

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, 2008

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

RE: UM 1375 Qwest Corporation Eligible Telecommunications Carrier (ETC)
 Recertification Reports for 2008

Dear Ms. Marinos:

Attached are the Eligible Telecommunications Carrier (ETC) Recertification Reports for Qwest Corporation (QC) as required by Docket No. 1375. The attached report format was supplied by Commission Staff.

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

Sincerely,

A handwritten signature in blue ink that reads "Ron L. Trullinger". The signature is written in a cursive style and is positioned to the right of the word "Sincerely,".

Attachments

DOCKET NO. UM 1375

**Required Cover Sheet for Submission of
2008 Annual ETC Recertification Reports**

Filing Deadline: Tuesday, July 15, 2008

Name of Eligible Telecommunications Carrier: Qwest Corporation

Filing date: July 14, 2008

Is this: Original submission? YES

OR

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

Person to contact for questions:

Name: Ron L Trullinger

Phone number: 503-242-5089

E-mail address: ron.trullinger@qwest.com

Filing instructions: Please file reports under Docket No. UM 1375. 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. 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.

2008 Annual Recertification Reports for ETCs in Oregon

Docket No. UM 1375

Report Formats to Satisfy Requirements of Order No. 06-292 for 2008

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 Not 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 #4 Low-income Services – All ETCs

- 4.1. Number of Lifeline Customers
- 4.2. Advertising of Low-income Program Service Offerings

Report #5 Outage Report – All ETCs

Report #6 Trouble Report – All ETCs

Report #7 Network Improvement Plan – CETCs only

Report #8 Special Commitments/Requirements – CETCs only

Report #9 Certifications – All ETCs

- 9.1. IAS or ICLS Certification Copy – **All ETCs Receiving IAS or ICLS**
- 9.2. Certification of Use of Universal Service Funds – **All ETCs Receiving Traditional High-Cost Support (HCL, LSS)**
- 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. 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, Sections 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: _____

1.4. Equal Access Acknowledgement – CETCs only

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. Service quality reports for “primary held orders over 30 days” were filed with the Oregon PUC for calendar year 2007. 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 2007. 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 2007: _____.
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 2007: _____.
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).

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 2007 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 2007.

- 1) During 2007 on the qwest.com website a page is dedicated to show potential customers the basic residential telephone rates. This can be viewed at qwest.com. See Attachment 1.
- 2) During 2007 Qwest business office employees were instructed in scripting to be used with calls from our potential customers. This scripting has been attached as a confidential attachment. See Attachment 2.
- 3) Qwest 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 3.
- 4) The local telephone directories and DexKnows.com statewide show customers how to reach Qwest to order basic services.

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 2007 in the designated service area: 31,029.

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 2007, noting media (newspaper name, radio station, bill inserts, internet postings, etc.), run/distribution dates, and geographic coverage area.

- 1) In April 2007 a bill insert describing the Lifeline and Link Up Telephone Assistance Plans was included in all residential customer bills. See Attachment 4.
- 2) Sixty-second radio ads which described the availability of Telephone Assistance Plans were aired for two weeks each quarter in the Portland area. See Attachment 5.
- 3) Interior bus signs were used to advertise the availability of Telephone Assistance plans in the Portland area each quarter, concurrent with the radio ads. See Attachment 6.
- 4) Information on Lifeline and Link Up is available to the general public at www.qwest.com/TAP
- 5) Information on Telephone Assistance Plans is found in the “Consumer Tips” section of the DEX phone books.
- 6) Information on Telephone Assistance Programs is included in a Qwest “Disability Solutions” brochure, which is generally available at Qwest kiosks located at various malls. See Attachment 7.
- 7) Information on Telephone Assistance plans was included in the Welcome Packet sent to each new Consumer customer and to customers who moved their service. See Attachment 8.

- 8) Monthly ads for Tribal Lifeline were run in NATIVE VOICE throughout 2007. See Attachment 9.
- 9) In February, 2007, Qwest ran approximately 20, sixty-second radio spots on KWSO-FM and KWLZ_FM radio to create awareness of the Tribal Lifeline program on nearby reservations. See Attachment 10.
- 10) Throughout 2007, Network technicians left a Tribal Lifeline application on each repair or installation visit they make on tribal land. See Attachment 11.

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 2007. No additional submission is required for recertification purposes.

B. 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 2007. 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 2007 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.

2. The number of service outages, as defined in FCC rules at 47 CFR Section 54.209(a)(2), that occurred during calendar year 2007 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. X Trouble reports were filed with the Oregon PUC for calendar year 2007 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 2007. In this case, choose **one** of the following alternatives for reporting:

1. _____ The average monthly number of customer trouble reports received per 100 wireless handsets for supported services during calendar year 2007, 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 | _____ | _____ |

2. _____ The average monthly number of customer trouble reports, as defined in Section 860-034-0390 (5) of the Oregon PUC rules, per 100 access lines, received during calendar year 2007: _____ per month, per 100 working access lines.

Report #7 – Network Improvement Plan – CETCs Only

Per Docket No. UM 1217, Order No. 06-292, competitive ETCs (CETCs) must file network improvement plans annually for recertification purposes. Appendix A of the order details the information that must be included in such plans. Only CETCs must file these plans for annual recertification purposes; ILECs are not required to file such plans. 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 template in the attached Excel worksheets for their network improvement plans. This template incorporates all the items of information required by the order.

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 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 2008.

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.

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.

**Interstate Access Support (IAS)
2008 - 2009**

IAS

Date 6/20/2008

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

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

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

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

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

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

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

Signed,


[Signature of Authorized Representative]

Date: 6/20/2008

Patrick J. Halbach
[Printed Name of Authorized Representative]

Vice President-Assistant Controller
[Title of Authorized Representative]

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

Date Received
(For official use only)

USAC

**Interstate Access Support (IAS)
2008 - 2009**

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

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

I, Randy Hagedorn, being of lawful age and duly sworn, on my oath, state that I am the VP Network Ops and Eng. [an officer] of Qwest Corporation ("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,
- 2) complies with service quality and consumer protection measures in

(check one):

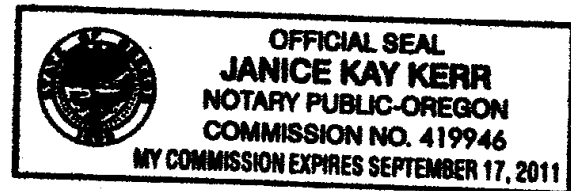
- X applicable Oregon Commission rules, or
- the CTIA Consumer Code for Wireless Carriers, or
- other (describe and explain conformance with requirements of Order No. 06-292): _____

DATED this 2 day of July, 2008.

Qwest Corporation (Company)

By: Randy Hagedorn (Name)

Its: VP Network Ops and Eng. (Title)



SUBSCRIBED AND SWORN to before me this 2 day of July, 2008.

Janice Kay Kerr
Notary public in and for the State of Oregon

My Commission Expires: 9/17/11



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[Internet](#)

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[Phone Service](#)

[Cell Phone](#)

[TV Service](#)

[VoIP](#)

Qwest Phone Service

Welcome | Zip: 97086 ([Change](#))

Phone Services

[Phone Service Bundles](#)

Local Phone Service

[Basic Phone Service](#)

[Qwest Choice® Home](#)

[Qwest Choice® Home Plus](#)

[Calling Features](#)

[Long Distance](#)

[Broadband Voice/VoIP](#)

[Establish New Service](#)

[Transfer Service](#)

Basic Phone Service

Unlimited Local Calls.

Get Down to Basics.

Perfect for anyone looking to keep it local, this plan lets you call locally, go online and send faxes, too. It's your local connection, without unneeded Calling Features.

\$12.80/mo

ADD TO CART

Want to add [Calling Features](#)? You can add features at a la carte rates, or check out these great packages:

- [Qwest Choice® Home](#)
- [Qwest Choice® Home Plus](#)

Price Estimation Tool

Choose the Calling Features you want, and we'll show your additional monthly service charges.

| | | |
|--------------------------|---------------------------|--------|
| <input type="checkbox"/> | Caller ID | \$5.00 |
|--------------------------|---------------------------|--------|

ATTACHMENT 1



Oregon
Qwest employee

1,600 local employees.

100 years of service
and innovation.

Genuine local spirit.

With more than 1,600 local employees, we're proud to have been advancing innovation in Oregon communities for well over a century. That's because we've always had the same goal - to bring our customers the best service for the best value. Other providers come and go, while we're here to stay.



broadband



digital tv



wireless



local



long distance

Let's Talk Community.

(800) 528-9088 | qwest.com/oregon | Visit any Qwest® store

¿Español? 1 800-558-9999



BROADBAND • DIGITAL TV • WIRELESS • DIGITAL VOICE: LOCAL & LONG DISTANCE

EUGENE
Valley River Center
Near Food Court
541-485-1859

MEDFORD
Rogue Valley Mall
Near JCPenney
541-608-2078

PORTLAND
Clackamas Town Center
Lower level near JCPenney
503-659-3612

***Lloyd Center**
Second level near Macy's
503-281-3362

***Pioneer Place**
Concourse level near Food Court
503-224-6877

SALEM
Salem Center Mall
Near Nordstrom
503-363-9780

SPRINGFIELD
Gateway Mall
Near Center Court
541-988-3814

*Hablamos Español

ATTACHMENT 3

Services not available in all areas. Contact Qwest® for details.
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Qwest services are also
available at these retailers:



IMPORTANT INFORMATION

Telephone Assistance Available For Those That Qualify

Telephone service is vital for connecting people with family, friends, businesses and emergency services. That's why Qwest® offers assistance programs that make telephone service more affordable for eligible customers.

Lifeline provides eligible customers with a **monthly credit** to help offset the cost of their home telephone line. (Telephone service must be billed to the individual applying for assistance.)

Tribal Lifeline provides eligible customers who live on a reservation with basic telephone service for as little as \$1 a month, plus taxes and surcharges.

Link-Up provides eligible customers with a **one-time credit** to help offset the installation charge for a home telephone line. Customers who qualify for Lifeline assistance automatically receive the Link-Up credit if their application for telephone assistance is received within 60 days of their home phone installation date and if they have not previously received a Link-Up credit at the same address.

Who is Eligible?

While eligibility requirements vary from state to state, customers are generally eligible for telephone assistance if they participate in low-income programs such as Medicaid, Food Stamps, Public Housing Assistance, Low-Income Home Energy Assistance, or the National School Lunch Program. In some states, individuals will also qualify if their household income is at or below 135% of the federal poverty guidelines.

To learn more about the eligibility requirements in your state and how to apply for telephone assistance, visit www.qwest.com/TAP or call Qwest at 1 800-244-1111.



INFORMACIÓN IMPORTANTE

Asistencia Telefónica disponible para quienes sean elegibles

El servicio telefónico es esencial para conectar a la gente con su familia, amigos, negocios y servicios de emergencia. Por esta razón Qwest® ofrece programas de asistencia que hacen el servicio telefónico más asequible para clientes que sean elegibles

Lifeline le ofrece un **crédito mensual** a los clientes elegibles para ayudarles a compensar el costo de sus líneas telefónicas residenciales. (El servicio telefónico debe facturarse a la persona que solicita la asistencia).

Tribal Lifeline provee servicio telefónico básico a los clientes elegibles que viven en una reserva, por tan sólo \$1 al mes, más impuestos y recargos.

Link-Up provee a los clientes elegibles un **crédito por una vez** para ayudarles a compensar el cargo por instalación para una línea telefónica residencial. Los clientes que son elegibles para asistencia de Lifeline reciben automáticamente el crédito Link-Up si su solicitud para asistencia telefónica se recibe en un término de 60 días después de la fecha de instalación de su teléfono en casa y si no han recibido antes un crédito Link-Up en la misma dirección.

¿Quiénes son elegibles?

Aunque los requisitos necesarios varían de estado a estado, por lo general los clientes son aptos para recibir asistencia telefónica si ellos participan en programas de bajos ingresos como Medicaid, Food Stamps (cupones para comidas), Public Housing Assistance, Low-Income Home Energy Assistance, o el programa Nacional de Almuerzos en las Escuelas. En algunos estados, las personas serán elegibles si su ingreso por hogar es de 135% o menos de la pauta federal de pobreza

Para obtener más información sobre los requisitos necesarios en su estado y como solicitar la asistencia telefónica, visite en Internet www.qwest.com/TAP o llame a Qwest al 1 800-564-1121

McClainFinlon

COPY

2340 Blake Street Denver, Colorado 80205
phone 303 436-9400 fax 303 436-9600

Start Date: December 2005

Revision No: 1

Client: Qwest

Revision Date: 11/30/05

Job No./Description: **OLMOS-0462**

Page No: 1

Initials/ Date: CW DeAnna

CD/ACD

PRFRD AE : Julie

:60 (:47 + :03 Mnemonic + :10 legal)

Hi, I'm (woman) from Qwest. If you currently receive government assistance from programs like Food Stamps, Low Income Home Energy Assistance, or Medicaid, you may qualify for assistance with your home telephone bill. Qualifying low-income households can receive a discount on the installation of a home telephone line and their monthly phone bills. Everyone needs a little help now and then, and at Qwest we're pleased to offer assistance to those in need. Because home phone service is more than a convenience – it can be a lifeline in the event of an emergency . Qwest cares. Call 1 888-353-4816 to see if you qualify for low-income assistance with your telephone bill.. That's 1 888-353-4816.

:60 (:47 + :03 Mnemonic + :10 legal)

Is home phone service a convenience that's just out of reach? The truth is, your family shouldn't ever be without it – because local phone service is more than just a convenience, it can be a lifeline, connecting you to emergency services and responders. I'm (woman) from Qwest, and we're pleased to offer low-income telephone assistance programs for those who qualify. If you currently receive government assistance from programs like Food Stamps, Low Income Home Energy Assistance, or Medicaid, you may also qualify for assistance with home phone installation and your monthly phone bills. Qwest cares. Call 1 888-353-4816 today to see if you qualify for a telephone assistance program from Qwest. That's 1 888-353-4816.

Phone service can be affordable for everyone.

You may qualify for telephone assistance
funding available to low-income households.



For more information, call:

1 888-353-4816

¿Español? 1 800-558-9999

Service not available in all areas. Restrictions apply; contact Qwest® for details.
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ATTACHMENT 6

McClainFinlon
© 2007 McClain Finlon Advertising, Inc.

3/7/07 9:25:28 AM

Qwest delivers to blind, vision-impaired and hearing-impaired customers.

No Charge for Directory Assistance and Operator Handling

Qwest customers who are blind or vision- or mobility-impaired — and who cannot use a directory — are eligible for exemption from Directory Assistance charges on their residential and business lines.

A Bill You Can Use

We provide your bill in a variety of formats to meet your specific needs:

- Braille
- Large font
- Audio tape
- E-mail (compatible with screen readers)

Contact the Qwest Center for Customers with Disabilities to arrange to receive your bill in your preferred format.

Telephone Equipment

Qwest offers a 2.4GHz Voice Announce Cordless Multi-Handset Phone System. Includes handset speakerphone. Additional 2.4GHz Voice Announce Cordless Handsets are available for use with base system at an additional charge.

With Wireless service, Voice Mail service and more, Qwest® keeps your needs in mind.

- **Qwest Voice Mail Compatibility with Teletypewriter (TTY)***
One Voice mailbox for all the users of one phone line
- **Reduced Long-Distance Charges with TTY Use**
Keep connected at reduced rates
- **TTY Directory Listing for Qwest Customers**
No additional charge
- **Wireless Handsets and Accessories**
Makes wireless work for you
- **New Number Referral**
Works with your TTY to inform callers of your new number
- **Bill Format Options**
A format to fit your needs, including Braille
- **Directory Assistance Exemption**
For residential and individual business lines
- **And More!**
 - Telecommunications Relay Service (TRS)
 - Telephone Equipment

*A Teletypewriter (TTY) or telecommunications device for the deaf (TDD) allows a person to plug a regular telephone into a small keyboard that has a visual terminal. When one TTY user calls another, they can communicate by typing what they want to say to one another. Users can choose to print out the message or read it on a screen.

Telephone Assistance Programs

Qwest supports the following Telephone Assistance Programs designed to reduce the cost of telephone service for qualifying low-income customers who currently receive government assistance from programs such as Food Stamps and Medicaid.

Lifeline Service reduces the monthly cost of your residential phone line. The amount of the credit will vary depending on your state.

Tribal Lifeline Service reduces the cost of a residential phone line to as little as \$1 per month (plus applicable taxes and surcharges) for qualifying customers who live on Tribal Lands. For both of these programs, the telephone service must be provided at your primary residence, and the name on the phone bill must match the name of the person who is eligible for the program.

Link Up Assistance reduces the cost of installing your main phone line by 50% and provides a deferred payment schedule for additional installation charges. Link Up benefits are only available on one phone line per household, and Link Up credits cannot be applied towards the cost of jacks and wiring.

To learn more about Telephone Assistance Programs and eligibility in your state, contact the Center for Customers with Disabilities or visit www.lifelinesupport.org.

Qwest Disabilities Solutions

This brochure is available in alternate formats (Braille, large font, e-mail and audiotape). Please contact Qwest to request your preferred format.

Contact a disabilities consultant
at the Qwest Center for
Customers with Disabilities today.

Let's Talk Connection

1 800-223-3131 (Voice/TTY)

8:00a.m.–5:30p.m. Mountain Time, Monday–Friday

qwest.com

Visit any Qwest store

Convenience. Communication. Connection.

Disabilities Solutions from Qwest®



Some services not available in all areas. Additional fees apply, however, qualifying customers may be exempted from certain charges. Additional equipment required depending on service selected and may incur additional charge. Please contact Qwest® for complete details. All trademarks are owned by Qwest.

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ATTACHMENT 7
Qwest Spirit of Service

Qwest® makes it easy.

QWEST DISABILITIES SOLUTIONS ARE BUILT TO BOOST YOUR CONNECTIONS WITH FRIENDS, FAMILY, BUSINESS ASSOCIATES AND THE REST OF YOUR WORLD.

Enjoy Freedom and Functionality FROM QWEST.

Qwest delivers to deaf and hard-of-hearing customers.

The Convenience of One Voice Mailbox

Now hearing, deaf and hard-of-hearing members of a household can retrieve all their messages from one Voice mailbox. Hearing members will experience the same great Qwest Voice Mail Service they've enjoyed in the past. Teletypewriter (TTY) users can retrieve their voice messages from any touch-tone TTY. For detailed instructions, visit www.qwest.com/residential/disabled/voicemail_message_tty.html or call the Qwest Center for Customers with Disabilities.

Reduced Long-Distance Charges With Teletypewriter Use

As a Qwest customer who relies on a Teletypewriter (TTY), you may qualify for a reduced charge on your long-distance communications. To get more information or to learn if you qualify, contact a disabilities consultant at the Qwest Center for Customers with Disabilities.

Directory Listing at No Additional Charge

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

- TTY only
- TDD only
- TTY and Voice
- TDD and Voice
- TTY Only-Voice callers use Telecommunications Relay Service
- TDD 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 Hearing Aid Compatibility requirements for radio frequency interference.

We also offer the T-Loop Coil accessory for Qwest Wireless® service customers with hearing aids or cochlear implants. For more information, ask Qwest Retail personnel.

Let Callers Know Your New Number

New number referral intercept is an optional Teletypewriter (TTY)-compatible service that ensures other TTY users calling your old, disconnected number will receive your new number message in Baudot tones.

Additional non-Qwest service for deaf, hard-of-hearing and speech-impaired customers

Telecommunications Relay Service

Qwest® connects you with the public Telecommunications Relay Service (TRS), which means you can communicate with everyone. Telecommunications Relay Service is a free communications service that connects individuals who are deaf, hard-of-hearing or have speech disabilities with others using standard telephone equipment or telephone equipment designed for individuals with disabilities. To use the Relay service, dial the toll-free numbers listed in your directory, or simply dial **7-1-1**. A specially trained Communications Assistant (CA) will answer your call and relay the telephone conversation between you and the party you are calling. All call information and conversations are confidential. Either party can call the Telecommunications Relay Service provider to set up the call. Relay Service is available 24 hours a day, 365 days a year. There are no restrictions on the number or length of calls you can make. Long-distance calls placed for you can be billed collect, charged to a pre-paid calling card or charged through third-party billing.

Making a call is simple:

- Dial 711 or the TRS toll-free number listed in your telephone directory
- You'll be connected with a communications assistant (they're trained to help your conversation flow easily and accurately)
- Give the communications assistant the number you would like to call
- The agent will stay on the line
- All calls are confidential

TRS providers offer Captioned Telephone and Hearing-Carry-Over (HCO), for people with hearing loss to receive word-for-word captions of the conversation while listening to the voice of the other party; Spanish Relay, for Spanish speaking hearing- or speech-disabled individuals; Speech-to-Speech (STS), for individuals with speech difficulties to converse with the help of a specially trained CA; Text Telephone (TTY) relay; Computer (ASCII) relay; and Voice-Carry-Over (VCO), for people who have difficulty hearing on the phone to voice their conversations directly to the hearing person and receive the other party's conversation as text.

Video Relay Service 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.

TELEPHONE ASSISTANCE PROGRAMS AVAILABLE TO LOW-INCOME HOUSEHOLDS

Qwest® recognizes how important telephone service is to connect people with family, friends, businesses and emergency services. That's why Qwest® offers assistance programs that make telephone service more affordable for eligible customers.

LIFELINE provides eligible customers with a **monthly credit** to help offset the cost of their home telephone line. Free Long Distance Restriction is also available, at the customer's request. (Telephone service must be billed to the individual applying for assistance.)

TRIBAL LIFELINE provides eligible customers who live on a reservation with basic telephone service for as little as \$1 a month, plus taxes and surcharges. Free Long Distance Restriction is also available, at the customer's request.

LINK-UP provides eligible customers with a **one-time credit** equal to 50% of the installation charges for a home telephone line. Customers who qualify for Lifeline assistance automatically receive the Link-Up credit if their application for telephone assistance is received within 60 days of their home phone installation date and if they have not previously received a Link-Up credit at the same address.

1 800-244-1111 for customer assistance
qwest.com

WHO IS ELIGIBLE?

While eligibility requirements vary from state to state, customers are generally eligible for telephone assistance if they participate in low-income programs such as Medicaid, Food Stamps, Public Housing Assistance or Low-Income Home Energy Assistance. In some states, individuals will also qualify if their household income is at or below 135% of the federal poverty guidelines.

To learn more about the eligibility requirements in your state and how to apply for telephone assistance, visit www.qwest.com/TAP or call Qwest at 1 800-244-1111.

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Phone service can be affordable for everyone.

If you live on a reservation, you may qualify for a special program that will give you basic, in-home telephone service for as low as \$1.00 a month plus applicable taxes and surcharges.

Apply today for Tribal Lifeline.



Let's Talk Support.
1 888-353-4816



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Public Service Announcement
Qwest Tribal Lifeline and Tribal Link-up

Did you know that you may be eligible for telephone service for as little as one dollar a month? Thanks to a change in federal guidelines, even more people living on a reservation can take advantage of Qwest's Tribal Lifeline program.

Through the Tribal Lifeline Program, Qwest offers substantial savings to existing basic local telephone customers who live on tribal land and who qualify based on their household income.

And if you don't currently have telephone service, Qwest also offers a Tribal Link-Up program that reduces new service connection charges for those who qualify.

That means discounted installation fees in addition to receiving the one-dollar per month tribal lifeline rate.

Qwest also has Telephone Assistance Programs for individuals who do not live on a reservation. To learn more about Tribal Lifeline or any of our other Telephone Assistance Programs, call Qwest at 1 800-244-1111 or visit us at www.qwest.com/TAP. You can also visit your tribe's social services office to apply for Tribal Lifeline.

Some restrictions apply. Service not available in all areas. Long-distance charges and special calling features not included.

Tribal Lifeline/Tribal Link-Up Application Form

(Please Print)

Name _____ (First) _____ (Middle) _____ (Last)
 Address: _____ (City) _____ (State) _____ (Zip)
 Home Telephone Number: _____

(The name of the person applying for Telephone Assistance must appear on the telephone account.)

I currently reside on: _____
 Name of Tribal Land, Reservation or Pueblo

Please fill out Section 1 -or- Section 2. (Do NOT fill out both sections)

SECTION 1:

Please check the boxes for any low-income programs you participate in. Check all that apply.

- Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Low Income Home Energy Assistance Program
- BIA/General Assistance Programs
- Tribally Administered Temporary Assistance for Needy Families
- Head Start (meeting income test)
- National School Lunch Program
- Other qualifying income programs in your state (call Qwest® at 1 800-244-1111 to inquire about these programs)



SECTION 2:

If you do not currently participate in any of the low-income programs 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 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 Unit: | Household Income (at or below): | Please check box | Size of Household Unit: | Household Income (at or below): |
|--------------------------|-------------------------|---------------------------------|---|-------------------------|---------------------------------|
| <input type="checkbox"/> | 1 | \$13,784 | <input type="checkbox"/> | 6 | \$37,274 |
| <input type="checkbox"/> | 2 | \$18,482 | <input type="checkbox"/> | 7 | \$41,972 |
| <input type="checkbox"/> | 3 | \$23,180 | <input type="checkbox"/> | 8 | \$46,670 |
| <input type="checkbox"/> | 4 | \$27,878 | <input type="checkbox"/> | No: _____ | *\$ _____ |
| <input type="checkbox"/> | 5 | \$32,576 | *For each additional person, add \$4,698. | | |

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 and that I am not receiving Lifeline credits of any kind on any other telephone or wireless telephone account. 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.

Your Signature _____

Date _____

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



Qwest® offers a special program that can help you keep connected with loved ones, friends and help in an emergency.

If you **live** on a **reservation**, you could **qualify** for **telephone service** as low as **\$1** a month!



Now, if you qualify, telephone service can be much more affordable.

The telephone can be your link with friends, children, parents and 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 little as \$1 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 little as \$1 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. You may receive an additional \$70 credit to help offset special construction charges associated with your installation.

- If your tribal lifeline application is received within 60 days following installation of your phone service
- If you have not 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
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Low Income Home Energy Assistance Program
- BIA/General Assistance Program
- Tribally Administrated Temporary Assistance for Needy Families
- Head Start (meeting income test)
- National School Lunch Program
- Household income at or below 135% of the Federal Poverty Guidelines
- Other qualifying low-income programs in your state (call Qwest® at 1 800-244-1111 to inquire about these programs)

Customers applying for Lifeline based on the size and income level of their household must provide a copy of one of the following:

- Last year's federal, state or tribal income tax return
- Current income statement or paycheck stubs for three consecutive months
- Social Security statements of benefits
- Veteran'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 Program in your state. Call Qwest at **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
PO Box 2738
Omaha, NE 68103-2738

If you do not currently have phone service with Qwest, please call Customer Service at **1 800-223-3131** to place an order for service BEFORE sending in your completed application. Not available in all areas, long distance not included.