# 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 | 310702 |
| <015> | Study Area Name | CENTURYTEL MICHIGAN |
| <020> | Program Year | 2014 |
| <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> | (318) 362-1538 |
| <039> | Contact Email Address: Email of the person identified in data line <030> | ken.buchan@centurylink.com |

## ANNUAL REPORTING FOR ALL CARRIERS

| | | | 54.313 Completion Required | 54.422 Completion Required |
|---|---|---|---|---|
| | | | (check box when complete) | |
| <100> | Service Quality Improvement Reporting | (complete attached worksheet) | ✓ | |
| <200> | Outage Reporting (voice) | (complete attached worksheet) | ✓ | ✓ |
| <210> | ☐ <-- check box if no outages to report | | | |
| <300> | Unfulfilled Service Requests (voice) | 0 | ✓ | |
| <310> | Detail on Attempts (voice) | (attach descriptive document) | ✓ | |
| <320> | Unfulfilled Service Requests (broadband) | | ✓ | |
| <330> | Detail on Attempts (broadband) | (attach descriptive document) | ✓ | |
| <400> | Number of Complaints per 1,000 customers (voice) | | ✓ | ✓ |
| <410> | Fixed | 0.66 | | |
| <420> | Mobile | 0.0 | | |
| <430> | Number of Complaints per 1,000 customers (broadband) | | ✓ | |
| <440> | Fixed | | | |
| <450> | Mobile | | | |
| <500> | Service Quality Standards & Consumer Protection Rules Compliance | (check to indicate certification) | ✓ | ✓ |
| <510> | 310702mi510 | (attached descriptive document) | ✓ | ✓ |
| <600> | Functionality in Emergency Situations | (check to indicate certification) | ✓ | ✓ |
| <610> | 310702mi610 | (attached descriptive document) | ✓ | ✓ |
| <700> | Company Price Offerings (voice) | (complete attached worksheet) | ✓ | |
| <710> | Company Price Offerings (broadband) | (complete attached worksheet) | ✓ | |
| <800> | Operating Companies and Affiliates | (complete attached worksheet) | ✓ | ✓ |
| <900> | Tribal Land Offerings (Y/N)? ◉ ○ | (if yes, complete attached worksheet) | ✓ | |
| <1000> | Voice Services Rate Comparability | (check to indicate certification) | | |
| <1010> | | (attach descriptive document) | | |
| <1100> | Terrestrial Backhaul (Y/N)? ◉ ○ | (if not, check to indicate certification) | ✓ | |
| <1110> | | (complete attached worksheet) | ✓ | |
| <1200> | Terms and Condition for Lifeline Customers | (complete attached worksheet) | | ✓ |

**Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet**
*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

| | | | |
|---|---|---|---|
| <2000> | (check to indicate certification) | ✓ | |
| <2005> | (complete attached worksheet) | ✓ | |

**Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet**

| | | | |
|---|---|---|---|
| <3000> | (check to indicate certification) | | |
| <3005> | (complete attached worksheet) | | |

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

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

| | | |
|---|---|---|
| <010> | Study Area Code | 310702 |
| <015> | Study Area Name | CENTURYTEL MICHIGAN |
| <020> | Program Year | 2014 |
| <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> | (318) 362-1538 |
| <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, then you are required to 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 (.pdf)

Please check these boxes below to confirm that the attached PDF, 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 (USF) was used to improve service quality | ☐ |
| <116> | How (USF)was used to improve service coverage | ☐ |
| <117> | How (USF) 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**

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

| | | |
|---|---|---|
| <010> | Study Area Code | 310702 |
| <015> | Study Area Name | CENTURYTEL MICHIGAN |
| <020> | Program Year | 2014 |
| <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> | (318) 362-1538 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

<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 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | |

-- See attached worksheet --

**(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 | 310702 |
| <015> | Study Area Name | CENTURYTEL MICHIGAN |
| <020> | Program Year | 2014 |
| <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> | (318) 362-1538 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

| | | |
|---|---|---|
| <701> | Residential Local Service Charge Effective Date | 1/1/2013 |
| <702> | Single State-wide Residential Local Service Charge | |

<703>

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

**(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 | 310702 |
| <015> | Study Area Name | CENTURYTEL MICHIGAN |
| <020> | Program Year | 2014 |
| <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> | (318) 362-1538 |
| <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 Rate 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*) |
|---|---|---|---|---|---|---|---|---|
| | | | | | | | | |

-- See attached worksheet --

**(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 | 310702 |
| <015> | Study Area Name | CENTURYTEL MICHIGAN |
| <020> | Program Year | 2014 |
| <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> | (318) 362-1538 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

| | | |
|---|---|---|
| <810> | Reporting Carrier | CenturyTel of Michigan, Inc. d/b/a CenturyLink |
| <811> | Holding Company | CenturyLink, Inc. |
| <812> | Operating Company | CenturyTel of Michigan, Inc. d/b/a CenturyLink |

<813>

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

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

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

| | | |
|---|---|---|
| <010> | Study Area Code | 310702 |
| <015> | Study Area Name | CENTURYTEL MICHIGAN |
| <020> | Program Year | 2014 |
| <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> | (318) 362-1538 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

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

See Line 920

<920> Tribal Government Engagement Obligation

310702mi920

Name of Attached Document (.pdf)

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

| | | Select (Yes,No, NA) |
|---|---|---|
| <921> | Needs assessment and deployment planning with a focus on Tribal community anchor institutions; | NA |
| <922> | Feasibility and sustainability planning; | NA |
| <923> | Marketing services in a culturally sensitive manner; | NA |
| <924> | Compliance with Rights of way processes | NA |
| <925> | Compliance with Land Use permitting requirements | NA |
| <926> | Compliance with Facilities Siting rules | NA |
| <927> | Compliance with Environmental Review processes | NA |
| <928> | Compliance with Cultural Preservation review processes | NA |
| <929> | Compliance with Tribal Business and Licensing requirements. | NA |

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

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

| | | |
|---|---|---|
| <010> | Study Area Code | 310702 |
| <015> | Study Area Name | CENTURYTEL MICHIGAN |
| <020> | Program Year | 2014 |
| <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> | (318) 362-1538 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) ☐

<1130> Please check this box 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
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|---|---|---|
| <010> | Study Area Code | 310702 |
| <015> | Study Area Name | CENTURYTEL MICHIGAN |
| <020> | Program Year | 2014 |
| <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> | (318) 362-1538 |
| <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 — 310702mi1210

Name of attached document (.pdf)

<1220> Link to Public Website — HTTP http://www.centurylink.com/tariffs/mi_ct-mi_loc_terms.pdf

"Please check these boxes below to confirm that the attached PDF, 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*

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

| | | |
|---|---|---|
| <010> | Study Area Code | 310702 |
| <015> | Study Area Name | CENTURYTEL MICHIGAN |
| <020> | Program Year | 2014 |
| <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> | (318) 362-1538 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

**CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen 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)} | ☐ |
| <2011> | 3rd Year Certification {47 CFR § 54.313(b)(2)} | ☐ |

**Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}**

| | | |
|---|---|---|
| <2012> | 2013 Frozen Support Certification | ☑ |
| <2013> | 2014 Frozen Support Certification | ☐ |
| <2014> | 2015 Frozen Support Certification | ☐ |
| <2015> | 2016 and future Frozen Support Certification | ☐ |

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

| | | |
|---|---|---|
| <2016> | Certification Support Used to Build Broadband | ☑ |

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

| | | |
|---|---|---|
| <2017> | 3rd year Broadband Service Certification | ☐ |
| <2018> | 5th year Broadband Service Certification | ☐ |
| <2019> | Interim Progress Certification | ☐ |
| <2020> | Please check the box to confirm that the attached PDF , on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. | ☐ |
| <2021> | Interim Progress Community Anchor Institutions — Name of Attached Document Listing Required Information | _____ |

(3000) Rate Of Return Carrier Additional Documentation
Data Collection Form

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

| | | |
|---|---|---|
| <010> | Study Area Code | 310702 |
| <015> | Study Area Name | CENTURYTEL MICHIGAN |
| <020> | Program Year | 2014 |
| <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> | (318) 362-1538 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

**CHECK the boxes below to note compliance on its 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**

| | | | |
|---|---|---|---|
| (3010) | Milestone Certification (47 CFR § 54.313(f)(1)(i)) Please check this box to confirm that the attached PDF , on line 3012, | Name of Attached Document Listing Required Information | ☐ |
| (3011) | contains the required information pursuant to § 54.313 (f)(1)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. | | |
| (3012) | Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii)) | 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) | PDF of 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 | | ☐ |
| (3020) | PDF of Balance Sheet, Income Statement and Statement of Cash Flows | | ☐ |
| (3021) | Management letter 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) | PDF of Balance Sheet, Income Statement and Statement of Cash Flows | | ☐ |
| (3026) | Attach the worksheet listing required information | 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 | 310702 |
| <015> | Study Area Name | CENTURYTEL MICHIGAN |
| <020> | Program Year | 2014 |
| <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> | (318) 362-1538 |
| <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 MICHIGAN

Signature of Authorized Officer: CERTIFIED ONLINE Date 09/25/2013

Printed name of Authorized Officer: David Cole

Title or position of Authorized Officer: Senior Vice President for Operations Support and Controller

Telephone number of Authorized Officer: (318) 388-9000

Study Area Code of Reporting Carrier: 310702 Filing Due Date for this form: 10/15/2013

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 | 310702 |
| <015> | Study Area Name | CENTURYTEL MICHIGAN |
| <020> | Program Year | 2014 |
| <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> | (318) 362-1538 |
| <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 or Employee of Agent:

Signature of Authorized Agent or Employee of Agent: Date:

Printed name of Authorized Agent or Employee of Agent:

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

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

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

| | | |
|---|---|---|
| <010> | Study Area Code | 310702 |
| <015> | Study Area Name | CENTURYTEL MICHIGAN |
| <020> | Program Year | 2014 |
| <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> | (318) 362-1538 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

<220>

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

REDACTED - FOR PUBLIC INSPECTION

AFFIDAVIT CERTIFYING COMPLIANCE
WITH §54.313(A)(5), §54.313(A)(6), and §54.314(a)

Section (500) – Service Quality Certification
Section (600) – Emergency Carrier Certification
Section (2012) – 2013 Frozen Support Certification; 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 Senior 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) and §54.313(A)(6) 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) All frozen federal universal service support provided to CenturyLink ETCs listed in Appendix A was used in the preceding calendar year and will be used in the coming calendar year only for the provision, maintenance, and upgrading of facilities and services for which the support is intended, and
5) To the best of my knowledge and belief, the information reported on this form including attachments is accurate.

FURTHER AFFIANT SAYETH NOT.

DATED this 6th day of Sept. 2013

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

SUBSCRIBED AND SWORN TO before me this 6th day of Sept. 2013

Notary Public: Lodie LaDonna Staggs
Lodie LaDonna Staggs, Notary ID 49986
My Commission Expires: With life
State of Louisiana, Parish of Ouachita

## 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 | 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, LLC | 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. | 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 |

**(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 | 310702 |
| <015> | Study Area Name | CENTURYTEL MICHIGAN |
| <020> | Program Year | 2014 |
| <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> | (318) 362-1538 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

| | | |
|---|---|---|
| <810> | Reporting Carrier | CenturyTel of Michigan, Inc. d/b/a CenturyLink |
| <811> | Holding Company | CenturyLink, Inc. |
| <812> | Operating Company | CenturyTel of Michigan, Inc. d/b/a CenturyLink |

<813>

| <a1> Affiliates | <a2> SAC | <a3> Doing Business As Company or Brand Designation |
|---|---|---|
| Bloomingdale Telephone Company, Inc. | 310676 | 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 |
| CenturyTel Acquisition LLC | | CenturyLink Acquisition |
| CenturyTel Broadband Services, LLC | | CenturyLink Broadband |
| CenturyTel Fiber Company II, LLC | | Lightcore, a CenturyLink company and CenturyLink Wholesale |
| 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 |

**(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 | 310702 |
| <015> | Study Area Name | CENTURYTEL MICHIGAN |
| <020> | Program Year | 2014 |
| <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> | (318) 362-1538 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

| | | |
|---|---|---|
| <810> | Reporting Carrier | CenturyTel of Michigan, Inc. d/b/a CenturyLink |
| <811> | Holding Company | CenturyLink, Inc. |
| <812> | Operating Company | CenturyTel of Michigan, Inc. d/b/a CenturyLink |

<813>

| <a1> Affiliates | <a2> SAC | <a3> Doing Business As Company or Brand Designation |
|---|---|---|
| CenturyTel of Eagle, Inc. | 462185 | CenturyLink |
| 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 |

**(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 | 310702 |
| <015> | Study Area Name | CENTURYTEL MICHIGAN |
| <020> | Program Year | 2014 |
| <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> | (318) 362-1538 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

| | | |
|---|---|---|
| <810> | Reporting Carrier | CenturyTel of Michigan, Inc. d/b/a CenturyLink |
| <811> | Holding Company | CenturyLink, Inc. |
| <812> | Operating Company | CenturyTel of Michigan, Inc. d/b/a CenturyLink |

<813>

| <a1> Affiliates | <a2> SAC | <a3> Doing Business As Company or Brand Designation |
|---|---|---|
| CenturyTel of Northwest Arkansas, LLC (Russellville) | 401142 | CenturyLink |
| 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 |

**(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 | 310702 |
| <015> | Study Area Name | CENTURYTEL MICHIGAN |
| <020> | Program Year | 2014 |
| <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> | (318) 362-1538 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

| | | |
|---|---|---|
| <810> | Reporting Carrier | CenturyTel of Michigan, Inc. d/b/a CenturyLink |
| <811> | Holding Company | CenturyLink, Inc. |
| <812> | Operating Company | CenturyTel of Michigan, Inc. d/b/a CenturyLink |

<813>

| <a1> Affiliates | <a2> SAC | <a3> Doing Business As Company or Brand Designation |
|---|---|---|
| CenturyTel of the Midwest-Wisconsin, LLC (Platteville) | 330934 | CenturyLink |
| 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 |
| CenturyTel Solutions, LLC | | CenturyLink Solutions |
| Coastal Utilities, Inc. | 220356 | CenturyLink |
| Embarq Florida, Inc. | 210341 | CenturyLink |
| Embarq Minnesota, Inc. | 361456 | CenturyLink |
| Embarq Missouri, Inc. | 421957 | CenturyLink |
| Embarq Missouri, Inc. (Kansas) | 411957 | CenturyLink |
| Gallatin River Communications, LLC | 341057 | CenturyLink GRC |
| Gulf Telephone Company | 250298 | CenturyLink |
| Hillsboro Telephone Company, Inc. | 330892 | Unknown |
| Mebtel, Inc. | 230485 | CenturyLink |
| Qwest Broadband Services, Inc. | | CenturyLink |
| Qwest Communications Company, LLC | | CenturyLink QCC |
| Qwest Corporation (Arizona) | 455101 | CenturyLink QC |
| Qwest Corporation (Colorado) | 465102 | CenturyLink QC |
| Qwest Corporation (Iowa) | 355141 | CenturyLink QC |

**(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 | 310702 |
| <015> | Study Area Name | CENTURYTEL MICHIGAN |
| <020> | Program Year | 2014 |
| <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> | (318) 362-1538 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

| | | |
|---|---|---|
| <810> | Reporting Carrier | CenturyTel of Michigan, Inc. d/b/a CenturyLink |
| <811> | Holding Company | CenturyLink, Inc. |
| <812> | Operating Company | CenturyTel of Michigan, Inc. d/b/a CenturyLink |

<813>

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

**(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 | 310702 |
| <015> | Study Area Name | CENTURYTEL MICHIGAN |
| <020> | Program Year | 2014 |
| <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> | (318) 362-1538 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | ken.buchan@centurylink.com |

| | | |
|---|---|---|
| <810> | Reporting Carrier | CenturyTel of Michigan, Inc. d/b/a CenturyLink |
| <811> | Holding Company | CenturyLink, Inc. |
| <812> | Operating Company | CenturyTel of Michigan, Inc. d/b/a CenturyLink |

<813>

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

**Tribal Outreach Documentation-2012** **Form 481 – Line <920>**

**CenturyTel of Michigan, Inc. d/b/a CenturyLink**

**Study Area – 310702**

| Tribal Entities |
| --- |
| |
| [redacted] |

**Targeted Engagement Efforts**

As part of its efforts to strengthen positive relationships with the Tribal Nations within its serving territory while fulfilling new obligations set forth in Report and Order and Further Notice of Proposed Rulemaking, FCC 11-161, CenturyTel of Michigan, Inc. d/b/a CenturyLink ("CenturyLink") extended an invitation to [redacted] to meet and address issues of importance related to the provisioning of services on tribal lands. A letter was mailed on November 7, 2012. The purpose of these meetings was to discuss planning and potential deployment of service as well as other areas of interest specific to conducting business on tribal lands (as set forth in 47 C.F.R. §54.313(a)(9)).

Attached as Exhibit CTL MI-1, is a copy of the letter of invitation to [redacted]

**Correspondence Resulting from Targeted Engagement Efforts**

No response was received as a result of the November 7, 2012 letter to [redacted]. In an effort to ensure due diligence, various attempts were made by the Area Operations Manager by phone to contact the tribe and establish a meeting with no success. However, ongoing engagement as part of the day-to-day business operations continued.

**Ongoing Engagement with the Tribal Entity**

**Background**

CenturyLink serves the Tribal Entities within its serving territory in much the same manner that it serves other large customer groups. Attention is provided for the very specific issues that are inherent when doing business on tribal lands.

When tribal customers request service from CenturyLink, they are handled with the same processes and personnel that would handle non-tribal requests. As planning teams become aware of

potential service demands by a "community anchor institution", such as a casino, school, or library on tribal lands, these demands are incorporated as part of the standard planning processes. CenturyLink strives to satisfy such demands in a timely and responsible manner.

CenturyLink has historically and will continue to market on tribal lands via radio and printed media as part of its ongoing outreach initiatives. Additionally, assistance programs are actively advertised.

While CenturyLink's operations on tribal lands are substantially the same as those on non-tribal lands, they differ on one substantial point. The acquisition of easements, rights-of-way, and licenses must comply with the specific requirements of each Tribal Entity and the Bureau of Indian Affairs. CenturyLink is diligent in making sure that it complies with the applicable requirements before building facilities on tribal lands.

CenturyLink's diligence extends to the manner in which it builds its network on tribal lands. The deployment of facilities is accomplished with sensitivity to the surroundings and consideration of any impact on the land and its people.

**Examples of Engagements with** [redacted]

[redacted]

## EXHIBIT LIST

1. Exhibit CTL MI-1–[redacted]

**Exhibit CTL MI-1**

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

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

NOTES APPLICABLE TO FORM 481 FILING:

1. (100) The Federal Communications Commission in FCC DA 13-332 adopted March 5, 2013, waived the requirement that price cap recipients of frozen support or incremental support file five-year plans by July 1, 2013 (subsequently changed to October 15, 2013).

2. (200-210) 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.

3. (300-310) CenturyLink does not have any outstanding requests for voice service from 2012 that are unfilled at the time of this filing.

4. (320-330) Unfilled service requests for broadband are not required to be reported in this year's filing.

5. (410) Complaints per 1,000 access lines are reported as complaints to any federal and/or state agency.

6. (430-450) Number of complaints for broadband are not required to be reported in this year's filing.

7. (700-710) Company price offering for both voice and broadband are not required to be reported in this year's filing.

8. (1000-1010) Voice services rate comparability is not required to be reported in this year's filing.

9. (3000-3005) This is not applicable to this company as it 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.

Addendum

| NORS Reference Number | Outage Start Date | Outage Start Time | Outage End Date | Outage End Time | Number of Customers Affected | Total Number of Customers | 911 Facilities Affected (Yes / No) | Service Outage Description - Wireline (including cable) VoIP (Yes/No) | Service Outage Description - Wireline (including cable) Voice (non-VoIP) (Yes/No) | Service Outage Description - Cellular (Yes/No) | Service Outage Description - Voice Over LTE (VoLTE) (Yes/No) | Service Outage Description - 911, E911 or NG911 Services only (Yes/No) | Service Outage Description - Other (Enter up to 50 characters of text) | Did This Outage Affect Multiple Study Areas (Yes / No) | Service Outage Resolution | Preventative Procedures |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | | | | | | | | | | | | | | | | |

REDACTED - FOR PUBLIC INSPECTION