

**2012 ELIGIBLE TELECOMMUNICATIONS CARRIER CERTIFICATION
REPORT AS REQUIRED BY WAC 480-123-070,
AND WAC 480-123-080
UNITED TELEPHONE COMPANY OF THE NORTHWEST D/B/A
CENTURYLINK**

United Telephone Company of the Northwest d/b/a CenturyLink (the “Company”) hereby submits the following report in accordance with WAC 480-123-070 and WAC 480-123-080.

WAC 480-123-070 Annual certifications and reports.

Not later than July 31 of each year, every ETC that receives federal support from any category in the federal high-cost fund must certify or report as described in this section. The certifications and reports are for activity related to Washington State in the period January 1 through December 31 of the previous year. A company officer must submit the certifications in the manner required by RCW 9A.72.085.

(1) Report on use of federal funds and benefits to customers.

(a) For an ETC that receives support based only on factors other than the ETC's investment and expenses, the report must provide a substantive description of investments made and expenses paid with support from the federal high-cost fund.

For ETCs that receive any support based on the ETC's investment and expenses, the report must provide a substantive description of investment and expenses, such as the NECA-1 report, the ETC will report as the basis for support from the federal high-cost fund.

Response: Attached as Exhibit B is a copy of the Company's NECA-1 Report associated with the Company's operations in 2009. The plant investment and expense amounts listed on the report represent the basis for federal high cost funding support received in 2011. The attached report is also the basis of current support levels. Per FCC 11-161, the Connect America Fund order, current universal service funding levels are frozen based on the amount of support that was received by each company in 2011. Additionally, attached as Confidential Exhibit C is a Company report labeled USF 1010, showing the same type of information as the NECA-1 report. This report reflects the Company's continued operations in 2011. Confidential Exhibit C contains confidential financial information as recognized under RCW 80.04.095. Therefore the schedule is being submitted as a CONFIDENTIAL document under WAC 480-07-160 and RCW 80.04.095.

(b) Every ETC must provide a substantive description of the benefits to consumers that resulted from the investments and expenses reported pursuant to (a) of this subsection.

Response: The Company reports that the investment in plant and the expenses reported in Exhibit B and Confidential Exhibit C submitted herewith provide very direct and substantial benefits to consumers. Over the years the Company has invested millions of dollars in building, maintaining, and operating a telecommunications network in the state of Washington. It is the growth, enhancement, and continued viability of this network that give 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 exhibits 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 Eligible Telecommunication Carrier.

The expenditures reflected in Exhibit B and Confidential Exhibit C 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. 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.

(2) Local service outage report. ETCs not subject to WAC 480-120-412 and 480-120-439(5) are required to report local service outages pursuant to this subsection. The report must include detailed information on every local service outage thirty minutes or longer in duration experienced by the ETC. The report must include:

- (a) The date and time of onset and duration of the outage;
- (b) A brief description of the outage and its resolution;
- (c) The particular services affected, including whether a public safety answering point (PSAP) was affected;
- (d) The geographic areas affected by the outage;
- (e) Steps taken to prevent a similar situation in the future; and
- (f) The estimated number of customers affected.

¹ Exhibit B and Confidential Exhibit C do not identify expenditures at the project level. The projects underlying the expenditures on these reports 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.

Response: The Company is exempt from this requirement as it is subject to WAC 480-120-412 and WAC 480-120-439(5).

(3) Report on failure to provide service. ETCs not subject to WAC 480-120-439 are required to report failures to provide service pursuant to this subsection. The report must include detailed information on the number of requests for service from applicants within its designated service areas that were unfulfilled for the reporting period. The ETC must also describe in detail how it attempted to provide service to those applicants.

Response: The Company is exempt from this requirement as it is subject to WAC 480-120-439(5).

(4) Report on complaints per one thousand handsets or lines. The report must provide separate totals for the number of complaints that the ETC's customers made to the Federal Communications Commission, or the consumer protection division of the office of the attorney general of Washington. The report must also generally describe the nature of the complaints and outcome of the carrier's efforts to resolve the complaints.

Response: The Company reports that there were 0.64 complaints per thousand access lines during calendar year 2011 for supported services as reported to any federal and/or state agencies, including the Federal Communications Commission, the Consumer Protection Division of the Office of the Attorney General of the State of Washington, and the Washington Utilities and Transportation Commission.

Company had 6 complaints to the FCC. The complaints were as follows:

- 1 – Porting Issue, resolved.
- 1 – Repair due to other carrier’s cable cut, repair completed.
- 4 – Disputed Charges, resolved by explanation of charges or crediting accounts.

Company had 5 complaints to the Office of Attorney General. The complaints were as follows:

- 1 – Service, resolved by provisioning service correctly.
- 1 – Repair, repair completed.
- 3 – 3rd Party or Contract Billing, referred to correct service providers.

(5) Certification of compliance with applicable service quality standards. Certify that it met substantially the applicable service quality standard found in WAC 480-123-030 (1)(h).

Response: Certification attached as Exhibit A.

(6) Certification of ability to function in emergency situations. Certify that it had the ability to function in emergency situations based on continued adherence to the standards found in WAC 480-123-030 (1)(g).

Response: Certification attached as Exhibit A.

(7) Advertising certification, including advertisement on Indian reservations. Certify it

has publicized the availability of its applicable telephone assistance programs, such as Lifeline, in a manner reasonably designed to reach those likely to qualify for service, including residents of federally recognized Indian reservations within the ETC's designated service area. Such publicity should include advertisements likely to reach those who are not current customers of the ETC within its designated service area.

Response: Certification attached as Exhibit A.

WAC 480-123-080 Annual plan for universal service support expenditures.

(1) Not later than July 31 of each year, every ETC that receives federal support from any category in the federal high-cost fund must report on:

(a) The planned use of federal support related to Washington state that will be received during the period October 1 of the current year through the following September; or

(b) The planned investment and expenses related to Washington state which the ETC expects to use as the basis to request federal support from any category in the federal high-cost fund.

Response: The Company submits herewith Confidential Exhibit D entitled "CenturyLink 2012 Planned Investments." 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 2012. The exhibit 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 and RCW 80.04.095. 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 Exhibit B and Confidential Exhibit C submitted in response to WAC 480-123-070(1)(a). The Company also submits Confidential Exhibit E entitled "CenturyLink 2011 Planned Investments Progress Report". The exhibit describes the status of construction projects during 2011 and is being submitted as a CONFIDENTIAL document under WAC 480-07-160 and RCW 80.04.095.

(2) The report must include a substantive plan of the investments and expenditures to be made with federal support and a substantive description of how those investments and expenditures will benefit customers.

Response: 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 some of the various projects included on the CenturyLink 2012 Planned Investments exhibit as well as expenses at a level similar to

that indicated on Exhibit B and Confidential Exhibit C 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 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 CenturyLink 2012 Planned Investments schedule that is entitled "Narrative." The narrative for each project on the schedule identifies specific improvements that will benefit consumers in specific areas.

(3) As part of the filing required by this section to be submitted in 2007, and at least once every three years thereafter, a wireless ETC must submit a map in .shp format that shows the general location where it provides commercial mobile radio service signals.

Response: This is not applicable to the Company, as it is not a wireless ETC.

EXHIBIT A

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

I, David D. Cole, being of lawful age and duly sworn, on my oath state that I am Senior Vice President and Controller for CenturyLink, Inc. and an officer of United Telephone Company of the Northwest d/b/a CenturyLink ("Company"), that I am authorized to execute this affidavit on behalf of the Company, and that the facts set forth in this affidavit and the accompanying reports 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 any federal high-cost universal service fund support received by the Company within Washington was used in the preceding calendar year and will be used in the coming calendar year only for the provision, maintenance, and upgrading of facilities and services for which the support is intended;

(2) That during the 2011 calendar year, the Company met substantially the applicable service quality standard found in WAC 480-123-030(1)(h);

(3) That during the 2011 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 wire line carriers in emergency situations; and

(4) That during the 2011 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 and federally recognized Indian Reservations within the Company's service territory 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.

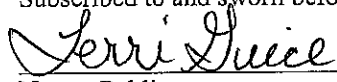
FURTHER AFFIANT SAYETH NOT.

Dated this ^{4th} 25 day of July, 2012

Company: United Telephone Company of the Northwest d/b/a CenturyLink

By: 
David D. Cole, Senior Vice President and Controller

Subscribed to and sworn before me this ^{4th} 25 day of July, 2012 in Monroe, Louisiana.


Notary Public

TERRI GUICE
Printed Name of Notary

My Commission Expires: At death

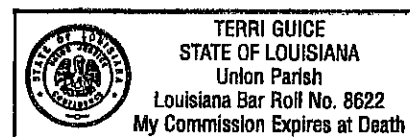


EXHIBIT B



USF1010 LATEST VIEW REPORT

Applies to Period: Year End 12/2009
Contact Name: Donnie Aultman
Contact Phone: (318)-388-9497 Ext:
Release Status: Released
Soft Edit Status: Failed Edit

Reg: 2
MSM: 000021047
OO: 200000016
Co: 200000012
SAR: 522400

SOUTHERN
Marilyn Stewart
CenturyTel, Inc. dba CenturyLink
Embarq Corporation dba CenturyLink
UTC OF THE NW-WA

Subset 1

Description	Latest View
060 Total Loops	66,759
070 Cat. 1.3 Loops	61,950
160 Account 2001	261,668,653
170 Account 1220	12,833
190 Account 3100	189,952,252
195 Account 3400	84,916
210 Account 4340	17,120,028
220 Net Plant Investment	54,524,290
230 Account 2210	45,710,458
235 Account 2220	0
240 Account 2230	63,518,909
245 Total Central Office	109,229,367
250 Ckt Equip Cat 4.13	25,308,444
255 Account 2410	140,123,584
260 Account 3100 (2210)	43,564,375
265 Account 3100 (2220)	0
270 Account 3100 (2230)	40,991,699
275 Account 3100 (2210-2230)	84,556,074
280 Account 3100 (2410)	101,046,005
310 Account 4340 (2210)	2,990,669
315 Account 4340 (2220)	0
320 Account 4340 (2230)	4,155,811
325 Account 4340 (2210-2230)	7,146,480
330 Account 4340 (2410)	9,167,776
335 Account 6110 Total	-75,434
340 Account 6110 Benefits	676
345 Account 6110 Rents	-16,903
350 Account 6120 Total	1,796,868
355 Account 6120 Benefits	33,545
360 Account 6120 Rents	352,939
365 Account 6210 Total	1,252,715
370 Account 6210 Benefits	141,620
375 Account 6210 Rents	385
380 Account 6220 Total	0
385 Account 6220 Benefits	0
390 Account 6220 Rents	0
395 Account 6230 Total	1,177,337
400 Account 6230 Benefits	172,134
405 Account 6230 Rents	136
410 Account 6210-6230	2,430,052
430 Account 6410 Total	3,863,441
435 Account 6410 Benefits	482,406
440 Account 6410 Rents	622,786
445 Total Plant Specific	8,014,927
450 Account 6530 Total	3,249,213
455 Account 6530 Benefits	321,828
510 Account 6560 (2210)	3,251,891
515 Account 6560 (2220)	0
520 Account 6560 (2230)	4,612,700



USF1010 LATEST VIEW REPORT

Applies to Period:	Year End 12/2009	Reg:	2	SOUTHERN	Subset 1
Contact Name:	Donnie Aultman	MSM:	000021047	Marilyn Stewart	
Contact Phone:	(318)-388-9497 Ext:	OO:	200000016	CenturyTel, Inc. dba CenturyLink	
Release Status:	Released	Co:	200000012	Embarq Corporation dba CenturyLink	
Soft Edit Status:	Failed Edit	SAR:	522400	UTC OF THE NW-WA	

Description	Latest View
525 Account 6560 (2210-2230)	7,864,591
530 Account 6560 (2410)	5,435,420
535 Account 6710 Total	214,354
540 Account 6710 Benefits	37,700
550 Account 6720 Total	5,680,879
555 Account 6720 Benefits	180,661
565 Sum of Lines 535 + 550	5,895,233
600 Ben. Por. of all Op. Exp.	1,803,848
610 Rent Por. of all Op. Exp.	959,344
650 Account 7200 Other Taxes	4,663,416
700 2410 (C S Total CWF - AV)	139,536,484
710 2410 (C S CWF - Cat.1)	129,336,152
800 Account 2680 Total	124,139
805 Account 2680 (2230)	0
810 Account 2680 (Cat. 4.13)	0
815 Acc 2680 (2410) Total CWF	0
820 Acc 2680 (2410)CWF-Cat1	0
830 Account 6560 (2680)	0

Comments:

CONFIDENTIAL
EXHIBIT C

USF1010

Study Area: United Telephone Company of
the Northwest - Washington (SAC 522400)

Year End 12/31/2011

Description

(060)	Total Loops
(070)	Category 1.3 Loops
(160)	a. Acct 2001
(170)	b. Acct 1220
(190)	c. Acct 3100
(195)	d. Acct 3400
(210)	g. Acct 4340
(220)	h. Net Plant Investment
(230)	a. Acct 2210
(235)	b. Acct 2220
(240)	c. Acct 2230
(245)	d. Total Central Office
(250)	e. Circuit Equip Cat 4.13
(255)	f. Acct 2410
(260)	g. Acct 3100(2210)
(265)	h. Acct 3100(2220)
(270)	i. Acct 3100(2230)
(275)	j. Acct 3100(2210-2230)
(280)	k. Acct 3100(2410)
(310)	q. Acct 4340(2210)
(315)	r. Acct 4340(2220)
(320)	s. Acct 4340(2230)
(325)	t. Acct 4340(2210-2230)
(330)	u. Acct 4340(2410)
(335)	a. Acct 6110
(340)	b. Acct 6110 (benefits)
(345)	c. Acct 6110 (rents)
(350)	d. Acct 6120
(355)	e. Acct 6120 (benefits)
(360)	f. Acct 6120 (rents)
(365)	g. Acct 6210
(370)	h. Acct 6210 (benefits)
(375)	i. Acct 6210 (rents)
(380)	j. Acct 6220
(385)	k. Acct 6220 (benefits)
(390)	l. Acct 6220 (rents)
(395)	m. Acct 6230
(400)	n. Acct 6230 (benefits)
(405)	o. Acct 6230 (rents)
(410)	p. Acct 6210-6230
(430)	t. Acct 6410
(435)	u. Acct 6410 (benefits)
(440)	v. Acct 6410 (rents)
(445)	Total Plant Specific
(450)	a. Acct 6530
(455)	b. Acct 6530 (benefits)
(510)	a. Acct 6560(2210)
(515)	b. Acct 6560(2220)
(520)	c. Acct 6560(2230)
(525)	d. Acct 6560(2210-2230)
(530)	e. Acct 6560(2410)
(535)	a. Acct 6710
(540)	b. Acct 6710 (benefits)
(550)	c. Acct 6720
(555)	d. Acct 6720 (benefits)
(565)	e. (sum of lines 535+550)
(600)	a. Benefits Portion
(610)	b. Rents Portion
(650)	a. Acct 7200
(700)	1. Cost Study Avg C&WF Acct 2410
(710)	2. Cost Study Avg C&WF Cat 1
(800)	Acct. 2680 Tot Assets
(805)	Acct. 2680 (2230) COE Trans
(810)	Acct. 2680 (Cat. 4.13) COE Trans
(815)	Acct. 2680 (2410) Total CWF
(820)	Acct. 2680 (2410) CWF-Cat 1
(830)	Acct. 6560 (2680) Dep & Amort
	Control Total

Redacted

CONFIDENTIAL
EXHIBIT D

CenturyLink 2012 Planned Investments
WAC 480-123-080 (1)(B)
United Telephone Company of the Northwest d/b/a CenturyLink

NARRATIVE	Budget	PLAN START DATE	PLAN END DATE
			

Redacted

CenturyLink 2012 Planned Investments

WAC 480-123-080 (1)(B)

United Telephone Company of the Northwest d/b/a CenturyLink

NARRATIVE	Budget	PLAN START DATE	PLAN END DATE
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CenturyLink 2012 Planned Investments

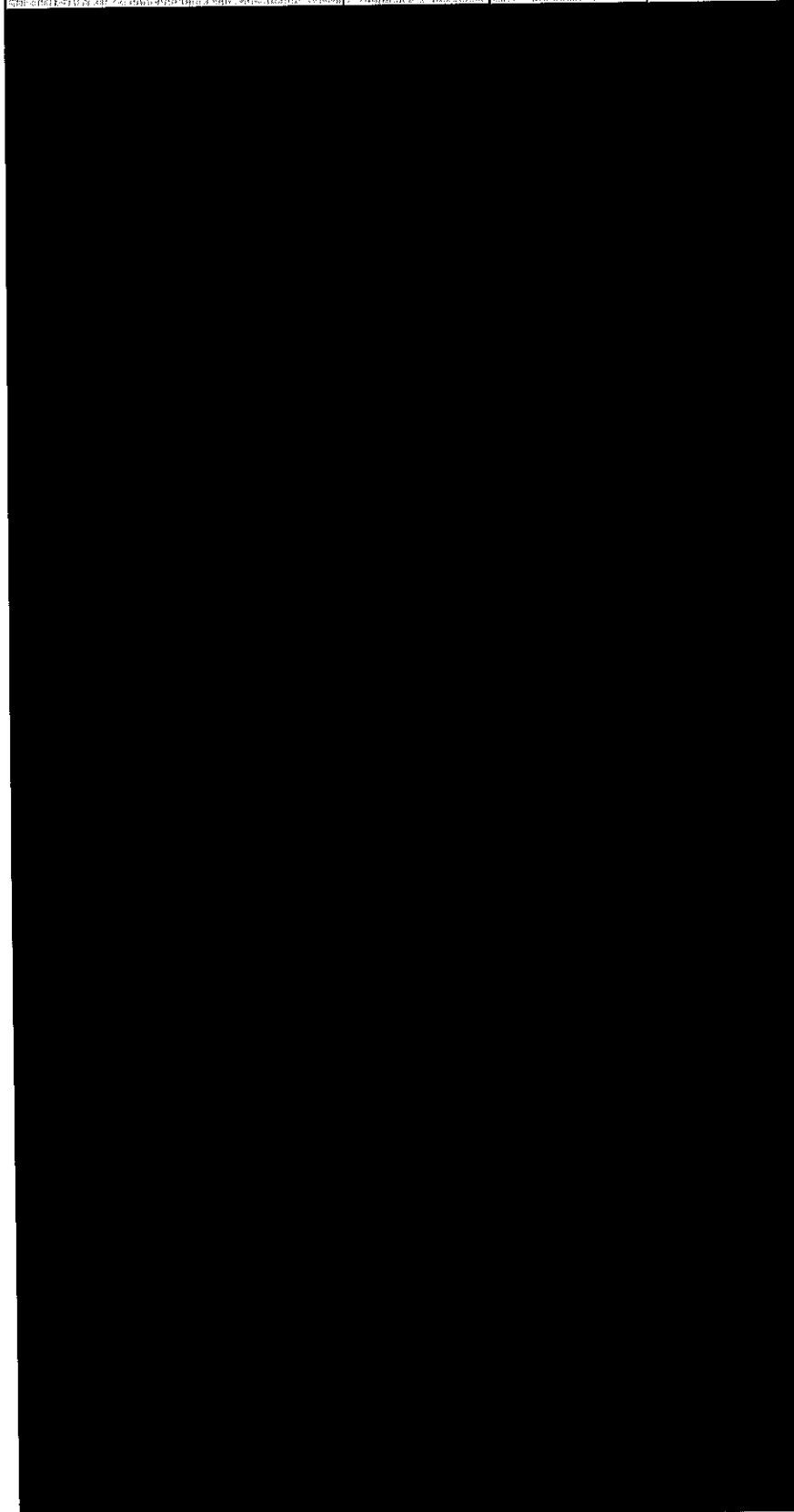
WAC 480-123-080 (1)(B)

United Telephone Company of the Northwest d/b/a CenturyLink

NARRATIVE	Budget	PLAN START DATE	PLAN END DATE
[REDACTED]			

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CenturyLink 2012 Planned Investments
WAC 480-123-080 (1)(B)
United Telephone Company of the Northwest d/b/a CenturyLink

NARRATIVE	Budget	PLAN START DATE	PLAN END DATE
			

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WAC 480-123-080 (1)(B)
United Telephone Company of the Northwest d/b/a CenturyLink

NARRATIVE	Budget	PLAN START DATE	PLAN END DATE
[Redacted Content]			

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CONFIDENTIAL
EXHIBIT E

CenturyLink 2011 Planned Investments Progress Report
WAC 480-123-080 (1)(B)
United Telephone Company of the Northwest d/b/a CenturyLink

Narrative	INITIATIVE	MNEMONIC	VERB	STATUS
[Redacted Content]				

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CenturyLink 2011 Planned Investments Progress Report
WAC 480-123-080 (1)(B)
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Narrative	INITIATIVE	MNEMONIC	VERB	STATUS
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WAC 480-123-080 (1)(B)
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Narrative	INITIATIVE	MNEMONIC	VERB	STATUS
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Narrative	INITIATIVE	MNEMONIC	VERB	STATUS
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Narrative	INITIATIVE	MNEMONIC	VERB	STATUS
[Redacted Content]				

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Narrative	INITIATIVE	MNEMONIC	VERB	STATUS
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Narrative	INITIATIVE	MNEMONIC	VERB	STATUS
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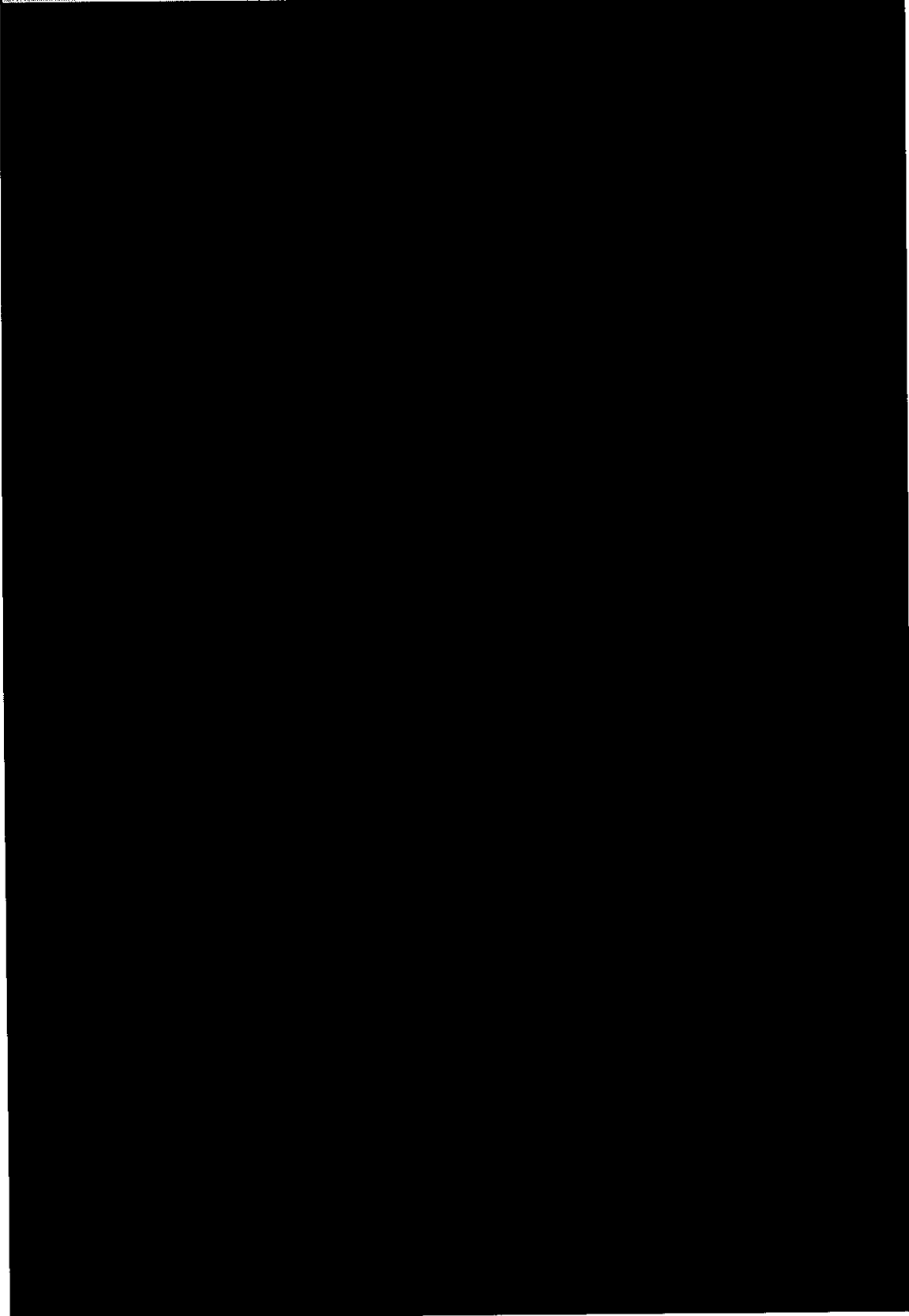
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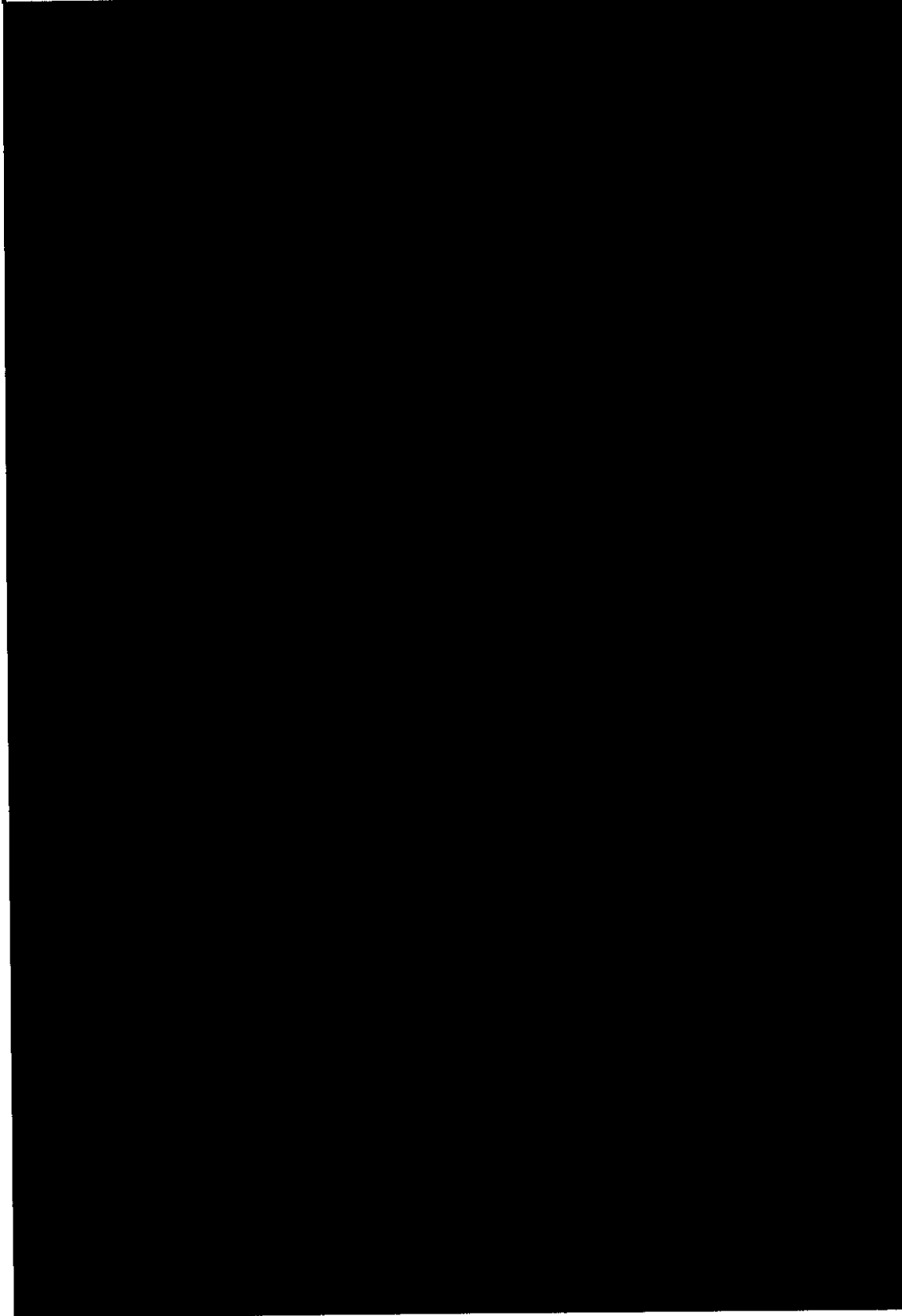
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WAC 480-123-080 (1)(B)
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Narrative	INITIATIVE	MNEMONIC	VERB	STATUS
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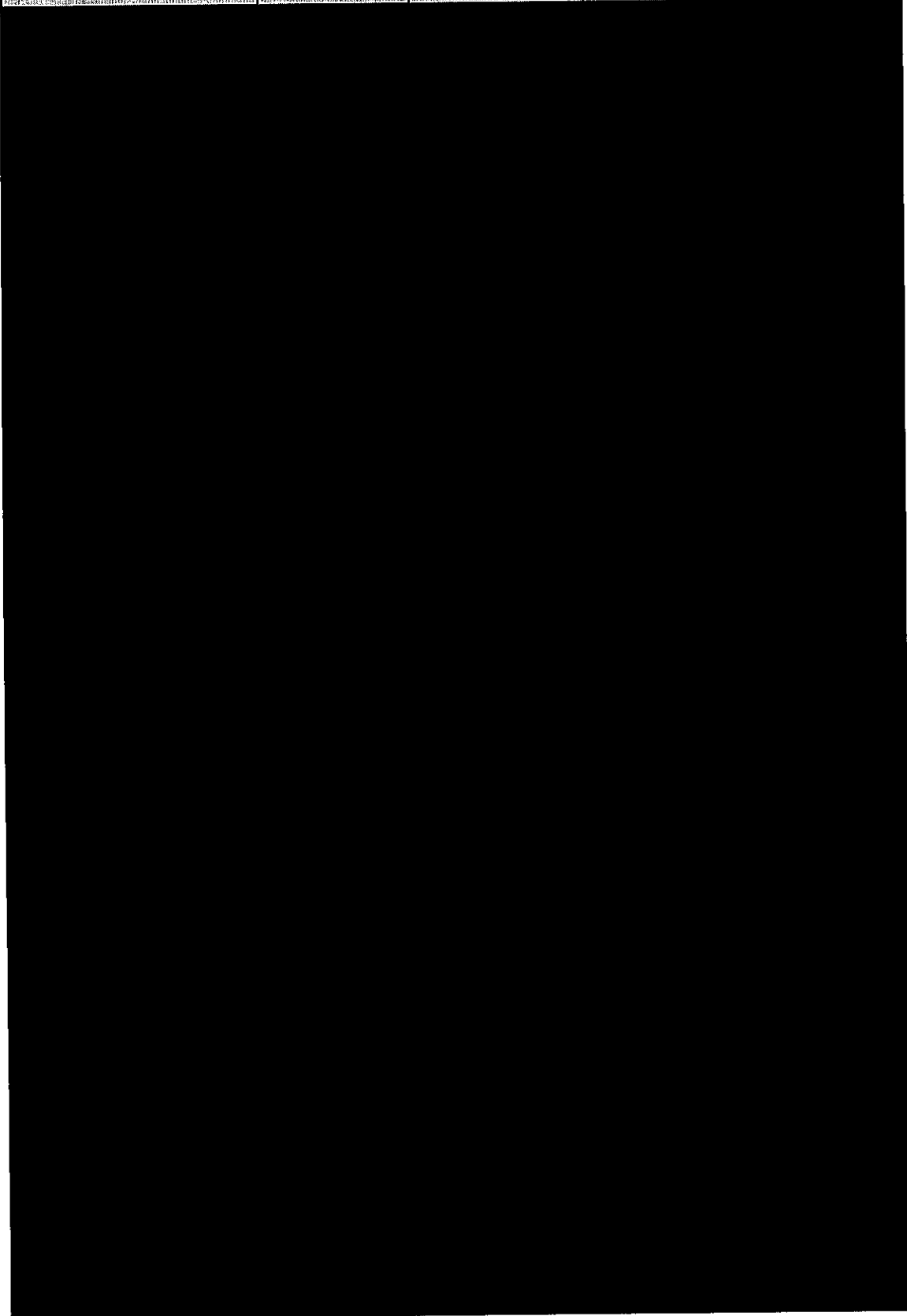
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Narrative	INITIATIVE	MNEMONIC	VERB	STATUS
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Narrative	INITIATIVE	MNEMONIC	VERB	STATUS
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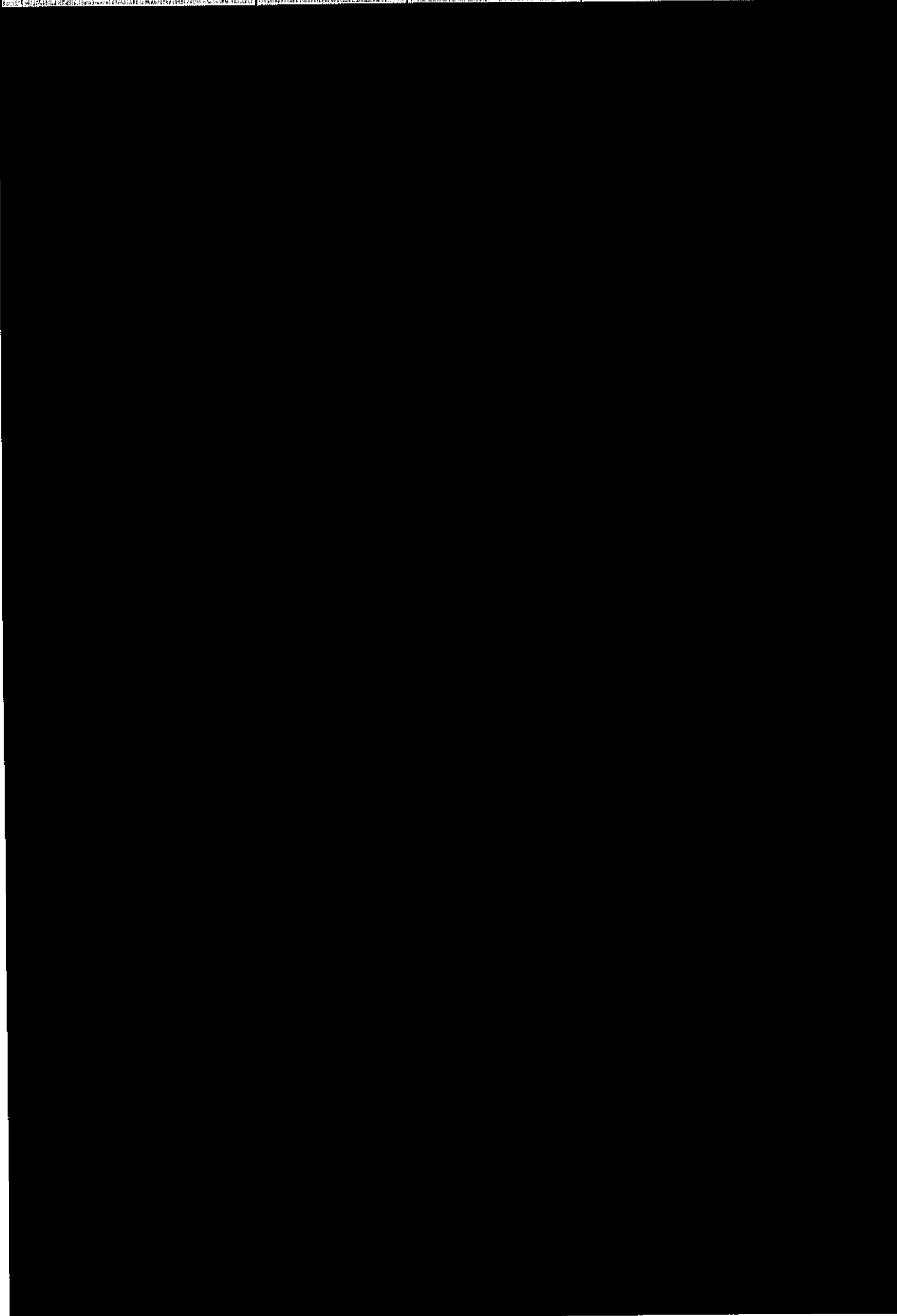
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Narrative	INITIATIVE	MNEMONIC	VERB	STATUS
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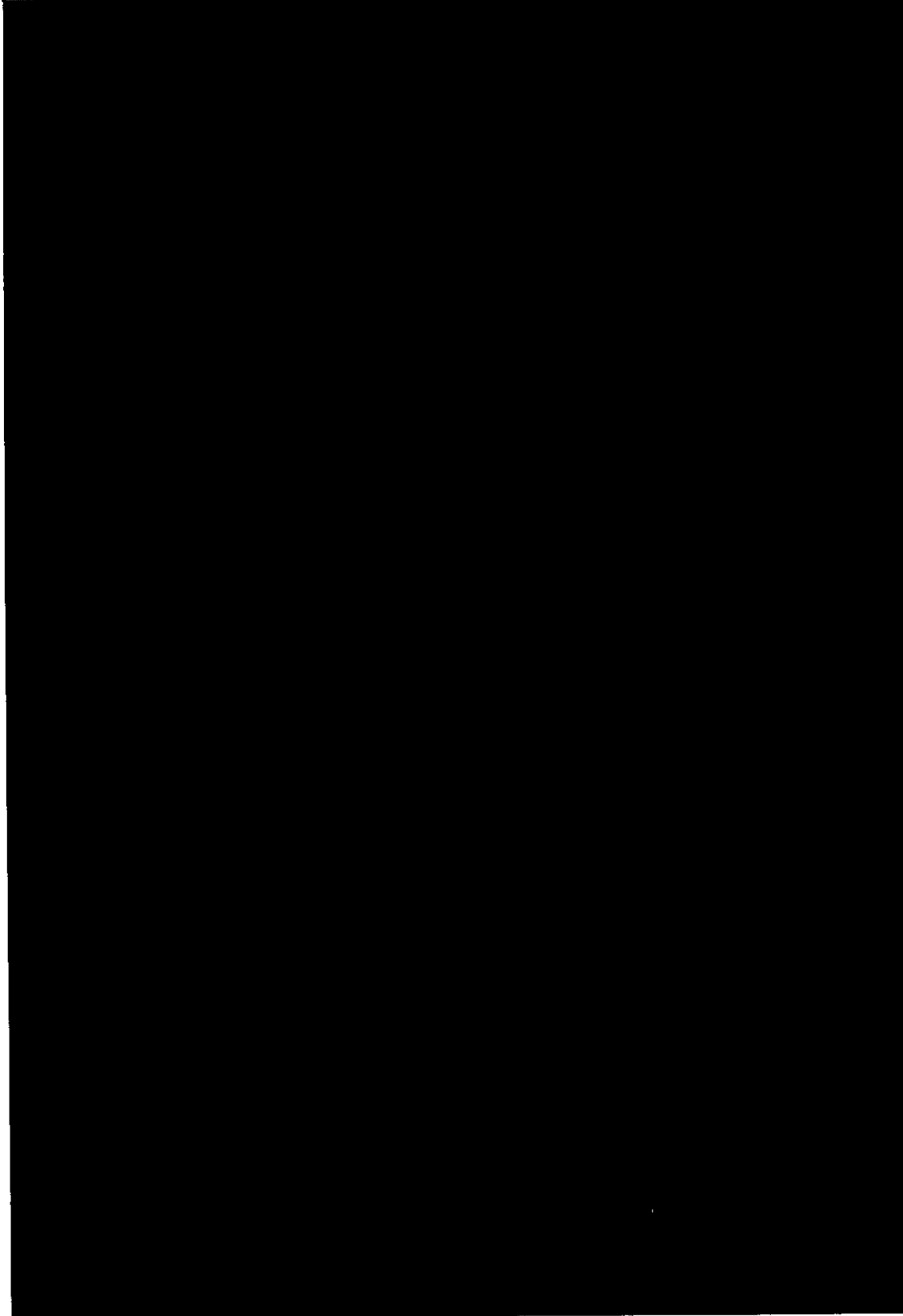
Narrative	INITIATIVE	MNEMONIC	VERB	STATUS
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Narrative	INITIATIVE	MNEMONIC	VERB	STATUS
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Narrative	INITIATIVE	MNEMONIC	VERB	STATUS
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Narrative	INITIATIVE	MNEMONIC	VERB	STATUS
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