

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA**

IN THE MATTER OF CENTURYLINK QC'S) TC12-____-____
REQUEST OF THE SOUTH DAKOTA PUBLIC)
UTILITIES COMMISSION FOR 2012 ETC) CENTURYLINK QC'S 2012
CERTIFICATION PURSUANT TO § 20:10:32:52) ANNUAL ETC CERTIFICATION
) FILING
)

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

Additionally, CenturyLink will be providing some of this same information as well as other data requirements pursuant to the FCC 11-161- ICC/USF Reform Report and Order and amended §54.313(a)(2)-(6), to be filed on July 2, 2012. The State of South Dakota will be provided copies of this filing.

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

As a designated eligible telecommunications carrier, CenturyLink 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: CenturyLink'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: CenturyLink 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

CenturyLink 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

CenturyLink 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 CenturyLink's website at www.centurylink.com and clicking on "Tariffs" at the bottom of this web page. Then select "Tariff Library", "South Dakota" under Jurisdiction, "All" as Entity Type, "Qwest Corporation" as Entity Name, and "Local" as Tariff Type. Hit Search.

In the table displayed, select "Catalog 1". CenturyLink's local exchange calling areas are described in Section 5.1. CenturyLink'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

Please see Attachment A

20:10:32:54 - Certification Requirements

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

CenturyLink submitted its first annual two year service improvement plan information pursuant to rule 20:10:32:43.02 in 2006. Please see Confidential Attachment B for details on the Two Year Plan for managing South Dakota high-cost wire centers.

(2) Detailed information on any outage

Please see Confidential Attachment C

(3) Number of unfilled requests for service

Please see Confidential Attachment D

(4) Number of complaints

Please see Confidential Attachment D

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

Please see Attachment A

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

Please see Attachment A

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

Please see Attachment A

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

Please see Attachment A

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

Existing customer notification

In April, 2010, CenturyLink 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 CenturyLink consumer. (Attachment F)

CenturyLink Web Site

Information on Telephone Assistance Plans is available *at* www.centurylink.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.

Outreach Efforts

Throughout 2011 CenturyLink ran 60-second radio spots in Sioux Falls and Rapid City, promoting the availability of Lifeline. (Attachment H) Weeks of March 29, April 5, July 7, July 14, September 22 and November 10.

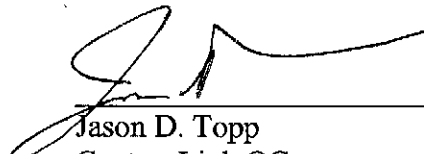
Information on Telephone Assistance Programs is also included in a CenturyLink "Disability Solutions" brochure, which is generally available at CenturyLink kiosks located at various malls. (Attachment I)

Monthly ads for Tribal Lifeline were run in Indian Country Today throughout the year, and radio ads were aired on stations which reach the reservations served by CenturyLink during the second quarter of 2010. 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 31st day of May, 2012



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