

100 CenturyLink Drive Monroe, LA 71203 Tel: 318.388.9000

May 9, 2011

FILED
MAY 1 0 2011

Myron Couch Utility Operations Technical Specialist Missouri Public Service Commission 200 Madison Street, Suite 100 P. O. Box 360 Jefferson City, MO 65101



RE: 2010 Annual Report Re-submission

CenturyTel Fiber Company II, LLC d/b/a/ Lightcore, a CenturyLink Company

Enclosed for filing with the Commission are redacted copies of the revised 2010 Annual Report for the above referenced company, and a copy of the CPNI report filed with the FCC. The revision requested in your e-mail dated April 27, 2011 is reflected in this submission.

All questions regarding this correspondence should be addressed to:

Mr. Ted Hankins, Director Regulatory Operations P. O. Box 4065 Monroe, LA 71211-4065 318.388.9416

I would appreciate your forwarding any future correspondence and forms associated with these submissions to my attention.

Sincerely,

Lisa Farrar, Director

Separations & Access

**Enclosures** 

## CenturyTel Fiber Company II, LLC d/b/a Lightcore, a CenturyLink Company

## **Company Name**

(Provide the full name of the company as certificated or registered with the Missouri Public Service Commission. Do not abbreviate; include any Commission approved d/b/a or fictitious name, if applicable.)

# TELECOMMUNICATIONS COMPANY OR IVOIP PROVIDER ANNUAL REPORT TO THE MISSOURI PUBLIC SERVICE COMMISSION MAY 1 0 2011

For the Calendar Year of January 1 - December 31, 2010



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	ect how the company is certificated or registered with t Name as shown above (check all that apply):	the Commission under the
lr	Incumbent Local Telecommunications Company (not competitively o	classified ILEC)
Ir	Incumbent Local Exchange Telecommunications Company (compet	itively classified ILEC)
X c	Competitive Local Exchange Telecommunications Company (CLEC	)
X	Interexchange Telecommunications Company (IXC)	
Ł	Local Non-switched Telecommunications Provider (classified in EFIS	S as IXC)
i	Interconnected Voice over Internet Protocol Service Provider (IVoIF	P)
must file ar based on e	In one certificate or registration is held by the company in annual report in the Commission's Electronic Filing a each certificate or registration. In such situations, we a al; however please verify the following:	and Information System (EFIS)
T	The various annual reports filed in EFIS are identical.	
Т	The various annual reports filed in EFIS are different.	
	Not applicable (Company only has one certificate or registration; therefore was filed in EFIS.)	only one annual report
Please cho	oose <u>one</u> of the following filing options to indicate the	security level of the filing:
XF	Public submission (NOT Proprietary or Highly Confidential)	
	Non-Public submission (Highly Confidential or Proprietary) (See instructions for special requirements.)	
	ew the instructions document before proceeding by using the link 2010 Annual Report Telco and IVoIP	t below:
		Public
Excel Rev. 3/15/2	2011	For use when filing under seal.

	Annual Report of			d/b/a Lightcore, a CenturyLink Company ar of January 1 - December 31, 2010
S	tate in full the company's	information belo	w:	<del></del>
				(318) 388 - 9000
_		nturyLink Drive y Street Address		Telephone Number
	·	•		N/A
-		nturyLink Drive / Mailing Address		Fax Number
	Monroe	LA	71203	N/A
_	City	State	Zip	E-Mail Address
7	his company is currently	a (check appropr	iate box):	
	☐ Corporation ☐	Sole Proprietorship	□ ₽	
		LLC	Other - Expl	ain
L		ne person completing	g the form, whethe	er an employee or a third-party preparer. This ma
C	liffer from the address in Item N			
_	Te	d Hankins	<del></del>	(318) 388 - 9416
	400.0	Name		Telephone Number
_		nturyLink Drive eet Address		(318) 388 - 9602 Fax Number
		nturyLink Drive		ted.hankins@centurylink.com
-	Mai	ling Address		E-mail Address
	Monroe	LA	71203	
Ī	City	State	Zip	<del></del>
		ce is not provided or		the end of the year. Please include an inpletely provide the requested information.  Name of Person Holding Office
_	Chief Executive Officer an	d President		Glenn F. Post, III
_	Chief Operating Of	ficer		Karen A. Puckett
_	Executive Vice Pres	sident		R. Stewart Ewing, Jr.
	See additional sheet P	age 2-A		See additional sheet Page 2-A
•	Please provide a list of all	mergers, consoli		organizations involving the registered or not include internal company reorganizations
	None			
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Annual Report of	CenturyTel Fiber Company II, LLC d/b/a Lightcore, a CenturyLink Company	
_	for the calendar year of January 1 - December 31, 2010	

4. Identify the principal or general officers of the company at the end of the year. Please include an additional sheet, if enough space is not provided on this page, to completely provide the requested information.

Title of General Officer	Name of Person Holding Office	
Senior Vice President	David D. Cole	
Exec. VP, Gen. Counsel, and Assist. Sec.	Stacey W. Goff	
Vice President and Controller	Neil A. Sweasy	
Senior Vice President and Treasurer	G. Clay Bailey	
Vice President	Craig Davis	
Vice President and Assistant Secretary	Daniel Davis	
Secretary	Kay C. Buchart	

<b>Annual</b>	Report of
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CenturyTel Fiber Company II, LLC d/b/a Lightcore, a CenturyLink Company

for the calendar year of January 1 - December 31, 2010

6. Please provide the following information concerning the company's revenues for this calendar year:

MO Jurisdictional Total Company<sup>1</sup> Row Revenues: (Column A) (Column B) I. RETAIL Local Service Revenues include tariffed revenues attributed to local telecommunications services, extended area service, secondary features such as call forwarding, caller ID, local operator services, directory-related services, etc. and for IVoIP service. N/A N/A Interexchange Revenues include revenues attributed to interexchange telecommunications services such as toll services, 800 services, interexchange operator services and interexchange IVoIP services. N/A N/A Non-Switched Telecommunications Service Revenues include revenues attributed to retail local and interexchange private line services (but not special \$2,625,345.06 \$4,795,185.00 access or private line services provided to other telecommunications carriers). Bundled or Packaged Revenues include any revenues whereby the company is providing voice services in combination with multiple services whereby revenue can not be easily attributed to local, interexchange or non-switched categories. If such bundles includes Internet, video or some non-regulated service then the company's revenue shall be based on the company's rate offer for solely voice services. The excess revenue associated with the bundled service which is over the amount related to revenue associated with voice only service shall be recorded in the Total Company column. If voice service is only offered as part of a bundled service, the company shall identify all revenue associated with the bundle of services in the Missouri Jurisdictional column. N/A N/A Retail Uncollectible Revenues from telecommunications revenues. (This amount is generally a negative number.) N/A N/A RETAIL TOTAL (This amount should equal the total of Rows 1 - 5 above and should also match your \$2,625,345,06 \$4,795,185.00 Missouri Universal Service Fund Net Jurisdictional Revenue Report amount) II. OTHER Wholesale Revenues include intrastate switched, special access service revenues, carrier billing and collection revenues, and any other revenues derived from other telecommunications carriers. \$125,707,354.00 N/A Miscellaneous Revenues<sup>2</sup> associated with non-retail services, such as, advertising revenues, rent revenues, corporate operations revenues, special billing arrangements, customer operations, plant operations, other incidental regulated revenues, and other revenue settlements. (NOTE FOR ILEC ONLY) refer to FCC account #s: 5230, 5240, 5250, 5261, 5262, 5263, 5264, 5269, and N/A N/A Other Uncollectible Revenues from other revenues. (This amount is generally a negative number.) N/A N/A High-Cost Federal USF Revenues include all revenues received as support from the Universal Service Fund for the High-Cost program. N/A N/A 11. Other Federal USF Revenues include all revenues received as support from the Universal Service Fund for the following programs: Low Income, Schools and Libraries, and Rural Health. N/A N/A 12. State USF Revenues include all revenues received as support from the Universal Service Fund. N/A N/A 13. TOTAL REVENUES (This amount should equal the total of Rows 6 - 12 above.)

Total MO Jurisdictional Revenue (Column A) should match Total Gross Intrastate

Operating Revenue on the Statement of Revenue.

Public

\$2,625,345.06

For use when filing under seal.

\$130,502,539.00

<sup>&</sup>quot;Telecommunications Service" as defined by Missouri Revised Statutes Section 386.020(54).

<sup>&</sup>quot;Interconnected Voice over Internet Protocol service" as defined by Section 386.020(23) RSMo.

List total regulated revenue and IVoIP revenue provided by a registered company and, if applicable, non-regulated revenue for company name as listed at the top of this page. (This form may be submitted by an affiliate, but a separate form must be completed by each certificated or registered entity. Do not include revenues for any company NOT listed at the top of the page.

<sup>&</sup>lt;sup>2</sup> If you have miscellaneous revenue related to retail telecommunications services, then enter it in Row 1.

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CenturyTel Fiber Company II,	, LLC d/b/a Lightcore,	a CenturyLink
Company		

for the calendar year of January 1 - December 31, 2010

## Low Income and Disabled Universal Service Fund Subscriber Quantities

7. Do you offer basic local telecommunications service or IVoIP service as listed under 386.020 RSMo.?

☐ Yes

X No

If yes, please quantify the number of low income and disabled subscribers as reported to USAC (federal support, Form 497) and to the Missouri Universal Service Fund administrator for the past calendar year. (Insert "0"s if you do not have such subscribers.)

	**	Number of Missouri Low Income Subscribers	Number of Missouri Disabled Subscribers	**
January		0	0	
February		0	0	
March		0	0	
April		0	0	
May		0	0	
June		0	0	
July		0	0	
August		0	0	
September	11	0	0	
October		0	0	
November		00	0	
December		0	0	
TOTAL:		0	0	

Public

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for the calendar year of January 1 - December	er 31.	
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8.

## Line Quantities for Local Voice Service & IVoIP Service<sup>1</sup>

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		Res	sid	ent	ial					ine		1	Nomadic IVoIP	
Exchange <sup>2</sup>	**	Facility-based <sup>3</sup>	**	**	Resale/UNE <sup>4</sup>	**	**	Facility-based <sup>3</sup>	**	**	Resale/UNE <sup>4</sup> **	1	** Providers <sup>5</sup>	**
N/A					, <del>, , ,</del>									
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<sup>&</sup>lt;sup>1</sup> See instructions for additional clarification about filling out this page.

Public

For use when filing under seal.

<sup>&</sup>lt;sup>2</sup> Exchange refers to areas as listed in ILEC tariffs. (Exchanges are not always the same as rate centers, wire centers and central offices.)

<sup>&</sup>lt;sup>3</sup> Facility-based refers to lines served whereby your company or an affiliate owns the switch and/or local loop.

<sup>&</sup>lt;sup>4</sup> Resale/UNE refers to lines served whereby your company leases all switch and loop facilities from a non-affiliated carrier either through an agreement or a discounted tariffed rate.

<sup>&</sup>lt;sup>5</sup> Wholesale to Non-registered Nomadic IVoIP Providers refers to arrangements where your company is providing wholesale services for a nomadic IVoIP provider who is not registered with the Missouri PSC. (Do not use this column for retail line quantities or if your company sets the end user's rates.)

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CenturyTel Fiber	Company II	, LLC	d/b/a Lightc	ore, a Centur	yLink Company
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for the calendar year of January 1 - December 31, 2010

	Relay Missouri Revenu Collected collected or received, accordi o your record-keeping method	ing	Re	elay Missouri Retention Amount (of the amount collected)		Relay Missouri Revenue Remitted to Commissio (of the amount collected)
*	*	**	**	: <b>**</b>	*	
January	\$0.00			\$0.00	Ι	\$0.00
February	\$0.00			\$0.00		\$0.00
March	\$0.00			\$0.00	1	\$0.00
April	\$0.00			\$0.00		\$0.00
May	\$0.00			\$0.00	L	\$0.00
June	\$0.00	-		\$0.00		\$0.00
July	\$0.00			\$0.00	Ŀ	\$0.00
August	\$0.00		ind,	\$0.00	L	\$0.00
September	\$0.00	_		\$0.00	1	\$0.00
October	\$0.00			\$0.00	1	\$0.00
November	\$0.00			\$0.00	_	\$0.00
December	\$0.00			\$0.00	4	\$0.00
Total	\$0.00			\$0.00		\$0.00

Public

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for the calendar year of January 1 - December 31,\_\_

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## Annual Customer Proprietary Network Information (CPNI)

Compliance Certificate	
(A copy of a company's FCC CPNI filing will suffice for the required descriptions for all item then an additional description must be attached.)	s, unless H.2 is chosen,
12. The company affirms having established operating procedures that are adequate to en Missouri Public Service Commission's CPNI rules of 4 CSR 240-33.160(7).	sure compliance with the
Indicate which of the following apply with Y (Yes) or N (No).  A. The company has implemented a system by which the status of a custom clearly established prior to the use of CPNI. Attached is a brief description of the company's system.	er's CPNI approval can be
B. The company has implemented personnel training as to when personnel a use CPNI including an express disciplinary process. Attached is a brief description and disciplinary process.	
C. The company maintains records for at least one year of sales and market its agents, affiliates, joint venture partners and any independent contractors, CPNI. Such records include a description of each campaign, the specific CP campaign and what products and services were offered as a part of the camp description of the company's record maintenance system.	that use its customers' NI that was used in the
D. The company has a supervisory review process for outbound marketing s brief description of the company's review process.	ituations. Attached is a
E. The company has procedures in place whereby the company will provide written notice within five business days of any instance where the opt-out me properly, to such a degree that customers' inability to opt-out is more than an brief description of the company's procedures.	chanisms do not work
F. Actions Taken - Select one of the options from the drop-down box below (by clicking the cell below and then clicking on the arrow to the right of the boat 1. The company has not taken any actions against any individual or entity that unlawfully obtains, uses, discloses or sells CPNI.	x directly below):
G. Complaints Received - Select one of the options from the drop-down bo below and then clicking on the arrow to the right of the box directly below):	x below (by clicking the cell
The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.	
H. Sharing CPNI Information - Select one of the options from the drop-dow (by clicking the cell below and then clicking on the arrow to the right of the bo	
The company does not share CPNI with joint venture partners or independent contractors (except for billing and collection services)	
	Public

For use when filing under seal.

/FR			

The foregoing report must be verified by the oath of the President, Treasurer, General Manager or Receiver of the company. The oath required may be taken before any person authorized to administer an oath (Notary Public) by the laws of the State in which the same is taken.

State Of Louisiana    PARISH   County Of   Quachita   Ss:			OATH			
Jerry M. Allen  Name of Affiant (Company Official/Representative)  S/he is  Vice President - Revenues  Official Title of the Affiant (Company Official/Representative)  of  CenturyTel Fiber Company II, LLC d/b/a Lightcore, a CenturyLink Company Exact Legal Title or Name of the Respondent (Certificated Company Name)  and is located at  100 CenturyLink Drive, Monroe, LA 71203 (318) 388 - 9081  Address and Telephone Number of the Affiant (Company Official/Representative)  that s/he has 1) examined the foregoing report; to the best of his or her knowledge, information, and belief, all statements of fact contained in the said report are true and the said report is a correct statement of the business at affairs of the above-named respondent, 2) examined (and updated as applicable) the company's contact information in EFIS; to the best of his or her knowledge, information, and belief, all listed contacts are correct, and 3) read the CPNI Certification, chosen the applicable alternatives and attached all required documentation, which is a true and correct description of the company's CPNI safeguards.  from  January 1, 2010  Month/Day Year  Signature of Affiant (Company Official/Representative)  Subscribed and sworn to before me, a Notary Public, in and for the State and Geently above named, this  39 TH day of Afriant (Company Official/Representative)	State Of	<u> </u>	₋ouisiana	}		
Name of Affiant (Company Official/Representative)    Vice President - Revenues			Ouachita	}	SS:	
Official Title of the Affiant (Company Official/Representative)  CenturyTel Fiber Company II, LLC d/b/a Lightcore, a CenturyLink Company Exact Legal Title or Name of the Respondent (Certificated Company Name)  and is located at 100 CenturyLink Drive, Monroe, LA 71203 (318) 388 - 9081  Address and Telephone Number of the Affiant (Company Official/Representative)  that s/he has 1) examined the foregoing report; to the best of his or her knowledge, information, and belief, all statements of fact contained in the said report are true and the said report is a correct statement of the business at affairs of the above-named respondent, 2) examined (and updated as applicable) the company's contact information in EFIS; to the best of his or her knowledge, information, and belief, all listed contacts are correct, and 3) read the CPNI Certification, chosen the applicable alternatives and attached all required documentation, which is a true and correct description of the company's CPNI safeguards.  from January 1, 2010, to and including December 31, 2010  Month/Day Year Month/Day Year  Subscribed and sworn to before me, a Notary Public, in and for the State and Gounty above named, this 39 TH day of Aprel 2011	_			entative)	makes oath and	says that
CenturyTel Fiber Company II, LLC d/b/a Lightcore, a CenturyLink Company Exact Legal Title or Name of the Respondent (Certificated Company Name)  and is located at  100 CenturyLink Drive, Monroe, LA 71203 (318) 388 - 9081  Address and Telephone Number of the Affiant (Company Official/Representative)  that s/he has 1) examined the foregoing report, to the best of his or her knowledge, information, and belief, all statements of fact contained in the said report are true and the said report is a correct statement of the business at affairs of the above-named respondent, 2) examined (and updated as applicable) the company's contact information in EFIS; to the best of his or her knowledge, information, and belief, all listed contacts are correct, and 3) read the CPNI Certification, chosen the applicable alternatives and attached all required documentation, which is a true and correct description of the company's CPNI safeguards.  from  January 1, 2010, to and including December 31, 2010  Month/Day Year  Subscribed and sworn to before me, a Notary Public, in and for the State and Geunty above named, this J9 TH, day of Aprel 2011	s/he is					
Address and Telephone Number of the Affiant (Company Name)  and is located at 100 CenturyLink Drive, Monroe, LA 71203 (318) 388 - 9081  Address and Telephone Number of the Affiant (Company Official/Representative)  that s/he has 1) examined the foregoing report, to the best of his or her knowledge, information, and belief, all statements of fact contained in the said report are true and the said report is a correct statement of the business at affairs of the above-named respondent, 2) examined (and updated as applicable) the company's contact information in EFIS; to the best of his or her knowledge, information, and belief, all listed contacts are correct, and 3) read the CPNI Certification, chosen the applicable alternatives and attached all required documentation, which is a true and correct description of the company's CPNI safeguards.  from 1 January 1		O	incial Title of the Affiant (	Company Office	ai/kepresentative)	
and is located at	of	CenturyTel F	iber Company II, LLC	d/b/a Lightco	e, a CenturvLink Com	pany
Address and Telephone Number of the Affiant (Company Official/Representative)  that s/he has 1) examined the foregoing report; to the best of his or her knowledge, information, and belief, all statements of fact contained in the said report are true and the said report is a correct statement of the business at affairs of the above-named respondent, 2) examined (and updated as applicable) the company's contact information in EFIS; to the best of his or her knowledge, information, and belief, all listed contacts are correct, and 3) read the CPNI Certification, chosen the applicable alternatives and attached all required documentation, which is a true and correct description of the company's CPNI safeguards.  from  January 1  Year  January 1  Year  January 1  Year  Signature of Affiant (Company Official/Representative)  Pagish  Subscribed and sworn to before me, a Notary Public, in and for the State and County above named,  this  January 1  Agy TH  day of Affair  Agy TH  day of Affair  Agy TH  day of Affair  Agy TH  A	_					
Address and Telephone Number of the Affiant (Company Official/Representative)  that s/he has 1) examined the foregoing report; to the best of his or her knowledge, information, and belief, all statements of fact contained in the said report are true and the said report is a correct statement of the business at affairs of the above-named respondent, 2) examined (and updated as applicable) the company's contact information in EFIS; to the best of his or her knowledge, information, and belief, all listed contacts are correct, and 3) read the CPNI Certification, chosen the applicable alternatives and attached all required documentation, which is a true and correct description of the company's CPNI safeguards.  from  January 1  John  Month/Day  Year  Signature of Affiant (Company Official/Representative)  Pagish  Subscribed and sworn to before me, a Notary Public, in and for the State and County above named, this  January 1  day of Africa  Again  Again  John  Joh		400 0	humd into Daire - 18-	nroo ! A 74	202 (248) 200 - 00	104
that s/he has 1) examined the foregoing report; to the best of his or her knowledge, information, and belief, all statements of fact contained in the said report are true and the said report is a correct statement of the business at affairs of the above-named respondent, 2) examined (and updated as applicable) the company's contact information in EFIS; to the best of his or her knowledge, information, and belief, all listed contacts are correct, and 3) read the CPNI Certification, chosen the applicable alternatives and attached all required documentation, which is a true and correct description of the company's CPNI safeguards.  from  January 1  Year  John Dictory  Sighature of Affiant (Company Official/Representative)  Pagish  Subscribed and sworn to before me, a Notary Public, in and for the State and County above named, this  January 1  Again Again  Again	and is located at					
Month/Day  Year  Signature of Affiant (Company Official/Representative)  Pagish  Subscribed and sworn to before me, a Notary Public, in and for the State and Gounty above named,  this 39 TH day of Apair 2011	statements of fact c affairs of the above-	ontained in the said rep named respondent, 2)	oort are true and the sa examined (and update	aid report is a ed as applicat	correct statement of the le) the company's con-	e business and tact information
Signature of Affiant (Company Official/Representative)  PARISH  Subscribed and sworn to before me, a Notary Public, in and for the State and Gounty above named,  this	statements of fact c affairs of the above- in EFIS; to the best CPNI Certification, o	ontained in the said rep named respondent, 2) of his or her knowledge chosen the applicable a	oort are true and the sa examined (and update e, information, and bel alternatives and attach	aid report is a ed as applicat ief, all listed co	correct statement of the le) the company's con- contacts are correct, and	e business and tact information d 3) read the
Subscribed and sworn to before me, a Notary Public, in and for the State and County above named, this day of	statements of fact c affairs of the above- in EFIS; to the best CPNI Certification, of correct description of	ontained in the said rep named respondent, 2) of his or her knowledge chosen the applicable a of the company's CPNI January 1	port are true and the same examined (and update and information, and beluternatives and attach safeguards.	aid report is a ed as applicat ief, all listed co ed all required	correct statement of the company's contents are correct, and documentation, which documents are 21	e business and tact information d 3) read the n is a true and ,2010
Subscribed and sworn to before me, a Notary Public, in and for the State and Gounty above named,  this	statements of fact c affairs of the above- in EFIS; to the best CPNI Certification, of correct description of	ontained in the said rep named respondent, 2) of his or her knowledge chosen the applicable a of the company's CPNI January 1	port are true and the same examined (and update and information, and beluternatives and attach safeguards.	aid report is a ed as applicat ief, all listed co ed all required	correct statement of the company's contents are correct, and documentation, which documents are 21	e business and tact information d 3) read the n is a true and ,2010
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My Commission expires For LIFE	statements of fact c affairs of the above- in EFIS; to the best CPNI Certification, o correct description of from	ontained in the said rep named respondent, 2) of his or her knowledge chosen the applicable a of the company's CPNI January 1 Month/Day	ort are true and the sexamined (and update examined (and update examined in the sexamined formation, and below alternatives and attach safeguards.	aid report is a ed as application, all listed control and including	correct statement of the le) the company's contents are correct, and documentation, which December 31  Month/Day  Pagish	e business and tact information is a true and Year year
	statements of fact c affairs of the above- in EFIS; to the best CPNI Certification, o correct description of from	ontained in the said rep named respondent, 2) of his or her knowledge chosen the applicable a of the company's CPNI January 1 Month/Day	port are true and the se examined (and update examined (and update examined in the safeguards and attach safeguards.	aid report is a ed as application, all listed control and including	December 31  Month/Day  PARISH  State and County above	e business and tact information d 3) read the n is a true and Year
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	statements of fact c affairs of the above- in EFIS, to the best CPNI Certification, c correct description of from  Subscribe this	ontained in the said representation of his or her knowledge chosen the applicable as of the company's CPNI  January 1  Month/Day	port are true and the se examined (and update examined (and update examined in the safeguards and attach safeguards.	aid report is a ed as application, all listed conditions and including	December 31 Month/Day  PARISH State and County above	e business and tact information d 3) read the n is a true and Year
	statements of fact c affairs of the above- in EFIS; to the best CPNI Certification, c correct description of from  Subscribe this	ontained in the said representation of his or her knowledge chosen the applicable as of the company's CPNI  January 1  Month/Day	port are true and the se examined (and update examined (and update examined in the safeguards and attach safeguards.	aid report is a ed as application, all listed conditions and including	December 31 Month/Day  PARISH State and County above  2011	e business and tact information of 3) read the n is a true and Year



February 25, 2011

## By Electronic Filing

Marlene H. Dortch Secretary Federal Communications Commission 445 12<sup>th</sup> Street, S.W. Suite TW-A325 Washington, DC 20554

RE: EB Docket 06-36

Dear Ms. Dortch:

Pursuant to Section 64.2009(e) of the Commission's rules, 47 C.F.R. Section 64.2009(e). CenturyLink hereby submits the annual CPNI Certification for 2010 for its affiliates listed in "Attachment A" of the attached document.

Please feel free to contact me if you require additional information

Respectfully submitted.

Carrick Inabnett

Assistant General Counsel

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ee: Best Copy and Printing, Inc.

Attachment

## Annual 47 C.F.R. § 64.2009(e) CPNI Certification

## EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2010

- 1. Date filed: February 25, 2011
- 2. Name of company(s) covered by this certification: CenturyLink (see attachment A)
- 3. Form 499 Filer ID: See Attachment A
- 4. Name of signatory: Shirish Lal
- 5. Title of signatory: Senior Vice-President, Marketing
- 6. Certification:

I, Shirish Lai, certify that I am an officer of CenturyLink, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. (See 47 C.F.R. § 64.2001 et seq)

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements (including those mandating the adoption of CPNI procedures, training, recordkeeping, and supervisory review) set forth in section 64.2001 et seq. of the Commission's rules.

The company has not taken actions (i.e., proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year.

The company has not received customer complaints in the past year concerning the unauthorized release of CPNI.

Signed\_

Attachments:

Accompanying Statement explaining CPNI procedures

## Statement of Compliance Procedures for CPNI 2010 CPNI Certification

## Methods for Obtaining Customer Approval

CenturyLink uses the opt-out method to obtain customer approval to utilize CPNI for marketing purposes. Customers are able to opt-out at no cost and to effectuate that choice whenever they choose. CenturyLink informs customers of these opt-opt methods through a CPNI notice, which is sent to new customers upon initiation of service and to all customers every two years.

CenturyLink uses a combination of one IVR system<sup>1</sup> with three (3) phone numbers to ensure that all customers have the availability of a 7 day/24-hour CPNI opt-out option. CenturyLink residential and business customers are instructed to call a phone number, which connects to either Customer Care or the IVR to make or change their CPNI elections; the Customer Care number is routed to an IVR after hours so that in all cases a 7 day/24-hour opt-out option is available. The customer's election then is recorded by either the Customer Care representative or automatically loaded to the customer's account. Legacy Embarq residential and business customers that have not yet converted to CenturyLink billing systems each have a separate phone number that connects to the IVR and allows for 7 day/24 hour CPNI elections to be made.

A customer's account is coded with either a "Y" or "N" in the CPNI consent flag, depending on the customer's response. If a residential customer does not respond to a CPNI notice within 65 days of service initiation, or if a business customer does not respond within a minimum of 40 days of service initiation, the customer is considered to have approved the use, disclosure and access to CPNI and the account is coded with a "Y." This allows all customers at least 33 days after mailing of the CPNI notice to respond. If the customer denies approval ("N"), that decision remains in effect until the customer affirmatively grants permission to use CPNI. Within this initial period of service initiation, a unique CPNI code is assigned and there is no out of category marketing to customers who have this code, with the exception of when the script for consent is read by a representative, which allows agents to market for the purpose of the one call only.

#### How CPNI Authorization Records Are Maintained/Used

The Database Marketing (DBM) Group generates customer lists for all marketing campaigns. Campaigns are implemented by the Marketing group, which creates a strategy brief containing the products offered and the criteria for selecting customers to be used, allowing DBM to generate a campaign list that meets those requirements and deliver it to the requestor in the Marketing group. Before conducting marketing campaigns that utilize CPNI, DBM pulls only those accounts with a CPNI indicator of "Y" if the campaign will utilize CPNI to market services out of category. Use of the CPNI by agents for marketing campaigns is also documented. Documentation of campaigns is maintained for a year.

<sup>&</sup>lt;sup>1</sup> Prior to October 2010, CenturyLink had two (2) IVR systems and three (3) phone numbers that were used for making CPNI elections.

#### Customer Notice of CPNI Rights/Date of Most Recent Notification

CenturyLink provides new customers with a CPNI notice at the time they establish service and sends renewal CPNI notices to existing customers every two years. The most recent biennial notice was sent to CenturyLink customers in 2009. All new residential and business customers are notified of their CPNI rights via a message contained in the first bill that is sent following the customer's service order. Additionally, some new business customers are notified of their CPNI rights via a notice contained in the Welcome Package. Major Account customers (i.e., accounts that request a non-standard billing format) are sent a packet containing a CPNI notification at the time their service is established.

#### Company Procedures for CPNI Disclosure

CenturyLink Methods and Procedures (M&Ps) for Business and Residential representatives require a password for release of call detail records (CDR) when requested by telephone. If a customer does not have a password, representatives will offer to call the customer back at the phone number of record to provide the information or alternatively will offer to mail the call records to the billing address on the account. Representatives encourage customers to establish a password to safeguard their account information. Passwords are generally based on response to one of a list of questions that include name of first grade teacher, name of first pet, etc. M&Ps for face-to-face transactions in retail environments that involve CPNI require that the customer present a photo ID that matches the customer responsible for billing or authorized use for that account.

CenturyLink notifies customers of password and address changes to accounts. For password changes, CenturyLink has a process that is triggered by the representative via a letter request, which is systematically sent to the Residential and Business Offline Centers for fulfillment. The process for notifying customers of billing address changes is via a back-end process that monitors billing address changes made in the order entry system. The information is formatted into a file that contains the customer's name and old billing address. This file is loaded into an automated dialing system that attempts to notify the customer by telephone. Another file is created for customers who were not reached via telephone after two (2) attempts and is handed off to a letter fulfillment vendor who then sends the notification via US Mail.

To establish a password for an on-line account, a customer can choose from a variety of questions such as name of first grade teacher, name of first pet, etc. When on-line account passwords are changed, CenturyLink sends e-mail notification to the e-mail address on record provided by the customer.

For release of non-CDR CPNI, standard identity verification methods are used and include password, account number, other information from the account (alternate can be reach number, numbers called, etc) or last four digits of SSN.

For customers who have a CPNI indicator of "No", service representative M&Ps specify how to obtain one-time use permission for using CPNI.

CenturyLink also has a Data Breach Incident Response Plan that includes procedures and who to contact and who to notify if there is a breach of CPNI information.

### Training of Company Personnel

Consistent with CenturyLink's commitment to preserving customer privacy, the company has implemented a variety of training programs for its employees regarding the company's policies and employees' obligations to protect customer information. All new Customer Care representatives receive CPNI training as part of their initial job training. The CPNI training program explains CenturyLink's legal obligations regarding the access, use, storage, and disclosure of CPNI and discusses the application of the FCC's rules to the company's operations. On an ongoing basis, Customer Care representatives have CPNI resources available in their online reference repository and supervisors periodically provide refresher training. CPNI training is also available for all employees

Under CenturyLink's standard procedures, only those persons with duties that require access to CPNI to perform their job functions are eligible for such access, and access is controlled through User IDs and passcodes. Each representative access is "stamped" with the representative's user ID so that any breaches could be tied to a specific representative. CenturyLink has adopted a disciplinary process, which has been incorporated into the company's corporate compliance procedures and communicated to employees, to address any employee mishandling or misuse of CPNI. Corporate Security, Legal or Human Resources personnel investigate instances of potential improper access to or disclosure of CPNI by employees. If the investigation indicated a violation has occurred, disciplinary action up to and including termination will follow, with such termination being highly likely for any significant violation.

Effective with the FCC's 2007 CPNI order, third parties who have access to CPNI for marketing purposes have become CenturyLink agents. These agents abide by all CPNI regulations and have appropriate protections in place to ensure the ongoing confidentiality of the CPNI; limit access to persons who have a need to know such information in connection with the performance of the contract; and restrict the use of CPNI solely to the performance of the contract, in connection with the provisioning and marketing of communications related services and products.

Actions Taken Against Data Brokers for Unauthorized Access to Customer Records CenturyLink had no instances of data brokers obtaining unauthorized access to customer records in 2010.

### Summary of Customer Complaints Concerning Unauthorized Release of CPNI

Potential sources for capturing customer complaints regarding unauthorized use of CPNI include calls to the business office, calls to the executive hotline, and e-mails to the Office of Privacy. CenturyLink had no customer complaints regarding the unauthorized release of CPNI in 2010.

## Attachment A

## CenturyLink Company Names/ 499 Filer IDs for CPNI Certification

CenturyTel of Port Aransas, Inc. 804156 CenturyTel of Claiborne, Inc. 804159 CenturyTel of Central Louisiana, LLC 804162 CenturyTel of Mountain Home, Inc. 804165 CenturyTel of North Mississippi, Inc. 804168 CenturyTel of Arkansas, Inc. 804171 CenturyTel of North Louisiana, LLC 804174 CenturyTel of East Louisiana, LLC 804177 CenturyTel of South Arkansas, Inc. 804180 CenturyTel of Southeast Louisiana, LLC 804183
CenturyTel of Claiborne, Inc. 804159 CenturyTel of Central Louisiana, LLC 804162 CenturyTel of Mountain Home, Inc. 804165 CenturyTel of North Mississippi, Inc. 804168 CenturyTel of Arkansas, Inc. 804171 CenturyTel of North Louisiana, LLC 804174 CenturyTel of East Louisiana, LLC 804177 CenturyTel of South Arkansas, Inc. 804180
CenturyTel of Central Louisiana, LLC  CenturyTel of Mountain Home, Inc.  CenturyTel of North Mississippi, Inc.  CenturyTel of Arkansas, Inc.  CenturyTel of North Louisiana, LLC  CenturyTel of East Louisiana, LLC  CenturyTel of South Arkansas, Inc.  804168  804171  CenturyTel of South Arkansas, Inc.  804174
CenturyTel of Mountain Home, Inc. 804165 CenturyTel of North Mississippi, Inc. 804168 CenturyTel of Arkansas, Inc. 804171 CenturyTel of North Louisiana, LLC 804174 CenturyTel of East Louisiana, LLC 804177 CenturyTel of South Arkansas, Inc. 804180
CenturyTel of North Mississippi, Inc. 804168 CenturyTel of Arkansas, Inc. 804171 CenturyTel of North Louisiana, LLC 804174 CenturyTel of East Louisiana, LLC 804177 CenturyTel of South Arkansas, Inc. 804180
CenturyTel of Arkansas, Inc. 804171 CenturyTel of North Louisiana, LLC 804174 CenturyTel of East Louisiana, LLC 804177 CenturyTel of South Arkansas, Inc. 804180
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CenturyTel of Evangeline, LLC 804186
CenturyTel of Southwest Louisiana, LLC 804189
CenturyTel of Northwest Louisiana, Inc. 804198
CenturyTel of Odon, Inc. 804192
CenturyTel of Central Indiana, Inc. 804195
CenturyTel of Midwest - Michigan, Inc. 804201
CenturyTel of Wisconsin, LLC 804204
CenturyTel of Southern Wisconsin, LLC 805725
CenturyTel of Fairwater-Brandon-Alto, LLC 803583
CenturyTel of Chester, Inc. 804207
CenturyTel of Idaho, Inc. 804210
CenturyTel of Adamsville, Inc. 804213
CenturyTel of Redfield, Inc. 804216
CenturyTel of Central Arkansas, LLC 820918
CenturyTel of Northwest Arkansas, LLC 803998
Spectra Communications Group, LLC 820461
Telephone USA of Wisconsin, LLC 820906
CenturyTel of Central Wisconsin, LLC 820908
CenturyTel of Michigan, Inc. 804219
CenturyTel of Forestville, LLC 804222
CenturyTel of Larsen-Readfield, LLC 804225
CenturyTel of Monroe County, LLC 804228
CenturyTel of Northwest Wisconsin, LLC 804231
CenturyTel of Colorado, Inc. 804234
CenturyTel of Northern Wisconsin, LLC 804237
CenturyTel of the Southwest, Inc. 817886
CenturyTel of Ooltewah-Collegedale, Inc. 804246
CenturyTel of Ohio, Inc. 804249
CenturyTel of Chatham, LLC 804252
CenturyTel of San Marcos, Inc. 804255
CenturyTel of Northern Michigan, Inc. 804256
CenturyTel of Lake Dallas, Inc. 802890
CenturyTel of Ringgold, LLC 804759
CenturyTel of Washington, Inc. 806259

CenturyTel of Inter-Island, Inc.	806260
CenturyTel of Cowiche, Inc.	807099
CenturyTel of Eastern Oregon, Inc.	806263
CenturyTel of Oregon, Inc.	806262
CenturyTel of Montana, Inc.	806265
CenturyTel of the Gem State, Inc.	817854
CenturyTel of Eagle, Inc.	806277
CenturyTel of Wyoming, Inc.	806274
CenturyTel of the Midwest - Wisconsin, LLC	817862
CenturyTel of the Midwest - Kendall, LLC	801408
CenturyTel of Upper Michigan, Inc.	815632
CenturyTel of Minnesota, Inc.	805554
CenturyTel of Postville, Inc.	805557
CenturyTel of Alabama, LLC	822566
CenturyTel of Missouri, LLC	822568
Gallatin River Communications, L.L.C.	818006
Gulf Telephone Company	802182
Coastal Utilities, Inc.	808152
Mebtel, Inc.	802263
CenturyTel Acquisition LLC (formerly	825564
CenturyTel Solutions II, LLC)	020007
CenturyTel Fiber Company II, LLC	823352
(Lightcore) CenturyTel Long Distance, LLC	818150
Madison River Long Distance Solutions LLC	820060
Gulf Long Distance LLC	802281
Coastal Long Distance Services LLC	809134
Mebtel Long Distance Solutions LLC	822056
Madison River Communications, LLC	820646
CenturyTel Solutions, LLC	819995
Century Fer Solutions, EES	(10000
Embarg Florida, Inc.	822076
Carolina Telephone and Telegraph	822076
Company LLC	022010
Central Telephone Company	822076
United Telephone Southeast LLC	822076
Central Telephone Company of Virginia	822076
United Telephone Company of the	822076
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United Telephone Company of Ohio	822076
United Telephone Company of Indiana, Inc.	
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United Telephone Company of Indiana, Inc. United Telephone Company of New Jersey, Inc. United Telephone Company of Pennsylvania LLC United Telephone Company of Southcentral Kansas	822076 822076 822076 822076 822076
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United Telephone Company of Indiana, Inc. United Telephone Company of New Jersey, Inc. United Telephone Company of Pennsylvania LLC United Telephone Company of Southcentral Kansas	822076 822076 822076 822076 822076

Embarq Minnesota, Inc.	822076
Embarq Missouri, Inc.	822076
United Telephone Company of the West	822076
United Telephone Company of Texas, Inc.	822076
Central Telephone Company of Texas	822076
United Telephone Company of the Northwest	822076
Embarg Communications, Inc.	825591
Embarq Payphone Services, Inc.	820698

Formerly Filer ID 803568