Qwest Corporation Law Department (612) 672-8905-Phone (612) 672-8911-Fax

Jason D. Topp Corporate Counsel



July 31, 2006

Patricia Van Gerpen Executive Director South Dakota Public Utilities Commission 500 East Capitol Avenue Pierre, SD 57501

> Re: In the Matter of Qwest Corporation's Request of the South Dakota Public Utilities Commission for 2006 ETC Certification to the Federal Communications Commission for 2006 Federal Universal Service Support Pursuant to § 20:10:32:52 Docket No. TC 06-

Dear Ms. Van Gerpen:

Enclosed for filing are the following regarding the above-referenced matter:

- 1. Qwest Corporation's 2006 Annual ETC Certification Filing;
- 2. Affidavit of Larry Toll; and
- 3. Request for Confidential Treatment of Information.

Very truly yours,

Jason D. Topp

JDT/bardm

Enclosures

CERTIFICATE OF SERVICE

I hereby certify that on this 31st day of July, 2006, the original and 10 copies of the foregoing Qwest Corporation's 2006 Annual ETC Certification Filing, Affidavit of Larry Toll, and Request for Confidential Treatment of Information was served upon the following party:

Patricia Van Gerpen Executive Director South Dakota Public Utilities Commission 500 East Capitol Avenue Pierre, SD 57501

and copies sent electronically or via U.S. mail, addressed to the following:

Colleen E. Sevold Manager-Regulatory Affairs Qwest Corporation 125 South Dakota Avenue, 8th Floor Sioux Falls, SD 57194 colleen.sevold@qwest.com Jason D. Topp
Corporate Counsel
Qwest Corporation
200 South Fifth Street, Room 2200
Minneapolis, MN 55402
Jason.topp@qwest.com

Dianne Barthel

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF SOUTH DAKOTA

IN THE MATTER OF QWEST)	TC 06-
CORPORATION'S REQUEST OF THE)	
SOUTH DAKOTA PUBLIC UTILITIES)	QWEST CORPORATION'S
COMMISSION FOR 2006 ETC)	2006 ANNUAL ETC
CERTIFICATION TO THE FEDERAL)	CERTIFICATION FILING
COMMUNICATIONS COMMISSION)	
FOR 2006 FEDERAL UNIVERSAL)	
SERVICE SUPPORT PURSUANT TO)	
§ 20:10:32:52)	

Qwest Corporation ("Qwest), as a designated eligible telecommunications carrier, provides the following information in response to the Commission's annual reporting requirement rules in order obtain the certification necessary to continue to receive federal high-cost support.

20:10:32:53 Requirements for previously designated eligible telecommunications carriers and pending applications.

As a designated eligible telecommunications carrier, Qwest submits the information required by §§ 20:10:32:43.01 to 20:10:32:43.06.

20:10:32:43.01 Demonstration of commitment to provide service See Attachment A

See Attachment A

20:10:32:43.02 Submission of two-year plan

See Confidential Attachment B

20:10:32:43.03 Demonstration of ability to remain functional in emergency situations

Regarding power backup during emergencies: Qwest's Central Offices have a number of options during emergency situations that require back-up power sources. Some Central Offices have both diesel powered generators and battery backup, while the others do not have the diesel generator as a back-up source, but have only the battery backup, plus a portable hookup for a mobile generator source. The offices with a diesel generator have a battery backup for a period of not less than four (4) hours. The offices without the diesel generator have a battery backup for not less than eight (8) hours, which is plenty of time for a portable diesel unit to be transported and hooked up to the office's power junction.

Regarding the rerouting of traffic during emergencies, network element redundancy / survivability capabilities are designed into the network where it is feasible to do so. For example SONET based interoffice facility routes may be designed in a ring configuration to insure that if the fiber ring is cut, the traffic being carried on the ring is automatically rerouted bi-directionally to its intended destination. Hence, switches that serve communities across a state may ultimately feed traffic along the state's interoffice facility ring or rings. If failure occurs along a ring, traffic will be rerouted to reach its intended destination. It is important to note that not every route is survivable.

Regarding the management of traffic spikes during emergencies: Qwest has a Network Management Center ("NMC") that utilizes a tool called NOAH. The NOAH tool is capable of "choking" the network to where only a certain number of calls are permitted, and this depends upon the emergency type. For example, during an emergency like an earthquake or hurricane, when spikes would be at record levels and all traffic is in jeopardy, only the police, the fire departments, hospitals, and other emergency services may get dial tone. Thus the system is "choked" to allow for the successful completion of critical communications.

20:10:32:43.04 Demonstration of ability to satisfy consumer protection and service quality standards

Qwest plans, designs and maintains its network consistent with South Dakota Commission rule 20:10:33 and industry standards such as ANSI/IEEE 820-1984. In addition, a full-time customer service team is devoted to tracking and addressing customer complaints, including Commission complaints and executive complaints.

20:10:32:43.05 Offering of comparable local usage plan

Qwest offers flat rated service that entitles customers unlimited local calling within the local calling area and also offers basic local service on a measured basis. Terms and conditions and pricing for these offerings can be found by accessing Qwest's website at www.qwest.com and clicking on "Tariffs" at the bottom of this web page. Then select "Effective Tariff Library", "South Dakota", "SD QC Exchange and Network Services Catalog 1". Qwest's local exchange calling areas are described in Section 5.1. Qwest's flat rated service offering can be found at Section 5.2.4 and its measured service offering can be found at Section 5.2.1.

20:10:32:43.06 Provisioning of equal access

See Attachment A

20:10:32:54 Certification Requirements

(1) A progress report on its two year service improvement plan.

Qwest has submitted its first annual two year service improvement plan information pursuant to rule 20:10:32:43.02, therefore a progress report is not applicable at this time.

(2) Detailed information on any outage.

See Confidential Attachment C

(3) Number of requests for service.

See Confidential Attachment D

(4) Number of complaints.

See Confidential Attachment D

(5) Certification of complying with service quality standards and consumer protection rules.

See Attachment A

(6) Certification that ETC is able to function in emergency situations.

See Attachment A

(7) Certification that ETC is offering a local usage plan.

See Attachment A

(8) Certification that ETC acknowledges that it will be able to provide equal access.

See Attachment A

20:10:32:55 Lifeline and Link-up advertising requirements

Existing customer notification

In July of 2005, Qwest included a bill insert in its South Dakota consumer bills which informed customers of the expanded qualification guidelines for Lifeline and Link-up Programs. Attachment E

Information on Telephone Assistance Plans is available at www.qwest.com/TAP

A copy of the SD Lifeline application can be printed from this site. The consumer is also provided a link to the USAC web site, where the program is described in greater detail.

New customer notification

A letter is sent to all new connect customers in South Dakota describing the eligibility requirements and includes a Lifeline application form for SD. Attachments F and G

Annual advertisement of availability of Lifeline and Link-up Programs Information on Telephone Assistance Plans is found in the "Consumer Tips" section of the DEX phone books.

Outreach Efforts

During December, 2005, Qwest launched an outreach campaign which included 60 second radio spots aired in Rapid City and Sioux Falls promoting the availability of Lifeline.

Information on Telephone Assistance Programs is also included in a Qwest "Disability Solutions" brochure, which is generally available at Qwest kiosks located at various malls. Attachment H.

Qwest continued its aggressive outreach program regarding <u>Tribal Lifeline</u>. Monthly ads for Tribal Lifeline were run in <u>Native Voice</u> and <u>Indian Country</u> throughout the year, and radio ads were aired on stations which reach the reservations served by Qwest in May and November 2005. Tribal Lifeline posters and applications were sent to each Tribal Liaison for display on their reservation, and a "Tell-a-friend" mail campaign was initiated to encourage current Tribal Lifeline customers to tell others about the program. Additionally, Network technicians leave Tribal Lifeline application on each repair or installation visit they make on tribal land.

Dated this 31st day of July, 2006.

OWEST CORPORATION

ason D. Topp

200 South Fifth Street, Room 2200

Minneapolis, MN 55402

(612) 672-8905

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF SOUTH DAKOTA

IN THE MATTER OF QWEST CORPORATION'S)	
REQUEST OF THE SOUTH DAKOTA PUBLIC		TC 06-
UTILITIES COMMISSION FOR 2006 ETC	b	
CERTIFICATION TO THE FEDERAL	()	
COMMUNICATIONS COMMISSION FOR 2006		
FEDERAL UNIVERSAL SERVICE SUPPORT	b	
PURSUANT TO § 20:10:32:52	 	

Affidavit of Larry Toll

Larry Toll, being first duly sworn on oath, deposes and states as follows:

- 1. I am employed by Qwest Services Corporation as the State President for South Dakota.
- 2. This affidavit will certify, as required in 20:10:32:43:01, that Qwest will provide service through out its designated service area in a reasonable time to requesting customers where facilities already pass the requesting customer's premise. In cases where facilities do not exist and the requesting customer is required to and willing to pay the required construction charges, Qwest certifies that it will provide service in a reasonable time frame.
- 3. This affidavit will certify, as required in 20:10:32:54 (5) that Qwest complies with all applicable service quality standards and consumer protection rules.
- 4. This affidavit will certify, as required in 20:10:32:54 (6) that Qwest has the ability to function in emergency situations as set forth in 20:10:32:43:03.
- 5. This affidavit will certify, as required in 20:10:32:54 (7) that Qwest is offering rates comparable to other carriers.
- 6. This affidavit will certify, as required in 20:10:32:54 (8) that Qwest is able to provide equal access to long distance carriers if no other eligible telecommunications carrier is providing equal access within the service area.

This affidavit will certify that all Federal USF High Cost Fund support provided to Qwest Corporation will be used only for the provision, maintenance and upgrading of facilities and services for which the support is intended.

Further this affiant sayeth not.

Dated the 27th day of Joly, 2006

Subscribed and sworn to before me this 27 day of Quel

Caller Se

1-11-2009

Nebraska, North Dakota and South Dakota Rate Changes

The monthly rates for the following services will increase on September 1, 2005. Market Expansion Line (Remote Call Forwarding) for residential and business customers in NE, ND, and SD will increase from \$16.00 to \$18.00 per month. Long-Distance Restriction for business customers in NE and ND will increase from \$2.00 to \$3.50 per month.

Wyoming Universal Service Fund Credits

Effective July 1, 2005, the Wyoming State Universal Service Fund and/or the Federal Universal Service Fund Credits changed. The Universal Service Fund Credits lower the distance charges paid by customers with basic telephone service outside the Base Rate Area in order to keep their service affordable. The revised credits are as follows:

	Wyoming USF Credit	Federal USF Credit
Zone 1	\$0.00	\$6.80
Zone 2	\$0.00	\$16.80
Zone 3	\$5.50	\$32.05

Telephone Assistance Programs Expanded in South Dakota

Residential customers in South Dakota now may qualify for a monthly telephone assistance credit on their phone bill if their household income is at or below the 135 percent of the federal poverty guidelines. Visit qwest.com/TAP to learn more.

At Qwest, our goal is to provide you with outstanding quality in every aspect of your service, as well as provide information that affects your account. Please contact us at 1 800-654-2182 (residential) or 1 800-831-6837 (business) if you have questions about the information contained in this notice.

Copyright @ 2005 Qwest. All rights reserved.

Attachment E

IMPORTANT NEWS FROM QWEST ABOUT YOUR PHONE SERVICE

Federal Access Charge Changes

The annual adjustments of a federally approved telephone service price change took effect July 1, 2005. These changes, subject to approval by the Federal Communications Commission (FCC), help protect universal telephone service. The subscriber line charge, shown on your bill as the Federal Access Charge, helps to pay for the telephone facilities between your home or business and Qwest® switching offices.

The rates for the main (primary) residential phone line, additional residential lines and single-line business changed in the following states:

States	Rate before July 1, 2005	Rate effective July 1, 2005
Nebraska	\$4.89	\$4.91
South Dakota	\$6.37	\$6.43

Rates for main (primary) residential line, additional residential lines and single-line business in ND and WY will not change.

The rates changed in some states for ISDN-BRI and multi-line business lines, including Centrex 21, ISDN-PRI and Centrex lines. Please check your Qwest bill or visit the Qwest web site at http://www.qwest.com/FCCRates/ for more information.





Residential customers who participate in a low-income Telephone Assistance Program received a change in the Lifeline credit to match the change in the Federal Access Charge.

Federal Universal Service Fund Will Decrease On Your Qwest Account Effective July 1, 2005

The Federal Universal Service Fund rate that Qwest may charge will decrease in the third quarter of 2005. Qwest will apply the new rate on Qwest charges subject to the FCC's oversight for the local line, DSL, private-line interstate, long-distance interstate and international. The effective rate for residential and single-line business customers is decreasing from 11.1 percent to 10.2 percent. The effective rate for Centrex and multi-line business customers varies by state as follows:

	Centrex (per individual station)		Multi-line (per individual line or trunk)	
State	Previous rate	July 1, 2005 rate	Previous rate	July 1, 2005 rate
Nebraska	1.4158%	1.3032%	12.7425%	11.7286%
North Dakota	1.3558%	1.2494%	12.2024%	11.2448%
South Dakota	1.7876%	1.6487%	16.0887%	14.8384%
Wyoming	1.2820%	1.1759%	11.5384%	10.5827%

Notice of Increase of Return Payment Charges

Qwest will increase the return payment charge from \$10 to \$25 effective August 18, 2005 in ND, NE, SD and WY. That means each time a payment is returned to Qwest—for insufficient funds or a closed account—we will apply the new returned payment charge to the Owest account.

Attachment E

Telecommunications Relay Service Keeps Everyone Connected

Telecommunications Relay Service (TRS) allows people who are hearing-impaired or speech-impaired to conduct telephone conversations easily and efficiently. This is possible whether you have a Teletypewriter (TTY) and want to connect with someone who doesn't, or you don't have a TTY but want to connect with someone who does use a TTY. Either party can call the TRS provider in your state to set-up the call. Trained communications assistants in the TRS centers are available 24 hours a day, seven days a week to assure your communications are understood and get to the right person.

There are no restrictions on the number or length of calls you can make. Rates for calls placed for you are determined by your choice of long-distance carrier or the carrier selected for the TRS provider by your state public utilities commission.

Making a call is simple:

- Dial 711 or the TRS toll-free number listed in your telephone directory.
- You'll be connected with a communications assistant who uses a TTY.
- Give the communications assistant the number you would like to call.
- The communications assistant will stay on the line using both the TTY and voice connection.
- · All calls are confidential.

TRS providers also offer a speech-to-speech service for those with severe speech disabilities and Video Relay Service (VRS) to provide American Sign Language users the ability to communicate via video conferencing using their native language.

May 2005

«name1» «name2»
«address1» «address2»
«city» «state» «zip»

Dear Qwest Customer:

Qwest® recognizes how important telephone service is to help connect people with family, friends, businesses and emergency services. So we are pleased to provide two federal telephone assistance programs in South Dakota. Information about the Lifeline and Link-Up low-income assistance programs, including eligibility guidelines and an application form, are enclosed.

The programs are available to anyone who receives benefits from Food Stamps, Federal Public Housing Assistance, Low-Income Home Energy Assistance, Supplemental Security Income, Temporary Assistance to Needy Families, National School Lunch, or Medicaid programs or whose household income is at or below 135 percent of the Federal Poverty Guidelines.

If you meet the eligibility requirements and want to apply for Lifeline and/or Link-Up assistance, please fill out and sign the enclosed application form and mail it to:

Qwest

P.O. Box 2738 Omaha, NE 68103-2738

We must have the application, completed in full and signed, in order to verify your participation in an eligible program and to apply the appropriate discount on phone bills.

Please read the enclosed material carefully. If you have any questions about your telephone service contact your Qwest service consultant at 1 800-244-1111.

Sincerely,

Larry Toll

Vice President - South Dakota

enclosures



TELEPHONE ASSISTANCE PROGRAMS AVAILABLE AT QWEST FOR SOUTH DAKOTA CUSTOMERS

In order to make telephone service more affordable for low-income households, Qwest supports the federal government's Lifeline and the Link-Up telephone assistance programs.

WHAT DO THESE PROGRAMS PROVIDE?

- **LIFELINE** provides eligible customers with a **monthly credit** of \$8.12 to help offset the cost of their home telephone line. In order to receive this credit, the telephone service must be billed to the individual applying for telephone assistance.
- **LINK-UP** provides eligible customers with a **one-time credit** of \$12.50 to help offset the installation charge associated with their home telephone line. Customers who qualify for Lifeline assistance will also be given the Link-Up credit, if their application for telephone assistance is received within 60 days following the installation of their phone service and if they have not previously received a Link-Up credit at this address.

WHO IS ELIGIBLE FOR TELEPHONE ASSISTANCE?

Customers qualify for telephone assistance when they participate in one of the following low-income programs:

- Medicaid
- Food Stamps
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Low-Income Home Energy Assistance
- Temporary Assistance to Needy Families program (TANF)
- National School Lunch Program (NSL)

Customers may also qualify for telephone assistance if their household income is at or below 135% of the Federal Poverty Guidelines (see application form for details).

HOW DO I APPLY?

If you meet one of the eligibility requirements above, please complete and sign the attached Telephone Assistance Application form and mail it to:

Qwest, PO Box 2738, Omaha, NE 68103-2738.

Customers applying for Lifeline based on the size and income level of their household must provide a copy of one of the following:

- Last year's Federal or State Income Tax Return
- Current Income Statement or Paycheck Stubs for three consecutive months
- Social Security Statement of Benefits
- Veteran's Administration Statement of Benefits
- Retirement or Pension Statement of Benefits
- Unemployment or Worker's Compensation Statement of Benefits
- Letter of Participation in Federal or BIA General Assistance
- Divorce Decree
- Child Support Documentation

FOR MORE INFORMATION

If you have additional questions about Lifeline or Link-Up, please call Qwest at 1 800-244-1111.

TELEPHONE ASSISTANCE APPLICATION FOR SOUTH DAKOTA

(Please Print)

Name _	(First)	4.5.1.1			<i>a</i> . 0	
Addroce			;)		(Last)	
Audiess	(Street)	(City)		(State)	(Zip)	
Home Te	lephone Number:	(The name of the person applying	ı for Telei	phone Δssistance must anne	ear on the telephone account)	
Tolophon	no Number where you					
releprior	le Number where you	can be reached or receive mes	sayes.	area co	de & 7-digit number	
PLEASE	FILL OUT SECTION	1 - <u>OR</u> - Section 2. (Yo	ou do <u>N</u>	OT need to fill out both	sections)	
1. I cu	rrently participate in th	ne following program(s): Check	k all tha	at apply		
		Medicaid (e.g. Title XIX/Medical,	State S	Supplemental Assistanc	e)	
		Food Stamps				
		Supplemental Security Income (SSI)			
		Federal Public Housing Assistan	ce			
	[Low-Income Home Energy Assis	stance			
		Temporary Assistance to Needy	Familie	s program (TANF)		
		National School Lunch program	(NSL)			
					or telephone assistance based on	
	size and income level (r place of residence.)	of your household. (Household ref	iers to t	ne number of people wh	.o occupy your nousing unit as	
	·	Please check the box below wh				
attach the supporting documentation described on the previous page:						
Please Check Box	Size of Household Unit:	Household Income at or Below:	Please Check Box	Size of Household Unit:	Household Income at or Below:	
	1	\$12,920		6	\$34,925	
	2	\$17,321		7	\$39,326	
	3	\$21,722		8	\$43,727	
	4	\$26,123		No:	*\$	
	5	\$30,524	*For each additional person, add \$4,401			
I agree to notify Qwest when I no longer participate in any of the above qualifying public assistance programs or when there						
has been a change in the size or income level of my household.						
<u>I certify under penalty of perjury the above information is true</u> . I have read the information on this application and understand						
I must meet the above qualifications to receive Telephone Assistance (Lifeline and/or Link-Up) on my primary residential line.						
	Your Signature	Social	Security	Number	Date	
Mail com	npleted form and supp	orting documentation to:				
	Qwest					

Qwest PO Box 2738 Omaha, NE 68103-2738

Helping blind, vision-impaired and mobility-impaired customers stay connected.

No Charge for Directory Assistance and Operator Handling

Qwest customers who are blind, vision- or mobility-impaired and cannot use a directory, are eligible for exemption from directory assistance charges on their residential and business lines.

A Bill You Can Use

We provide your bill in a variety of formats to meet your specific needs:

- Braille
- Large print
- Audio tape
- E-mail (compatible with screen readers)

Contact the Qwest Center for Customers with Disabilities to arrange to receive your bill in an appropriate format.

Telephone Equipment

Qwest offers a 2.4GHz Voice Announce Cordless Multi-Handset Phone System. Includes handset speakerphone. Additional 2.4GHz Voice Announce Cordless Handsets are available for use with base system.

From wireless service to voice mail service and more, Qwest[®] keeps your needs in mind.

• QWEST VOICE MAIL COMPATIBILITY WITH TELETYPEWRITER (TTY)*

One voice mailbox for all the users of one phone line

- REDUCED LONG-DISTANCE CHARGES WITH TTY USE Keep connected for reduced rates
- TTY DIRECTORY LISTING FOR QWEST CUSTOMERS
 No additional charge
- WIRELESS HANDSETS AND ACCESSORIES
 Makes wireless work for you
- NEW NUMBER REFERRAL
 Works with your TTY to inform callers of your new number
- BILL FORMAT OPTIONS
 A format to fit your needs, including Braille
- DIRECTORY ASSISTANCE EXEMPTION
 For residential and individual business lines
- AND MORE!
- Telecommunications Relay Service (TRS)
- Telephone Equipment

Telephone Assistance Programs

Qwest supports the following Telephone Assistance Programs designed to reduce the cost of telephone service for qualifying low-income customers.

Lifeline Service reduces the monthly cost of your residential phone line. The amount of the credit will vary depending on your state.

Tribal Lifeline Service reduces the cost of a residential phone line to as little as \$1.00 per month (plus applicable taxes and surcharges) for qualifying customers who live on Tribal Lands. For both of these programs, the telephone service must be provided at your primary residence and the name on the phone bill must match the name of the person who is eligible for the program.

Link Up Assistance reduces the cost of installing your main phone line by 50% and provides a deferred payment schedule for additional installation charges. Link Up benefits are only available on one phone line per household, and Link Up credits cannot be applied towards the cost of jacks and wiring.

To learn more about Telephone Assistance Programs and eligibility in your state, contact the Center for Customers with Disabilities or visit www.lifeline support.org.

Qwest Disabilities Solutions

This brochure is available in alternate formats (Braille, e-mail, and audiotape). Please contact a disabilities consultant at the Qwest Center for Customers with Disabilities to request your preferred format.

Contact a disabilities consultant at the Qwest Center for Customers with Disabilities today:

Call 1 800-223-3131 (Voice/TTY)
Fax 503-242-6565
Visit www.qwest.com/residential/disabled



Some services not available in all areas. Additional fees apply, however, qualifying customers may be exempted from certain charges. Additional equipment required depending on service selected and may incur additional charge. Please contact Qwest® for complete details. All trademarks are owned by Qwest.

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RT.005.DISBR0.0405

QWEST DISABILITY SOLUTIONS

Convenience Flexibility Freedom

HIGH-SPEED INTERNET

SONS BISTANCE . LOCAL . DIGITAL T



^{*}A Teletypewriter (TTY), or Telecommunications Device for the Deaf (TDD), allows a person to plug a regular telephone into a small keyboard that has a visual terminal. When one TTY user calls another, they can communicate by typing what they want to say to one another. Users can choose to print out the message or read it on a screen.

Qwest[®] keeps it easy.

Qwest Disability Solutions delivers the convenience, flexibility and ease-of-use that will keep you connected with friends, family, business associates and the rest of your world.

Helping deaf and hardof-hearing customers stay connected.

The Convenience of One Voice Mailbox

Now hearing, deaf and hard-of-hearing members of a household can receive all their messages from one voice mailbox. For hearing members, Qwest Voice Mail Service works the same way to which they're accustomed. Teletypewriter (TTY) users can retrieve their voice messages from any touch-tone TTY. For detailed instructions, visit: http://www.qwest.com/residential/disabled/voicemessage_tty.html, or call the Qwest Center for Customers with Disabilities.

Reduced Long-Distance Charges With Teletypewriter Use

As a Qwest customer who relies on a Teletypewriter (TTY), you may qualify for a reduced charge on your long-distance communications. To get more information or to learn if you qualify, contact a disabilities consultant at the Qwest Center for Customers with Disabilities.

Directory Listing at No Additional Charge

Let callers know how to contact you. List your Teletypewriter (TTY), Telecommunications Device for the Deaf (TDD) or Telecommunications Relay Service (TRS) information at no additional charge. Choose one of these phrases for your directory listing:

- TTY only
- TDD only
- TTY and Voice
- TDD and Voice
- TTY Only-Voice callers use Telecommunications Relay Service
- TDD Only-Voice callers use Telecommunications Relay Service

Voice callers using Telecommunications Relay Service: Please call the Center for Customers with Disabilities to choose your phrase and add it to your directory listing.

Hearing Aid Compatible Wireless Phones

Qwest offers you wireless handsets that meet the new FCC Hearing Aid Compatibility requirements for Radio Frequency interference.

We also offer the T-Loop Coil accessory for Qwest Wireless® service customers with hearing aids or cochlear implants. Most of our wireless handsets are TTY compatible. Ask for more information at a Qwest Solutions Center™ near you.

Lets Callers Know Your New Number

New number referral intercept is an optional Teletypewriter (TTY)-compatible service that ensures other TTY users calling your old, disconnected number will receive your new number message in Baudot tones.

Attachment H

ADDITIONAL NON-QWEST SERVICE FOR DEAF, HARD-OF-HEARING, AND SPEECH IMPAIRED CUSTOMERS

Telecommunications Relay Service (TRS) Keeps Everyone Connected

Qwest connects you with the public Telecommunications Relay Service, which means you can communicate with everyone. Whether you have a Teletypewriter (TTY) and want to connect with someone who doesn't, or you don't have a TTY but want to connect with someone who does use a TTY, the Telecommunications Relay Service will allow the two parties to connect and communicate with one another. Either party can call the Telecommunications Relay Service provider in your state to set up the call. Trained communications assistants in the TRS Centers are ready 24 hours a day, seven days a week to assure your communications are understood and get to the right person. There are no restrictions on the number or length of calls you can make. Rates for your calls are determined by your long-distance carrier or the carrier selected by your state public utilities commission.

Making a call is simple:

- Dial 711 or the TRS toll-free number listed in your telephone directory
- You'll be connected with a communications assistant who uses a Teletypewriter machine (they're trained to help your conversation flow easily and accurately)
- Give the communications assistant the number you would like to call
- The agent will stay on the line using both the TTY and voice connection
- All calls are confidential

TRS providers also offer a new speech-to-speech service. This relay service allows persons with severe speech disabilities to use the telephone to connect with others. A trained communications assistant relays the conversation, ensuring the speech-impaired caller is understood.

Video Relay Service (VRS) provides American Sign Language users with the ability to communicate via video conferencing using their native language. For more information, visit the Sprint VRS Web site: www.sprintvrs.com.