

**WAC 480-123-070**  
**Annual Certifications and Reports**  
**Attachments**

**Attachment A1.....Officer Certification**

**Attachment A2.....IAS Certification**

**Attachment B.....List of Supported Wire Centers**

**Attachment C.....Report on Escalations/Complaints**

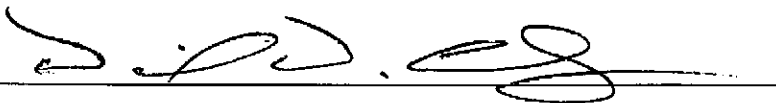
**CENTURYLINK CERTIFICATION OF NETWORK EMERGENCY PREPAREDNESS  
AND COMPLIANCE WITH SERVICE QUALITY MEASURES**

I, David D. Cole, being of lawful age and duly sworn, on my oath, state that I am the Senior Vice President for Operations Support and Controller of CenturyLink Inc. ("Company"), do hereby certify under penalty of perjury under the laws of the State of Washington that the following Statement is true and correct.

The Company hereby certifies to the Washington Utilities and Transportation Commission, pursuant the requirement of WAC 480-123-030, that in 2011 CenturyLink QC:

- 1) Was able to remain functional in emergency situations, and,
- 2) Substantially complied with applicable service quality provisions in Washington Commission rules.
- 3) 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 with CenturyLink's designation service areas in Washington. Such publicity includes advertisements likely to reach those who are not current customers of CenturyLink within its designated service area in Washington.

DATED this 30<sup>th</sup> day of July, 2012, at Monroe, LA

By: 

David D. Cole  
Senior Vice President, Operations Support and Controller  
CenturyLink Inc.

**Interstate Access Support (IAS)  
2011 - 2012**

# IAS

Date 6/20/2011

To: Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12th Street, SW  
Washington, DC 20554

Karen A. Majcher  
Vice President, High Cost and Low Income  
Universal Service Administrative Company  
2000 L Street, NW, Suite 200  
Washington, DC 20036

Re: CC Docket No. 96-45  
**Interstate Access Support - IAS**  
Annual Certification Filing

This is to certify that The El Paso County Telephone Company  
will use its **INTERSTATE ACCESS SUPPORT - IAS** only for the provision, maintenance  
and upgrading of facilities and services for which the support is intended.

I am authorized to make this certification on behalf of the company named above. This certification is for the  
study area(s) listed below. **(Please enter your Company Name, State and Study Area Code)**

**IAS**

Company Name	State	Study Area Code
The El Paso County Telephone Company	Colorado	462187

(If necessary, attach a separate list of additional study areas and check this box.)

Signed,

  
[Signature of Authorized Representative]

Date: 6/20/2011

Patrick J. Halbach  
[Printed Name of Authorized Representative]

Vice President & Assistant Controller  
[Title of Authorized Representative]

**Carrier's Name: The El Paso County Telephone Company**  
**Carrier's Address: 480 N. Peyton Highway, Colorado Springs, CO 80930**  
**Carrier's Telephone Number: (402) 422-7362**

<p>_____ <b>Date Received</b> (For official use only)</p>
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USAC

**Interstate Access Support (IAS)  
2011 - 2012**

# IAS

Date 6/20/2011

To: Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12th Street, SW  
Washington, DC 20554

Karen A. Majcher  
Vice President, High Cost and Low Income  
Universal Service Administrative Company  
2000 L Street, NW, Suite 200  
Washington, DC 20036

Re: CC Docket No. 96-45  
**Interstate Access Support - IAS**  
Annual Certification Filing

This is to certify that Qwest Corporation  
will use its **INTERSTATE ACCESS SUPPORT - IAS** only for the provision, maintenance  
and upgrading of facilities and services for which the support is intended.

I am authorized to make this certification on behalf of the company named above. This certification is for the  
study area(s) listed below. **(Please enter your Company Name, State and Study Area Code)**

IAS		
Company Name	State	Study Area Code
Qwest Corporation	Arizona	455101
Qwest Corporation	Colorado	465102
Qwest Corporation	Montana	485104
Qwest Corporation	New Mexico	495105

(If necessary, attach a separate list of additional study areas and check this box.)

Signed,

  
[Signature of Authorized Representative]

Date: 6/20/2011

Patrick J. Halbach  
[Printed Name of Authorized Representative]

Vice President & Assistant Controller  
[Title of Authorized Representative]

**Carrier's Name: Qwest Corporation**  
**Carrier's Address: 1801 California St. Denver, CO 80202**  
**Carrier's Telephone Number: (402) 422-7362**

\_\_\_\_\_  
**Date Received**  
(For official use only)

USAC

**Interstate Access Support (IAS)  
2011 - 2012**

IAS		
Company Name	State	Study Area Code
Qwest Corporation	Utah	505107
Qwest Corporation	Wyoming	515108
Qwest Corporation	Iowa	355141
Qwest Corporation	Nebraska	375143
Qwest Corporation	North Dakota	385144
Qwest Corporation	South Dakota	395145
Qwest Corporation	Oregon	535163
Qwest Corporation	Washington	525161

**Attachment B**

**CenturyLink QC Wire Centers Upon Which Interstate Access Support (IAS) Fund was Calculated**

<b>Wire Centers</b>	<b>Zones</b>
Black Diamond	4
Castle Rock	4
Colfax	4
Colville	4
Coulee Dam	4
Crosby	4
Dayton	4
Deer Park	4
Easton	4
Elk	4
Green Bluff	4
Hoodsport	4
Joyce	4
Loon Lake	4
Napavine	4
Omak	4
Oroville	4
Othello	4
Rochester	4
Waitsburg	4
Warden	4
Winlock	4
Crystal Mountain	5
Northport	5
Pateros	5
Pomeroy	5
Springdale	5

### Washington FCC Escalations

Subject	2011 - All		2011 - IAS Based	
	Number	Per 1,000 Lines	Number	Per 1,000 Lines
Billing	55	0.041	28	0.021
Call Handling	4	0.003	4	0.003
Commitment/Interval	3	0.002	2	0.001
Held Order	0	0.000	0	0.000
Installation	0	0.000	0	0.000
Repair	24	0.018	6	0.004
Treatment	9	0.007	9	0.007
Other	48	0.036	31	0.023
<b>Total</b>	<b>143</b>	<b>0.107</b>	<b>80</b>	<b>0.060</b>

### Washington Attorney General Escalations

Subject	2011 - All		2011 - IAS Based	
	Number	Per 1,000 Lines	Number	Per 1,000 Lines
Billing	151	0.113	64	0.048
Call Handling	2	0.001	2	0.001
Commitment/Interval	0	0.000	0	0.000
Held Order	0	0.000	0	0.000
Installation	0	0.000	0	0.000
Repair	28	0.021	9	0.007
Treatment	15	0.011	15	0.011
Other	87	0.065	27	0.020
<b>Total</b>	<b>283</b>	<b>0.212</b>	<b>117</b>	<b>0.088</b>