

**Docket Number:** TC15-069  
**Subject Matter:** Second Data Request  
**Request to:** Qwest Corporation d/b/a CenturyLink QC and Dex Media, Inc.  
**Request from:** South Dakota Public Utilities Commission Staff  
**Date of Request:** January 7, 2016  
**Responses Due:** January 14, 2016

2-3. If CenturyLink and Dex Media were allowed to fulfill their statutory and contractual obligations through an online directory and an upon request (opt-in) program; how will Century Link and Dex Media make customers aware of the online directory and upon request program? What steps would a CenturyLink customer have to take to request a print residential directory? Approximately how long does the process take for a customer each year?

**RESPONSE:**

The process is and will be both easy and quick for customers and customers will incur no costs to request or obtain a print directory. Century Link and Dex Media intend to make customers aware of the online directory and upon request program via telephone bill messaging. Subscribers may call Dex Media's distribution center toll free to request their free, local print directory. The request process should take only a few minutes; our current call average is 2.5 minutes. On the calls there is no marketing or advertising to callers and privacy is respected. Just their identity, telephone number, and address need to be determined, so that the books can be mailed to them and to confirm their eligibility for a free directory. The book is mailed within 2 days and, depending on the postal service, should be received within 5 days thereafter. There is no postal charge to the subscriber.