

July 22, 2025

Mr. Stephen Kahl  
Executive Secretary  
North Dakota Public Service Commission  
600 East Boulevard Avenue, Department 408  
Bismarck, ND 58505-0480

Dear Mr. Kahl:

Enclosed for filing is Qwest Corporation d/b/a CenturyLink QC's (North Dakota) 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. CAF Phase 2 support for North Dakota ended in 2021, and Qwest Corporation (North Dakota) is no longer receiving any federal high-cost support in 2025.

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 an eligible telecommunications carrier for 2026.

Please contact Ken Buchan at (318) 362-1538 if you have any questions.

Sincerely,



William Stacy Odom  
Senior Regulatory Analyst  
Lumen

Enclosure

## CERTIFICATE OF SERVICE

I hereby certify that on this 22<sup>nd</sup> day of July, 2025, 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, Department 408  
Bismarck, ND 58505-0480  
dnitschke@nd.gov

and copies sent electronically, addressed to the following:

Ken Buchan  
Senior Manager Regulatory Finance  
CenturyLink  
100 CenturyLink Drive  
Monroe, LA 71203  
Ken.buchan@lumen.com

/s/ *Dorothy Bonds*

Dorothy Bonds

**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 C.

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
- 2. 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 2025.

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QWEST CORPORATION D/B/A  
CENTURYLINK QC (North Dakota)



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Kenneth W. Buchan  
Senior Manager Regulatory Finance  
100 CenturyLink Drive  
Monroe, Louisiana  
(318) 362-1538  
Ken.buchan@lumen.com

# **EXHIBIT A**

Qwest Corporation d/b/a CenturyLink QC (North Dakota) (“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:**

No high-cost support received so this is no longer applicable.

- 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.

**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 0 unfilled orders as of the date of this filing.

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

There were approximately 1.23 complaints per 1000 voice customers.

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

Please see Exhibit C for the Affidavit Certifying Compliance.

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

Please see Exhibit C for the Affidavit Certifying Compliance.

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

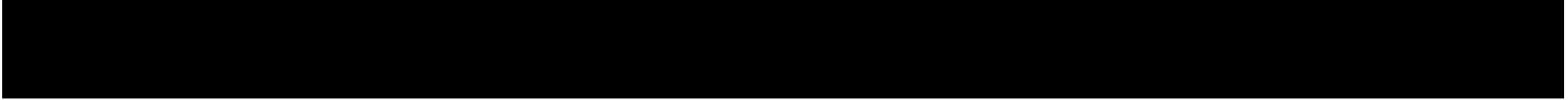
CenturyLink is an incumbent LEC in its designated service area.

- 7. 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.

# **EXHIBIT B**

NORS Reference Number	Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description - Wireline (including cable) VoIP(Yes/No)	Service Outage Description - Wireline (including cable) Voice (non-VoIP)(Yes/No)	Service Outage Description - Cellular(Yes/No)	Service Outage Description - Voice Over LTE (VoLTE) (Yes/No)	Service Outage Description - 911, E911 or NG911 Services only(Yes/No)	Service Outage Description - Other(Enter up to 50 characters of text)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures
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# **EXHIBIT C**

# Exhibit C

## AFFIDAVIT CERTIFYING COMPLIANCE

I am employed by Lumen Technologies Service Group, LLC, as Senior Manager Regulatory Finance, a subsidiary of Lumen Technologies, Inc. ("Parent"). Under Parent's policies and a delegation of signing authority by an officer of Qwest Corporation d/b/a CenturyLink (North Dakota) ("Company") which is an indirect wholly owned subsidiary of Parent, I am authorized to execute this affidavit on behalf of the Company.

The Company hereby certifies:

- 1) The Company has established operational procedures designed to facilitate compliance with applicable consumer protection rules, and
- 2) The Company has established operational procedures designed to facilitate compliance with service quality standards which may include customer remedies and improvement plans. The Company also reports service quality metrics to State Commissions as applicable, and
- 3) The Company is substantially able to remain functional in emergency situations as set forth in 47 C.F.R. §54.202(a)(2).

FURTHER AFFIANT SAYETH NOT.

Kenneth W. Buchan  
Kenneth W. Buchan  
Senior Manager Regulatory Finance

DATED this 30<sup>th</sup> day of JUNE, 2025

SUBSCRIBED AND SWORN TO before me this 30<sup>TH</sup> day of June, 2025

Notary Public: Josh Freeman

My Commission Expires: at death



**JOSH FREEMAN**  
Notary Public  
Notary ID No. 89375  
Ouachita Parish, Louisiana