

July 31, 2009

Ms. Carole J. Washburn, Executive Secretary
Washington Utilities and Transportation Commission
1300 South Evergreen Park Drive SW
Olympia, WA 98504-7250

Re: Request for Certification Pursuant to WAC 480-123-060 and
47 C.F.R. §54.314, and

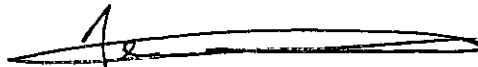
Claim of confidentiality.

Dear Ms. Washburn:

Pursuant to WAC 480-123-060, CenturyTel of Washington, Inc. ("Company") and CenturyTel of Inter-Island, Inc. ("Company") hereby requests that the Washington Utilities and Transportation Commission certify that the Company has met the requirements of 47 C.F.R. §54.314 for eligibility for continued receipt of federal high-cost funds. The certifications and reports that are specified in WAC 480-123-060, WAC 480-123-070 and WAC 480-123-080 are enclosed.

The Company also requests that the attachments entitled "CenturyTel 2009 Planned Investments" and "CenturyTel 2008 Planned Investments Progress Report" be treated as confidential. The schedule contains information that is quite detailed as to type of equipment, location and cost. Therefore, the Company claims that the information on the schedule is confidential under RCW 80.04.095 in that it constitutes valuable commercial information in the form of network configuration and design information.

Sincerely,



Terrance Hinkston
Compliance Analyst
CenturyTel

Enclosures

**REPORT AS REQUIRED BY WAC 480-123-070
AND WAC 480-123-080
CENTURYTEL OF WASHINGTON, INC.
CENTURYTEL OF INTER-ISLAND, INC.**

CenturyTel of Washington, Inc. (the "Company") and CenturyTel of Inter-Island, Inc. (the "Company") hereby submits the following report in accordance with WAC 480-123-070 and WAC 480-123-080.

WAC 480-123-070(1)(a): Attached is a copy of the Company's NECA-1 Report for the calendar year 2008, that, as of the date of this report, the Company has submitted to NECA. The plant investment and expense amounts listed on NECA-1 represent the basis for federal high cost funding support associated with the Company's operations in 2008.

WAC 480-123-070(1)(b): The Company reports that the investment in plant and the expenses reported on the 2008 NECA-1 report submitted herewith provide very direct and substantial benefits to consumers. Over the years the Company has invested hundreds of millions of dollars in building and then maintaining and operating a telecommunications network in the state of Washington. It is the growth, enhancement and continued viability of this network that gives consumers in the Company's service territory access to services that are vital in meeting their telecommunications needs. The expenditures reflected in the Company's NECA-1 report have allowed the Company to provide services that meet the expectations addressed in 47 U.S.C. 254 for consumers in the service area for which the Company is designated as an ETC.

The expenditures reflected in the Company's NECA-1 were directed to assuring that the network is positioned to meet the ever increasing needs and expectations of consumers. The company's expenditures included projects to increase network capacity.¹ For example, projects that added fiber to the network increased the network's capacity. Consumers benefit from increased capacity in that it allows additional consumers to join or access the network, allows additional services to be offered over the network, and reduces the likelihood that calls will be blocked.

Company expenditures have also gone to maintaining and increasing network reliability. For example, expenditures are included for projects that address backup power via batteries and generators. Ability to access the network during periods of power outages clearly benefits the health and safety of consumers. Network reliability also benefits consumers by generally increasing the overall quality of service.

¹ The NECA-1 report does not identify expenditures at the project level. The projects underlying the expenditures on NECA-1 would tend to be very similar to those identified in response to WAC 480-123-080 (1) (b) which does identify certain planned expenditures at the project level.

WAC 480-123-070 (2): The Company reports that there were a total of three major outages that occurred in 2008. The Company submits herewith a schedule entitled "CenturyTel 2008 Outages." The schedule generally describes each outage and the Company's efforts to restore service.

WAC 480-123-070 (3): The Company reports that there were a four requests for service from applicants within our designated service areas that were unfulfilled for the calendar year 2008. The Company submits herewith a schedule entitled "CenturyTel of Washington, Inc./CenturyTel of Inter-Island, Inc. 2008 Unfulfilled Requests for Service". The schedule generally describes each request for service and the Company's efforts to provide service.

WAC 480-123-070(4): The Company reports that there was one complaint during calendar year 2008 to the Federal Communications Commission and eighteen complaints to the Consumer Protection Division of the Office of the Attorney General of Washington in 2007 concerning the services provided to its customers. This translates to a number of complaints per 1,000 lines of approximately .13. The Company submits herewith a schedule entitled "CenturyTel 2008 Washington Attorney General and FCC Complaints." The schedule generally describes each complaint and the Company's efforts to resolve each complaint.

WAC 480-123-080(1)(b): The Company submits herewith a schedule entitled "2009 Planned Investment."² The schedule is not all-inclusive of the Company's planned capital expenditures but does list some of the more significant projects the Company is undertaking in 2009. The schedule is quite detailed with regard to equipment, location and cost and therefore constitutes valuable commercial information in the form of network configuration and design information as recognized under RCW 80.04.095. Therefore the schedule is being submitted as a CONFIDENTIAL document under WAC 480-07-160. The Company also expects to incur expenses associated with maintaining and operating its network in the state of Washington at a level that will be similar to the expenses indicated on the 2008 NECA-1 form submitted in response to WAC 480-123-070(1)(a). The Company also submits the schedule entitled "2008 Planned Investment Progress Report". The schedule describes all of the completed or cancelled construction projects during 2008 and is being submitted as a CONFIDENTIAL document under WAC 480-07-160.

WAC 480-123-080(2): The Company states that federal support will be used only for the provision, maintenance and upgrading of the facilities and services for which the support is intended under 47 U.S.C. 254. The federal support will be used to fund operation of and improvements to the network including various projects included on the 2009 Planned Investment schedule as well as expenses at a level similar to that indicated on the 2008 NECA-1 form submitted in response to WAC 480-123-070(1)(a). The Company's use of federal support in this manner will benefit consumers. As discussed previously in

² The schedule includes projects for CenturyTel of Washington, Inc., CenturyTel of Inter-Island, Inc and CenturyTel of Cowiche, Inc.

this report, these types of expenditures will serve to sustain and improve network capacity and reliability. This network capacity and reliability is essential to providing the level of service anticipated in 47 U.S.C. 254 and therefore benefits consumers.

For more specific consumer benefits associated with planned expenditures, the Company incorporates by reference the column of the 2009 Planned Investment schedule that is entitled "Narrative." The narrative for each project on the schedule identifies specific improvements that will benefit consumers in specific areas.



USF1010 PENDING VIEW REPORT

Applies to Period: Year End 12/2008
Contact Name: Donnie Aultman
Contact Phone: (318)-388-9497 Ext:
Release Status: Released
Soft Edit Status: Passed Edit

Reg: 2
MSM: 000021047
OO: 200000016
Co: 300000440
SAR: 522408

SOUTHERN
Marilyn Stewart
CenturyTel, Inc.
CenturyTel, Inc.
CENTURYTEL-WASHINGTON

Subset 2

Description	Pending View	Source
060 Total Loops	148,264	EC
070 Cat. 1.3 Loops	141,898	EC
160 Account 2001	631,654,997	EC
170 Account 1220	0	EC
190 Account 3100	389,682,625	EC
195 Account 3400	0	EC
210 Account 4340	45,957,377	EC
220 Net Plant Investment	196,014,995	EC
230 Account 2210	91,577,068	EC
235 Account 2220	0	EC
240 Account 2230	144,457,914	EC
245 Total Central Office	236,034,982	EC
250 Ckt Equip Cat 4.13	88,801,191	EC
255 Account 2410	366,135,634	EC
260 Account 3100 (2210)	55,704,958	EC
265 Account 3100 (2220)	0	EC
270 Account 3100 (2230)	103,428,124	EC
275 Account 3100 (2210-2230)	159,133,082	EC
280 Account 3100 (2410)	216,622,540	EC
310 Account 4340 (2210)	6,662,881	EC
315 Account 4340 (2220)	0	EC
320 Account 4340 (2230)	10,510,337	EC
325 Account 4340 (2210-2230)	17,173,218	EC
330 Account 4340 (2410)	26,638,962	EC
335 Account 6110 Total	271,354	EC
340 Account 6110 Benefits	30,918	EC
345 Account 6110 Rents	3,109	EC
350 Account 6120 Total	2,108,216	EC
355 Account 6120 Benefits	107,260	EC
360 Account 6120 Rents	302,224	EC
365 Account 6210 Total	4,400,781	EC
370 Account 6210 Benefits	873,913	EC
375 Account 6210 Rents	40,242	EC
380 Account 6220 Total	0	EC
385 Account 6220 Benefits	0	EC
390 Account 6220 Rents	0	EC
395 Account 6230 Total	2,357,974	EC
400 Account 6230 Benefits	357,327	EC
405 Account 6230 Rents	82,502	EC
410 Account 6210-6230	6,758,755	EC
430 Account 6410 Total	14,694,759	EC
435 Account 6410 Benefits	2,536,309	EC
440 Account 6410 Rents	2,206,929	EC
445 Total Plant Specific	23,833,084	EC
450 Account 6530 Total	4,557,871	EC
455 Account 6530 Benefits	723,764	EC
510 Account 6560 (2210)	5,080,308	EC
515 Account 6560 (2220)	0	EC
520 Account 6560 (2230)	11,120,021	EC



USF1010 PENDING VIEW REPORT

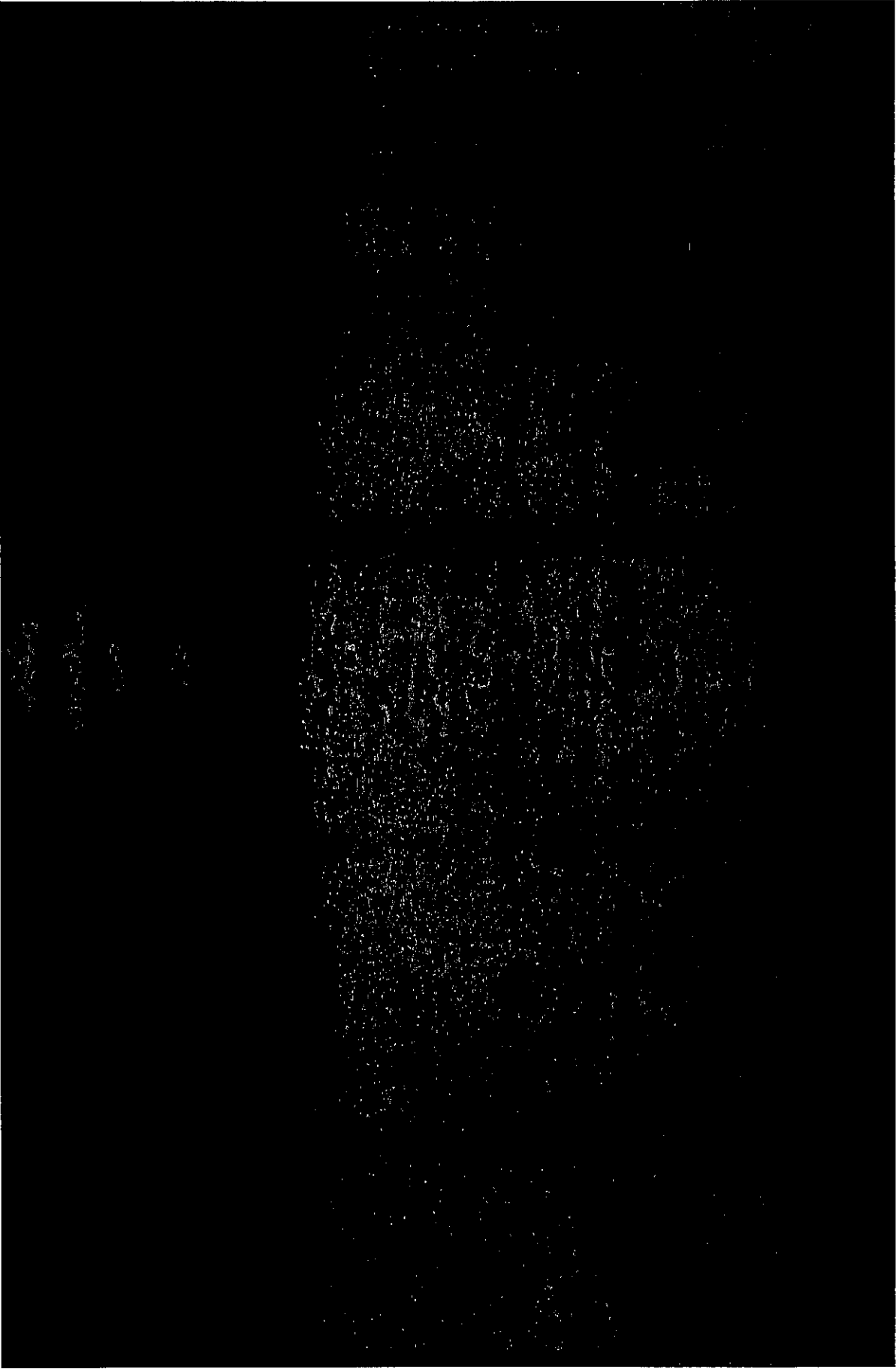
Applies to Period: Year End 12/2008
Contact Name: Donnie Aultman
Contact Phone: (318)-388-9497 Ext:
Release Status: Released
Soft Edit Status: Passed Edit

Reg: 2
MSM: 000021047
OO: 200000016
Co: 300000440
SAR: 522408
SOUTHERN
Marilyn Stewart
CenturyTel, Inc.
CenturyTel, Inc.
CENTURYTEL-WASHINGTON

Subset 2

Description	Pending View	Source
525 Account 6560 (2210-2230)	16,200,329	EC
530 Account 6560 (2410)	15,311,690	EC
535 Account 6710 Total	2,150,478	EC
540 Account 6710 Benefits	1,135,904	EC
550 Account 6720 Total	8,581,261	EC
555 Account 6720 Benefits	1,302,926	EC
565 Sum of Lines 535 + 550	10,731,739	EC
600 Ben. Por. of all Op. Exp.	8,806,230	EC
610 Rent Por. of all Op. Exp.	2,635,006	EC
650 Account 7200 Other Taxes	16,250,861	EC
700 2410 (C S Total CWF - AV)	363,237,316	EC
710 2410 (C S CWF - Cat.1)	353,725,547	EC
800 Account 2680 Total	0	EC
805 Account 2680 (2230)	0	EC
810 Account 2680 (Cat. 4.13)	0	EC
815 Acc 2680 (2410) Total CWF	0	EC
820 Acc 2680 (2410)CWF-Cat1	0	EC
830 Account 6560 (2680)	0	EC

Comments:





Outage City	Services Affected	Total Customers Affected	Outage Duration Minutes	Outage Start Date	Outage Start Time	Outage end date	Outage end TIME	Root Cause	Solution Details
NORTH BEND	No Dial Tone	139	12/20/08	10:23 PM	12/21/08	8:00 PM	Hardware	Fiber repaired	
GIG HARBOR	Toll Isolated	29765	01/22/08	3:07 AM	01/22/08	4:24 AM	Connecting Company	Qwest had an OC48 down due to a faulty patch cable in office. Replaced cable.	
GLENMORA	No Dial Tone	100	01/01/08	9:30 AM	01/02/08	8:30 AM	Software	Tech reset both remotes	

CenturyTel of Washington, Inc./CenturyTel of Inter-Island, Inc. 2008 Unfulfilled Requests for Service
 WAC 480-123-070 (3)

DATE RC'D	# DAYS HELD	DOR#	EXCH#	EXCH NAME	EXCH TYPE	CUSTOMER	REASON	STATUS
5/13/2008	420	714098543	1985	Coulee City	R1		Line Extension Contract	Customer will contact us after he digs the trench for cable placement
7/29/2008	343	767473031	1907	Davenport	B1		County Permit Delay	Customer provided a trench within their Subdivision and the Conduit was crushed, they are trying to repair it and will call after that.
8/20/2008	321	771217621	1701	Twisp	R1		CMS Delay	Waiting on county permit for buried drop
12/10/2008	209	785900961	913	Royal City	R1		Customer Delay	Customer has not paid aid to construction charges

Customer Name

Account Number

Source

WA PSC

Date Received

2/3/08

Problem

Customer stated that CenturyTel billed her incorrectly by not adding the appropriate Lifeline/Link-Up credits. Customer has now received a bill in the mail from a collection agency in the amount of \$100.86. Customer stated that she does not owe this amount since WTAP credits were not added to her account.

Resolution

Customer was issued the appropriate WTAP credits. However, the account is still in collection status due to outstanding balance.

Customer Name

Account Number

Source

WA PSC

Date Received

12/31/08

Problem

Customer states CenturyTel overcharged him \$93.00.

Resolution

Customer was porting his residential line and setting up pure broadband only with CenturyTel. CenturyTel set up a different line for the pure broadband and the order created charges for removing the long distance pics as well as a one time set up charge of \$36.00 for the new line. We have issued the following credits: \$27 (11/08 bill) 71.51 (12/08 bill). The \$71.51 included a credit for the pic changes, long distance charges, and the one time \$36.00 charge.

Customer Name

██████████

Account Number

██████████

Source

WA PSC

Date Received

12/2/08

Problem

Customer says that he signed for service on San Juan Island with CenturyTel in July. Says that he had a request for local service only with no long distance. Says that he received first two bills with no problems, then received bills with ATT long distance plan charges

Resolution

All long distance pics were set to no pic. We have issued credits of \$38.83, includes taxes, for the ATT monthly charges. We also issued a one time \$20 courtesy credit.

Customer Name

██████████

Account Number

██████████

Source

WA PSC

Date Received

12/2/08

Problem

Customer's address was listed in the new directory.

Resolution

We have removed the customer's address information from the directory assistance databases.

Customer Name

██████████████████

Account Number

██████████

Source

WA PSC

Date Received

12/9/08

Problem

Customer has an unlisted number and doesn't understand why his information was published.

Resolution

We have removed the customer's address information from the directory assistance databases.

Customer Name
[REDACTED]

Account Number
[REDACTED]

Source

WA PSC

Date Received

2/14/08

Problem

In Jan. 2007, the customer agreed to a bundled package, including all long distance. His wife has been paying the bills and never noticed AT&T was still on the bill. Customer happened to look at the bill and found when CenturyTel signed him up for the bundled package, his out-of-state long distance was left with AT&T. Customer wants a credit for the AT&T charges, as CenturyTel should have PIC'd him correctly when he signed up for the bundled package.

Resolution

When the bundle was added the interlata and international pics were not changed and these type of long distance calls continued to be billed by AT&T. A credit of \$252.59 was posted on the 2/2008 billing statement. The balance of \$629.86 plus interest of \$44.48 was posted on the 3/2008 billing statement.

Customer Name
[REDACTED]

Account Number
[REDACTED]

Source

WA PSC

Date Received

5/20/08

Problem

Customer says he has many outages in his area.

Resolution

CenturyTel 2008 Washington Attorney General and FCC Complaints --- WAC 480-123-070 (4)

We are aware of the service issues with Summit Timespan System and it is in the process of being changed out. Replacement has been completed.

Customer Name
[REDACTED]

Account Number
[REDACTED]

Source
WA PSC

Date Received
11/12/08

Problem
Customer called and stated he is not satisfied with the level of service quality he is experiencing with CenturyTel.

Resolution
We have grounded the electric fence and replaced the timespan in his area.

Customer Name
[REDACTED]

Account Number
[REDACTED]

Source
WA PSC

Date Received
11/12/08

Problem
Customer called and stated he is not satisfied with the level of service quality he is experiencing with CenturyTel.

Resolution
We have grounded the electric fence and replaced the timespan in his area.

Customer Name
[REDACTED]

Account Number

[REDACTED]

Source

WA PSC

Date Received

4/15/08

Problem

Customer stated that CenturyTel did not install service when the trench was open. Customer said all the inside wiring has been completed.

Resolution

We waived one-time install charges.

Customer Name

[REDACTED]

Account Number

[REDACTED]

Source

WA PSC

Date Received

2/28/08

Problem

Customer said she is tired of poor service and wants the CenturyTel to fix the problem permanently.

Resolution

We were experiencing equipment problems with our digital loop carrier. As a courtesy we have issued 3 months of credits for service related issues. The total credits of \$64.34 was posted on his billing statement.

Customer Name

[REDACTED]

Account Number

[REDACTED]

Source

WA PSC

Date Received

1/31/08

Problem

Customer has contacted CenturyTel about burring line.

Resolution

We were able to get the line buried on 2/8/08.

Customer Name
[REDACTED]

Account Number
[REDACTED]

Source

WA PSC

Date Received

3/25/08

Problem

Customer has always been able to call 425-481 as a local call. Within the last 4 weeks this exchange has become long distance.

Resolution

According to our records, a system audit on 2/26/08 found an error in our switch that resulted in calls to 425-481 were being incorrectly billed at no charge as local calls. We corrected the switch and as of 2/27/08 the calls began being correctly billed as long distance calls. We will issued credits for these calls on customer's April bill. We will begin charging her for the calls after that time.

Customer Name
[REDACTED]

Account Number
[REDACTED]

Source

WA PSC

Date Received

9/24/08

Problem

Customer has static on his line that makes it difficult to understand callers.

Resolution

We inspected the trouble and found the problem was the NID inside the customers' home. We replaced the NID.

Customer Name

[REDACTED]

Account Number

[REDACTED]

Source

WA PSC

Date Received

1/9/08

Problem

Customer states that there is a problem on the phone. She can call out but other's cannot call in.

Resolution

We replaced bad line card and a bad LEN CTC. We issued a courtesy credit of \$7.31 for the days they had problems with their service.

Customer Name

[REDACTED]

Account Number

[REDACTED]

Source

WA PSC

Date Received

11/11/08

Problem

Customer is out of service since a neighboring farmer cut a line.

Resolution

We replaced the protection module and repaired the cable at the NID.

Customer Name

[REDACTED]

Account Number

[REDACTED]

Source

WA PSC

Date Received

3/21/08

Problem

Customer upset her service is not working and we didn't send someone out to fix it.

Resolution

The line is up and running. We had order to send a tech out before she contacted the PSC. We also issued a small out of service credit of \$4.53.

Customer Name
[REDACTED]

Account Number
[REDACTED]

Source

WA PSC

Date Received

5/2/08

Problem

Customer called and stated she has not received every month's bills, causing customer to be late in her making her payments and keeping her credit in good standing. Customer states she is again experiencing loss in her calling abilities, including her 911 access being inoperative at times.

Resolution

We show we have sent billing statements every month to the same address. We have not had any bills returned as undeliverable to this address. We went out to the customer's location and the service was good to the NID (network interface box).

Customer Name
[REDACTED]

Account Number
[REDACTED]

Source

WA PSC

Date Received

3/19/08

Problem

In Jan. 2007, the customer agreed to a bundled package, including all long distance. His wife has been paying the

CenturyTel 2008 Washington Attorney General and FCC Complaints --- WAC 480-123-070 (4)

bills and never noticed AT&T was still on the bill. Customer happened to look at the bill and found when CenturyTel signed him up for the bundled package, his out-of-state long distance was left with AT&T. Customer wants a credit for the AT&T charges, as CenturyTel should have PIC'd him correctly when he signed up for the bundled package.

Resolution

When the bundle was added the interlata and international pics were not changed and these type of long distance calls continued to be billed by AT&T. A credit of \$252.59 was posted on the 2/2008 billing statement. The balance of \$629.86 plus interest of \$44.48 was posted on the 3/2008 billing statement.

**AFFIDAVIT CONTAINING CERTIFICATIONS
AS REQUIRED BY WAC 480-123-060 AND WAC 480-123-070**

I, Jeffrey Glover, being of lawful age and duly sworn, on my oath state that I am Vice President External Relations of CenturyTel of Washington, Inc. ("Company") and CenturyTel of Inter-Island, Inc. ("Company"), that I am authorized to execute this Affidavit on behalf of the Company, and that the facts set forth in this Affidavit are true to the best of my knowledge, information and belief. On this basis, I hereby certify to the Washington Utilities and Transportation Commission ("Commission") for use by the Commission in providing the certification to the Federal Communications Commission and Universal Service Administrative Company required by 47 C.F.R. §54.314, as follows:

(1) That the federal high-cost universal service fund support received by the Company will be used only for the provision, maintenance and upgrading of the facilities and services for which the support is intended;

(2) That during the 2008 calendar year, the Company met substantially the applicable service quality standard found in WAC 480-123-030(1)(h);

(3) That during the 2008 calendar year, the Company maintained the ability to function in emergency situations under the standard found in WAC 480-123-030(1)(g), as such standard relates to functionality of wireline carriers in emergency situations; and

(4) That during the 2008 calendar year, the Company publicized the availability of its applicable telephone assistance programs in a manner reasonably designed to reach those likely to qualify for service, including residents of federally recognized Indian Reservations and in a manner which, in the Company's judgment, included advertisements likely to reach those who are not current customers of the Company within the Company's designated service area.

I certify under penalty of perjury under the laws of the State of Washington that the foregoing is true and correct.

Dated this 20th day of July, 2009

Company: CenturyTel of Washington, Inc and CenturyTel of Inter-Island, Inc.

By: Jeffrey A. Slawson

Its: Vice President Regulatory Support

SUBSCRIBED AND SWORN to before me this 20th day of July, 2009 at
Monroe, Louisiana.

Thomas H. [Signature]

Below are the regulated features currently included in CenturyTel's existing bundles. All features are available on an ala carte basis in CenturyTel's tariff.

- Flat rate residential access line
- Flat rate business access line
- Caller ID number only
- Caller ID
- Call Waiting/cancel call waiting
- Call waiting ID
- Call waiting display deluxe
- Call forwarding
- Call forwarding no answer
- Call forwarding busy
- Call forwarding busy/No answer
- Call forward remote Access
- Call Transfer
- Call Return *69
- 3-Way calling
- VIP Alert
- Distinctive ring
- Home intercom
- Busy Redial
- Message Waiting indicator
- Anonymous Call Reject
- Selective Call Accept
- Selective Call Forward
- Selective Call Rejection
- Long Distant Alert
- Speed Call 8 or Speed Call 30
- Touch Calling
- Privacy protector

CERTIFICATION AS TO BUNDLED SERVICES

I, Jeffrey S. Glover, am an officer for CenturyTel of Washington, Inc. and CenturyTel of Inter-Island, Inc. (the "Company") and hereby certify (or declare) under penalty of perjury under the laws of the State of Washington that as of the date of execution of this document, to the best of my knowledge, information and belief the Company's packages or bundles of telecommunications services that are offered on a minimally regulated basis comply with RCW 80.36.332 and comply with UTC Order 01 in Docket UT-071964.

The foregoing is true and correct:

Dated this 30th day of July, 2009

Company: CenturyTel of Washington, Inc and CenturyTel of Inter-Island, Inc.

By: Jeffrey S. Glover

Its: Vice President Regulatory Support

SUBSCRIBED AND SWORN to before me this 30th day of July, 2009 at
Monroe, Louisiana.

James A. El III