

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

**In the Matter of the Request of Qwest Corporation Docket No. TC21-061
dba CenturyLink QC for Certification Regarding
Its Use of Federal Universal Service Support
(Study Area: 395145)**

**QWEST CORPORATION DBA CENTURYLINK QC'S
RESPONSE TO THE SOUTH DAKOTA PUBLIC UTILITIES
COMMISSION STAFF'S SECOND DATA REQUEST**

Qwest Corporation dba CenturyLink QC ("CenturyLink"), for its response to the South Dakota Public Utilities Commission Staff's Second Data Request, states as follows:

- 2-1. Refer to the response to DR1-9. Does CenturyLink send Lifeline and Link-Up information to customers within 30 days of receiving service or does CenturyLink just send an annual notice to all customers once per year in a specific billing month?

Response:

CenturyLink does send an annual notice to all customers once a year in a specific month (usually July). We had also been sending Lifeline and Link-up information to new customers within 30 days of receiving service, but that information was inadvertently removed from those letters at the end of April this year (2021). We are having that verbiage put back in new customer letters.

Dated this 21st day of July, 2021.

QWEST CORPORATION DBA
CENTURYLINK QC



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