

**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-09
UTILITIES COMMISSION FOR 2009 ETC)	
CERTIFICATION TO THE FEDERAL)	QWEST CORPORATION'S 2009
COMMUNICATIONS COMMISSION FOR 2009)	ANNUAL ETC CERTIFICATION
FEDERAL UNIVERSAL SERVICE SUPPORT)	FILING
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.

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 NTMOS. The NTMOS 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 submitted its first annual two year service improvement plan information pursuant to rule 20:10:32:43.02 in 2006. See Confidential Attachment B for a progress report.

(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 April, 2008, Qwest included a bill insert in its South Dakota consumer bills which provided customers with information on Lifeline and Link Up Telephone Assistance Programs in South Dakota. (Attachment E)

New customer notification

Information on Telephone Assistance Plans, and a customer application, is included in the Welcome Packet which is mailed to each new Qwest consumer, as well as in the information packet which is sent to customers who move or make a change to their services. (Attachment F)

Qwest Web Site

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. (Attachment G)

The consumer is also provided a link to the USAC web site, where the program is described in greater detail.

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

Throughout 2008, Qwest ran 60-second radio spots in Sioux Falls, promoting the availability of Lifeline. (Attachment H)

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 I)

Monthly ads for Tribal Lifeline were run in Native Voice throughout the year, and radio ads were aired on stations which reach the reservations served by Qwest in during the first quarter of 2008. Additionally, Network technicians leave a Tribal Lifeline application on each repair or installation visit they make on tribal land. (Attachment J)

Supplemental Data Requested by the Commission Staff

Attachment K provides the residential rate sheet.

Dated this 1st day of June, 2009

QWEST CORPORATION



George Baker Thomson, Jr.
Corporate Counsel
1801 California St., 10th Floor
Denver, CO 80202
(303) 383-6645

TELEPHONE ASSISTANCE PROGRAMS AVAILABLE TO LOW-INCOME HOUSEHOLDS

Qwest® recognizes how important telephone service is to connect people with family, friends, businesses and emergency services. That's why we offer two federal telephone assistance programs — Lifeline and Link-Up — to low-income families that qualify.

LIFELINE provides eligible customers with a monthly credit to help offset the cost of their home telephone line. Free Long Distance Restriction is also available, at the customer's request. (Telephone service must be billed to the individual applying for assistance.)

LINK-UP provides eligible customers with a **one-time credit** equal to 50% of the installation charges for a home telephone line. Customers who qualify for Lifeline assistance automatically receive the Link-Up credit if their application for telephone assistance is received within 60 days of their home phone installation date and if they have not previously received a Link-Up credit at the same address.

WHO IS ELIGIBLE?

Customers are automatically eligible for these telephone assistance programs if they already 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 be eligible for telephone assistance if their household income is at or below 135% of the Federal Poverty Guidelines (see enclosed application form for details).

more...

1 800-244-1111 for customer assistance
qwest.com/TAP



HOW TO APPLY

If you meet one of the eligibility requirements above, please complete and sign the enclosed Telephone Assistance Application form and mail it to the address which appears on the back of the form.

Customers applying for Lifeline based on their family size and income level must also send in 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

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

APPLICATION FOR TELEPHONE ASSISTANCE

HOW TO APPLY: First, complete EITHER section A or section B. Then complete the rest of the form on the back of this sheet, sign it where indicated and mail to the address shown. If you have any questions or need help with this form, please call 1 800-244-1111.

1. FILL OUT EITHER SECTION A -OR- SECTION B:

SECTION A

I CURRENTLY PARTICIPATE IN THE FOLLOWING PROGRAM(S):

(Check all that apply)

- Medicaid
(e.g. Title XIX/Medical, State Supplemental Assistance)
- 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)

SECTION B

IF YOU DO NOT PARTICIPATE IN ONE OF THE PROGRAMS LISTED IN SECTION A, you may qualify for telephone assistance based on the size and income level of your household. (Household refers to the number of people who occupy your housing unit as their place of residence.)

Please check the box below which applies to your household and make sure to enclose copies of the supporting documentation requested on the previous sheet under "How to Apply":

Check One Box	Number of people in your household:	Household income at or below:
<input type="checkbox"/>	1	\$ 14,040
<input type="checkbox"/>	2	\$ 18,900
<input type="checkbox"/>	3	\$ 23,760
<input type="checkbox"/>	4	\$ 28,620
<input type="checkbox"/>	5	\$ 33,480
<input type="checkbox"/>	6	\$ 38,340
<input type="checkbox"/>	7	\$ 43,200
<input type="checkbox"/>	8	\$ 48,060
<input type="checkbox"/>	Other:	*\$

*For each additional person, add \$4,860

1 800-244-1111 for customer assistance
qwest.com/TAP



2. COMPLETE YOUR INFORMATION (PLEASE PRINT):

Name _____
(First) (Middle) (Last)

Address _____

City _____ State _____ Zip _____

Home Telephone Number with area code
(_____) _____ - _____ - _____

IMPORTANT: the name of the person who is applying for Telephone Assistance must appear on the telephone account for this number.

Telephone Number where you can be reached or receive messages
(_____) _____ - _____ - _____

3. VERIFY YOUR ELIGIBILITY AND SIGN THIS FORM:

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.

I certify under penalty of perjury the above information is true and that I am not receiving Lifeline credits of any kind on any other telephone or wireless telephone account. I have read the information on this application and understand I must meet the above qualifications to receive Lifeline and/or Link-Up on my primary residential line.

Signature _____ Social Security Number _____ Date _____

4. MAIL THIS FORM AND ANY SUPPORTING DOCUMENTATION TO:

Qwest Telephone Assistance
P.O. Box 2738
Omaha, NE 68103-2738

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 \$8.20 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. Free Long Distance Restriction is also available, at the customer's request.
- **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

**Bank statements are not accepted.*

If you do not currently have phone service with Qwest, please call Customer Service at 1 800-244-1111 to place an order for service BEFORE sending in your completed application. Not available in all areas; long distance not included.

Qwest. 
Spirit of Service[®]

Telephone Assistance Application For South Dakota

(Please Print)

Name: _____
 (First) (Middle) (Last)

Address: _____
 (Street) (City) (State) (Zip)

Home Telephone Number: _____
 (The name of the person applying for Telephone Assistance must appear on the telephone account.)

Telephone Number where you can be reached or receive messages: (_____) _____
 (area code) + (7-digit number)

Please fill out Section 1 -or- Section 2. (Do NOT fill out both sections)

SECTION 1.

I currently participate in the following program(s): Check all that apply.

- Medicaid (e.g. Title XIX Medical, State Supplemental Assistance)
 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)

OR

SECTION 2. (Fill in this section ONLY if you do not fill in Section 1)

If you do not participate in one of the programs listed above, you may qualify for telephone assistance based on the size and income level of your household. (Household refers to the number of people who occupy your housing unit as their place of residence.)

Please check the box below that applies to your household and 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):
<input type="checkbox"/>	1	\$14,040	<input type="checkbox"/>	6	\$38,340
<input type="checkbox"/>	2	\$18,900	<input type="checkbox"/>	7	\$43,200
<input type="checkbox"/>	3	\$23,760	<input type="checkbox"/>	8	\$48,060
<input type="checkbox"/>	4	\$28,620	<input type="checkbox"/>	No:	\$
<input type="checkbox"/>	5	\$33,480	*For each additional person, add \$4,660.		

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.

I certify under penalty of perjury the above information is true and that I am not receiving Lifeline credits of any kind on any other telephone or wireless telephone account. 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 _____

Date _____

Mail completed form and supporting documentation to:

Qwest
 P O Box 2738
 Omaha, NE 68103-2738

Qwest
Spirit of Service

Consumer Tips

Manage your account online. Qwest.com puts you in charge with safe, secure, 24-hour access to your Qwest accounts.

Paying your Bill

Your entire payment should be made payable to Qwest, even though your bill may include charges from several different companies. If you live in an outlying area, your monthly bill may also include a mileage charge.

Payments should be received by the due date listed on your bill. The due date on your bill applies to current charges. There is no implied extension on any previous agreement or notice regarding payment of past due charges.

Customers who are unable to pay in full may call Qwest and direct us to pay specific amounts toward specific services. Otherwise, partial payments received will automatically be prorated by Qwest based on the ratio of the amount due each company to the total amount due, unless otherwise required by law, tariff or commission order.

Save time, checks and postage each month when you pay your Qwest bill with one of these convenient and secure options:

- **Pay your bill and manage your account online.** Go to qwest.com and log in under the MyAccount tab. You can also order services, report a problem, check wireless minutes usage and more.
- **Pay by credit card or electronic funds transfer.** Call the number below to use our automated Pay-by-Phone system — 24 hours a day, 7 days a week.
- **Pay your bill in person.** Visit a convenient Qwest Solutions Center. Go to qwest.com/stores/index.html to find a location near you.
- **Automatic deduction.** Sign up for AutoPay to have your bill automatically deducted from your bank account or from your credit card each month. It's the best way to make sure your bill is always paid on time! Call 1 800-244-1111 for an application today.
- **Qwest® Paperless Billing.** No more stacks of paper to manage! We'll e-mail you each month when your bill is ready to view and pay. Sign up at qwest.com/billpay, where you can choose from various payment options. All transactions are processed on Qwest's secure server.

Qwest Privacy Statement

Qwest collects and generates information in the course of doing business with each of its customers. Qwest offers you choices regarding release of that information to third parties, and the use of that information for the purpose of marketing activities. For more information, contact your Qwest service representative or visit qwest.com.

Credit & Refunds

If you are without phone service for 24 hours or more because of Qwest's line or equipment problems and have reported the problem to our repair service number, you will receive credit for the outage period. It will be applied to your monthly local service charge.

If you dial a wrong number, receive poor transmission or are cut off while making a long distance call with Qwest, you can get credit by dialing the "0" operator and asking for a refund. If you've used another long distance company for that call, you must call that company.

If you are billed for calls you didn't make, call the number at the top of the individual page of the Qwest bill where that call appears. It's against the law to use another person's number or telephone credit card to charge calls without permission. Penalties include imprisonment and/or fines.

Telephone Assistance Programs

Available in all states

Qwest offers assistance programs to make telephone service more affordable for low-income customers.

Lifeline provides eligible customers with a monthly credit to help offset the cost of their home phone line. Free Long Distance Restriction is also available upon request.

Tribal Lifeline provides eligible customers who live on a reservation with basic phone service for as little as \$1 a month, plus taxes and surcharges. Free Long Distance Restriction is also available upon request.

Link-Up provides eligible customers with a one-time credit to help offset the installation charge for a home telephone line.

Eligibility requirements vary from state to state. To learn more about which low income programs qualify customers for telephone assistance in your state and how to apply, visit www.qwest.com/TAP or call Qwest at 1 800-244-1111.



For customer assistance, call or visit us online at qwest.com

Residential Customers:	Business Customers:	Para servicio en español:
1 800 244-1111	1 800 603-6000	1 800 564-1121

Qwest: Lifeline Radio Ad

:60 (:47 + :03 Mnemonic + :10 legal)

Is home phone service a convenience that's just out of reach? If you currently receive government assistance from programs like Food Stamps, Low Income Home Energy Assistance, or Medicaid, you may qualify for assistance with your home telephone bill. Hi, I'm Michelle from Qwest. We're pleased to offer qualifying low-income households discounts on the installation of their home telephone lines and monthly home phone bills. Everyone needs a little help now and then and at Qwest we're happy to give you assistance. Home phone service is more than a convenience, it's a way to stay in touch with loved ones and it provides you with a lifeline in the event of an emergency. Qwest cares. Call 1 888 353-4816 to see if you qualify for low income assistance on your telephone bill. That's 1 888 353-4816.

Qwest makes it easy.

QWEST DISABILITIES SOLUTIONS ARE BUILT TO BOOST YOUR CONNECTIONS WITH FRIENDS, FAMILY, BUSINESS ASSOCIATES AND THE REST OF YOUR WORLD.



Qwest delivers to deaf and hard-of-hearing customers.

The Convenience of One Voice Mailbox

Now hearing, deaf and hard-of-hearing members of a household can retrieve all their messages from one voice mailbox. Hearing members will experience the same great Qwest Voice Mail Service they've enjoyed in the past. Teletypewriter (TTY) users can retrieve their voice messages from any touch-tone TTY. For detailed instructions, visit www.qwest.com/residential/disabled/voicemailmessage_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 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 Call accessory for Qwest Wireless® service customers with hearing aids or cochlear implants. For more information, ask Qwest Retail personnel.

Let 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.

Additional non-Qwest service for deaf, hard-of-hearing and speech-impaired customers

Telecommunications Relay Service

Qwest® connects you with the public Telecommunications Relay Service (TRS), which means you can communicate with everyone. Telecommunications Relay Service is a free communications service that connects individuals who are deaf, hard-of-hearing or have speech disabilities with others using standard telephone equipment or telephone equipment designed for individuals with disabilities. To use the Relay service, dial the toll-free numbers listed in your directory, or simply dial 7-1-1. A specially trained Communications Assistant (CA) will answer your call and relay the telephone conversation between you and the party you are calling. All call information and conversations are confidential. Either party can call the Telecommunications Relay Service provider to set up the call. Relay Service is available 24 hours a day, 365 days a year. There are no restrictions on the number or length of calls you can make. Long-distance calls placed for you can be billed collect, charged to a pre-paid calling card or charged through third-party billing.

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 (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
- All calls are confidential

TRS providers offer Captioned Telephone and Hearing-Carry-Over (HCO), for people with hearing loss to receive word-for-word captions of the conversation while listening to the voice of the other party; Spanish Relay, for Spanish speaking hearing- or speech-disabled individuals; Speech-to-Speech (STS), for individuals with speech difficulties to converse with the help of a specially trained CA; Text Telephone (TTY) relay; Computer (ASCII) relay; and Voice-Carry-Over (VCO), for people who have difficulty hearing on the phone to voice their conversations directly to the hearing person and receive the other party's conversation as text.

Video Relay Service 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.

Let's Talk Connection 1 800-223-3131 (Voice/TTY) qwest.com Visit any Qwest® store



QWEST DISABILITIES SOLUTIONS

Qwest delivers to blind, vision-impaired and hearing-impaired customers.

No Charge for Directory Assistance and Operator Handling
Qwest customers who are blind or vision- or mobility-impaired — and who 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 font
- Audio tape
- E-mail (compatible with screen readers)

Contact the Qwest Center for Customers with Disabilities to arrange to receive your bill in your preferred 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 at an additional charge.

FOR SPEED DIALING | DIGITAL | LOCAL LONG DISTANCE | WIRELESS

With Wireless service, 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 at 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

*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.

Telephone Assistance Programs

Qwest supports the following Telephone Assistance Programs designed to reduce the cost of telephone service for qualifying low-income customers who currently receive government assistance from programs such as Food Stamps and Medicaid.

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 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 defined 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.lifelinesupport.org.

Qwest Disabilities Solutions

This brochure is available in alternate formats (Braille, large font, e-mail and audiotape). Please contact Qwest to request your preferred format.

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

Let's Talk Connection

1 800-223-3131 (Voice/TTY)
8:00am - 5:30pm Mountain Time, Monday-Friday
qwest.com
Visit any Qwest store



Some services not available in all areas. Additional fees apply. However, qualifying customers may be relieved 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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**Convenience.
Communication.
Connection.**

Disabilities Solutions from Qwest®



Phone service can be affordable for everyone.

If you live on a reservation, you may qualify for a special program that will give you basic, in-home telephone service for as low as \$1.00 a month plus applicable taxes and surcharges.

Apply today for Tribal Lifeline



Let's Talk Support.
1 888-353-4816

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Tribal Lifeline/Tribal Link-Up Application Form

(Please Print)

Name _____
(First) (Middle) (Last)

Address: _____
(Street) (City) (State) (Zip)

Home Telephone Number: _____
(The name of the person applying for Telephone Assistance must appear on the telephone account.)

I currently reside on: _____
Name of Tribal Land, Reservation or Pueblo

Please fill out Section 1 --or-- Section 2. (Do NOT fill out both sections)

SECTION 1:
Please check the boxes for any low-income programs you participate in. Check all that apply.

<input type="checkbox"/> Food Stamps	<input type="checkbox"/> SIA/General Assistance Programs	<input type="checkbox"/> Other qualifying income programs in your state (call Qwest at 1-800-344-1111 to inquire about these programs)
<input type="checkbox"/> Medicaid	<input type="checkbox"/> Tribal Administered Temporary Assistance for Needy Families	
<input type="checkbox"/> Supplemental Security Income (SSI)	<input type="checkbox"/> Head Start (meeting income test)	
<input type="checkbox"/> Federal Public Housing Assistance (Section 8)	<input type="checkbox"/> National School Lunch Program	
<input type="checkbox"/> Low Income Home Energy Assistance Program		

OR

SECTION 2:
If you do not currently participate in any of the low-income programs above, you may qualify for telephone assistance based on the size and income level of your household. (Household refers to the number of people who occupy your housing unit as their place of residence.)

Please check the box below which applies to your household and 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):
<input type="checkbox"/>	1	\$14,040	<input type="checkbox"/>	6	\$38,340
<input type="checkbox"/>	2	\$18,900	<input type="checkbox"/>	7	\$43,200
<input type="checkbox"/>	3	\$23,760	<input type="checkbox"/>	8	\$48,060
<input type="checkbox"/>	4	\$28,620	<input type="checkbox"/>	No!	*\$
<input type="checkbox"/>	5	\$33,480	<small>*For each additional person, add \$4,800.</small>		

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.

I certify under penalty of perjury the above information is true and that I am not receiving Lifeline credits of any kind on any other telephons or wireless telephone account. I have read the information on this application and understand I must meet the above qualifications to receive Tribal Lifeline and/or Tribal Link-Up on my primary residential line.

Your Signature Date

Mail completed form and supporting documentation to: Qwest, PO Box 2738, Omaha, NE 68103-2738



IDEAL

Qwest offers a special program that can help you keep connected with loved ones, friends and help in an emergency.



If you live on a reservation,
 you could qualify for telephone service
 as low as
\$1 a month!

Now, if you
qualify,
telephone
service
 can be
 much more
affordable.

The telephone can be your link with friends, children, parents and grandparents; it can even be a life-saving link in an emergency. If you live on a reservation, you may qualify for telephone service for as little as \$1 a month. And if you don't currently have telephone service, you may qualify for a reduced new service connection charge, too.

Tribal Lifeline

Low-cost connections for low-income persons living on reservations.

Tribal Lifeline provides eligible customers who live on a reservation basic in-home local telephone service for as little as \$1 a month, plus applicable taxes and surcharges. Free Long Distance Restriction is also available at the customer's request. Optional calling features such as Call Waiting, Caller ID, Voice Mail and others are available at the full retail rate.

Tribal Link-Up

Reduced new telephone service connection charges.

If you don't have telephone service currently, the Tribal Link-Up program will pay one-half of the cost to install your main phone line, up to \$30. You may receive an additional \$70 credit to help offset special construction charges associated with your installation.

- If your Tribal Lifeline application is received within 90 days following installation of your phone service
- If you have not received a Tribal Link-Up credit at this same address

Who is eligible?

Applicants qualify for Tribal Lifeline if they live on a reservation and participate in at least one of the following public assistance programs:

- Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Low Income Home Energy Assistance Program
- BIA/General Assistance Program
- Tribally Administered Temporary Assistance for Needy Families
- Head Start (meeting income test)
- National School Lunch Program
- Household income at or below 135% of the Federal Poverty Guidelines
- Other qualifying low-income programs in your state (call Qwest® at 1-800-244-1111 to inquire about these programs)

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, state or tribal income tax return
- Current income statement or paycheck stubs for three consecutive months
- Social Security statements 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
- * Bank statements are not accepted.

Other Telephone Assistance Plans:

If you are not currently living on a reservation, you may be eligible for a similar Telephone Assistance Program in your state. Call Qwest at 1-800-244-1111 for more information.

How Do I Apply?

To apply for Tribal Lifeline and/or Tribal Link-Up, simply fill out the attached application form and mail it to:

Qwest
PO Box 2738
Omaha, NE 68103-2738

If you do not currently have phone service with Qwest, please call Customer Service at 1-800-228-9131 to place an order for service BEFORE sending in your completed application. Not available in all areas; long distance not included.

Qwest 
 Spirit of Service®

Residential Rate Review
South Dakota

Attachment K

I.	Access Rates Monthly Charges per line	Generally Available Service		Subsidized Services Such as Lifeline	
		(#1) Unlimited or Flat Rate Service [1]	(#2) Measured Service (includes 3 hours usage)	(#3) Unlimited or Flat Rate Service [1]	(#4) Measured Service [1]
a.	Recurring Service charge, incl. touch-tone	\$18.25	\$11.05	\$ 16.50	\$ 9.30
b.	Federal subscriber line charge	\$ 6.47	\$ 6.47	\$ -	\$ -
c.	State subscriber line charge	\$ -	\$ -	\$ -	\$ -
d1.	Federally tariffed LNP surcharge	\$ -	\$ -	\$ -	\$ -
d2.	Federal USF surcharge on SLC and LNP	\$ 0.73	\$ 0.73	\$ -	\$ -
d3.	Other mandatory surcharges (such as gross receipts tax, reg fees or pass-through charges on the State SLC) accounted for as company revenue				
d4.	Tax or surcharge for funding 911 service	\$0.75	\$0.75	\$0.75	\$0.75
d5.	Federal Excise tax	\$ 0.76	\$ 0.55	\$ 0.50	\$ 0.28
d6.	Intrastate TRS	\$0.15	\$0.15	\$0.15	\$0.15
d7.	Total other taxes (sales, excise, etc.)	\$1.02	\$0.73	\$0.66	\$0.37
e.	Total Surcharges and Taxes (sum d1 - d7)	\$ 3.41	\$ 2.91	\$ 2.06	\$ 1.55
f.	Total Monthly Recurring Charge (sum a+b+c+e)	\$28.13	\$20.43	\$18.56	\$10.85
g.	Lowest monthly inside wiring plan	\$4.75			
h.	Optional extended area plan				
i.	Charges for calls in local service area Number of voice calls or message units included in monthly rate if message service		180 Minutes		180 Minutes
j.	Dollar calling allowance for voice calls included in monthly rate if measured service		NA		NA
k.	Charge for a 5-minute, business day, same-zone voice call		included in 180 min		included in 180 min
II.	Service Connection Charges			Normal Service	Subsidized Service (Link-Up)
a.	Total connection charge for residential service if no premise visit required			\$25.00	\$12.50
b.	Minimum additional charge if drop line and terminal block are needed to connect service (do not include inside wire charges)			NA	NA
III.	Other Mandatory Charges for Connection			Normal Service	Subsidized Service (Link-Up)
a.	Mandatory surcharge on connection accounted as company revenue (in dollars)			NA	NA
b.	State, county, and local taxes and surcharges on connection (total in dollars)			\$1.00	\$0.50
c.	Other mandatory connection charges (in dollars)			NA	NA
	For Colleen Sevold	Contact Telephone number:		605-335-4596	
		Contact E-mail:		Colleen.Sevold@qwest.com	
[1]	Rates shown are for exchanges inside the Base Rate Area in Rate Group I				