some outages may not have NORS numbers.

4. (300) – (310) CenturyLink is reporting any outstanding requests for voice service from 2015 that are unfulfilled at the time of this filing. Orders resolved during the year are not reported, including unfilled orders that are cancelled by the customer.

5. (320) – (330) CenturyLink is reporting any outstanding requests for broadband service from 2015 that are unfulfilled at the time of this filing. Orders resolved during the year are not reported, including unfilled orders that are cancelled by the customer.

6. (410) – (420) Complaints per 1,000 voice access lines are reported as complaints to any federal and/or state agencies.

7. (440) – (450) Complaints per 1,000 broadband customers are reported as complaints to any federal and/or state agencies.

8. (711) CenturyLink is reporting a-la-cart and data-only broadband rates that meet or exceed both the download speed of four mega bits per second and upload speed of one mega bit per second. Upload speeds of 768K or below are not included in this report.

9. (800), (810)-(813), (1200), and (1210)-(1223) CenturyLink is a designated eligible telecommunications carrier that receives Universal Service Support for High Cost Areas under 47 C.F.R. 54 subpart D. Therefore, CenturyLink is only subject to subpart (a) of 47 C.F.R. §54.422 as it applies to this filing.

10. (810) – (813) Per FCC DA 13-1707 released August 6, 2013, CenturyLink is reporting holding company, operating companies, and affiliates (as defined under section 3 of the Communications Act of 1934, as amended, 47 U.S.C. § 153(2)) that are designated as eligible telecommunications carriers and/or that provide retail broadband internet access to end-user customers.

11. (921) – (929) To the extent the carrier serves federally recognized tribal lands, the attached narrative, in response to line 920, should be relied on to describe tribal outreach and interaction. If the carrier at least offered to discuss the points listed in 47 C.F.R. §54.313(a)(9) to the federally recognized tribes served in a study area, lines 921-929 were marked with a “yes” response.

12. (1000) – (1010) Carriers must certify that their local rates are at or below two standard deviations of the applicable national average urban rate for voice service, as specified in the most recent public notice issued by the Wireline Competition Bureau and Wireless Telecommunications Bureau. Qwest Corporation d/b/a CenturyLink (Wyoming) and United Telephone Company of the West d/b/a CenturyLink (Wyoming) have certain exchanges with explicit cost based local rates above this standard. Customers in such exchanges receive a Federal Universal Service credit and/or a State Universal Service credit explicitly on their bill. This results in a net charge that is lower than two standard deviations of the applicable national average urban rate for voice service.

13. (2010), (2011), (2015) and (2016) Per FCC DA 13-2101 released October 30, 2013, CenturyLink is certifying at a holding company level.

14. (2011) and (2025) CenturyLink, in the November 9, 2015 *In the Matter of ETC Annual Reports and Certifications*; WC Docket No. 14-58, provided location data for Connect America Fund Phase 1 Incremental Support Program Round 1 ("Round 1")for both the second and third year completion periods. Therefore no Round 1 data is provided in this filing. Future network utilization could impact broadband service at the previously disclosed locations.

15. (3000)-(3034) These questions are not applicable. This company is considered to be a Federal Price Cap Carrier or an affiliate associated with a Federal Price Cap Carrier for the purposes of this filing.

**Please complete the statement below:**

| | Year 1 | Year 2 | Year 3 |
|---|---|---|---|
| The total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations is: | | $0.00 | |

**Please use this tab to report census block information indicating where funding was spent.**

| **Census block information** (Federal Information Processing Standard (FIPS) code) | **Funding spent per census block** | **NECA assigned operating company code (OCN)** | **Study Area Code (SAC)** | **Indicate whether you're reporting Year 1, Year 2, or Year 3** (please report each year separately) |
|---|---|---|---|---|
| None | | | | |
| | | | | |
| | | | | |
|

**Please use this tab to report Geocoded Information.**

| **Census block information** (Federal Information Processing Standard (FIPS) code) | **NECA assigned operating company code (OCN)** | **Study Area Code (SAC)** | **Common Language Location Identifier (CLLI) code** | **Latitude** (to six decimal places) | **Longitude** (to six decimal places) | **CAF Phase I - Round 1 or Round 2** | **Indicating whether you are reporting Year 2 or Year 3** (please report each year separately) |
|---|---|---|---|---|---|---|---|
| None | | | | | | | |
| | | | | | | | |
| | | | | | | | |
|

**Instructions:** Please use this tab to report duplicated (if two or more locations have identical latitude and longitude coordinates) Geocoded information and provide an explanation for the duplication (e.g., two apartments that are vertically aligned).

| **Census block information** (Federal Information Processing Standard (FIPS) code) | **NECA assigned operating company code (OCN)** | **Study Area Code (SAC)** | **Common Language Location Identifier (CLLI) code** | **Latitude** (to six decimal places) | **Longitude** (to six decimal places) | **CAF Phase 1 - Round 1 or Round 2** | **Indicating whether you are reporting Year 2 or Year 3** (please report each year separately) | **Explanation** |
|---|---|---|---|---|---|---|---|---|
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |