

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

**In the Matter of the Request of  
CenturyLink QC for Certification  
Regarding its Use of Federal Universal  
Service Support**

**Docket No. TC14-071**

**CENTURYLINK QC'S RESPONSES TO SOUTH DAKOTA PUBLIC  
UTILITIES COMMISSION STAFF'S DATA REQUESTS**

CenturyLink QC, for its responses to the South Dakota Public Utilities Commission Staff's Data Requests, states as follows:

2.1. In FCC Form 481, there were reported complaints for voice and broadband. Please explain the nature of these complaints and how they were handled.

Response:

Voice complaints were generally related to service complaints (i.e., no dial tone, static, etc.), billing disputes, or long distance issues/questions. Broadband complaints were generally associated with requests for higher broadband speeds and dropped Internet connections. The voice and broadband complaints reported in Form 481 represent complaints made by CenturyLink's customers to various government agencies (i.e. Public Utilities Commission, Attorney General's Office, etc.). The complaints were subsequently reported by the government agency to CenturyLink.

Upon receiving a complaint, CenturyLink assigns a representative to review the nature and scope of the complaint. The representative reviews the customer's account to determine whether the complaint is a new or recurring complaint. The representative identifies the source of the complaint, initiates corrective action, if necessary, and concludes the complaint by recording the cause and disposition of the complaint. The cause,

disposition and results of the investigation are reported to government agency, which then relays the results of CenturyLink's investigation to the customer.

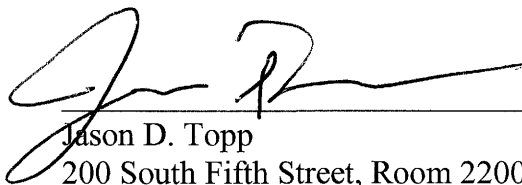
2.2. How would CenturyLink QC handle a customer's request for enhanced broadband services?

Response:

Upon receiving a customer's request for higher broadband speed, CenturyLink conducts an evaluation and review of the capabilities of the network serving the customer. The evaluation includes a review of the ability and capacity of the current network to meet the customer's request for higher broadband speed. If the current network does not support the customer's request for higher broadband speed, CenturyLink reviews several factors to determine whether or not augmenting the network serving the customer is possible. These factors include, but are not limited to, upgrading or replacing existing equipment, the potential demand and revenue associated with changing the network, the customer's distance from the serving central office, and other economic factors. As universal service funding continues expanding to include broadband capable network upgrades and deployments, the potential for improving broadband speeds and reaching unserved areas will increase.

Dated this 28th day of August, 2014.

CENTURYLINK QC



Jason D. Topp  
200 South Fifth Street, Room 2200  
Minneapolis, MN 55402  
(651) 312-5364  
[Jason.topp@centurylink.com](mailto:Jason.topp@centurylink.com)