UM 1217 Order 06-292 Qwest Corporation

Section 1 pages 1 to 16

Qwest 421 Southwest Oak Street Room 810 Portland, Oregon 97204 503-242-5089 Facsimile 503-242-7243

Ron L. Trullinger Manager Oregon Regulatory



July 14, 2006

Public Utility Commission of Oregon Filing Center Attention: Kay Marinos 550 Capitol St. NE #215 Salem Oregon 97308-2148

RE: UM 1217 Qwest Corporation Eligible Telecommunications Carrier (ETC) Recertification Reports for 2006

Dear Ms. Marinos:

Attached are the Eligible Telecommunications Carrier (ETC) Recertification Reports for Qwest Corporation (QC) as required by Order 06-292, UM 1217. The attached report format was supplied by Commission Staff.

Please do not hesitate in calling me if you have any questions.

Sincerely, Rou L Trullinger

Attachments

Annual Recertification Reports for ETCs in Oregon

Report Formats to Satisfy Requirements of Order No. 06-292 for 2006

Report #1 Supported Services Offerings

- 1.1. Basic Local Usage Service Offerings All ETCs
- 1.2. Comparable Local Usage Plan *CETCs only*
- 1.3. Supported Services No Provided CETCs only
- 1.4. Equal Access Acknowledgement CETCs only

Report #2 Unfulfilled Service Requests

- 2.1. Unfulfilled Service Requests/Held Orders All ETCs
- 2.2. Service Request Processing CETCs only
- Report #3 Evidence of Advertising for Basic Supported Services All ETCs

Report #4Low-income Services – All ETCs4.1.Number of Lifeline Customers4.2.Advertising of Low-income Program Service Offerings

- Report #5 Outage Report All ETCs
- Report #6 Trouble Report All ETCs
- <u>Report #7</u> <u>Network Improvement Plan CETCs that receive high-cost and</u> <u>access-related support</u>
- <u>Report #8</u> <u>Special Commitments/Requirements CETCs only</u>

<u>Report #9</u> <u>Certifications – All ETCs</u>

- 9.1. IAS or ICLS Certification Copy All ETCs Receiving IAS/ICLS
- 9.2. Certification of Use of Universal Service Funds All ETCs Receiving Traditional High-Cost Support
- 9.3. Certification of Emergency Functionality and Compliance with Service Quality/Consumer Protection Measures – *All ETCs*

Report #1 – Supported Services Offerings

1.1. Basic Local Usage Service Offerings – All ETCs

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

- A. X_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: Qwest Corporation, P.U.C. Oregon No. 33, Exchange and Network Services, Sections 5.2.1 5.2.4.
 2. business: Qwest Corporation P.U.C. Oregon No. 33, Exchange and Network Services, Section 5.2.1 5.2.4.
- 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.

1.2. Comparable Local Usage Plan – CETCs only

The carrier certifies that it offers at least one basic local usage plan that is comparable to those offered by the ILECs in its designated service area: yes ____ no ____

Identify which of the plans in 1.1.B above are "comparable" to the ILEC local usage offerings, and explain the basis for the comparability.

1.3. Supported Services Not Provided – CETCs only

Identify any supported services that were not available at designation, but were to be provided as a condition of ETC designation (e.g., toll restriction for qualifying low-income consumers, E911): _______Are these services provided currently? yes _____ no ______If no, explain why not: ______

<u>1.4. Equal Access Acknowledgement – CETCs only</u>

The carrier acknowledges that it may be required to provide equal access if it is the only remaining ETC in an area: yes _____ no _____

Report #2 – Unfulfilled Service Requests

2.1. Unfulfilled Service Requests/Held Orders - All ETCs

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

- A. <u>X</u> Service quality reports for "primary held orders over 30 days" were filed with the Oregon PUC for calendar year 2005. No additional submission is required for recertification purposes.
- B. <u>Service quality reports for "primary held orders over 30 days" were **not** filed with the Oregon PUC for calendar year 2005. In this case, choose **one** of the following alternatives for reporting:</u>
 - The number of customer requests for supported services that were not fulfilled during calendar year 2005: _____.
 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 2005: _____.
 If greater than zero, include attachment noting for each such held order, the reason the order was held and the original commitment date.

2.2. Service Request Processing - CETCs only

Submit a description of how the carrier ensures that every request for service that cannot be immediately fulfilled is recorded and processed under the 6-step process set forth in 47 CFR Section 54.202(a)(1)(i).

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

Describe how basic supported services were advertised during calendar year 2005 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 2005.

- 1) During 2005 on the qwest.com web site a page is dedicated to show potential customers the basic residential telephone rates. This can be viewed at qwest.com. SEE ATTACHMENT "REPORT 3, ATTACHMENT 1"
- During 2005 Qwest business office employees were instructed in scripting to be used with calls from out potential customers. This scripting has been attached as a confidential attachment. SEE CONFIDENTIAL ATTACHMENT "REPORT 3, ATTACHMENT 2"
- 3) The local telephone directories and DexOnline.com statewide show customers how to reach Qwest to order basic residential and business services. The attachment is an example out of the Portland DexOnline directory. SEE ATTACHMENT "REPORT 3, ATTACHMENT 3"
- Qwest also did many different statewide ads showing customers how to reach us for basic services as well as packages and other non-basic services. The attachment is an example of one of these ads. SEE ATTACHMENT "REPORT 3, ATTACHMENT 4"

Report #4 – Low-income Services – All ETCs

4.1. Number of Lifeline Customers

The total number of customers receiving lifeline discounts during the month of December 2005 in the designated service area: 35,979.

CETCs only:	also list counts by ILEC serv	vice area:
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. of Lifeline customers

4.2. Advertising of Low-Income Program Service Offerings

Submit copies of all advertisements (for all media) for Lifeline, LinkUp, and OTAP service offerings that were run during calendar year 2005, noting media (newspaper name, radio station, bill inserts, internet postings, etc.), run/distribution dates, and geographic coverage area.

- 1) Information on Telephone Assistance Programs is located in the DEX telephone books in the "Consumer Tips" section. SEE ATTACHMENT "REPORT 4.2, ATTACHMENT 1
- Information on Telephone Assistance Programs is also included in a Qwest "Disability Solutions" brochure, which is generally available at Qwest kiosks located at various malls. SEE ATTACHMENT "REPORT 4.2, ATTACHMENT 2
- Monthly ads for Tribal Lifeline were run in Native Voice and Indian Country in June through December, 2005. SEE ATTACHMENT "REPORT 4.2, ATTACHMENT 3
- 4) On April 28, 2005, Qwest issued a press release on Tribal Lifeline to all major newspapers in Oregon. SEE ATTACHMENT "REPORT 4.2, ATTACHMENT 4
- 5) In November, 2005, Tribal Lifeline applications and posters were sent to a Tribal Liaison on each reservation served by Qwest for display in social service offices, community centers, etc.. SEE ATTACHMENT "REPORT 4.2, ATTACHMENT 5" and "REPORT 4.2, ATTACHMENT 6

- 6) In October, 2005, a "Tell a friend" mail campaign was initiated to encourage current Tribal Lifeline customers to tell their neighbors and friends about the program. SEE ATTACHMENT "REPORT 4.2, ATTACHMENT 7
- 7) Throughout 2005, Network technicians leave a Tribal Lifeline application on each repair or installation visit they make on tribal land.

Report #5 – Outage Report – All ETCs

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

- A. <u>X</u> The number of 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, that occurred during calendar year 2005: <u>13</u>.
 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 ATTACHMENT "REPORT 5, ATTACHMENT 1"
- B. _____ The number of service outages, as defined in FCC rules at 47 CFR Section 54.209(a)(2), that occurred during calendar year 2005: ______.
 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. <u>X</u> Trouble reports were filed with the Oregon PUC for calendar year 2005 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 2005. In this case, choose **one** of the following alternatives for reporting:

1. _____ The number of customer trouble reports received per 100 wireless handsets for supported services during calendar year 2005, for each company switch.

Trouble Type	Switch A (location)	Switch B (location)
No service		
Network busy		
Interruption of service		
Poor reception		

2. _____ The number of customer trouble reports, as defined in Section 860-034-0390 (5) of the Oregon PUC rules, received during calendar year 2005: _____ per 100 working access lines.

Report #7 – Network Improvement Plan – CETCs Only

The following detailed information must be included in each network improvement plan. Only CETCs must file these plans for recertification purposes. CETCs that receive *only* low-income program support (no high-cost or access-related support), do not have to file network improvement plans. CETCs are strongly encouraged to use the format laid out in the attached Excel worksheets to provide information required in the outline below (taken from the UM 1217 order), rather than use some other format developed by the CETC.

7.1. Demonstration of use of support funds (other than low-income funds) received during 2005, including:

- 7.3.1.1. The amount of support funds, by type, received during the year.
 - 7.3.1.2. Year-end counts of eligible lines/handsets in service for each ILEC service area as they were reported to USAC for the past December.
 - 7.3.1.2. Identification of each project for which the support was used, the actual support expenditures (by amount and type) for each project, and status of project (completed or still in progress).
 - 7.3.1.3. The resulting benefits to consumers (qualitative and quantitative) from each project and updates to coverage and signal strength maps.
 - 7.3.1.4. Explanation of how and why actual spending of support funds differed from spending proposed in the previous network improvement plan.
- 7.3.2. Updates to network improvement plan for the current calendar year and the following year:
 - 7.3.2.1. Forecast of support amount, by type (LSS, HCL, ICLS, IAS), that the applicant expects to receive during each of the next 2 years, as well as an explanation of how the forecast was derived.
 - 7.3.2.2. Detailed information for each project that will use support funds:
 - 7.3.2.2.1. Description and purpose of the project, its physical location and the ILEC serving that area.
 - 7.3.2.2.2. The start date and completion data (by quarter).
 - 7.3.2.2.3. Amount of support money allocated to the project, in total and broken down by investment and expense types.
 - 7.3.2.2.4. The amount of company's own funds that will be used for each supported project.
 - 7.3.2.2.5. Brief explanation of why the carrier would not make these improvements without the availability of support funding.
 - 7.3.2.2.6. Quantification of resulting service improvements by type (increased coverage, signal strength, capacity, etc.), population benefited, and geographic area benefited (shown on map).

Report #8 – Special Commitments/Requirements – CETCs only

Did the Oregon PUC impose any special commitments or requirements at initial designation or during the previous annual recertification process? yes _____ no _____.

If yes, identify the commitments or requirements and explain if, and how, they have been met.

Report #9 – Certifications - All ETCs

9.1. IAS or ICLS Certification Copy - All ETCs Receiving IAS/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 2006. SEE ATTACHMENT "REPORT 9.1, ATTACHMENT 1"

<u>9.2. Certification of Use of Universal Service Funds – All ETCs receiving HCL/LSS</u> (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.

<u>9.3. Certification of Emergency Functionality and Compliance with Service Quality and</u> 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. SEE ATTACHMENT "REPORT 9.3, ATTACHMENT 1"

Report 3, Attachment 1 Page 1 of 1

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RESIDENTIAL

Products & Services

As low as \$12.80/mo. \$16.50 installation fee

7 a.m.-7 p.m. Mon.- Fri.

Main Residential Line

Pricing

It's the basic connection you need to use Qwest telephone service. Make local and long distance calls, go online, send faxes, and more.

Pricing & Availability Shown For OR.

Select a different state

8 a.m.-5 p.m. Sat.

To order call 800-244-1111

Establish New Service

Move Existing Service

State	Oregon	
Monthly Rate*	\$ 12.80 - 14.80	
Setup Charge	\$ 16.50	

* Monthly rates displayed are typical rates for unlimited local calling, but this rate may vary depending on where you live within your state. Additional charges include extended area service charges, monthly zone increment charges, zone connection charges, as well as taxes, regulatory charges, surcharges, and other fees. Qwest also offers basic local service on a measured or message basis (per call or per message charges) which may offer a lower monthly, base rate. For rates and availability, call 1 800-244-1111.

ORDER BASIC SERVICE

Need More Phone Jacks?

Jack Installation Charge: \$99 (1st jack) and \$60 (each additional jack)

ABOUT QWEST CAREERS AT QWEST

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Directory to Phone Service

Telephone subscribers requiring charges to their current directory white pages utings or those subscribers requiriting the set up of new listings to appear it sitile. White Pages should contact their local relephone service presider directly to arrange for such listing services.

ANO DE CO

Qwest -----

Telephone Service

To order new service, to change of disconnect service, or for billing goettions, call

Hours: Monday - Friday 7.02 am + 700 pm.

Repair Service 24-Hour Reporting Numbers*

Directory Assistance*

If a physical limitation prevents you from using this automated service, press "0" (zero) at the beginning of the call to reach an agent.

Services for Customers with Disabilities

Centro de Servicio en Español

El Centra de Ovesi Public (Pay) Phone Accounts

Burled Cable Location Service

Call two eccessions in other residence and a construction of a con

Developer & Builder Services

To Pay for Qwest Phone Service

To Pay by Mail Qwest P.D. Box 12460

Scettle, WA 98111-4480

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Report 3, Attachment 3 Page 1 of 2

Phone Service Pages



AdvancedTelCom

Advanced TelCom

Service for Your Business

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Repair Service



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Beaver Creek Cooperative Telephone Company

Including

Beaver Creek

The "How To" of Starting Your Service

If Owest is your local phone company we can provide you with local telephone service, local or gidistance service within your calling area, and other telephone services. You may first a belond to read this leformation before placing your order for new phone service.

Your 3 Steps to Telephone Service

Call 1 800 244-1111 for Homel, or 1 800 603 6000 (for business), and a service representative will discribe the services available to you, explain what each corrs, and take your order. We will need to know a see mings about you and the service you want:

Step 1 How do You Want to be Listed?

We will people

Your complete street a kiness (including apartment or suite number) Tournay choose how you want to be listed. A fisting in your local QuestDex * beleptions directory is free. For options available to your call a pot 2.64-1111 for locating or 1.603.6030 (for bordness).

Privacy Listings

If you don't want your name in this book, you have two choices, four name and number can be left out of the directory, but still be avoid the from directory assistance monelisted. Or your name and number can be left out of the directory and not be available from directory assistance (non-published). There's an additional charge for either option. For health and inferty purposes, your nonpublished or non-listed information may be released when you call 9.1.1 or other emergency service providers.

Premlum Listings

Are available for an additional charge. These include: additional issings listings for a number outside of the area normally included in a particular directory, cross in ferences to other listings informational integs that include non-promotional informationand alternate call istings that enter to another number. Call 1 800 244-1111 (for home), or 1 800 683-6900 (for business) for details.

Step 2

You Need to Make Some Choices...

Type of speacer. Unit mend or a to our edition. Local long distance company

Long distance company

You may choose the type of basic talephone service that will best meet your needs. The following plans are available in most areas:

Telephone Service

The ofter various types of twisin interphone service. Unimum service allows you to make as many local calls as you want for a flat monthly charge.

Another option is Measured service. This option can reduce your cost for telephone service because you pay only for what you use. For information on rates and availability, call 1,800,244,1111 (for a service) or 1,800,603-6000 (for business).

You Need to Decide Who Will Handle Your In-State and Out-of-State Long Distance

Owest and other complement provide long distance service within your local long distance calling area.

Tour point also select a long distance company to provide long sistance service to other calling areas.

You Need to Make Some Choices scont di

If You Have Phone Service and Need to Make a Change call 1 800 244-1111 (for home), or 1 800 603 6000 (for business). A Gwest service representative will handle your request and explain what each change will cost.

Step 3

Your Service Cost & Necessary Deposit

We will need • Information about your previous telephone service

including phone number, city and state. Employment and credit information (for home telephone service)

Employment and credit information first home telephone services
 Business concerning information (for business service)

What it Costs to Begin or Change Service

The only time charge to install or change your telephone since depends on the amount of work required. Generally, you're charged for the work required to process your order and to connect or make changes in your service.

We require advance notice to install new service.

For more information call 1 800 244-1113 (for home), or a single 1 800 603 0000 (for business).

There is no Charge to Disconnect Your Phone Service

Call 1 (800 244-1111 (for home), or 1 800 603-6000 (for business) to stop your service. You pay only for the time your phane is connected.

Advance Payments and Deposits

If you are a new customer with Owest or have recently moved and need to recitablish service, we may ask for an advance payment or deposit.

Deposits are based on local service and long distance charges. For Information on deposit requirements call 1 900 244-1111 (for home), or 1 600 c 03-6000 (for business).

We may require a new or additional deposit. If we stop your revice because your plyment in fame. There's also a charge to begin service of an

Your Deposit will be Refunded

With interest after 12 months if your phone bills are paid on time. If you discontinue service during this time, the deposit and interest will be applied to your final bill, interest rates are set periodically by Dregan Public Utility Commission.

Deposits for Other Companies

Overst handles billing and collections for some long distance companies and may require a deposit for these companies. The amount will be based on your estimated long distance charges for two months.

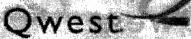
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Continued next page

Continues next column

Report 3, Attachment 3 Page 2 of 2

The "How To" of Starting Your Service



Report 3, Attachment 4 Page 1 0f 1

OAME MEMBERS, YOU CAN SAVE MORE ON ALL YOUR SERVICES WITH QWEST.

With Qwest," you get it all – and now with great savings by choosing more than one Qwest product.

LOCAL LONG-DISTANCE DIGITAL TELEVISION HIGH-SPEED INTERNET WIRELESS

Call 503-425-8790 Qwest Representative: Paula Herbert

Or call Qwest customer service: Business: 800-603-6000 Residence: 800-507-0776

qwest.com

AI, Qwest employee



HIGH-SPEED INTERNET • WIRELESS • LONG DISTANCE • LOCAL • DIGITAL TV

Some services not available in all areas. Restrictions apply. Prices and plans subject to change. Copyright © 2005 Owest. All Rights Reserved.

McClainFinlon	Ad#:	Advertiser:Qwest		Insert Date:
Advertising 303 436-9400	Pub: FULL	¥4/c □B/W Bleed:	Trim:	Live: 8X10.5

UM 1217 Order 06-292 Qwest Corporation

Section 2 pages 15 to 30

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Consumer Tips

Paying Your Bill

- Make One Payment Although your oll may include charges from several different
- -reliable you can may include charges have severed different comparise, you should made your antire payment payable to commission order, partial payments incident without constituent direction will culturate the parameter by Crease based on the ratio of the amount date about company to the total amount due. Culturaters who are unable to pay in left the amount due. Culturaters who are unable to pay in left the amount due. Culturaters who are unable to pay in left the amount due. Culturaters who are unable to pay in left the amounts due for the telephone services indexing, reay designate that partial payments must be applied to charges for particular payments.
- for particular services by calling the Owest Svemera Office at the number listed on page 25. Payments Should be Received by the Due Date Listed on Your Bill
- The data on your bill applies to current charges. There is no implied extension on any province agreement of notice regarding projonent of past due charges.
- Automatic Payment Plan.
- You oan pay your telephone bill through our Automatic Payment Plan. Your payment is automatically transferred from your checking or savings account soci month. To sign up for this file bardes, call the Automatic Payment Center of 1 800 851-0134.

Your Monthly Bill may also include a milanga aharan lar aumaniwa who live in putlying creas. Colthe service histopy dated on page 25 for more information.

Telephone Assistance Progreme

TAP/Link-Up - Available in all states:

- The Talghtone Assistance Program (TAP) provides reduced phone bits for qualified tow-locome realisticate customers. The Link-Up program provides linancial help with talephone service connection charges for qualified tow-income residence customere.
- Tribal Likeline/Link-Up Available in most states: The Tribal Lifeline program provides a reduction in monthly charges to telephone customers who live on trace lands and ore currently rocciving benefits from a qualitying public assistance program.
- The Tribel Link-Up program provider a naturation in connection charges to telephone distances who issues third lands and are currently receiving benefits from a
- crolliging public addistance progrem. For more information call Gwest Customer Service at 1 802 244-1111.
- You may also contact www.lifelinesupport.org for more information.

Cruttic & Reputets

- If You are Wilhout Phone Service
 - our are wantous minore service for 43-hours er mark historias of Questo the or equipment problems and have reported the presiders to currengin service number, you will incruise arealit for the outage printed. It will be applied to your monthly local service charge.

h i si

- If You Disi a Wrong Number/Receive Poor Transmission or are Cut Off
- while making a long distance cell with Gweet, you can get cyelik by dialog the "0" operator and acking ton a refund, if you've used another long diblance company for that call, you must call that company.
- If You are Billed for Galls You Didn't Make call thit number at the top of the activitiest page of the Qwast bill whose that call appears. It's against the law to use another person's number or
- telephone credit card to charge stills without permission. Penaltion include imprisonment Anti/or lines.
- If You Lose Money in a Public (Pay) Phone check the set to see if it is number by Owket. If your east was least or within the Owest calling area, refer to the instruction card on the phone for a bill-fine number to call for mountain your call was outside of the Avent calling area, contact the lang distance company indicated on the phone.

If You are Dissetistied with Your Service

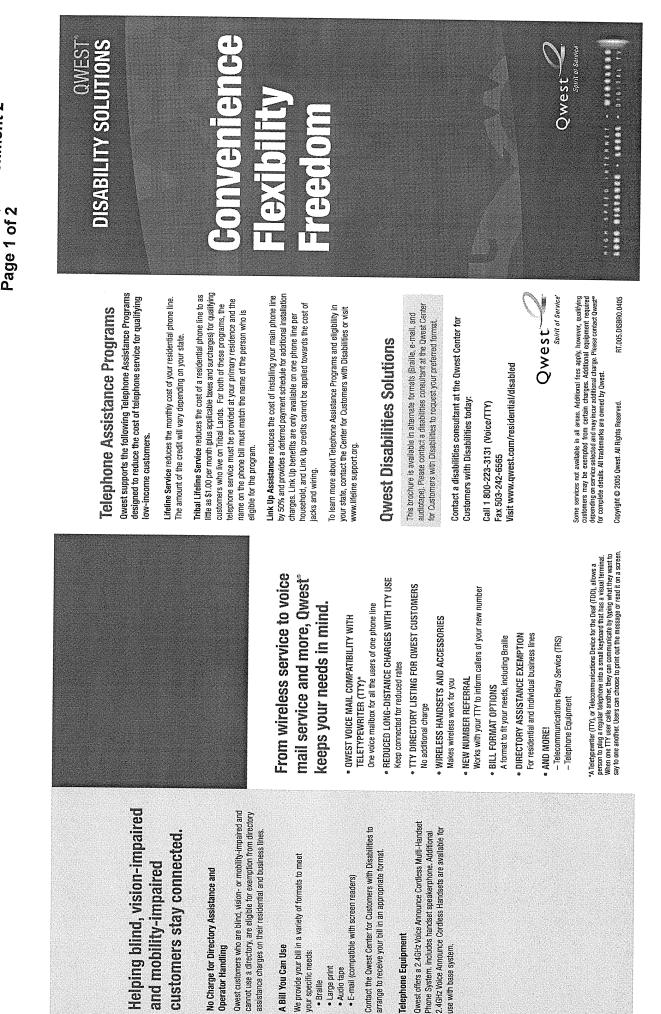
A Givent representative will be happy to work with you on any problems you have with our company. Call the appropriate number on page 25 and ask for assistance.

Gwest Privacy Statement

Quest colocity and gapacities internation as a result of the business relationship with each of its customers. Owner often its customers choices requesting release of that information to othed purches, and the use of that information for the purpose of marketing advicties. Further bifermation is eveliable from your local business office representative or Quiest's Website (www.spwest.com).

13 2069 Oreand

Report 4.2, Attachment 1 Page 1 of 1



Report 4.2, Attachment 2

ADDITIONAL NON-QWEST SERVICE FOR DEAF, HARD-OF-HEARING, AND SPEECH IMPAIRED CUSTOMERS Telecommunications Relay Service (TRS) Keeps Everyone Connected Owest connects you with the public Telecommunications Relay Service, which means you can communicate with everyone. Whether you have a Teletypewriter (TT) and wart to connect with someone who doesn't, or you don't have a TTV but wart to connect with someone who doesn't, or you don't have a TTV but wart to connect with someone who doesn't, or you don't have a TTV but wart to connect with someone who doesn't, or you don't have a TTV but wart to connect with someone who doesn't, or you don't have a TTV but wart to connect with someone who doesn't, or you don't have a TTV but wart to connect with someone who doesn't, or you don't have a TTV but wart to felley Service provider in your state to set up the call. Trained communications assistants in the TRS Centers are ready 24 hours a day, sevent days a week to assure your communications are understood and get to the right person. There are no restrictions on the number of length or calls your calls are understood and get to the right person. There are no restrictions on the number of length or calls your calls are understood and get to the right person. There are no restrictions on the number of length or calls cannet and by your state public utilities commission.	 Making a call IS stingle: Dial 711 or the TRS toll-free number listed in your telephrene directory You'll be connected with a communications assistant who uses a Telebyewiter machine (they're trained to help your conversation flow easily and accurately) Bib your conversation flow easily and accurately would like to call would like to call The agent will stay on the line using both the TTY and veice connection All calls are confidential 	TRS providers also ofter a new speech-to-speech service. This relay service allows persons with severe speech disabilities to use the telephone to connect with others. A trained communications assistant relays the conversation, ensuring the speech-impaired caller is understood. Video Relay Service (VRS) provides American Sign Language users with the ability to communicate via video conferencing using their native language. For more information, visit the Sprint VRS Web site. www.sprintvrs.com.
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Helping deaf and hardof-hearing customers stay connected.

(CECIOS)

PESVL

Jwest

they're accustomed. Teletypewriter (TTY) users can retrieve their voice messages from any touch-tone TTY. For detailed instructions, visit: http://www.qwest.com/residential/disabled/voicemessage_tty.html, can receive all their messages from one voice mailbox. For hearing members, Qwest Voice Mail Service works the same way to which Now hearing, deaf and hard-of-hearing members of a household or call the Qwest Center for Customers with Disabilities. The Convenience of One Voice Mailbox

Owest Disability Solutions

Reduced Long-Distance Charges With Teletypewriter Use As a Qwest customer who relies on a Teletypewriter (TTY), you may

To get more information or to learn if you qualify, contact a disabilities qualify for a reduced charge on your long-distance communications. consultant at the Qwest Center for Customers with Disabilities.

Directory Listing at No Additional Charge

with friends, family, business

associates and the rest of

your world

that will keep you connected

flexibility and ease-of-use

delivers the convenience,

Telecommunications Device for the Deaf (TDD) or Telecommunications Relay Service (TRS) information at no additional charge. Choose one Let callers know how to contact you. List your Teletypewriter (TTY), of these phrases for your directory listing: TTY only

- TDD only
- TTY and Voice
- TDD and Voice
- TDD Only-Voice callers use Telecommunications Relay Service TTY Only-Voice callers use Telecommunications Relay Service

Voice callers using Telecommunications Relay Service: Please call the Center for Customers with Disabilities to choose your phrase and add it to your directory listing.

Hearing Aid Compatible Wireless Phones

Qwest offers you wireless handsets that meet the new FCC Her Aid Compatibility requirements for Radio Frequency interferenc

We also offer the T-Loop Coil accessory for Qwest Wireless® sei customers with hearing aids or cochlear implants. Most of our wireless handsets are TTY compatible. Ask for more information a Qwest Solutions Center" near you.

Lets Callers Know Your New Number

old, disconnected number will receive your new number messag New number referral intercept is an optional Teletypewriter (TTY) compatible service that ensures other TTY users calling your in Baudot tones. Report 4.2, Attachment 3 Page 1 of 2

LAND, ON TRIBAL



Qwest[®] offers a special program that can help you keep connected with loved ones, friends and businesses.

If you live on Tribal Land served by Qwest and you participate in a low income program Qwest at 1 800-244-1111 to learn how you can get basic home telephone service or your household income is at or below 135% of the Federal Poverty Guidelines, call for as low as \$1.00 per month, plus applicable taxes and surcharges.

Information is also available at www.qwest.com/TAP

Not available in all areas, long distance not included. Optional features available at regular price. Contact Qwest for details. © 2005 Qwest. All Rights Reserved.

Spirit of Service*

Qwest

Attachment 3	
Report 4.2,	Page 2 of 2

EUIVERSE



Qwest[®] offers a special program that can help you keep connected with loved ones, friends and businesses.

If you live on Tribal Land served by Qwest and you participate in a low income program or your household income is at or below 135% of the Federal Poverty Guidelines, call Qwest at 1 800-244-1111 to learn how you can get basic home telephone service for as low as \$1.00 per month, plus applicable taxes and surcharges.

Owest Information is also available at www.qwest.com/TAP

Not available in all areas, long distance not included. Optional features available at regular price. Contact Qwest for details. © 2005 Qwest. All Rights Reserved.

Spirit of Service[®]



QWEST EXPANDS OUTREACH TO LOW-INCOME RESIDENTS ON TRIBAL LANDS

More are Now Eligible for Low-Cost Telephone Service

DENVER, April 28, 2005 – Qwest today announced an expanded outreach effort aimed at promoting low-cost telephone service to individuals living on the more than 60 tribal lands across its 14-state region. The effort, combined with new federal guidelines making more residents eligible for Qwest's Tribal Lifeline and Tribal Link-Up telephone assistance programs, means even more now qualify for low-cost telecommunications installation and service.

"Qwest is proud of its role in connecting families with technology and telecommunications services on tribal lands," said Paula Kruger, Qwest executive vice president, consumer markets. "Partnering with tribal leaders, we will work to increase awareness of these programs, and encourage more to sign up for them."

Under recently expanded Federal Poverty Guidelines, customers whose household income is at or below 135 percent of the Federal Poverty Guidelines now qualify for assistance. Household income was not part of the eligibility requirements before.

Qwest will expand its outreach, working with leaders in tribal communities throughout its 14-state region to publicize the availability of these programs. That outreach includes public service announcements and on-the-ground marketing on reservations and at Native American "pow wows," which draw thousands of participants. Qwest's outreach efforts are designed to encourage eligible participants to sign up.

Qwest began offering Tribal Lifeline and Tribal Link-Up in June 2000, when the Federal Communications Commission (FCC) established the programs in an effort to promote telephone service in underserved tribal areas. Tribal Lifeline, provides residential customers who live on tribal lands with basic local telephone service for as low as \$1.00 per month, plus applicable taxes and surcharges. Tribal Link-Up, reduces the cost of installing a customer's main telephone line by 50 percent.

Individuals living on tribal lands qualify for the Tribal Lifeline and Tribal Link-Up if they participate in one of the following low-income programs.

- 1. Medicaid
- 2. Food Stamps
- 3. Supplemental Security Income (SSI)
- 4. Head Start (Meeting Income Requirement)
- 5. Tribally Administered Temporary Housing for the Needy Families

- 6. Bureau of Indian Affairs General Assistance Programs
- 7. Federal Public Housing Assistance
- 8. Low-income Home Energy Assistance
- 9. National School Lunch Program
- 10. Any other qualifying program approved by the state Lifeline and Link-Up program

As of this week, individuals can also qualify for Tribal Lifeline if their household income is at or below 135 percent of the Federal Poverty guidelines.

Enrollment is easy. Qualified individuals need to complete and return a simple application that can be obtained by calling Qwest at 1 800-244-1111. The application can also be found at the Qwest Web site at www.qwest.com/TAP.

About Qwest

Contacts:

Media Contact: Melissa Reffel 303-896-3011 Melissa.Reffel@qwest.com Investor Contact: Stephanie Comfort 800-567-7296 IR@gwest.com

TRIBAL LIFELINE / TRIBAL LINK-UP Application Form

Name:	last	first	mi	ddle
Address:				
	street	city	state	zip
Home Telephone I	Number:			
	(The name of	the person applying for Telephone Assistance mi	ust appear on the telephone a	account.)
Telephone Numbe	er where you can be reached	for receive messages:		
			area code + 7-digit nu	Imber
I currently reside	on:			
		Name of Tribal Land, Reservation	or Pueblo	

Please Fill Out Section 1 or Section 2 Below. (Do Not Fill Out Both Sections.)

1. I CURRENTLY PARTICIPATE IN THE FOLLOWING PROGRAM(S): Check all that apply

Food Stamps Medicaid	BIA/General Assistance Programs	Other qualifying low income programs in
Supplemental Security Income (SSI)	Tribally Administered Temporary Assistance for Needy Families	your state (call Qwest at 1 800-244-1111 to inquire about these
Eederal Public Housing Assistance	Head Start (meeting income test)	programs)
Low Income Home Energy Assistance Program	National School Lunch Program	

2. IF YOU DO NOT PARTICIPATE IN ONE OF THE PROGRAMS LISTED ABOVE, you may qualify for telephone assistance based on the size and income level of your household. (Household refers to the number of people who occupy your housing unit as their usual place of residence.)

Please check the box below which applies to your household and attach the supporting documentation described on the previous page:

PLEASE CHECK BOX	Size of Household:	Household Income at or Below:	PLEASE CHECK BOX	Size of Household:	Household Income at or Below:
	1	\$12,920		6	\$34,925
	2	\$17,321		7	\$39,326
	3	\$21,722		8	\$43,727
	4	\$26,123		No	*\$
	5	\$30,524	1	*For each addit	ional person, add \$4,401

I agree to notify Qwest when I no longer participate in any of the above qualifying public assistance programs or when there has been a change in the size or income level of my household.

I certify under penalty of perjury the above information is true. I have read the information on this application and understand I must meet the above qualifications to receive Tribal Lifeline and/or Tribal Link-Up on my primary residential line.

signature

date

Mail completed form and supporting documentation to: Qwest, PO Box 2738, Omaha, NE 68103-2738



Report 4.2, Attachment 5 Page 1 of 2



The telephone can be your link with friends, children, parents, grandparents; it can even be a life-saving link in an emergency. If you live on a reservation, you may qualify for telephone service for as low as \$1.00 a month. And if you don't currently have telephone service, you may qualify for a reduced new service connection charge, too.

Tribal Lifeline

Low-cost connections for low-income persons living on reservations.

Tribal Lifeline provides eligible customers who live on a reservation basic in-home local telephone service for as low as \$1.00 a month, plus applicable taxes and surcharges. Optional calling features such as Call Waiting, Caller ID, Voice Mail and others are available at the full retail rate.

Tribal Link-Up

Reduced new telephone service connection charges.

If you don't have telephone service currently, the Tribal Link-Up program will pay one-half of the cost to install your main phone line, up to \$30.00. Also, you will receive an additional \$70.00 credit to help offset remaining installation-related service charges.

If you qualify for Tribal Lifeline, you will automatically be given Tribal Link-Up credit: — If your Tribal Lifeline application is received

- within 60 days following installation of your phone service
- If you have not previously received a Tribal Link-Up credit at this same address

Who is Eligible?

- Applicants qualify for Tribal Lifeline if they live on a reservation and participate in at least one of the following public assistance programs:
- ---- Food Stamps ---- Medicaid
- ---- inteutoalu ---- Supplemental Security Income (SSI)
- ---- Low Income Home Energy Assistance Program
 - BIA/General Assistance Programs
 Tribally Administered Temporary Assistance for
 - Iribally Administered Temporary Assistar Needy Families
 - Head Start (meeting income test)
 National School Lunch Program
- Other qualifying low-income programs in your state (call Owest at 1 800-244-1111 to inquire about these programs)
- Applicants may also qualify for Tribal Lifeline if they live on a reservation and their household income is at or below 133% of the Federal Poverty Guidelines. (See application form for details).

If you are applying for Tribal Lifeline based on your household size and income level, you must provide a copy of one of the following (these documents will not be returned to you):

- ---- Last year's Federal, State, or Tribal Income Tax Return ---- Current Income Statement or Paycheck Stubs for
 - three consecutive months
- Social Security Statement of benefits
 Neteran's Administration Statement of Rene
- Weteran's Administration Statement of Benefits
 Retirement or Pension Statement of Benefits

- Unemployment or Worker's Compensation Statement of Benefits
- --- Letter of Participation in Federal or BIA General
 - Assistance
- --- Divorce Decree
- --- Child Support Documentation
 - *Bank statements are not accepted.

Other Telephone Assistance Plans:

If you are not currently living on a reservation, you may be eligible for a similar Telephone Assistance Plan:

- - If your household size and income level is at or below 135% of the Federal Poverty Guidelines Call 1 800-244-1111 for more information.

How Do I Apply?

To apply for Tribal Lifeline and/or Tribal Link-Up, simply fill out the attached application form and mail it to:

Qwest P.O. Box 2738

Omaha, NE 68103-2738

If you do not currently have phone service with Qwest, please call Customer Service at **1 800-244-1111** to place an order for service BEFORE sending in your completed application. Not available in all areas, long distance not included.

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Nepon 4.2, Attachment 6 Page 1 of 1

Tribal Lifeline & Tribal Link-Up

IN-HOME TELEPHONE SERVICE FOR AS LOW AS \$1.00 A MONTH

if you live on a reservation and participate in one of the following programs:



Tribal Lifeline & Tribal Link-Up Applications

- Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Low Income Home Energy Assistance Program
- Tribally Administered TANF
- Head Start
- National School Lunch Program

Please Take A FREE APPLICATION!



Report 4.2, Attachment 7 Page 1 of 1



October 18, 2005

Please help a friend sign up for Tribal Lifeline

Dear Qwest Customer:

The Tribal Lifeline program that you're currently enrolled in reduces the cost of your basic home telephone service to as low as \$1.00 a month. (This rate doesn't include applicable taxes and surcharges, long-distance charges and optional calling features.)

But did you know that the Tribal Lifeline program is available to anyone who lives on a reservation and participates in one of the following programs:

- Food Stamps
- Medicaid
- Supplemental Security Income
- Federal Public Housing Assistance
- Low Income Home Energy Assistance Program
- Tribally Administered Temporary Assistance for Needy Families
- Head Start
- National School Lunch Program

Individuals may also qualify for Tribal Lifeline if their family income is at or below 135% of the Federal Poverty Guidelines (see enclosed brochure for details).

Perhaps you know of a friend, neighbor or family member who lives on a reservation and would also be able to benefit from this program. If so, we encourage you to tell them about the program, and perhaps even help them fill out the Tribal Lifeline application.

The enclosed brochure provides detailed information on how to apply for Tribal Lifeline. Individuals who currently have phone service with Qwest simply need to complete the enclosed application and mail it to Qwest at the address shown. Individuals without phone service should first call Qwest at 1 800-244-1111 to see if service is available in their area. If service is available, they can place an order for service and then mail in the Tribal Lifeline/Tribal Link-Up application.

Thank you for sharing this valuable information with your friends and family.

Sincerely,

Carol Rohnkemper

Carol Rohrkemper Manager – Tribal Lifeline

Some restrictions apply. Service may not be available in all areas. See enclosed brochure for complete details.

Report 5, Attachment 1 Page 1 of 1

Qwest Corporation ETC Report 5

<u>Date</u>	Time	Description of Outage Resolution	Resolution	Services Affected	<u>Geo. Areas Affected</u>	<u>Steps Taken</u>	# Cust Affected
5/3/2005	11:08	Fiber Cut	New Fiber Spliced	Umitilla Isolated	Umitilla Isolated	Non-Qwest Road Crew Caused Outage 3090	3090
5/20/2005	14:31	PSAP out of service	CPE Equipment Problems	911	Milton	Customer Problem	4,530
6/25/2005	20:31	PSAP out of service	Unknown	911	Newport	Trouble cause unknown	7,542
7/6/2005	14:00	Fiber Cut	New Fiber Spliced	Jefferson Isolated	Jefferson Isolated	Non-Qwest Contractor Caused Outage	2,025
7/18/2005	2:30	Fiber Outage	Spliced Fiber & Replaced Card Toll, EAS & some 911 Eastern Oregon	Toli ,EAS & some 911	Eastern Oregon	Spliced Fiber & Replaced Card	32,773
9/13/2005	10:49	PSAP out of service	PSAP Replaced Power Supply 911	911	Seaside	Customer Problem	393
9/23/2005	8:08	PSAP out of service	PSAP Repaired CPE UPS	911	Salem	Customer Problem	Unknown
9/23/2005	12:00	Toll Outage	Reset CPU	Toll	Falls City	Replaced Battery in CO	626
10/1/2005	17:25	PSAP out of service	PSAP Vendor Electrical Prob	911	Florence	PSAP Vendor Fixed Electrical Prob	9,525
10/1/2005	10:02	PSAP out of service	PSAP Power Problem	911	Pendleton	PSAP Tech Rebooted Equipment	11,110
11/2/2005	11:26	PSAP out of service	CPE Equipment Problems	911	Douglas County	PSAP Replaced Equipment	26,536
12/4/2006	15:21	Fiber Cut	New Fiber Spliced	Toll	Rainier & St Helens Isolated Caused by Vandalism	Caused by Vandalism	18,152
12/28/2005	12:44	911 & SS7 Outage	Repeater Replaced	911, toli	Independence	Replaced Repeater	7,043

REPORT 5, ATTACHMENT 1

Report 9.1, Attachment 1 Page 1 of 2

Interstate Access Support (IAS) 2006 - 2007

Date 6/20/2006

To: Marlene H. Dortch 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 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 **Study Area Code** State **Company Name** Qwest Corporation Arizona 455101 465102 Qwest Corporation Colorado 485104 Qwest Corporation Montana **Qwest Corporation** New Mexico 495105 X (If necessary, attach a separate list of additional study areas and check this box.)

Signed,

[Signature of Autoorized Representative]

R. William Johnston

Vice President-Assistant Controller

Carrier's Name: Qwest Corporation	
Carrier's Address: 1801 California StRoom 650	Denver, CO 80202
Carrier's Telephone Number: 303-382-8158	

Date:

6/20/2006



Report 9.1, Attachment 1 Page 2 of 2

Interstate <u>Access Support</u> (IAS) 2006 - 2007

IAS

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

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

I, <u>RANDY HAGEDORN</u>, being of lawful age and duly sworn, on my oath, state that I am the <u>VP Network Ops and Eng</u> [an officer] of

<u>Qwest Corporation</u> ("Company") and that I am authorized to execute this Affidavit on behalf of the 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,

 complies with service quality and consumer protection measures in (check one):

<u>x</u> 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 <u>14</u> day of <u>July</u>, 2006.

(Company) Qwest Corporation (Name) By

Its: <u>VP Network Ops & Eng</u> (Title)

SUBSCRIBED AND SWORN to before me this $\underline{/4}$ day of $\underline{/4}$, 2006.

public in and for the State of Oregon

My Commission Expires: _____9/17/07

