2012 ETC Recertification Reports
Report to Satisfy Requirements of FCC-11-161

Name of ETC Applicant: CenturyTel of North Louisiana, LLC d/b/a CenturyLink

Study Area Code: 270436

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State: Louisiana

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State Filing Details:

The data contained in this filing complies with the requirements set forth in FCC 11-161 and §54.313 as amended. To the extent that the State of Louisiana requires additional information as part of its normal ETC recertification process; that data will be provided in the scheduled Annual Reporting for previously designated ETCs.

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<u>Report 1:</u> § 54.313 (a) (1) - Five-Year Service Quality Improvement Plan

1. A progress report on its five-year service quality improvement plan pursuant to § 54.202(a), including maps detailing its progress towards meeting its plan targets, an explanation of how much universal service support was received and how it was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information shall be submitted at the wire center level or census block as appropriate

1.1 Previously Submitted Plan

1.2 Narrative of Progress

1.3 Supporting Documents and Maps

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Response:

Per the Wireline Competition Bureau's Clarification Order in DA 12-147, issued on February 3rd, 2012, paragraph 7, this provision does not apply to CenturyLink for this filing period.

Report 2: § 54.313 (a) (2) - Outage Report

2. Detailed information on any outage in the prior calendar year, as that term is defined in 47 CFR 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect

(i) At least ten percent of the end users served in a designated service area;

Or

(ii) A 911 special facility, as defined in 47 CFR 4.5(e).

(iii) Specifically, the eligible telecommunications carrier's 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 particular services affected;

(D) The geographic areas affected by the outage;

(E) Steps taken to prevent a similar situation in the future; and

(F) The number of customers affected.

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Response:

CenturyTel of North Louisiana, LLC d/b/a CenturyLink did not experience any outages during 2011 that meet the criteria listed above.

<u>Report 3:</u> § 54.313 (a) (3) - Requests for Service

3. Report detailing:

- The number of requests for service from potential customers within the recipient's service areas that were unfulfilled during the prior calendar year; and
- The carrier shall also detail how it attempted to provide service to those potential customers.

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Response:

CenturyTel of North Louisiana, LLC d/b/a CenturyLink does not have any outstanding requests for service from 2011 that are unfulfilled at the time of this filing.

<u>Report 4:</u> § 54.313 (a) (4) - Complaints per 1,000 Connections

4. The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

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Response:

For the period from January 2011 through December 2011, CenturyTel of North Louisiana, LLC d/b/a CenturyLink had a total of 0.53 complaints per 1,000 access lines for supported services as reported to any federal and/or state agencies.

<u>Report 5:</u> § 54.313 (a) (5)-(6) - Certifications

5. Certification that Carrier is complying with applicable service quality standards and consumer protection rules. Certification that the carrier is able to function in emergency situations as set forth in § 54.202 (a) (2).

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Response:

See <u>Attachment 5</u> – Certifications including Compliance with Applicable Service Quality Standards, Compliance with Consumer Protection Rules, and Ability to Function in Emergency Situations.

<u>Report 6:</u> § 54.313 (a) (7) – Current Price Offerings

6. The company's price offerings in a format as specified by the Wireline Competition Bureau.

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Response:

The Wireline Competition Bureau has not established a format for the requested information, as specified in §54.313(a)(2)(iii)(F)(7), nor has this provision received Office of Management and Budget (OMB) approval as of the date of this filing. Therefore, no response is required at this time.

Report 7: § 54.313 (a) (8) - Company Identification

7. The recipient's holding company, operating companies, affiliates, and any branding (a "dba," or "doing-business-as company" or brand designation), as well as universal service identifiers for each such entity by Study Area Codes, as that term is used by the Administrator.

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Response:

CenturyLink, Inc. is the parent company of CenturyTel of North Louisiana, LLC d/b/a CenturyLink. The study area code (SAC) and service provider identification number (SPIN) for CenturyTel of North Louisiana, LLC d/b/a CenturyLink are 270436 and 143001596 respectively.

See Attachment 7 for a listing of CenturyLink affiliate companies.

<u>Report 8:</u> § 54.313 (a) (9) - Tribal Outreach

8. To the extent the recipient serves Tribal lands, documents or information demonstrating that the ETC had discussions with Tribal governments that, at a minimum, included:

8.1 A needs assessment and deployment planning with a focus on Tribal community anchor institutions;

8.2 Feasibility and sustainability planning;

8.3 Marketing services in a culturally sensitive manner;

8.4 Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes; and

8.5 Compliance with Tribal business and licensing requirements.

- Tribal business and licensing requirements include business practice licenses that Tribal and non-Tribal business entities, whether located on or off Tribal lands, must obtain upon application to the relevant Tribal government office or division to conduct any business or trade, or deliver any goods or services to the Tribes, Tribal members, or Tribal lands.

- These include certificates of public convenience and necessity, Tribal business licenses, master licenses, and other related forms of Tribal government licensure.

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Response:

Per the Wireline Competition Bureau's Clarification Order in DA 12-147, issued on February 3rd, 2012, paragraph 11, "…ETC's are required to undertake their Tribal engagement obligations in 2012 after ONAP (Office of Native American Programs) provides engagement process guidance, which will be the substance of the reporting beginning April 1, 2013 and annually thereafter." Therefore, this provision does not apply to CenturyLink for this filing period.

<u>Report 9:</u> § 54.313 (f) (2) - Annual Financial Report

Privately held rate-of-return carriers only.

9. A full and complete annual report of the company's financial condition and operations as of the end of the preceding fiscal year, which is audited and certified by an independent certified public accountant in a form satisfactory to the Commission, and accompanied, by a report of such audit. The annual report shall include;

- balance sheets,
- income statements, and
- cash flow statements along with necessary notes to clarify the financial statements.

The income statements shall itemize revenue, including non-regulated revenue, by its sources.

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Response:

CenturyLink is a publicly traded Securities and Exchange Commission (SEC) registered company. Therefore, this is not applicable to CenturyLink.

<u>Report 10:</u> § 54.313 (g) - Areas with No Terrestrial Backhaul

10. Carriers without access to terrestrial backhaul that are compelled to rely exclusively on satellite backhaul in their study area must certify annually that no terrestrial backhaul options exist.

10.1 Carriers without access to terrestrial backhaul that are compelled to rely exclusively on satellite backhaul in their study area must certify annually that no terrestrial backhaul options exist. Any such funding recipients must certify they offer broadband service at actual speeds of at least 1 Mbps downstream and 256 kbps upstream within the supported area served by satellite middle-mile facilities. To the extent that new terrestrial backhaul facilities are constructed, or existing facilities improve sufficiently to meet the relevant speed, latency and capacity requirements then in effect for broadband service supported by the CAF, within twelve months of the new backhaul facilities becoming commercially available, funding recipients must provide the certifications required in paragraphs (e) or (f) of this section in full. Carriers subject to this paragraph must comply with all other requirements set forth in the remaining paragraphs of this section.

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Response:

This item is not applicable to CenturyLink.

<u>Report 11:</u> § 54.313 (h) - Additional Voice Rate Data.

11. All incumbent local exchange carrier recipients of high-cost support must report all of their flat rates for residential local service, as well as state fees as defined pursuant to § 54.318(e) of this subpart. Carriers must also report all rates that are below the local urban rate floor as defined in § 54.318 of this subpart, and the number of lines for each rate specified. Carriers shall report lines and rates in effect as of January 1.

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Response:

In the Federal Communications Commission (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 local 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 of June 1, 2012.

This is not applicable to CenturyLink as carrier does not have rates that fall below the effective rate floor.