

David:

Here is the information you requested regarding Qwest's ETC certification. Let me know if you have any other questions.

1. Please provide actual 2010 support receipts by USAC support category as listed on the USAC website.

**Response:** Please see attached file "Request #1 – SD 2010 FUSF Support Received" for the actual 2010 support receipts by USAC support category.

2. Regarding the outages reported in Attachment C, for each outage caused by Qwest equipment or operations, please describe any actions taken to prevent a similar situation in the future or explain why actions are not possible or appropriate.

**Response:** Of the eleven outages reported on Confidential Attachment C, only three had a root cause attributable to Qwest-Equipment. Two of these were equipment element failures where one necessitated a channel bank card replacement and the other the replacement of a grid board. Generally speaking, Qwest/CenturyLink has implemented a strategy for maintaining an inventory of spare network elements in an efficient and economic manner. While it is impractical to keep spare parts for all of its equipment at all locations, centralized repositories have been created where inventory of the most

commonly needed elements can be obtained quickly. Once a problem is identified, the technician can easily and relatively quickly obtain what is needed to make repairs and restore service.

The third outage was due to the cutting of a fiber facility leased by Qwest/CenturyLink from a third party. As such, the restoration was completed by the third party and Qwest/CenturyLink had no visibility to the cause of, or the restoration efforts.

3. Regarding requests for service that were unfilled during 2010 as addressed in Attachment D, please describe the circumstances creating difficulty in serving each of these customers and the resolution of each request.

**Response:** The circumstances creating difficulty in serving two of these customers were orders being held due to excess construction charges. Both of these resulted in the customer choosing to cancel the order.

The circumstance creating difficulty in serving the other three customers was no response from the customer when efforts were made to try and reach them. After multiple attempts to contact these customers, including one customer who needed inside wiring installation, these orders were cancelled by Qwest.

4. Regarding Attachment B, Table 2, provide the estimated population that will be served by the improvements. Also, should the header on the far right-hand column of Table 2 be "Projected 2012 Total" as opposed to "Projected 2011 Total"?

**Response:** The CenturyLink systems that contain this information do not track by population counts. The company does, however, track the number of addresses where its facilities terminate. The number of addresses impacted would be 80,494.

Yes the heading in the original filing is incorrect and should read "2012". Attached is file "Request #4 – SD Conf Att B Page 3 2012 Projected Construction" which contains the corrected page

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