

**Exhibit No. \_\_\_ (KMR-5)**  
**Docket UT-100820**  
**Witness: Kristen M. Russell**

**BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**In the Matter of the Joint Application of**

**QWEST COMMUNICATIONS  
INTERNATIONAL INC. AND  
CENTURYTEL, INC.**

**For Approval of Indirect Transfer of  
Control of Qwest Corporation, Qwest  
Communications Company LLC, and  
Qwest LD Corp.**

**DOCKET UT-100820**

**EXHIBIT TO TESTIMONY OF**  
**KRISTEN M. RUSSELL**  
**STAFF OF**  
**WASHINGTON UTILITIES AND**  
**TRANSPORTATION COMMISSION**

*Response to DOD/FEA JA II-27*

**September 27, 2010**

**Docket No. UT-100820**  
**Response to DoD/FEA JA II-27**  
**Respondent: John Felz**  
**Witness: John Jones**  
**Response Date: September 3, 2010**

**DoD/FEA JA II-27**

The Settlement Agreement that the WUTC approved in pertinent part in Docket No. UT-082119 (In the Matter of the Joint Application of Embarq Corporation and CenturyTel, Inc. for Approval of Transfer of Control of United Telephone Company of the Northwest d/b/a Embarq and Embarq Communications, Inc.) provides (Order 05, May 28, 2009, Appendix 1 at page 4) that the customer bill credits obligation imposed on United under the Separation Order will continue until CenturyTel and Embarq combine their billing and customer care systems.

- (a) Please state the date or projected date for completion of the billing and customer care systems integration.
- (b) Please provide by month the total amount of bill credits that have been paid under the Separation Order by Embarq or any other CenturyLink company in Washington since the acquisition of Embarq was approved by the WUTC.

**RESPONSE:**

- (a) CenturyLink expects to complete the billing and customer care systems integration for Washington customers by the third quarter of 2011.
- (b) Please see Confidential Attachment DoD-27.