

ETC Recertification Reports
Report to Satisfy Requirements of FCC-11-161
and
Utah Specific State ETC Requirements

Name of ETC Applicant: _____

Study Area Code: _____

Filing date: _____

State: _____

Person to contact for questions:

Name: _____

Phone number: _____

E-mail address: _____

State Filing Details:

ETC Recertification Reports
Table of Contents

A. § 54.313 (a) - Operational Performance

Report 1: § 54.313 (a) (1) - Five-Year Service Quality Improvement Plan 4

Report 2: § 54.313 (a) (2) - Outage Report 4

Report 3: § 54.313 (a) (3) - Requests for Service 5

Report 4: § 54.313 (a) (4) - Complaints per 1000 Connections 5

Report 5: § 54.313 (a) (5) - Certifications 6

Report 6: § 54.313 (a)(6) - Certifications 6

Report 7: § 54.313 (a) (7) – Current Price Offerings 6

Report 8: § 54.313 (a) (8) - Company Identification 7

Report 9: § 54.313 (a) (9) – Tribal Outreach 7

Report 10: § 54.313 (a) (10) – Pricing Certification 8

Report 11: § 54.313 (a) (11) – Network Performance Tests 8

B. § 54.313 (b) –Incremental CAF Phase I Certifications

Report 12: § 54.313 (b) (1) – Certification Deployment Thresholds 9

C. § 54.313 (c) –Frozen high-cost support Certifications

Report 13: § 54.313 (c) (1) – Certification Use of Frozen Support 10

D. § 54.313 (d) – Certification IAS Recipients - Broadband

Report 14: § 54.313 (d) - Certification IAS Recipients-Broadband 11

E. §54.313 (e) – Certification Broadband Availability

Report 15: § 54.313 (e)(1) – Certification Broadband Availability 14

F. § 54.313 (f) – Rate of Return Carrier Reports

Report 16: § 54.313 (f)(1) – 5-Year Broadband Progress Report..... 14

G. § 54.313 (g) – Areas with No Terrestrial Backhaul

Report 17: § 54.313 (g) - Areas with No Terrestrial Backhaul..... 14

H. § 54.313 (h) - Additional voice rate data

Report 18: § 54.313 (h) - Additional Voice Rate Data..... 15

A. § 54.313 (a) – Operational Performance

Report 1: § 54.313 (a) (1) - Five-Year Service Quality Improvement Plan

1. A progress report on its five-year service quality improvement plan pursuant to § 54.202(a), including maps detailing its progress towards meeting its plan targets, an explanation of how much universal service support was received and how it was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information shall be submitted at the wire center level or census block as appropriate

Response:

Report 2: § 54.313 (a) (2) - Outage Report

2. Detailed information on any outage in the prior calendar year, as that term is defined in §54.202(a),
 - (i) At least ten percent of the end users served in a designated service area;Or
 - (ii) A 911 special facility, as defined in 47 CFR 4.5(e)
 - (iii) Specifically, the eligible telecommunications carrier's annual report must include information detailing:
 - (A) The date and time of onset of the outage;
 - (B) A brief description of the outage and its resolution;
 - (C) The particular services affected;
 - (D) The geographic areas affected by the outage;
 - (E) Steps taken to prevent a similar situation in the future; and

(F) The number of customers affected.

Response:

Report 3: § 54.313 (a) (3) - Requests for Service (Unfilled Orders)

3. Report detailing:

- The number of requests for service from potential customers within the recipient's service areas that were unfulfilled during the prior calendar year; and
- The carrier shall also detail how it attempted to provide service to those potential customers.

Response:

Report 4: § 54.313 (a) (4) - Complaints per 1,000 Connections

- 4.** The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

Response:

Report 5: § 54.313 (a) (5) – Certification

5. Certification that CenturyLink complies with the service quality standards and consumer protection rules as applicable in said states.

Response:

Report 6: § 54.313 (a)(6) - Certification

6. Certification that CenturyLink is able to remain functional in emergency situations as set forth in §54.202(a)(2).

Response:

Report 7: § 54.313 (a) (7) – Current Price Offerings

7. The company's price offerings in a format as specified by the Wireline Competition Bureau.

Response:

Report 8: § 54.313 (a) (8) - Company Identification

- 8. The recipient’s holding company, operating companies, affiliates, and any branding (a “dba,” or “doing-business-as company” or brand designation), as well as universal service identifiers for each such entity by Study Area Codes, as that term is used by the Administrator.

Response:

Report 9: § 54.313 (a) (9) - Tribal Outreach

- 9. To the extent the recipient serves Tribal lands, documents or information demonstrating that the ETC had discussions with Tribal governments that, at a minimum, included:
 - i. A needs assessment and deployment planning with a focus on Tribal community anchor institutions;
 - ii. Feasibility and sustainability planning;
 - iii. Marketing services in a culturally sensitive manner;
 - iv. Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes; and
 - v. Compliance with Tribal business and licensing requirements.
 - Tribal business and licensing requirements include business practice licenses that Tribal and non-Tribal business entities, whether located on or off Tribal lands, must obtain upon application to the relevant Tribal government office or division to conduct any business or trade, or deliver any goods or services to the Tribes, Tribal members, or Tribal lands.
 - These include certificates of public convenience and necessity, Tribal business licenses, master licenses, and other related forms of Tribal government licensure.

Response:

Report 10: § 54.313 (a) (10) – Pricing Certification

- 10.** **Beginning July 1, 2013.** A letter certifying that the pricing of the company’s voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice issued by the Wireline Competition Bureau and Wireless Telecommunications Bureau

Response:

Report 11: § 54.313 (a) (11) – Network Performance Tests

- 11.** **Beginning July 1, 2013.** The results of network performance tests pursuant to the methodology and in the format determined by the Wireline Competition Bureau, Wireless Telecommunications Bureau, and the Office of Engineering and Technology and the information and data required by these paragraphs (a)(1) through (7) of this section separately broken out for both the voice and broadband services.

Response:

B. § 54.313 (b) –Incremental CAF Phase I Certifications

Report 12: § 54.313 (b) (1) and (b)(2) – Certification Deployment Thresholds

1. In its next annual report **due after two year after filing a notice of acceptance of funding** pursuant to § 54.312 (b), a certification that the company has deployed to no fewer than two-thirds of the required number of locations.

2. In its next annual report **due after three years after filing a notice of acceptance of funding** pursuant to § 54.312 (b), a certification that the company has deployed to all required locations and that it is offering broadband service of at least 4 Mbps downstream and 1 Mbps upstream, with latency sufficiently low to enable the use of real-time communications, including Voice-over-Internet-Protocol, and with usage caps, if any that are reasonably comparable to those in urban areas.

Response:

C. § 54.313 (c) –Frozen high-cost support Certifications

**Report 13: § 54.313 (b)(1) through(b)(4) – Certification
Deployment Thresholds**

1. **July 1, 2013.** A certification that frozen high-cost support the company received in 2012 was used consistent with the goal of achieving universal availability of voce and broadband.
2. **July 1, 2014.** A certification that at least one-third of the frozen-high cost support the company received in 2013 was used to build and operate broadband-capable networks used to offer the provider’s own retail broadband service in areas substantially unserved by an unsubsidized competitor.
3. **July 1, 2015.** A certification that at least two-thirds of the frozen-high cost support the company received in 2014 was used to build and operate broadband-capable networks used to offer the provider’s own retail broadband service in areas substantially unserved by an unsubsidized competitor.
4. **July 1, 2016 and in subsequent years.** A certification that all frozen-high cost support the company received in the previous year was used to build and operate broadband-capable networks used to offer the provider’s own retail broadband service in areas substantially unserved by an unsubsidized competitor.

Response:

D. §54.313 (d) – Certification IAS Recipients - Broadband

**Report 14: § 54.313 (d) – Certification IAS Recipients -
Broadband**

1. In addition to the information and certifications provided in paragraph (a) of this section, beginning **July 1, 2013**, price cap carriers receiving high-cost support to offset reductions in access charges shall provide a certification that the support received pursuant to § 54.304 in the prior calendar year was used to build and operate broadband capable networks used to offer provider's own retail service in areas substantially underserved by an unsubsidized competitor.

Response:

E. §54.313 (e) – Certification Broadband Availability**Report 15: § 54.313 (e) – Certification Broadband Availability**

1. **In the calendar year no later than three years after implementation of CAF Phase II**, provide a certification that the company is providing broadband service to 85% of its supported locations at actual speeds of at least 4 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas as determined in an annual survey.
2. **In the calendar year no later than five years after implementation of CAF Phase II**, provide a certification that the company is providing broadband service to 100% of its supported locations at actual speeds of at least 4 Mbps downstream/1 Mbps upstream, and a percentage of supported locations, to be specified by the Wireline Competition Bureau, at actual speeds of at least 6 Mbps downstream/1.5 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas as determined in an annual survey.
3. Beginning **July 1, 2014**, provide a progress report on the company's five-year service quality plan pursuant to § 54.202(a), including the following information.
 - (i) Beginning **July 1, 2014**. A progress report on the company's five-year service quality plan pursuant to § 54.202(a), including the following information:
 - (ii) The number, names, and addresses of community anchor institutions to which the ETC newly began providing access to broadband service in the preceding calendar year.

Response:

F. §54.313 (f) – Rate of Return Carrier Reports

Report 16: § 54.313 (f) (1) and (f)(2) - Rate of Return Carrier Reports

1. The number, names, and addresses of community anchor institutions to which the ETC newly began providing access to broadband service in the preceding calendar year.
 - (i) A letter certifying that it is taking reasonable steps to provide upon reasonable request broadband service at actual speeds of at least 4 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas as determined in an annual survey, and that requests for such service are met within a reasonable amount of time; and
 - (ii) The number, names, and addresses of community anchor institutions to which the ETC newly began providing access to broadband service in the preceding calendar year.

2. For Privately held rate-of-return carriers only. A full and complete annual report of the company’s financial condition and operations as of the end of the preceding fiscal year, which is audited and certified by an independent certified public accountant in a form satisfactory to the Commission, and accompanied, by a report of such audit. The annual report shall include;
 - balance sheets,
 - income statements, and
 - cash flow statements along with necessary notes to clarify the financial statements.

The income statements shall itemize revenue, including non-regulated revenue, by its sources.

Response:

G. §54.313 (g) – Areas with No Terrestrial Backhaul

Report 17: § 54.313 (g) - Areas with No Terrestrial Backhaul

1. Carriers without access to terrestrial backhaul that are compelled to rely exclusively on satellite backhaul in their study area must certify annually that no terrestrial backhaul options exist. Any such funding recipients must certify they offer broadband service at actual speeds of at least 1 Mbps downstream and 256 kbps upstream within the supported area served by satellite middle-mile facilities. To the extent that new terrestrial backhaul facilities are constructed, or existing facilities improve sufficiently to meet the relevant speed, latency and capacity requirements then in effect for broadband service supported by the CAF, within twelve months of the new backhaul facilities becoming commercially available, funding recipients must provide the certifications required in paragraphs (e) or (f) of this section in full. Carriers subject to this paragraph must comply with all other requirements set forth in the remaining paragraphs of this section.

Response:

H. §54.313 (h) – Additional voice rate data.

Report 18: § 54.313 (h) - Additional Voice Rate Data.

- 1.** All incumbent local exchange carrier recipients of high-cost support must report all of their flat rates for residential local service, as well as state fees as defined pursuant to § 54.318(e) of this subpart. Carriers must also report all rates that are below the local urban rate floor as defined in § 54.318 of this subpart, and the number of lines for each rate specified. Carriers shall report lines and rates in effect as of January 1.

Response: