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	330924
<015>	Study Area Name	CENTURYTEL-MW-KENDAL
<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	0.21			
<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>	330924wi510		*(attached descriptive document)*	✓	✓
<600>	Functionality in Emergency Situations		*(check to indicate certification)*	✓	✓
<610>	330924wi610		*(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	330924
<015>	Study Area Name	CENTURYTEL-MW-KENDAL
<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	330924
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<020>	Program Year	2014
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<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

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<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

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<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

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<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 the Midwest-Kendall, LLC d/b/a CenturyLink
<811>	Holding Company	CenturyLink, Inc.
<812>	Operating Company	CenturyTel of the Midwest-Kendall, LLC 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

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<015>	Study Area Name	CENTURYTEL-MW-KENDAL
<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: 330924wi920 (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
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July 2013

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<015>	Study Area Name	CENTURYTEL-MW-KENDAL
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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>	(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

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<015>	Study Area Name	CENTURYTEL-MW-KENDAL
<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 — 330924wi1210
Name of attached document (.pdf)

<1220> Link to Public Website — HTTP http://www.centurylink.com/tariffs/wi_mult_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

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<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

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<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 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:		☐ (Yes/No)
(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 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013

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<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-MW-KENDAL		
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:	330924	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 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013

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<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

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<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	330924
<015>	Study Area Name	CENTURYTEL-MW-KENDAL
<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 the Midwest-Kendall, LLC d/b/a CenturyLink
<811>	Holding Company	CenturyLink, Inc.
<812>	Operating Company	CenturyTel of the Midwest-Kendall, LLC 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

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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 the Midwest-Kendall, LLC d/b/a CenturyLink
<811>	Holding Company	CenturyLink, Inc.
<812>	Operating Company	CenturyTel of the Midwest-Kendall, LLC 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

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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 the Midwest-Kendall, LLC d/b/a CenturyLink
<811>	Holding Company	CenturyLink, Inc.
<812>	Operating Company	CenturyTel of the Midwest-Kendall, LLC 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

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<811>	Holding Company	CenturyLink, Inc.
<812>	Operating Company	CenturyTel of the Midwest-Kendall, LLC 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

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<810>	Reporting Carrier	CenturyTel of the Midwest-Kendall, LLC d/b/a CenturyLink
<811>	Holding Company	CenturyLink, Inc.
<812>	Operating Company	CenturyTel of the Midwest-Kendall, LLC 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

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<810>	Reporting Carrier	CenturyTel of the Midwest-Kendall, LLC d/b/a CenturyLink
<811>	Holding Company	CenturyLink, Inc.
<812>	Operating Company	CenturyTel of the Midwest-Kendall, LLC 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>**

Century Tel of the Midwest-Kendall, LLC d/b/a CenturyLink

Study Area - 330924

Tribal Entities
[redacted]
[redacted]
[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, Century Tel of the Midwest-Kendall, LLC d/b/a CenturyLink ("CenturyLink") extended an invitation to each of the above listed Tribal Entities to meet and address issues of importance related to the provisioning of services on tribal lands. These letters were mailed on November 7th and 8th, 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 Exhibits CTMK WI-1 through CTMK WI-3 are copies of the letters of invitation as indicated below:

- Exhibit CTMK WI-1: [redacted]
- Exhibit CTMK WI -2: [redacted]
- Exhibit CTMK WI -3: [redacted]

Correspondence Resulting from Targeted Engagement Efforts

While no meetings resulted from the targeted outreach letters, CenturyLink has maintained ongoing engagement with the [redacted] as part of its day-to-day business operations.

Ongoing Engagement with Tribal Entities

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 Tribal Entities

[redacted]

[redacted]

[redacted]

EXHIBITS LIST

1. Exhibit CTMK WI-1: [redacted]
2. Exhibit CTMK WI -2: [redacted]
3. Exhibit CTMK WI -3: [redacted]

Exhibit CTMK WI-1

[redacted]

REDACTED - FOR PUBLIC INSPECTION

[redacted]

[redacted]

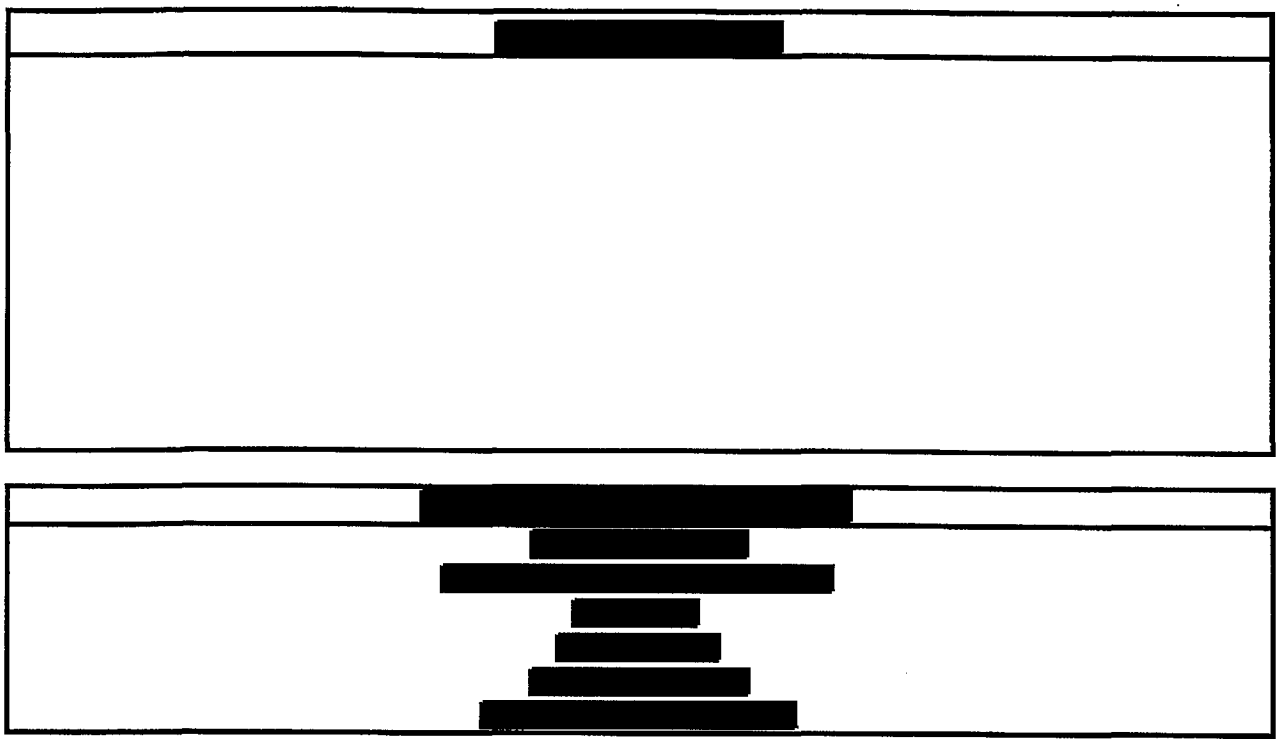
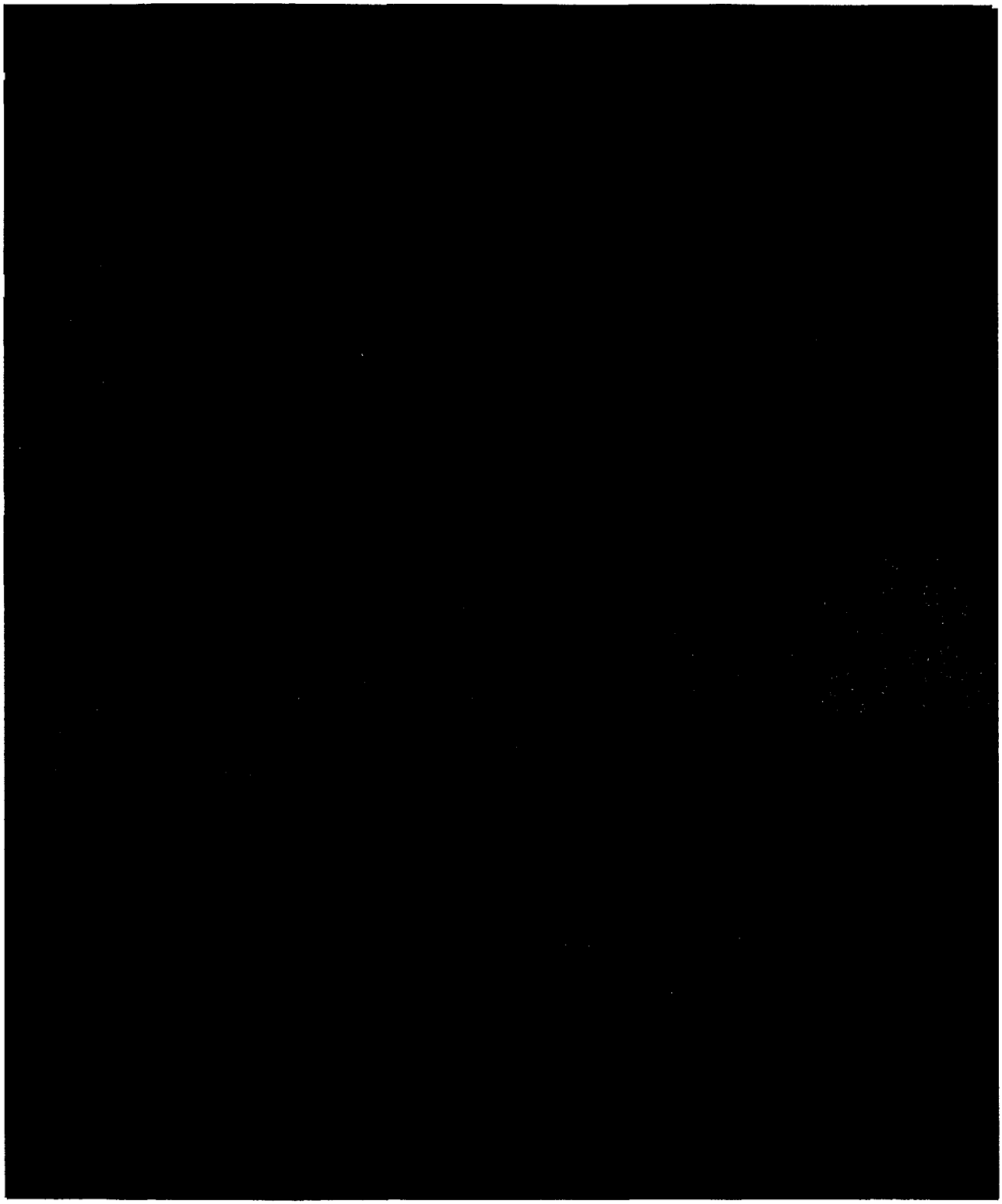


Exhibit CTMK WI-2

CenturyLink®

[redacted]

[redacted]



REDACTED - FOR PUBLIC INSPECTION

REDACTED - FOR PUBLIC INSPECTION

Exhibit CTMK WI-3

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

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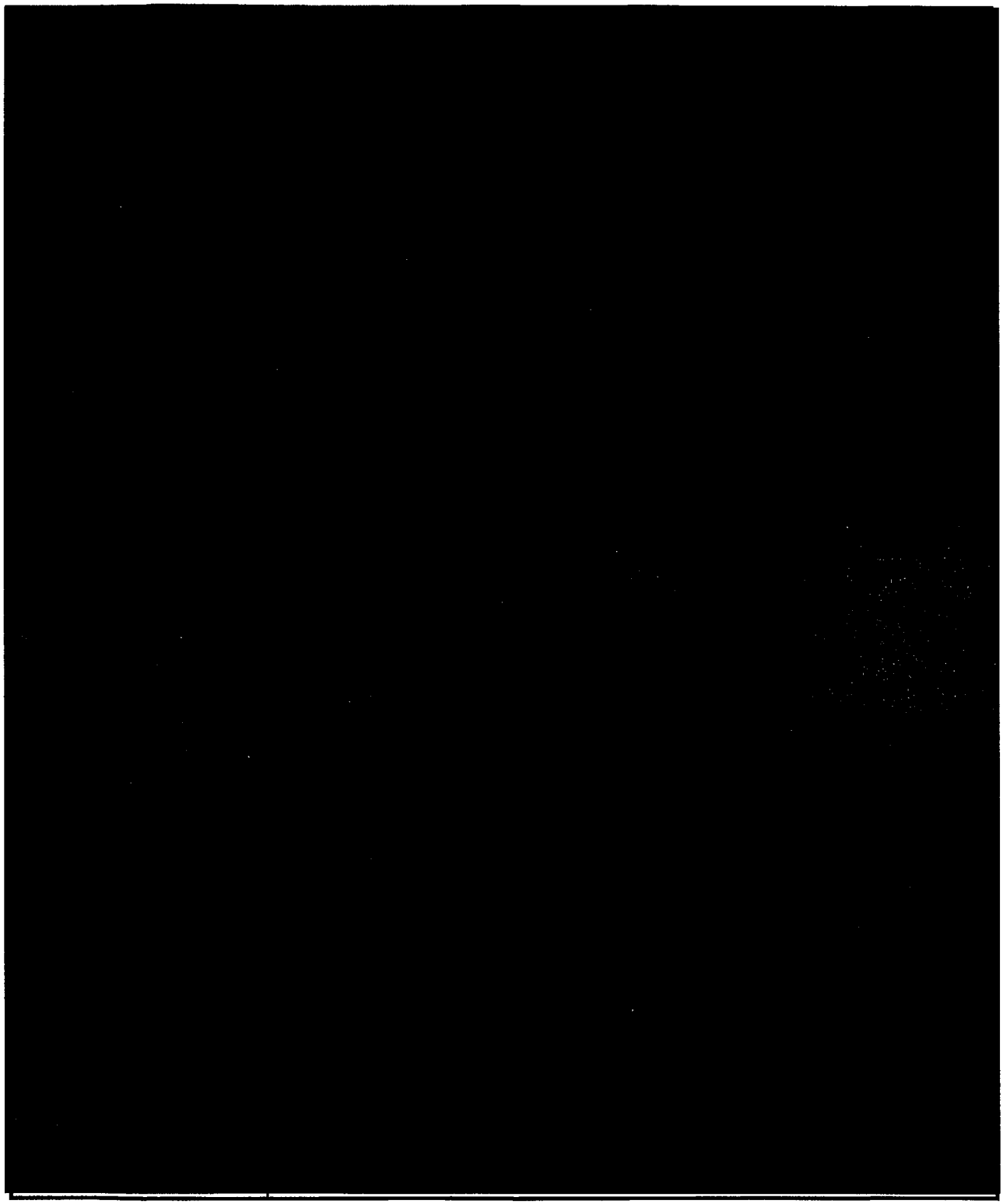
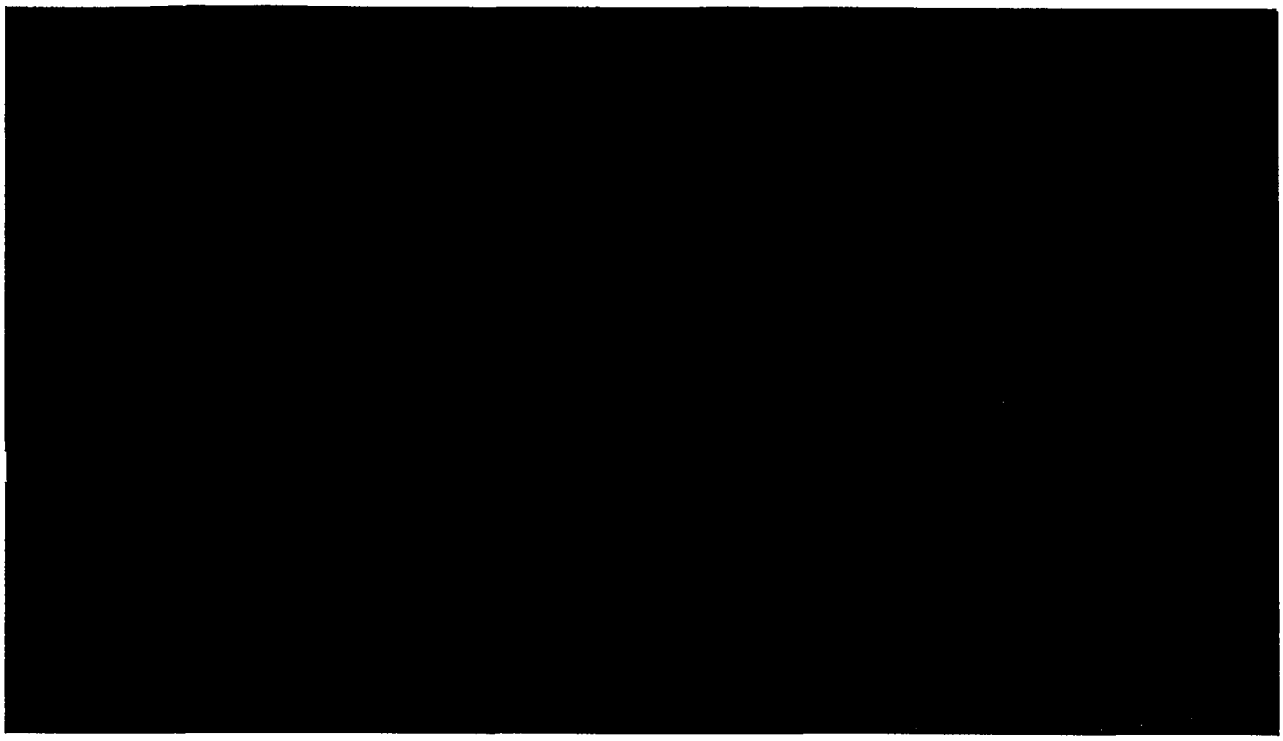
[redacted]

REDACTED - FOR PUBLIC INSPECTION

[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	Outage Start	Outage Start	Outage End	Outage End	Number of Customers	Total Number	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