

**DOCKET NO. UM 1426**

**Required Cover Sheet for Submission of  
2009 Annual ETC Recertification Reports  
Filing Deadline: Wednesday, July 15, 2009**

Name of Eligible Telecommunications Carrier: CenturyTel of Eastern Oregon, Inc.

Filing date: 7/15/09

Is this: Original submission? X

OR

Revised submission? \_\_\_\_\_ If revised, please identify which reports  
are being revised \_\_\_\_\_

Person to contact for questions:

Name Mary Taylor

Phone number 360-943-6996

E-mail address mary.taylor@centurytel.com

**Filing instructions:** Please file reports under Docket No. UM 1426. File reports electronically via the PUC Filing Center; see the PUC website for instructions. Also send one original and 2 hard copies to the PUC Filing Center. If selected portions of reports, e.g., network improvement plans, are to receive confidential treatment, those portions should not be filed electronically. Hard copies of confidential material should be filed in accordance with confidential designation requirements described in OAR 860-011-0080. Regular delivery methods may be used to send all hard copy documents; overnight or express delivery is not necessary. *Please do not send copies of advertising that does not specifically contain advertising for Basic Service or Low Income Programs.* Send documents to the Filing Center using one of the two following addresses, depending on the delivery carrier used:

For US mail: Public Utility Commission of Oregon  
Attn: Filing Center  
PO Box 2148  
Salem, OR 97308-2148

For other carriers: Public Utility Commission of Oregon  
Attn: Filing Center  
550 Capitol St. NE #215  
Salem, OR 97308-2148

If you have any questions on these reports, please call Kay Marinos at 503-378-6730, or Celeste Hari at 503-378-6628.

ELIGIBLE TELECOMMUNICATIONS CARRIER (ETC) ANNUAL  
RECERTIFICATION REPORT FOR CENTURYTEL OF EASTERN OREGON, INC.

**Report #1 – Supported Services Offerings**

**1.1. Basic Local Usage Service Offerings – All ETCs**

Choose either A. or B. below, as applicable:

- A.  Basic local usage service offerings are filed under tariff with the Oregon PUC. The specific tariff references (with *company name, tariff number, section and page numbers*) for the basic local usage offerings and corresponding rates are:
1. residence: CenturyTel of Oregon, P.U.C. OR No. 5, schedule 1, fifth revised sheet 1.6. For rate group one, the residential unlimited service rate is: \$12.48, and the residential measured service rate is: \$8.55. For rate group two, the residential unlimited service rate is: \$16.55, and the residential measured service rate is: \$13.55.
  2. business: CenturyTel of Oregon, P.U.C. OR No. 5, schedule 1, fifth revised sheet 1.6. For rate group one, the business unlimited service rate is: \$20.31, and the business measured service rate is: \$16.00. For rate group two, the business unlimited service rate is: \$27.25, and the business measured service rate is: \$24.25.
- B.  Basic local usage service offerings are **not** filed under tariff with the Oregon PUC. Submit the following information for each basic service offering that includes local usage allowances (unlimited or limited): 1) plan's name, 2) advertised public description, 3) number of local minutes included, 4) calling area included, and 5) rates and charges. Include basic offerings for both residence and business services.

## Report #2 – Unfulfilled Service Requests

### 2.1. Unfulfilled Service Requests/Held Orders – All ETCs

Choose either A. or B. below, as applicable:

A.  Service quality reports for “primary held orders over 30 days” were filed with the Oregon PUC for calendar year 2008. No additional submission is required for recertification purposes.

B.  Service quality reports for “primary held orders over 30 days” were **not** filed with the Oregon PUC for calendar year 2008. In this case, choose **one** of the following alternatives for reporting:

1.  The number of customer requests for supported services that were not fulfilled during calendar year 2008: \_\_\_\_\_.  
If greater than zero, include an attachment noting for each such request, the location (address) of the request and a description of attempts to provide service.

2.  The number of “primary held orders over 30 days” (as defined in Section 860-034-0390 of the Oregon Commission rules) for calendar year 2008: \_\_\_\_\_.  
If greater than zero, include attachment noting for each such held order, the reason the order was held and the original commitment date.

**Report #3 – Evidence of Advertising for Basic Supported Services  
(excluding low-income/lifeline) – All ETCs**

Describe how basic supported services were advertised during calendar year 2008 throughout the designated service area. List the types of media used, advertising frequencies and geographic coverage. Attach examples of actual advertisements, noting dates, specific distribution methods, and target geographical populations, sufficient to demonstrate that basic supported services and rates were advertised **throughout** the designated service area in 2008.

**Exhibit A consists of the promotional materials that CenturyTel utilizes to inform customers of the availability of our basic supported services.**

**CenturyTel places newspaper ads in its Oregon markets. (1) The invoice contains the list of newspapers where the ad was placed.**

**Also, CenturyTel advertises the availability of its supported services in its OR directories. (2)**

**Report #4 – Low-income Services – All ETCs**

**4.1. Number of Lifeline Customers – All ETCs**

The total number of customers receiving Lifeline discounts during the month of December 2008 in the designated service area: 1,005.

**CETCs only** - also list counts by ILEC service area as follows:

<u>ILEC Svc Area</u>	<u>No. of Lifeline customers</u>
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

**4.2. Advertising of Low-Income Program Service Offerings – All ETCs**

Submit copies of all advertisements (for all media) for Lifeline, LinkUp, and OTAP service offerings that were run during calendar year 2008, noting media (newspaper name, radio station, bill inserts, internet postings, etc.), run/distribution dates, and geographic coverage area.

**Exhibit A consists of the promotional materials that CenturyTel utilizes to inform customers of the availability of Lifeline and Link-Up.**

**CenturyTel places newspaper ads in its Oregon markets. (1) The invoice contains the list of newspapers where the ad was placed.**

**Also, CenturyTel advertises the availability of Lifeline and Link-up in its OR directories. (2)**

## Report #5 – Outage Report – All ETCs

Choose either A. or B. below, as applicable:

- A. \_\_\_\_\_ Carrier was required to report service outages (as defined in Oregon PUC Rules at Sections 860-034-0390(9) for small telecom utilities, 860-023-0055(9) for large telecom utilities, and 860-032-0012(9) for competitive telecom providers) to the Oregon PUC during year 2008. No additional submission is required for recertification purposes.
- B. X \_\_\_\_\_ Carrier was *not* required to report service outages (as defined in Oregon PUC Rules at Sections 860-034-0390(9) for small telecom utilities, 860-023-0055(9) for large telecom utilities, and 860-032-0012(9) for competitive telecom providers) to the Oregon PUC during year 2008. Select #1 (wireline carriers) or #2 (wireless carriers) below.

1. \_\_\_\_\_ The number of service outages, as defined in Oregon PUC rules, that occurred during calendar year 2008 was 11.

If the number was greater than zero, attach a report that lists for each such outage the following: the date and time of onset, a brief description of the outage and its resolution, the particular services affected, the geographic areas affected, steps taken to prevent a similar future occurrence, and the number of customers affected.

See Exhibit E for a list of outages.

2. \_\_\_\_\_ The number of service outages, as defined in FCC rules at 47 CFR Section 54.209(a)(2), that occurred during calendar year 2008 was \_\_\_\_\_.

If the number was greater than zero, attach a report that lists for each such outage the following: the date and time of onset, a brief description of the outage and its resolution, the particular services affected, the geographic areas affected, steps taken to prevent a similar future occurrence, and the number of customers affected.

## Report #6 – Trouble Report – All ETCs

Choose either A. or B. below, as appropriate:

A.  Trouble reports were filed with the Oregon PUC for calendar year 2008 per Oregon PUC service quality rules. No additional submission is required for recertification purposes.

B.  Trouble reports were **not** filed with the Oregon PUC during calendar year 2008. In this case, choose **one** of the following alternatives for reporting:

- The number of customer trouble reports received per 100 wireless handsets for supported services during calendar year 2008, for each company switch.

<u>Trouble Type</u>	<u>Switch A (location)</u>	<u>Switch B (location)</u>
No service	_____	_____
Network busy	_____	_____
Interruption of service	_____	_____
Poor reception	_____	_____

- The number of customer trouble reports, as defined in Section 860-034-0390 (5) of the Oregon PUC rules, received during calendar year 2008: \_\_\_\_\_ per 100 working access lines.

## **Report #9 – Certifications - All ETCs**

### **9.1. IAS or ICLS Certification Copy – All ETCs Receiving IAS and/or ICLS**

All ETCs receiving interstate access-related support (IAS or ICLS) must submit a copy of the certification for the use of IAS or ICLS support that was sent to USAC and the FCC in June 2009.

Please see Exhibit B for a copy of our ICLS certification.

### **9.2. Certification of Use of Universal Service Funds – All ETCs receiving HCL and/or LSS (Rural ILECs and CETCs Designated in Rural ILEC Areas)**

To continue receiving traditional high cost support (HCL, LSS), ETCs must submit a notarized affidavit signed by a responsible company official certifying that the carrier will use the high cost support funds only for the intended purposes. Use of the sample affidavit form displayed on the following page is recommended.

Please see Exhibit C for a copy of our affidavit.

### **9.3. Certification of Emergency Functionality and Compliance with Service Quality and Consumer Protection Measures – All ETCs**

Each ETC must submit a notarized affidavit signed by a responsible company official certifying that the carrier: 1) is able to remain functional in an emergency, and 2) is complying with all service quality and consumer protection measures in either the applicable Oregon Commission rules (for wireline carriers), the CTIA Consumer Code (for wireless carriers), or some other specific set of standards. All ETCs must submit this affidavit. A copy of an acceptable affidavit form follows the affidavit for high cost support.

Please see Exhibit D for a copy of our affidavit.



### Important notice to CenturyTel customers

The Oregon Public Utility Commission designated CenturyTel as an Eligible Telecommunications Carrier or ETC within its service area for universal service purposes. The goal of universal service is to provide all Oregon citizens access to essential telecommunications services.

CenturyTel provides single party residential and business services for rates from \$12.48 to \$16.55 per month for residential customers and \$20.31 to \$27.25 per month for business customers. This includes access to long distance carriers, Emergency Services, Operator Services, Directory Assistance and Toll Blocking. Use of these services may result in added charges. Specific rates for your areas will be provided upon request.

CenturyTel offers qualified customers Lifeline and Link-Up Service if you meet certain eligibility requirements established by the Oregon Public Utility Commission. Lifeline Service includes a monthly discount up to \$13.50 for basic phone charges, as well as toll blocking at no charge and a waiver of the deposit if toll blocking is selected by qualifying customers. Link-Up Service provides a discount on installation charges and charges to move service. Individuals living on Tribal Lands who participate in federal assistance programs may also be entitled to additional discounts through the Enhanced Tribal Lifeline/Link-Up programs.

Please call CenturyTel at 1-800-201-4099 or visit [www.centurytel.com/lifeline](http://www.centurytel.com/lifeline) with questions or to request an application for the Lifeline/Link-Up programs.

**CENTURYTEL** personal touch — advanced communications

[www.centurytel.com](http://www.centurytel.com)

lifelineOR 02-13-06 SAU

Exhibit #1



# Louisiana Press Association

404 Europe Street  
Baton Rouge, LA 70802  
Voice (225) 344-9308 Fax (225) 336-9921

Print Date: Tuesday, November 04, 2008 01:13 PM

## Invoice

**Agency** Millie Atkins  
Century Tel  
100 Century Tel Drive  
Monroe, LA 71203-

**Invoice Date** 11/4/2008  
**PO Number** Lifeline Legal Notice CA/OR  
**Order** 08105CC1

**Client** Century Tel

Newspaper	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
<b>Agency</b>							
<b>Client</b>							
<b>Newspaper</b>							
<b>CAPA/Modoc County Record</b>							
Important Notice to Century Tel Customers	10/16/2008	2 x 6	\$3.98	CT_T144	\$0.00	0.0000%	\$47.76
Your Telephone Is Your Lifeline	10/23/2008	2 x 5	\$3.98	CT_T144	\$0.00	0.0000%	\$39.80
Important Notice to Century Tel Customers	10/30/2008	2 x 6	\$3.98	CT_T144	\$0.00	0.0000%	\$47.76
				<b>Newspaper Total</b>			\$135.32
				<b>Newspaper Net</b>			\$135.32
<b>ORPA/Astoria Daily Astorian</b>							
Important Notice to Century Tel Customers	10/14/2008	2 x 6	\$14.50	CT_T145	\$0.00	0.0000%	\$174.00
Important Notice to Century Tel Customers	10/16/2008	2 x 6	\$9.94	CT_P/U1	\$0.00	0.0000%	\$119.28
Your Telephone Is Your Lifeline	10/22/2008	2 x 5	\$14.50	CT_T145	\$0.00	0.0000%	\$145.00
Your Telephone Is Your Lifeline	10/24/2008	2 x 5	\$9.94	CT_P/U1	\$0.00	0.0000%	\$99.40
Important Notice to Century Tel Customers	10/27/2008	2 x 6	\$14.50	CT_T145	\$0.00	0.0000%	\$174.00
Important Notice to Century Tel Customers	10/29/2008	2 x 6	\$9.94	CT_P/U1	\$0.00	0.0000%	\$119.28
				<b>Newspaper Total</b>			\$830.96
				<b>Newspaper Net</b>			\$830.96
<b>ORPA/Baker City Herald</b>							
Important Notice to Century Tel Customers	10/14/2008	2 x 6	\$8.35	CT_T144	\$0.00	0.0000%	\$100.20
Important Notice to Century Tel Customers	10/16/2008	2 x 6	\$6.26	CT_P/U1	\$0.00	0.0000%	\$75.12

**Payment due upon receipt.  
Please pay from this invoice. No statement will be sent.**



# Louisiana Press Association

404 Europe Street  
 Baton Rouge, LA 70802  
 Voice (225) 344-9306 Fax (225) 336-9921

Print Date: Tuesday, November 04, 2008 01:13 PM

## Invoice

**Agency** Millie Atkins  
 Century Tel  
 100 Century Tel Drive  
 Monroe, LA 71203-

**Invoice Date** 11/4/2008  
**PO Number** Lifeline Legal Notice CA/OR  
**Order** 08105CC1

**Client** Century Tel

### Newspaper

Caption	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
Your Telephone Is Your Lifeline	10/22/2008	2 x 5	\$8.35	CT_T144	\$0.00	0.0000%	\$83.50
Your Telephone Is Your Lifeline	10/24/2008	2 x 6	\$6.26	CT_P/U1	\$0.00	0.0000%	\$75.12
Important Notice to Century Tel Customers	10/27/2008	2 x 6	\$8.35	CT_T144	\$0.00	0.0000%	\$100.20
Important Notice to Century Tel Customers	10/29/2008	2 x 6	\$6.26	CT_P/U1	\$0.00	0.0000%	\$75.12
<b>Newspaper Total</b>							\$509.26
<b>Newspaper Net</b>							\$509.26
ORPA/Brownsville Times							
Important Notice to Century Tel Customers	10/17/2008	2 x 6	\$6.80	CT_T145	\$0.00	0.0000%	\$81.60
Your Telephone Is Your Lifeline	10/24/2008	2 x 5	\$6.80	CT_T145	\$0.00	0.0000%	\$68.00
Important Notice to Century Tel Customers	10/31/2008	2 x 6	\$6.80	CT_T145	\$0.00	0.0000%	\$81.60
<b>Newspaper Total</b>							\$231.20
<b>Newspaper Net</b>							\$231.20
ORPA/Burns Times Herald							
Important Notice to Century Tel Customers	10/15/2008	2 x 6	\$9.44	CT_T144	\$0.00	0.0000%	\$113.28
Your Telephone Is Your Lifeline	10/22/2008	2 x 5	\$9.44	CT_T144	\$0.00	0.0000%	\$94.40
Important Notice to Century Tel Customers	10/29/2008	2 x 6	\$9.44	CT_T144	\$0.00	0.0000%	\$113.28
<b>Newspaper Total</b>							\$320.96
<b>Newspaper Net</b>							\$320.96

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# Louisiana Press Association

404 Europe Street  
 Baton Rouge, LA 70802  
 Voice (225) 344-9308 Fax (225) 336-9921

Print Date: Tuesday, November 04, 2008 01:13 PM

## Invoice

**Agency** Millie Atkins  
 Century Tel  
 100 Century Tel Drive  
 Monroe, LA 71203-

**Invoice Date** 11/4/2008  
**PO Number** Lifeline Legal Notice CA/OR  
**Order** 08105CC1

**Client** Century Tel

### Newspaper

Caption	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
<b>ORPA/Condon Times Journal</b>							
Important Notice to Century Tel Customers	10/16/2008	2 x 6	\$4.89	CT_T144	\$0.00	0.0000%	\$58.68
Your Telephone Is Your Lifeline	10/23/2008	2 x 5	\$4.89	CT_T144	\$0.00	0.0000%	\$48.90
Important Notice to Century Tel Customers	10/30/2008	2 x 6	\$4.89	CT_T144	\$0.00	0.0000%	\$58.68
<b>Newspaper Total</b>							\$166.26
<b>Newspaper Net</b>							\$166.26
<b>ORPA/Creswell Chronicle</b>							
Important Notice to Century Tel Customers	10/16/2008	2 x 6	\$8.93	CT_T145	\$0.00	0.0000%	\$107.16
Your Telephone Is Your Lifeline	10/23/2008	2 x 5	\$8.93	CT_T145	\$0.00	0.0000%	\$89.30
Important Notice to Century Tel Customers	10/30/2008	2 x 6	\$8.93	CT_T145	\$0.00	0.0000%	\$107.16
<b>Newspaper Total</b>							\$303.62
<b>Newspaper Net</b>							\$303.62
<b>ORPA/Dalles Chronicle</b>							
Important Notice to Century Tel Customers	10/14/2008	2 x 6	\$11.00	CT_T144	\$0.00	0.0000%	\$132.00
Important Notice to Century Tel Customers	10/16/2008	2 x 6	\$7.70	CT_P/U1	\$0.00	0.0000%	\$92.40
Your Telephone Is Your Lifeline	10/22/2008	2 x 5	\$11.00	CT_T144	\$0.00	0.0000%	\$110.00
Your Telephone Is Your Lifeline	10/24/2008	2 x 5	\$7.70	CT_P/U1	\$0.00	0.0000%	\$77.00
Important Notice to Century Tel Customers	10/27/2008	2 x 6	\$11.00	CT_T144	\$0.00	0.0000%	\$132.00

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 Baton Rouge, LA 70802  
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## Invoice

**Agency** Millie Atkins  
 Century Tel  
 100 Century Tel Drive  
 Monroe, LA 71203-

**Invoice Date** 11/4/2008  
**PO Number** Lifeline Legal Notice CA/OR  
**Order** 08105CC1

**Client** Century Tel

### Newspaper

Caption	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
Important Notice to Century Tel Customers	10/29/2008	2 x 6	\$7.70	CT_P/U1	\$0.00	0.0000%	\$92.40
<b>Newspaper Total</b>							\$635.80
<b>Newspaper Net</b>							\$635.80
ORPA/Drain Enterprise							
Important Notice to Century Tel Customers	10/16/2008	2 x 6	\$3.61	CT_T144	\$0.00	0.0000%	\$43.32
Your Telephone Is Your Lifeline	10/23/2008	2 x 5	\$3.61	CT_T144	\$0.00	0.0000%	\$36.10
Important Notice to Century Tel Customers	10/30/2008	2 x 6	\$3.61	CT_T144	\$0.00	0.0000%	\$43.32
<b>Newspaper Total</b>							\$122.74
<b>Newspaper Net</b>							\$122.74
ORPA/Heppner Gazette							
Important Notice to Century Tel Customers	10/15/2008	2 x 6	\$5.03	CT_T144	\$0.00	0.0000%	\$60.36
Your Telephone Is Your Lifeline	10/22/2008	2 x 5	\$5.03	CT_T144	\$0.00	0.0000%	\$50.30
Important Notice to Century Tel Customers	10/29/2008	2 x 6	\$5.03	CT_T144	\$0.00	0.0000%	\$60.36
<b>Newspaper Total</b>							\$171.02
<b>Newspaper Net</b>							\$171.02
ORPA/John Day Blue Mountain Eagle							
Important Notice to Century Tel Customers	10/15/2008	2 x 6	\$7.50	CT_T144	\$0.00	0.0000%	\$90.00
Your Telephone Is Your Lifeline	10/22/2008	2 x 5	\$7.50	CT_T144	\$0.00	0.0000%	\$75.00
Important Notice to Century Tel Customers	10/29/2008	2 x 6	\$7.50	CT_T144	\$0.00	0.0000%	\$90.00

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## Invoice

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 Century Tel  
 100 Century Tel Drive  
 Monroe, LA 71203-

**Invoice Date** 11/4/2008  
**PO Number** Lifeline Legal Notice CA/OR  
**Order** 08105CC1

**Client** Century Tel

Newspaper	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
<b>Newspaper Total</b>							\$255.00
<b>Newspaper Net</b>							\$255.00
ORPA/Klamath Falls Herald							
Important Notice to Century Tel Customers	10/14/2008	2 x 6	\$16.94	CT_T144	\$0.00	0.0000%	\$203.28
Important Notice to Century Tel Customers	10/16/2008	2 x 6	\$12.77	CT_P/U1	\$0.00	0.0000%	\$153.24
Your Telephone Is Your Lifeline	10/22/2008	2 x 5	\$16.94	CT_T144	\$0.00	0.0000%	\$169.40
Your Telephone Is Your Lifeline	10/24/2008	2 x 5	\$12.77	CT_P/U1	\$0.00	0.0000%	\$127.70
Important Notice to Century Tel Customers	10/27/2008	2 x 6	\$16.94	CT_T144	\$0.00	0.0000%	\$203.28
Important Notice to Century Tel Customers	10/29/2008	2 x 6	\$12.77	CT_P/U1	\$0.00	0.0000%	\$153.24
<b>Newspaper Total</b>							\$1,010.14
<b>Newspaper Net</b>							\$1,010.14
ORPA/LaGrande Observer							
Important Notice to Century Tel Customers	10/14/2008	2 x 6	\$10.50	CT_T144	\$0.00	0.0000%	\$126.00
Important Notice to Century Tel Customers	10/16/2008	2 x 6	\$9.45	CT_T144	\$0.00	0.0000%	\$113.40
Your Telephone Is Your Lifeline	10/22/2008	2 x 5	\$10.50	CT_T144	\$0.00	0.0000%	\$105.00
Your Telephone Is Your Lifeline	10/24/2008	2 x 5	\$9.45	CT_T144	\$0.00	0.0000%	\$94.50
Important Notice to Century Tel Customers	10/27/2008	2 x 6	\$10.50	CT_T144	\$0.00	0.0000%	\$126.00
Important Notice to Century Tel Customers	10/29/2008	2 x 6	\$9.45	CT_T144	\$0.00	0.0000%	\$113.40

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**Invoice Date** 11/4/2008  
**PO Number** Lifeline Legal Notice CA/OR  
**Order** 08105CC1

**Client** Century Tel

### Newspaper

Caption	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
<b>Newspaper Total</b>							\$678.30
<b>Newspaper Net</b>							\$678.30
ORPA/Lakeview Lake Co Examiner							
Important Notice to Century Tel Customers	10/15/2008	2 x 6	\$8.00	CT_T144	\$0.00	0.0000%	\$96.00
Your Telephone Is Your Lifeline	10/22/2008	2 x 5	\$8.00	CT_T144	\$0.00	0.0000%	\$80.00
Important Notice to Century Tel Customers	10/29/2008	2 x 6	\$8.00	CT_T144	\$0.00	0.0000%	\$96.00
<b>Newspaper Total</b>							\$272.00
<b>Newspaper Net</b>							\$272.00
ORPA/Lebanon Express							
Important Notice to Century Tel Customers	10/15/2008	2 x 6	\$10.00	CT_T145	\$0.00	0.0000%	\$120.00
Your Telephone Is Your Lifeline	10/22/2008	2 x 5	\$10.00	CT_T145	\$0.00	0.0000%	\$100.00
Important Notice to Century Tel Customers	10/29/2008	2 x 6	\$10.00	CT_T145	\$0.00	0.0000%	\$120.00
<b>Newspaper Total</b>							\$340.00
<b>Newspaper Net</b>							\$340.00
ORPA/Lincoln City News Guard							
Important Notice to Century Tel Customers	10/15/2008	2 x 6	\$10.99	CT_T145	\$0.00	0.0000%	\$131.88
Your Telephone Is Your Lifeline	10/22/2008	2 x 5	\$10.99	CT_T145	\$0.00	0.0000%	\$109.90
Important Notice to Century Tel Customers	10/29/2008	2 x 6	\$10.99	CT_T145	\$0.00	0.0000%	\$131.88

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**Invoice Date** 11/4/2008  
**PO Number** Lifeline Legal Notice CA/OR  
**Order** 08105CC1

**Client** Century Tel

**Newspaper**

Caption	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
<b>Newspaper Total</b>							\$2,053.60
<b>Newspaper Net</b>							\$2,053.60
<b>ORPA/Scappoose Co Spotlight</b>							
Important Notice to Century Tel Customers	10/15/2008	2 x 6	\$8.90	CT_T145	\$0.00	0.0000%	\$106.80
Your Telephone Is Your Lifeline	10/22/2008	2 x 5	\$8.90	CT_T145	\$0.00	0.0000%	\$89.00
Important Notice to Century Tel Customers	10/29/2008	2 x 6	\$8.90	CT_T145	\$0.00	0.0000%	\$106.80
<b>Newspaper Total</b>							\$302.60
<b>Newspaper Net</b>							\$302.60
<b>ORPA/Spray Wheeler County News</b>							
Important Notice to Century Tel Customers	10/15/2008	2 x 6	\$10.00	CT_T144	\$0.00	0.0000%	\$120.00
Your Telephone Is Your Lifeline	11/05/2008	2 x 5	\$10.00	CT_T144	\$0.00	0.0000%	\$100.00
<b>Newspaper Total</b>							\$220.00
<b>Newspaper Net</b>							\$220.00
<b>ORPA/Sweet Home New Era</b>							
Important Notice to Century Tel Customers	10/15/2008	2 x 6	\$9.31	CT_T145	\$0.00	0.0000%	\$111.72
Your Telephone Is Your Lifeline	10/22/2008	2 x 5	\$9.31	CT_T145	\$0.00	0.0000%	\$93.10
Important Notice to Century Tel Customers	10/29/2008	2 x 6	\$9.31	CT_T145	\$0.00	0.0000%	\$111.72
<b>Newspaper Total</b>							\$316.54
<b>Newspaper Net</b>							\$316.54

**Payment due upon receipt.  
 Please pay from this invoice. No statement will be sent.**





# Louisiana Press Association

404 Europe Street  
Baton Rouge, LA 70802  
Voice (225) 344-9309 Fax (225) 336-9921

Print Date: Tuesday, November 04, 2008 01:13 PM

## Invoice

**Agency** Millie Atkins  
Century Tel  
100 Century Tel Drive  
Monroe, LA 71203-

**Invoice Date** 11/4/2008  
**PO Number** Lifeline Legal Notice CA/OR  
**Order** 08105CC1

**Client** Century Tel

### Newspaper

Caption	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
ORPA/Wilsonville Spokesman							
Important Notice to Century Tel Customers	10/15/2008	2 x 6	\$10.50	CT_T145	\$0.00	0.0000%	\$126.00
Your Telephone Is Your Lifeline	10/22/2008	2 x 5	\$10.50	CT_T145	\$0.00	0.0000%	\$105.00
Important Notice to Century Tel Customers	10/29/2008	2 x 6	\$10.50	CT_T145	\$0.00	0.0000%	\$126.00

**Newspaper Total** \$357.00  
**Newspaper Net** \$357.00

**Total Advertising** \$10,438.22  
**Discounts** \$0.00  
**Tax: USA** \$0.00  
**Total Invoice** \$10,438.22

**Payments** \$0.00  
**Adjustments** \$0.00  
**Balance Due** \$10,438.22

**Payment due upon receipt.  
Please pay from this invoice. No statement will be sent.**



# Louisiana Press Association

404 Europe Street  
 Baton Rouge, LA 70802  
 Voice (225) 344-9306 Fax (225) 336-9921

Print Date: Tuesday, November 04, 2008 01:13 PM

## Invoice

**Agency** Millie Atkins  
 Century Tel  
 100 Century Tel Drive  
 Monroe, LA 71203-

**Invoice Date** 11/4/2008  
**PO Number** Lifeline Legal Notice CA/OR  
**Order** 08105CC1

**Client** Century Tel

**Newspaper**

Caption	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
<b>Newspaper Total</b>							\$373.66
<b>Newspaper Net</b>							\$373.66
<b>ORPA/Pendleton East Oregonian</b>							
Important Notice to Century Tel Customers	10/14/2008	2 x 6	\$16.48	CT_T144	\$0.00	0.0000%	\$197.76
Important Notice to Century Tel Customers	10/16/2008	2 x 6	\$12.36	CT_P/U	\$0.00	0.0000%	\$148.32
Your Telephone Is Your Lifeline	10/22/2008	2 x 5	\$16.48	CT_T144	\$0.00	0.0000%	\$164.80
Your Telephone Is Your Lifeline	10/24/2008	2 x 5	\$12.36	CT_P/U	\$0.00	0.0000%	\$123.60
Important Notice to Century Tel Customers	10/28/2008	2 x 6	\$16.48	CT_T144	\$0.00	0.0000%	\$197.76
<b>Newspaper Total</b>							\$832.24
<b>Newspaper Net</b>							\$832.24
<b>ORPA/Roseburg News Review</b>							
Important Notice to Century Tel Customers	10/14/2008	2 x 6	\$30.20	CT_T144	\$0.00	0.0000%	\$362.40
Important Notice to Century Tel Customers	10/16/2008	2 x 6	\$30.20	CT_T144	\$0.00	0.0000%	\$362.40
Your Telephone Is Your Lifeline	10/22/2008	2 x 5	\$30.20	CT_T144	\$0.00	0.0000%	\$302.00
Your Telephone Is Your Lifeline	10/24/2008	2 x 5	\$30.20	CT_T144	\$0.00	0.0000%	\$302.00
Important Notice to Century Tel Customers	10/27/2008	2 x 6	\$30.20	CT_T144	\$0.00	0.0000%	\$362.40
Important Notice to Century Tel Customers	10/29/2008	2 x 6	\$30.20	CT_T144	\$0.00	0.0000%	\$362.40

**Payment due upon receipt.  
 Please pay from this invoice. No statement will be sent.**



personal touch □ advanced communications

# Customer Rights and Responsibilities

Exhibit A2

## ESSENTIAL AND ADVANCED SERVICES

As your local telephone company, CenturyTel provides basic and essential telecommunication services as well as enhanced products and services to its customers throughout our serving areas.

Among the essential services are single party service with Touchtone dialing, unlimited calling within the local calling area, access to 9-1-1 or other emergency call centers, and directory and operator assistance. In addition, these essential services include connection to the long distance carrier of your choice and long distance blocking if you prefer. Basic rates include a monthly service fee, a federal subscriber line charge and a federal universal service fee. The monthly service fees range from \$8.55 to \$12.48 for residential customers and from \$16.00 to \$20.31 for business customers. Services provided through connection to a long distance carrier or operator and directory assistance may result in additional charges.

CenturyTel also offers a variety of optional calling products and services to meet your personal or business needs. Call our Customer Contact Center for prices and availability of these services in your area.

## TELEPHONE ASSISTANCE PROGRAMS

CenturyTel participates in the Telephone Assistance Program which makes residential telephone service more affordable to eligible low income individuals and families. The program, established by the Oregon Public Utilities Commission in conjunction with the Federal Communications Commission, offers discounted services to qualified customers.

Customers may receive benefits through the Lifeline and Link-Up programs. The Lifeline Service discounts monthly service charges while Link-Up reduces installation charges for new telephone services. These programs, however, do not pay for telephone equipment, wiring and other services such as calling features or long distance calling.

CenturyTel customers living on Native American reservations may qualify for additional discounts towards their residential service through the Enhanced Lifeline and Link-Up assistance programs. Enhanced Tribal Lifeline helps with monthly bills for local service and Enhanced Tribal Link-Up provides low-income assistance for setting up residential telephone service.

For more information, contact the Telephone Assistance Program at 1-800-848-4442 (voice) or 1-800-647-3458 (TTY). You can also call our Customer Contact Center for more information.

## OREGON AND CALIFORNIA RELAY SERVICE

The Relay is a telecommunications service providing full telephone accessibility to people who are deaf, hearing or speech impaired. This service relays calls between a person using a TTY (teletypewriter) and any other telephone user. This service also allows a person without a TTY to call a TTY user. Trained personnel complete all calls and stay on-line to relay messages electronically over the TTY or verbally to hearing parties. This service is provided free of charge in your local calling area; however, long distance rates will apply and are determined by your long distance carrier.

The relay allows you to place and receive calls to and from anywhere in the world, 24 hours a day, 365 days a year, using English or Spanish. This service will also relay TTY calls to directory assistance. After obtaining the number, the caller may choose to place the call through Oregon Relay or dial it directly TTY to TTY.

### Oregon Relay Service - Dial 7-1-1

TTY .....	1-800-735-2900
Voice .....	1-800-735-1232
ASCII .....	1-800-735-0644
Spanish Voice/TTY .....	1-800-735-3896

### California Relay Service - Dial 7-1-1

TTY .....	1-800-735-2929
Voice .....	1-800-735-2922
ASCII .....	1-800-735-0091
Spanish Relay .....	1-800-855-3000
TTY Customer Service .....	1-800-735-0193
Voice Customer Service .....	1-800-735-0373

Customer Rights and Responsibilities

TC →

Lifeline →

Exhibit B

Date June 8, 2009

**Interstate Common Line Support (ICLS)  
2009 - 2010**

**ICLS**

To: Office of Secretary  
Federal Communications Commission  
445 - 12th Street, SW  
Washington, DC 20554

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

Re: CC Docket No. 96-45  
**Interstate Common Line Support - ICLS**  
Annual Certification Filing

This is to certify that see attached list  
will use its **INTERSTATE COMMON LINE SUPPORT - ICLS** 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)

**ICLS**

Company Name	State	Your Study Area Code
<i>See attached list</i>		

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

Signed, *Nolan A. Moullé, Jr.*  
[Signature of Authorized Representative]

Date: June 8, 2009

Nolan A. Moullé, Jr.  
[Printed Name of Authorized Representative]

Vice President-Revenues  
[Title of Authorized Representative]

Carrier's Name: CenturyTel, Inc.  
Carrier's Address: 100 CenturyTel Drive; Monroe, LA 71203  
Carrier's Telephone Number: (318) 388-9000

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

Interstate Common Line Support (ICLS)  
Certification

Company Name	State	Study Area No.
Coastal Utilities	GA	220356
Mebtel, Inc.	NC	230485
Gulf Telephone Company	AL	250298
CenturyTel of Central Louisiana, LLC	LA	270423
CenturyTel of Southeast Louisiana, LLC	LA	270424
CenturyTel of Chalham, LLC	LA	270427
CenturyTel of Northwest Louisiana, Inc.	LA	270431
CenturyTel of Evangeline, LLC	LA	270434
CenturyTel of North Louisiana, LLC	LA	270436
CenturyTel of Ringgold, LLC	LA	270439
CenturyTel of East Louisiana, LLC	LA	270440
CenturyTel of Southwest Louisiana, LLC	LA	270442
CenturyTel of North Mississippi, Inc.	MS	280458
CenturyTel of Adamsville, Inc.	TN	290552
CenturyTel of Galborne, Inc.	TN	290557
CenturyTel of Ooltewah-Collegedale, Inc.	TN	290574
CenturyTel of Ohio, Inc.	OH	300630
CenturyTel of Midwest - Michigan, Inc.	MI	310671
CenturyTel of Upper Michigan, Inc.	MI	310689
CenturyTel of Michigan, Inc.	MI	310702
CenturyTel of Northern Michigan, Inc.	MI	310705
CenturyTel of Central Indiana, Inc.	IN	320747
CenturyTel of Odon, Inc.	IN	320801
CenturyTel of the Midwest-Wisconsin (Cencom)	WI	330841
CenturyTel of the Midwest-Wisconsin (Casco)	WI	330857
CenturyTel of Fairwater-Brandon-Alto, LLC	WI	330877
CenturyTel of Forestville, LLC	WI	330884
CenturyTel of Wisconsin, LLC	WI	330895
CenturyTel of Larsen-Readfield, LLC	WI	330898
CenturyTel of Monroe County, LLC	WI	330913
CenturyTel of the Midwest-Wisconsin (Northwest)	WI	330922
CenturyTel of the Midwest-Kendall, LLC	WI	330924
CenturyTel of Southern Wisconsin, LLC	WI	330931
CenturyTel of the Midwest-Wisconsin (Platteville)	WI	330934
CenturyTel of Northwest Wisconsin, LLC	WI	330950
CenturyTel of Northern Wisconsin, LLC	WI	330956
CenturyTel of the Midwest-Wisconsin (Thorp)	WI	330959
CenturyTel of the Midwest-Wisconsin (Wayside)	WI	330970
Telephone USA of Wisconsin, LLC	WI	331155
CenturyTel of Central Wisconsin, LLC	WI	331159
Gallatin River Communications L.L.C.	IL	341057
CenturyTel of Chester, Inc.	IA	351126
CenturyTel of Postville, Inc.	IA	351274
CenturyTel of Minnesota, Inc.	MN	361445
CenturyTel of Russellville	AR	401142
CenturyTel of Siloam Springs	AR	401143
CenturyTel of Jacksonville/Mammoth Spring (Central Arkansas, LLC)	AR	401144
CenturyTel of Arkansas, Inc.	AR	401705
CenturyTel of Mountain Home, Inc.	AR	401711
CenturyTel of Redfield, Inc.	AR	401720
CenturyTel of South Arkansas, Inc.	AR	401727
Spectra Communications Group, LLC	MO	421151
CenturyTel of Lake Dallas, Inc.	TX	442101
CenturyTel of Port Aransas, Inc.	TX	442117
CenturyTel of San Marcos, Inc.	TX	442140
CenturyTel of Eagle, Inc.	CO	462185
CenturyTel of Colorado, Inc.	CO	462208
CenturyTel of the Gem State (Idaho)	ID	472223
CenturyTel of Idaho, Inc.	ID	472225
CenturyTel of Montana, Inc.	MT	482249
CenturyTel of the Southwest (New Mexico)	NM	492274
CenturyTel of Wyoming, Inc.	WY	512299
CenturyTel of Washington/Inter-Island, Inc.	WA	522406
CenturyTel of Cowiche, Inc.	WA	522410
CenturyTel of Eastern Oregon/Oregon, Inc.	OR	532361
CenturyTel of the Gem State (Nevada)	NV	552223



Exhibit C

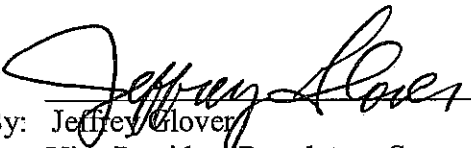
AFFIDAVIT CERTIFYING USE OF UNIVERSAL SERVICE FUNDS

I, Jeffrey Glover, being of lawful age and duly sworn, on my oath, state that I am the Vice President Regulatory Support for CenturyTel Service Group, LLC authorized to execute this Affidavit on behalf of CenturyTel of Eastern Oregon, Inc. ("Company"), and the facts set forth in this Affidavit are true to the best of my knowledge, information and belief.

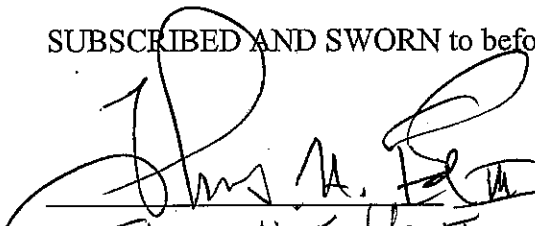
Pursuant to the rules of the Federal Communications Commission, 47 C.F.R. § 54.314, there must be annual certification that funds received under the federal Universal Service Fund programs will be used only for the provision, maintenance and upgrading of facilities and services for which the support is intended. The Company hereby certifies to the Public Utility Commission of Oregon that pursuant to 47 C.F.R. § 54.7, and for purposes of the certification required under 47 C.F.R. § 54.314, the company will use all federal high-cost support provided to it only for the provision, maintenance and upgrading of facilities and services for which the support is intended, consistent with the principles of universal service set forth in 47 U.S.C. 254. This includes, but is not limited to, trying to meet the goal of the provision of services that are properly supported by the high-cost funds at rates that are reasonably comparable to rates charged for similar services in urban areas.

DATED this 13<sup>th</sup> day of July, 2009.

CenturyTel of Eastern Oregon, Inc.

  
By: Jeffrey Glover  
Its: Vice President Regulatory Support

SUBSCRIBED AND SWORN to before me this 13<sup>th</sup> day of July, 2009.

  
Thomas H. Fields III  
Bar No. 26880

AFFIDAVIT CERTIFYING EMERGENCY FUNCTIONALITY AND COMPLIANCE WITH SERVICE QUALITY AND CONSUMER PROTECTION MEASURES

I, Jeffrey Glover, being of lawful age and duly sworn, on my oath, state that I am the Vice President Regulatory Support for CenturyTel Service Group, LLC authorized to execute this Affidavit on behalf of CenturyTel of Eastern Oregon, Inc. ("Company"), and the facts set forth in this Affidavit are true to the best of my knowledge, information and belief.

The Company hereby certifies to the Public Utility Commission of Oregon, pursuant to the requirements of Commission Order No. 06-292, that it:

- 1) is able to remain functional in emergencies, and,
- 2) complies with service quality and consumer protection measures in (check one):

applicable Oregon Commission rules, or  
 the CTIA Consumer Code for Wireless Carriers, or  
 other (describe and explain conformance with requirements of Order No. 06-292): \_\_\_\_\_

DATED this 13<sup>th</sup> day of July, 2009.

CenturyTel of Eastern Oregon, Inc.

By: Jeffrey Glover  
Its: Vice President Regulatory Support

SUBSCRIBED AND SWORN to before me this 13<sup>th</sup> day of July, 2009.

My Commission Expires: perpetual

Thos. H. Fields, III  
P.O. No. 26870

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	
BONANZA	No Dial Tone	1067	75	06/02/08	11:30 AM	06/02/08	12:45 PM	Hardware	Controller card was restored										
CHILOQUIN	Toll Isolated	1665	450	06/29/08	3:00 AM	06/29/08	10:30 AM	Hardware	Tech installed new processor										
JEWELL	Toll Isolated	696	5	08/06/08	3:48 PM	08/06/08	3:53 PM	Hardware	Tech reset generator										
JEWELL	Toll Isolated	692	6781	07/18/08	1:15 AM	07/22/08	6:16 PM	Hardware	replaced circuit pack failed at the glamour repeater site.										
JEWELL	Toll Isolated	712	80	03/31/08	12:20 PM	03/31/08	1:40 PM	Connecting Company	Qwest repaired fiber cut										
JEWELL	Toll Isolated	790	356	01/04/08	8:34 PM	01/05/08	2:30 AM	Natural Cause	DS3 trouble cleared on it's own.										
MERRILL	Toll Isolated	570	417	12/04/08	9:13 AM	12/04/08	4:10 PM	Power	Rectifiers have been replaced										
NORTH POWDER	No Dial Tone	768	1640	02/10/08	8:00 AM	02/11/08	11:20 AM	Connecting Company	Qwest corrected radio trouble										
NORTH POWDER	Toll Isolated	686	650	02/09/08	2:00 AM	02/09/08	12:50 PM	Connecting Company	Qwest corrected microwave trouble										
PAULINA	No Dial Tone	194	196	08/12/08	3:04 PM	08/12/08	6:20 PM	Hardware	Reset breaker										
PILOT ROCK	No Dial Tone	200	1135	05/21/08	5:35 PM	05/22/08	12:30 PM	Natural Cause	Added guy wires to tower										