



July 20, 2020

Mr. Stephen Kahl
Executive Secretary
North Dakota Public Service Commission
600 East Boulevard Avenue, 12th Floor
Bismarck, ND 58505-0480

Re: Case No. PU-20-029

Dear Mr. Kahl:

Enclosed for filing is Qwest Corporation d/b/a CenturyLink QC's Annual Report to meet its North Dakota Annual Eligible Telecommunications Carrier filing requirement pursuant to sections 69-09-05-12 and 69-09-05-12.1 of the North Dakota Administrative Code, and section 49-21-01.7(12) of the North Dakota Century Code. In 2015, the company accepted an offer of CAF Phase 2 support in North Dakota. Therefore, the attached affidavit shows the Company certifies that it only used support received in North Dakota during the preceding calendar year and will only use support received in North Dakota in the coming calendar year for the provision, maintenance, and upgrading of facilities and services for which support is intended.

The Company respectfully requests that the Commission notify the FCC and USAC prior to October 1 of this year, that Qwest Corporation d/b/a CenturyLink QC is eligible to receive federal high-cost support for 2021.

Please contact me at (318) 330-6061 or Ted Hankins at (318) 388-9416 if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Shane Tico/bardm".

Shane Tico
Senior Regulatory Analyst
CenturyLink

Enclosure

100 CenturyLink Drive
Monroe, LA 71203

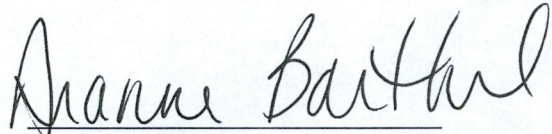
CERTIFICATE OF SERVICE

I hereby certify that on this 20th day of July, 2020, the original and seven copies of the attached were served upon the following party:

Mr. Stephen Kahl
Executive Secretary
North Dakota Public Service Commission
600 East Boulevard Avenue, 12th Floor
Bismarck, ND 58505-0480

and copies sent electronically, addressed to the following:

Ted Hankins
CenturyLink
100 CenturyLink Drive
Monroe, LA 71203
Ted.hankins@centurylink.com


Dianne Barthel

ANNUAL REPORT TO THE NORTH DAKOTA PUBLIC SERVICE COMMISSION
ELIGIBLE TELECOMMUNICATIONS CARRIER CERTIFICATION

The undersigned, on behalf of the telecommunications company named below ("the Company"), does hereby state and certify, as follows:

1. The Company will provide service on a timely basis to requesting customers within the Company's designated service area where the Company's network already passes the potential customer's premises, and

2. The Company will provide service, within a reasonable period of time, if the potential customer is within the Company's designated service area but outside the Company's existing network coverage, if service can be provided at a reasonable cost by:

- a. Modifying or replacing the requesting customer's equipment;
- b. Deploying a roof-mounted antenna or other equipment;
- c. Adjusting the nearest cell tower;
- d. Adjusting network or customer facilities;
- e. Reselling services from another carrier's facilities to provide service; or
- f. Employing, leasing, or constructing an additional cell site, cell extender, repeater, or other similar equipment.

3. The Company is able to remain functional in emergency situations and has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as noted in the Affidavit Certifying Compliance in Exhibit D.

4. The Company is satisfying and will satisfy applicable consumer protection and service quality standards as noted in the Affidavit Certifying Compliance in Exhibit C.

5. If the Company is a non-incumbent local exchange carrier, it will offer a local usage plan comparable to the one offered by the incumbent local exchange carrier in the designated service area.

6. The Company acknowledges that the North Dakota Public Service Commission may require it to provide equal access to long distance carriers in the event that no other eligible telecommunications carrier is providing equal access within the proposed designated service area. (If wireless carriage is involved, the Company acknowledges that the Federal Communications Commission may require the Company to provide equal access to long distance carriers in the event no other eligible telecommunications carrier is providing equal access within the designated service area.)

7. The Company has met and will meet the requirements of eligible telecommunications carrier advertising. This includes:
 - a. A full description of available services in the Company's official telephone directory, including the process to be used by customers to qualify for lifeline and link-up service.
 - b. Advertising of the availability of universal service in media of general circulation in the Company's designated service area. Availability may be advertised in newspapers, company newsletters, company or civic internet sites, bill stuffers, direct mailings, or other means intended to convey availability throughout the designated service area.

Exhibit A Information

The following information is provided in Exhibit A attached hereto and incorporated herein by reference:

1. A description of the amount of high-cost universal service support received by the Company in the prior calendar year and a description of how that support was used for the provision, maintenance, or upgrading of the Company's facilities and services. (An explanation of any changes from reports previously provided to the Commission is also included.)
2. An estimate of the amount of federal high-cost universal service support the Company anticipates receiving in the following calendar year (the calendar year following this report) and a description of how that support is projected to be used for the provision, maintenance, or upgrading of the Company's facilities and services pursuant to Section 254 of the Telecommunications Act of 1996.
3. The number of requests for service from potential customers within the designated service area that were unfilled during the past year. A detail of how the Company attempted to provide service to those potential customers is also included.
4. The number of complaints per thousand handsets or lines.

Confidential Exhibit B Information

The following information is provided in Confidential Exhibit B attached hereto and incorporated herein by reference:

1. Detailed information of any outage, as that term is defined in 47 C.F.R. § 4.5, of at least thirty (30) minutes in duration for each designated service area for any facilities the Company owns, operates, leases, or otherwise utilizes that potentially affect:
 - a. At least ten percent (10%) of the end users served in a designated service area, or
 - b. A 911 special facility, as defined in 47 C.F.R. § 4.5(e).

This report includes:

- a. The date and time of the onset of the outage,

- b. A brief description of the outage and its resolution,
- c. The particular services affected,
- d. The geographic areas affected by the outage,
- e. Steps taken to prevent a similar outage in the future, and
- f. The number of customers affected.

(If applicable, a copy of the FCC outage report that includes this information may be attached.)

Exhibit C Information

The following information is provided in Exhibit C attached hereto and incorporated herein by reference:

1. Certification that the Company will satisfy applicable consumer protection and service quality standards

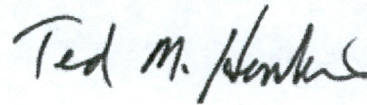
Exhibit D Information

The following information is provided in Exhibit D attached hereto and incorporated herein by reference:

1. Certification that the Company is able to remain functional in an emergency situations.

I hereby certify that the above information is true and correct and is submitted on behalf of the Company named below. The information is submitted in the year 2020.

QWEST CORPORATION D/B/A
CENTURYLINK QC



Ted M. Hankins
Government Affairs Director
100 CenturyLink Drive
Monroe, LA 71203
(318) 388-9416
Ted.hankins@centurylink.com

Exhibit A

Qwest Corporation d/b/a CenturyLink QC (“CenturyLink”)

1. **The amount of high-cost universal support the Company received in the prior calendar year and estimate of the amount of high-cost universal support it anticipates receiving in the next calendar year (the calendar year following the date of this report) are listed below:**

Year 2019 Federal Universal Service Receipts:

Frozen High Cost Support/CACM	\$5,656,741
CAF ICC	0
Total	\$5,656,741

The changes, if any, from reports previously filed with the Commission are, as follow:

CenturyLink has no significant changes from the previous filing with the Commission.

The 2019 Federal high-cost universal service support was used in the following manner:

CenturyLink invested more than \$12.0 Million in its North Dakota Network in 2019. This capital investment included projects that extended facilities to new customers as well as improving and maintaining the existing network. This investment is well in excess of the federal funding and does not include the operating expenses incurred in delivering service to CenturyLink’s North Dakota serving area.

CenturyLink certifies to the use of the support for its intended purpose pursuant to the Federal Communications Commission (“FCC”) rules in the affidavit filed under Case No. PU-20-311. In addition, Section 2000 (Price Cap Carrier Additional Documentation) of the FCC Form 481 and the attached Affidavit Certifying Compliance as attached to CenturyLink’s FCC Form 481 filed with the Commission on or before July 1, 2020 addresses the proper use of the federal support.

Estimated 2020 Federal Universal Service Receipts:

On August 27, 2015, CenturyLink accepted the Connect America Fund Phase II (CAF II) state-level commitment for its serving areas in North Dakota. The CAF II annual support is \$5,656,741 beginning in 2015. With the support, CenturyLink must provide a network capable of at least 10 Mbps download and 1 Mbps upload and voice service to 8,044 locations within specific eligible census blocks by the end of the program. CenturyLink plans to meet its CAF II broadband obligations by enabling approximately 1,186 and 1,046 locations in 2020 and 2021 respectively. These locations are based on capital planning estimates which are subject to change. The FCC also implemented an annual reporting obligation for CAF II as part of the Eligible Telecommunications Carrier (“ETC”) rules at 47 C.F.R 54.313(e) that focuses at the state level on the achievement of required milestones. In addition, 47 C.F.R 54.310 and 54.320 set forth the compliance

obligations which entail the accomplishment of certain milestones tracked at the state level.

CenturyLink certifies to the use of the support for its intended purpose pursuant to the FCC rules in the affidavit filed under Case No. PU-20-311. In addition, Section 2000 (Price Cap Carrier Additional Documentation) of the FCC Form 481 and the attached Affidavit Certifying Compliance as attached to CenturyLink's FCC Form 481 filed with the Commission on or before July 1, 2020 addresses the proper use of the federal support.

2. **Detailed information on any outage, as that term is defined in 47 C.F.R. section 4.5, of at least thirty minutes in duration for each designated service area for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect at least ten percent of the end users served in a designated service area, or a 911 special facility, as defined in 47 C.F.R. section 4.5(e):**

Please see confidential Exhibit B.

3. **The number of requests for service from potential customers within the designated service area that were unfulfilled during the past year. The carrier shall also detail how it attempted to provide service to those potential customers.**

CenturyLink had 1 unfilled order as of the date of this filing. The order was unfilled due to facilities.

4. **The number of complaints per one thousand handsets or lines.**

There were 0.96 complaints per 1000 voice customers.

5. **Certification that it is complying with applicable service quality standards and consumer protection rules.**

Please see Exhibit C.

6. **Certification that the carrier is able to function in emergency situations.**

Please see Exhibit D for the Affidavit Certifying Compliance from CenturyLink FCC Form 481.

7. **Certification that the carrier is offering a local usage plan comparable to that offered by the incumbent LEC in the relevant designated service area.**

CenturyLink is an incumbent LEC in its designated service area.

8. **Certification that the carrier acknowledges that the commission may require it to provide equal access to long-distance carriers in the event that no other eligible telecommunications carrier is providing equal access within the designated service area.**

See attached Certification of Ted M. Hankins.

Confidential Exhibit B

Exhibit B
Has Been Redacted
In Its Entirety

Exhibit C

Exhibit C

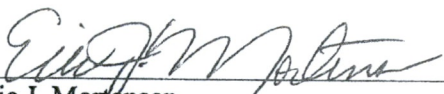
AFFIDAVIT CERTIFYING COMPLIANCE

For Qwest Corporation d/b/a CenturyLink QC (North Dakota), I, Eric J. Mortensen, being of lawful age and duly sworn, on my oath and under penalty of perjury, state that I am the Senior Vice President and Controller of CenturyLink, Inc. and an officer of Qwest Corporation d/b/a CenturyLink QC (North Dakota) ("CenturyLink") and that I am authorized to execute this affidavit on behalf of the Company.

CenturyLink hereby certifies:

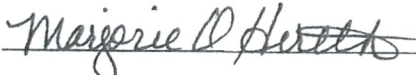
- 1) CenturyLink has established operational procedures designed to facilitate compliance with applicable consumer protection rules, and
- 2) CenturyLink has established operational procedures designed to facilitate compliance with service quality standards which may include customer remedies and improvement plans. CenturyLink also reports service quality metrics to State Commissions as applicable.

FURTHER AFFIANT SAYETH NOT.


Eric J. Mortensen
Senior Vice President and Controller

DATED this 27th day of June 2020

SUBSCRIBED AND SWORN TO before me this 27th day of June 2020

Notary Public: 

My Commission Expires: 9-25-2021

MARJORIE O. HERLTH Notary Public State of Colorado Notary ID # 20014006933 My Commission Expires 09-25-2021

AFFIDAVIT CERTIFYING COMPLIANCE
WITH 47 C.F.R. §54.313(a)(1), §54.313(a)(2), and §54.313(a)(3)

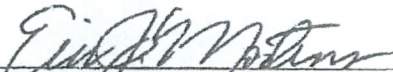
Section (600) – Emergency Functionality Certification
Section (1000) – Voice and Broadband Service Rate Comparability Certifications;
Accuracy of Annual Reporting of CAF Recipients Certification

For the CenturyLink ETCs as listed in Appendix A, I, Eric J. Mortensen, being of lawful age and duly sworn, on my oath and under penalty of perjury, state that I am the Senior Vice President Controller for CenturyLink, Inc. ("Company") and that I am authorized to execute this affidavit on behalf of the Company.

The Company hereby certifies pursuant to the requirements under 47 C.F.R. §54.313(a)(1), §54.313(a)(2), and §54.313(a)(3) that:

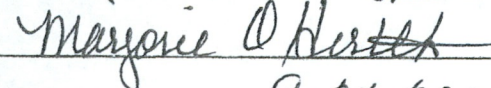
- 1) CenturyLink is substantially able to remain functional in emergency situations as set forth in §54.202(a)(2),
- 2) The pricing of voice services provided by CenturyLink ETCs listed in Appendix A is no more than two standard deviations above the national average urban rate for voice service,
- 3) The pricing of broadband services provided by CenturyLink ETCs listed in Appendix A, that meet the Commission's broadband public interest obligation is no more than the most recent applicable benchmark rates announced by the Wireline Competition Bureau, and
- 4) To the best of my knowledge and belief, the information reported on this form including attachments is accurate.

FURTHER AFFIANT SAYETH NOT.


 Eric J. Mortensen
 SVP – Controller
 CenturyLink
 1025 Eldorado Boulevard Interlocken 4000
 Broomfield, Colorado 80021

DATED this 2nd day of May 2020

SUBSCRIBED AND SWORN TO before me this 2nd day of May 2020

Notary Public: 

My Commission Expires: 9-25-2021

MARJORIE O. HERLTH
Notary Public
State of Colorado
Notary ID # 20014006933
My Commission Expires 09-25-2021

Appendix A

Listing of CenturyLink Eligible Telecommunications Carriers

COMPANY NAME	DBA NAME	Study Area Code	State(s) of Operation
CenturyTel of Alabama, LLC (Northern)	CenturyLink	259789	AL
CenturyTel of Alabama, LLC (Southern)	CenturyLink	259788	AL
Gulf Telephone Company, LLC	CenturyLink	250298	AL
CenturyTel of Arkansas, Inc.	CenturyLink	401705	AR
CenturyTel of Central Arkansas, LLC	CenturyLink	401144	AR
CenturyTel of Mountain Home, Inc.	CenturyLink	401711	AR
CenturyTel of Redfield, Inc.	CenturyLink	401720	AR
CenturyTel of South Arkansas, Inc.	CenturyLink	401727	AR, LA
CenturyTel of Northwest Arkansas, LLC (Russellville)	CenturyLink	401142	AR, MO, OK
CenturyTel of Northwest Arkansas, LLC (Siloam Springs)	CenturyLink	401143	AR, OK
Qwest Corporation (Arizona)	CenturyLink QC	455101	AZ
CenturyTel of Colorado, Inc.	CenturyLink	462208	CO
Qwest Corporation (Colorado)	CenturyLink QC	465102	CO
The El Paso County Telephone Company	None	462187	CO
CenturyTel of Eagle, Inc.	CenturyLink	462185	CO, UT
Embarq Florida, Inc.	CenturyLink	210341	FL
Coastal Utilities, Inc.	CenturyLink	220356	GA
Qwest Corporation (Iowa)	CenturyLink QC	355141	IA
CenturyTel of Postville, Inc.	CenturyLink	351274	IA
CenturyTel of Chester, Inc.	CenturyLink	351126	IA, MN
CenturyTel of Idaho, Inc.	CenturyLink	472225	ID
CenturyTel of the Gem State, Inc. (Idaho)	CenturyLink	472223	ID
Qwest Corporation (Northern Idaho)	CenturyLink QC	475162	ID
Qwest Corporation (Southern Idaho)	CenturyLink QC	475103	ID
Gallatin River Communications L.L.C.	CenturyLink GRC	341057	IL
CenturyTel of Central Indiana, Inc.	CenturyLink	320747	IN
CenturyTel of Odon, Inc.	CenturyLink	320801	IN
United Telephone Company of Indiana, Inc.	CenturyLink	320832	IN, OH
United Telephone Company of Eastern Kansas	CenturyLink	411317	KS

COMPANY NAME	DBA NAME	Study Area Code	State(s) of Operation
United Telephone Company of Kansas	None	411842	KS
United Telephone Company of Southcentral Kansas	CenturyLink	411317	KS
Embarq Missouri, Inc. (Kansas)	CenturyLink	411957	KS
CenturyLink of Louisiana, LLC	CenturyLink	270434	LA, AR, TX
CenturyTel Midwest - Michigan, Inc.	CenturyLink	310671	MI
CenturyTel of Michigan, Inc.	CenturyLink	310702	MI
CenturyTel of Northern Michigan, Inc.	CenturyLink	310705	MI
CenturyTel of Upper Michigan, Inc.	CenturyLink	310689	MI
CenturyTel of Minnesota, Inc.	CenturyLink	361445	MN
Embarq Minnesota, Inc.	CenturyLink	361456	MN
Qwest Corporation (Minnesota)	CenturyLink QC	365142	MN
CenturyTel of Missouri, LLC (Belle-Herman)	CenturyLink	429785	MO
CenturyTel of Missouri, LLC (Central)	CenturyLink	429784	MO
CenturyTel of Missouri, LLC (Southern)	CenturyLink	429786	MO
CenturyTel of Missouri, LLC (Southwest)	CenturyLink	429787	MO
Spectra Communications Group, LLC	CenturyLink	421151	MO
Embarq Missouri, Inc. (Missouri)	CenturyLink	421957	MO, IA
CenturyTel of North Mississippi, Inc.	None	280458	MS
CenturyTel of Montana, Inc.	CenturyLink	482249	MT
Qwest Corporation (Montana)	CenturyLink QC	485104	MT
Central Telephone Company (North Carolina)	CenturyLink	230471	NC
Carolina Telephone and Telegraph Company, LLC	CenturyLink	230470	NC
Mebtel, Inc.	CenturyLink	230485	NC
Qwest Corporation (North Dakota)	CenturyLink QC	385144	ND
Qwest Corporation (Nebraska)	CenturyLink QC	375143	NE
United Telephone Company of the West (Nebraska)	CenturyLink	371595	NE
United Telephone Company of New Jersey, Inc.	CenturyLink	160138	NJ
CenturyTel of the Southwest, Inc.	CenturyLink	492274	NM
Qwest Corporation (New Mexico)	CenturyLink QC	495105	NM
Central Telephone Company (Nevada)	CenturyLink	552348	NV
CenturyTel of the Gem State, Inc. (Nevada)	CenturyLink	552223	NV
CenturyTel of Ohio, Inc.	CenturyLink	300630	OH
United Telephone Company of Ohio	CenturyLink	300661	OH

COMPANY NAME	DBA NAME	Study Area Code	State(s) of Operation
CenturyTel of Oregon, Inc.	CenturyLink	532361	OR
Qwest Corporation (Oregon)	CenturyLink QC	535163	OR
United Telephone Company of the Northwest (Oregon)	CenturyLink	532400	OR
CenturyTel of Eastern Oregon, Inc.	CenturyLink	532361	OR, CA
United Telephone Company of Pennsylvania LLC, The	CenturyLink	170209	PA
United Telephone Company of the Carolinas, LLC	CenturyLink of the Carolinas	240506	SC
Qwest Corporation (South Dakota)	CenturyLink QC	395145	SD
CenturyTel of Claiborne, Inc.	CenturyLink Claiborne	290557	TN
CenturyTel of Ooltewah-Collegedale, Inc.	CenturyLink Ooltewah-Collegedale	290574	TN
United Telephone Southeast, LLC (Tennessee)	CenturyLink	290567	TN
CenturyTel of Adamsville, Inc.	CenturyLink Adamsville	290552	TN, MS
Central Telephone Company of Texas, Inc.	CenturyLink	442114	TX
CenturyTel of Lake Dallas, Inc.	CenturyLink	442101	TX
CenturyTel of Port Aransas, Inc.	CenturyLink	442117	TX
CenturyTel of San Marcos, Inc.	CenturyLink	442140	TX
United Telephone Company of Texas, Inc	CenturyLink	442084	TX
Qwest Corporation (Utah)	CenturyLink QC	505107	UT
United Telephone Southeast, LLC (Virginia)	CenturyLink	190567	VA
Central Telephone Company of Virginia	CenturyLink	190254	VA, NC
CenturyTel of Inter-Island, Inc.	CenturyLink	522408	WA
CenturyTel of Washington, Inc.	CenturyLink	522408	WA
Qwest Corporation (Washington)	CenturyLink QC	525161	WA
United Telephone Company of the Northwest (Washington)	CenturyLink	522400	WA
CenturyTel of Cowiche, Inc.	CenturyLink	522410	WA
CenturyTel of Central Wisconsin, LLC	CenturyLink	331159	WI
CenturyTel of Fairwater-Brandon-Alto, LLC	CenturyLink	330877	WI
CenturyTel of Forestville, LLC	CenturyLink	330884	WI
CenturyTel of Larsen-Readfield, LLC	CenturyLink	330898	WI
CenturyTel of Monroe County, LLC	CenturyLink	330913	WI
CenturyTel of Northern Wisconsin, LLC	CenturyLink	330956	WI
CenturyTel of Southern Wisconsin, LLC	CenturyLink	330931	WI
CenturyTel of the Midwest-Kendall, LLC	CenturyLink	330924	WI

COMPANY NAME	DBA NAME	Study Area Code	State(s) of Operation
CenturyTel of the Midwest-Wisconsin, LLC (Casco)	CenturyLink	330857	WI
CenturyTel of the Midwest-Wisconsin, LLC (Cencom)	CenturyLink	330841	WI
CenturyTel of the Midwest-Wisconsin, LLC (Northwest)	CenturyLink	330922	WI
CenturyTel of the Midwest-Wisconsin, LLC (Platteville)	CenturyLink	330934	WI
CenturyTel of the Midwest-Wisconsin, LLC (Thorp)	CenturyLink	330959	WI
CenturyTel of the Midwest-Wisconsin, LLC (Wayside)	CenturyLink	330970	WI
CenturyTel of Wisconsin, LLC	CenturyLink	330895	WI
Telephone USA of Wisconsin, LLC	CenturyLink	331155	WI
CenturyTel of Northwest Wisconsin, LLC	CenturyLink	330950	WI, MN
CenturyTel of Wyoming, Inc.	CenturyLink	512299	WY
Qwest Corporation (Wyoming)	CenturyLink QC	515108	WY
United Telephone Company of the West (Wyoming)	CenturyLink of the West	511595	WY