

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

IN THE MATTER OF CENTURYLINK QC'S) TC15-049
REQUEST FOR CERTIFICATION)
REGARDING ITS USE OF FEDERAL)
UNIVERSAL SERVICE SUPPORT)
_____)

**CENTURYLINK QC'S RESPONSES TO THE SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION STAFF'S FIRST SET OF DATA REQUESTS**

CenturyLink QC, for its responses to the South Dakota Public Utilities Commission

Staff's First Set of Data Requests, states as follows:

Request 1-1):

In Attachment B, it states that table 2 on page 3 summarizes projected expenses for 2016. Attachment C contains a table 2 on page 3, but it is noted in the title that it is for year 2015, and yet the column headings say 2014. Confirm if this is the table referenced in attachment B. If not, provide all tables referenced in attachment B.

Response:

The column should be labeled as 2015, not 2014.

Request 1-2):

Per ARSD 20:10:32:57(2), provide an explanation of how much universal service support was received in 2014. Specifically, provide the actual 2014 support receipts by USAC support category.

Response:

Qwest Corporation d/b/a CenturyLink QC (South Dakota) received \$1,062,918 in disbursements from USAC during 2014. The disbursements are comprised of \$1,028,364 in Frozen High Cost Support (\$85,697 per month from January-December 2014) and \$34,554 in Connect America Fund Intercarrier Compensation (\$5,759 per month from January-June 2014). Please see Attachment 1-2 for additional details.

Request 1-3):

Were any projected improvements expected to be completed by the end of 2014 not completed?

Response:

There were a total of 14 projects that were not completed by the end of 2014.

Request 1-4):

Provide the geographic areas that had an outage reported on attachment E.

Response:

See Confidential Attachment 1-4.

Request 1-5):

Provide the company's FCC form 481.

Response:

Qwest Corporation dba CenturyLink QC (South Dakota) filed a confidential version of FCC Form 481 with the Commission on June 23, 2015. See Confidential Attachment 1-5.

Request 1-6):

Were Lifeline and Link-Up advertised in any local newspapers? If so, provide the name and date of publication of each paper.

Response:

Please refer to Attachment 1-6 for a copy of the Lifeline newspaper advertisement and a list of South Dakota newspapers that ran the Lifeline advertisement.

Request 1-7):

Did all new customers receive information on Lifeline availability within 30 days of receiving service?

Response:

Yes. CenturyLink sends a welcome letter to all new customers. The letter provides an overview of CenturyLink's products and services and lists important resources (i.e., hours of operation, phone numbers, etc.) for new customers. The letter also informs new customers that telephone assistance plans are available and that eligibility is dependent upon income guidelines and other criteria. Customers are instructed to contact CenturyLink for additional information.

Request 1-8):

Provide the nature of the complaints noted on attachment F.

Response:

See Confidential Attachment 1-8.

Request 1-9):

What was the average resolution time for the complaints?

Response:

It is difficult to calculate an average resolution time for the complaints in Attachment F. Each individual complaint is comprised of a set of unique characteristics and circumstances that differentiate one complaint from another and causes the resolution time to vary.

Request 1-10):

Provide FCC Form 477 sheets that are not password protected for Staff's analysis.

Response:

The password protection has been removed from the FCC Form 477 submitted on June 30, 2015. See Confidential Attachment 1-10.

Request 1-11):

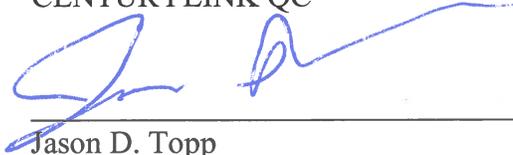
Provide an affidavit with a clear and legible notary seal.

Response:

The raised notary seal is not visible on the electronic version of the affidavit filed June 30, 2015. The original affidavit with the notary's raised seal will be sent to the Commission via overnight delivery as Attachment 1-11.

Dated this 28th day of July, 2015.

CENTURYLINK QC



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