

**APPLICATION FOR AUTHORITY  
TO PROVIDE TELEPHONE  
SERVICE  
IN THE STATE OF MINNESOTA  
(CLEC / AOS / LONG DISTANCE)**



*For Office Use Only:*

P- \_\_\_\_\_  
Docket # \_\_\_\_\_

***PLEASE PRINT IN BLACK INK OR TYPE  
ATTACH NON-REFUNDABLE FEE OF \$570.00 (see page 3 for details)***

1. CenturyLink Public Communications, Inc.	11/6/2014
<i>Applicant's Name (business or individual)</i>	<i>Date of Application</i>
100 CenturyLink Drive, Monroe, LA 71203	(877) 904-7774
<i>Business Address</i>	<i>Business Phone</i>
Jennifer Roubique Jennifer.Roubique@CenturyLink.com	(877) 800-2737
<i>Contact Person</i>	<i>Contact's Email Address</i> <i>FAX Number</i>
100 CenturyLink Drive, Monroe, LA 71203	
<i>Contact Person's Address</i>	<i>Street, City, State, ZIP</i>

2. Type of Certification requested by applicant:

\_\_\_\_ A. Facilities-based local exchange company  
    \_\_i. Conditional certificate of authority  
    \_\_ii. Operational certificate of authority

\_\_\_\_ B. Resale of local exchange service  
    \_\_i. Conditional certificate of authority  
    \_\_ii. Operational certificate of authority

\_\_\_\_  C. Long distance service  
    \_\_i. Conditional certificate of authority  
    \_\_  ii. Operational certificate of authority

\_\_\_\_ D. Local niche service  
    \_\_i. Conditional certificate of authority  
    \_\_ii. Operational certificate of authority

3. Applicant is:     individual                      Date open for business: March 21, 1994

partnership                     Date of organization: March 21, 1994

corporation\*                     (\*name the State Florida)

4. Minnesota State Tax ID# 5579458 (if applicable)

5. Federal ID Number 59-3268090

6. Are any officers or partners within the organization convicted felons:     Yes     No

(If yes, please explain) \_\_\_\_\_

7. Will more than 50% of your revenue be derived from the provision of operator assisted long distance services?     Yes     No

If yes, please identify the operator service company that will be used to provide the service:  
(See "AOS Requirements" fact sheet) CenturyLink Public Communications, Inc. will offer automated operator services only to correctional institutions for use by inmates. The Company provides its own service.

8. List FCC licenses obtained: \_\_\_\_\_

9. Has any state rejected your request for authority?  Yes  No  
(If yes, please explain) \_\_\_\_\_
10. Have you ever been issued a "cease and desist" order?  Yes  No  
(If yes, please explain) \_\_\_\_\_
11. Are you currently providing telephone service in Minnesota?  Yes  No  
CenturyLink Public Communications, Inc. is providing public payphone service at 13 locations in  
(If yes, please explain) Minnesota \_\_\_\_\_
12. Verify that a toll free number to reach a customer service representative will be on the bill received by customers.  
 Yes, the toll free number will be on the bill.  
 No, the toll free number will not be on the bill.  
 If no, how will customers know the number to call? \_\_\_\_\_
13. Provide the toll-free telephone number: 1-800-433-4518 \_\_\_\_\_

***NOTE: To complete this application, you must provide the information requested on the following pages.***

CenturyLink Public Communications, Inc.  
Attachment 1  
Filing Fee

The required filing fee of \$570 is attached to this Application.

CenturyLink Public Communications, Inc.  
Attachment 2  
Telecommunications Tariff

**INSTITUTIONAL TELECOMMUNICATIONS TARIFF**

**CENTURYLINK PUBLIC COMMUNICATIONS, INC.  
d/b/a CenturyLink  
Minnesota**

**Original Page 1**

**TITLE SHEET**

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**INSTITUTIONAL TELECOMMUNICATIONS TARIFF**

of

CenturyLink Public Communications, Inc. d/b/a CenturyLink

containing the terms and conditions, service descriptions, rates and fees  
applicable to Inmate Communication Services  
provided by

CenturyLink Public Communications, Inc. d/b/a CenturyLink ("the Company").

This tariff is on file with the Public Utilities Commission of Minnesota ("Commission"),  
and copies may be inspected at [www.centurylink.com/tariffs](http://www.centurylink.com/tariffs).

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**ISSUED:**  
**XX-XX-XX**

**Darlene Terry  
Manager-Tariffs  
5454 W. 110th Street  
Overland Park, Kansas 66211**

**EFFECTIVE:**  
**YY-YY-YY**

MN 14-05

**INSTITUTIONAL TELECOMMUNICATIONS TARIFF**

**CENTURYLINK PUBLIC COMMUNICATIONS, INC.  
d/b/a CenturyLink  
Minnesota**

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**SYMBOLS**

Changes to this tariff shall be identified on the revised page(s) through the use of symbols. The following are the only symbols used for the purposes indicated below:

- ( I ) To signify an increase in rates.
- ( D ) To signify a decrease in rates.
- ( N ) To signify a new rate or regulation.
- ( O ) To signify an omission.
- ( C ) To signify a change in text or regulation.
- ( T ) To signify a temporary rate and/or surcharge.
- ( M ) To signify material that has been moved.

Use of the foregoing symbols will be accompanied by explanatory footnotes.

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**SECTION 1 - DEFINITIONS**

**Called Party** – Inmate friends, family members, attorneys, or other parties receiving calls from Inmates confined at Facilities served by the Company.

**Collect Call** – A call using the ITS that is paid for by the Called Party through a postpaid billing arrangement, either through placement on a LEC bill or through a direct billing arrangement with the Called Party.

**Customer** – The party that uses the service provided by the Company under this Tariff.

**Debit Account** – A pre-paid account used by Inmates to pay for secure calls to Called Parties.

**Debit Call** – A call using the ITS that is paid for by the Inmate through a pre-paid arrangement.

**End User** – The party responsible for paying for Inmate Communications Services provided by the Company, in compliance with the Company's tariff.

**Facility** - Prisons, jails, penal facilities or other confinement/detention facilities which contract with the Company for service for use by their Inmate population.

**Inmates** - The confined population of confinement Facilities.

**Inmate Communications Services (ICS)** – Secure communications services between Inmates and Friends or Family members originating from a Facility and terminating within the state of Minnesota, provided pursuant to a contractual agreement between the Company and a Facility.

**Inmate Telephone System (ITS)** – A secure telephone system provided by the Company to a Facility allowing controlled telephone communications between Inmates and Called Parties, pursuant to the rules established by the Facility.

**LATA** - Local Access and Transport Area. A geographic area established by the US District Court for the District of Columbia in Civil Action No. 17-49, within which a local exchange company provides communications services.

**LEC** - Local Exchange Company.

**Prepaid Account** – Debit and Prepaid Collect Accounts, collectively

**Prepaid Collect Account** – A pre-paid account used by Called Parties to pay for and receive secure calls from Inmates.

**Prepaid Collect Call** – A call using the ITS that is paid for by the Called Party using a Prepaid Collect Account.

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**SECTION 2 – RULES AND REGULATIONS**

**2.1 Undertaking of the Company**

- 2.1.1 The Company undertakes to furnish secure Inmate Communications Services originating at Correctional Facilities and terminating within the state of Minnesota. Company's services are available 24 hours per day, 7 days per week, 365 days per year.
- 2.1.2 The Company provides a turnkey service for Inmate Communications Services, including communications lines, equipment maintenance, and billing services to End Users.
- 2.1.3 The Company or its affiliates are responsible only for services described in this tariff and provided to Facilities pursuant to a contractual relationship with a Facility.

**2.2 Limitations**

- 2.2.1 The Company provides calling services to Inmates of confinement/correctional institutions.
- 2.2.2 Service is offered subject to the availability of the necessary facilities or equipment, and subject to the provisions of this tariff.
- 2.2.3 The Company reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of provisions of this tariff, or in violation of the law.
- 2.2.4 The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.2.5 Service may otherwise be limited at the request of the Facility's administration or by rules of the Commission to decrease fraud and maintain security and control over the Inmate population.

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## INSTITUTIONAL TELECOMMUNICATIONS TARIFF

CENTURYLINK PUBLIC COMMUNICATIONS, INC.  
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### SECTION 2 – RULES AND REGULATIONS

#### 2.3 Liability of the Company

- 2.3.1 *Force Majeure.* The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility (including services and facilities involved in emergency calling activity) transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- 2.3.2 *Indemnification.* The Company shall not be liable for, and shall be fully indemnified and held harmless by Customer and End User against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this tariff; or for any act or omission of the Facility, Customer or End User; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use, or removal of equipment or wiring provided by the Company, if not caused by negligence of the Company.
- 2.3.3 *Damage to Facility.* The Company shall not be liable for any defacement of or damages to the premises of a Facility resulting from the furnishing of service which is not the direct result of the Company's negligence.
- 2.3.4 *Independent provider.* Services furnished by the Company may be interconnected with the services or facilities of other carriers or private systems. However, service furnished is provided solely by the Company and is not a joint undertaking with other parties.
- 2.3.5 *Limitation of Liability.* Except when a court of competent jurisdiction finds that gross negligence, willful neglect, or willful misconduct on the Company's part is the sole cause of liability, the liability of the Company for any claim or loss, expense or damage (including indirect, special or consequential damage) for any interruption, delay, error, omission, or defect in any service, facility (including services and facilities involved in emergency calling activity) or transmission provided under this tariff shall not exceed an amount equivalent to the prorated charge to the End User for the period of service or facility usage during which such interruption, delay, error, omission or defect occurs.

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**SECTION 2 – RULES AND REGULATIONS**

**2.4 Taxes**

For Collect calls billed by the LEC, state and local taxes are listed separately and are not included in quoted rates. For Prepaid accounts, applicable taxes are not included in quoted rates but are available upon request and, with online purchases, displayed if selected. For Debit accounts, taxes are not known at the time of purchase since call destinations are not known. Taxes include state sales and use, county, municipal, utility and/or license taxes which vary.

**2.5 Payment for Service**

2.5.1 *Responsibility.* The End User is responsible for payment of all charges for services furnished to the End User by the Company. All charges due from the End User are payable to the Company or to any agency duly authorized to receive such payments (such as a LEC).

2.5.2 *Disputed Charges.* Charges billed directly by the Company are due upon receipt. Amounts not paid within ten (10) days of the invoice will be considered past due. For charges billed directly by the Company, notice from the End User of a dispute as to charges must be received by the Company within thirty (30) days after the date due. Otherwise, all charges will be considered correct and binding.

For charges billed through a LEC, notice from the End User of disputed charges must be received by the Company within sixty (60) days after the date of the bill is issued. Otherwise, all charges will be considered correct and binding on the End User. Disputed charges are also subject to LEC-established billing policies.

The Company will promptly investigate and advise all billed parties as to its findings concerning disputed charges. Adjustments to End User's charges shall be made to the extent that circumstances exist which reasonably indicate that such adjustments are appropriate.

Contact information for customer inquiries will be displayed on the Company's website at [www.centurylink.com/corrections](http://www.centurylink.com/corrections). A toll-free inquiry line will also be displayed in End User bills, including LEC bills, direct bills, and credit/debit card statements when paying for Prepaid Collect service using a credit or debit card.

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MN 14-06

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**SECTION 2 – RULES AND REGULATIONS**

**2.5 Payment for Service (Continued)**

2.5.3 *Credit Verification.* The Company reserves the right to validate the creditworthiness of Called Party End Users through available verification procedures and to establish a maximum predetermined credit amount. Where a requested billing method cannot be validated or maximum credit amount established, the Company may require the customer to establish a Prepaid account, and in accordance with contractual agreements with Facilities.

The Company may request that the Facility adopt, as part of its program, terms that enable the Company to collect the charges for all Inmate calls, including without limitation, the blocking of calls by the Company to certain telephone numbers when the amount charged to such a telephone number exceeds a predetermined amount or becomes past due.

2.5.4 *Returned Checks.* The Company reserves the right to assess a return check charge of \$15.00 for checks returned for insufficient funds. Any applicable return check charges will be assessed according to the terms and conditions of this tariff and pursuant to Minnesota law and regulations.

2.5.5 *Late Payment Fees.* The Company reserves the right to assess a late payment fee of 1.5% per month or the maximum rate permitted by law, whichever is lower, on any past due balance.

**2.6 Discontinuation of Service**

2.6.1 The Company may discontinue service with proper notice to an End User for any of the following reasons:

- a) Failure of Customer or End User to pay for service when due
- b) Failure of Customer or End User to make proper application for service
- c) Violation by Customer or End User of any Company rules on file with the Commission
- d) Violation of applicable Facility policy by Customer or End User
- e) Fraudulent use of the ITS by the Customer or End User
- f) When necessary for the Company to comply with applicable laws or regulations.

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**SECTION 2 – RULES AND REGULATIONS**

**2.6 Discontinuation of Service (Continued)**

2.6.2 The Company may discontinue service with proper notice to a Facility for any of the following reasons:

- a) Failure of Facility to provide adequate access to its premises in order to provide service
- b) Facility's breach of contract for services provided by Company
- c) In the event the Company determines that Facility's premises impose undue physical risk to Company representatives
- d) If Facility does not provide adequate interfaces with systems to ensure security of ITS communications
- e) When necessary for the Company to comply with applicable laws or regulations.

**2.7 Call Restrictions**

Calling restrictions may be imposed by the Facility. Calls to 911, directory assistance, 0+0-, 700, 800, 900, 976, 950, 10xxx, third number billed, credit card, and local direct will be blocked by the ITS. The Facility may block additional calls according to its security policies and may require that calls only be placed to pre-approved numbers.

**2.8 Contractual Offerings**

The Company may negotiate with prospective customers for the provision of any competitive telecommunications service and may offer or agree to provide such service on such terms and for such rates and charges as it deems reasonable, without regard to this tariff. The Company shall file with the Commission, upon request, any contract or memorandum of understanding which will include the rates, charges, practices, rules or regulations applicable to the service.

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**ISSUED:**  
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MN 14-08

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Minnesota

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**SECTION 3 – DESCRIPTION OF SERVICE**

**3.1 General**

The Company provides secure Inmate services for communications originating and terminating within the State of Minnesota. The Company's services are available twenty-four hours per day, seven days a week. Unless otherwise specified in this tariff, intrastate service is offered in conjunction with interstate service.

End Users are charged individually for each call placed through the Company's network. Charges may vary by service offering, class of call, and/or call duration.

Service may be limited by the administrators of the Facilities as to availability, call duration or calling scope. A per-call service charge and usage charges apply to each call. The Company's Inmate Communications Services allow Inmates to make calls to terminating locations anywhere within the state. An automated system prompts the caller and the called party through intuitive instructions. Access to live operators or attendants is not available to Inmates.

The Called Party must positively accept the call by dialing the designated digit for acceptance. If a call is not accepted within five (5) seconds of the automated voice recording prompt, the automated recording is replayed a second time. If an acceptance digit is not received five (5) seconds after the second recording is completed, the call is terminated by the Company-provided ITS.

Use of the Company's Inmate Communications Services is subject to the rules and regulations of the Commission and the Facility's administrative restrictions.

**3.2 Timing of Calls**

3.2.1 Long distance usage charges are based on the actual usage of ICS's network. Timing of a call begins when the called party accepts the charges for the call. Positive response for acceptance of a call is required. A call will be terminated within five (5) seconds from the last message given if no positive response is received.

3.2.2 Chargeable time for a call ends upon disconnection by either party or by the Company, as applicable.

3.2.3 The minimum call duration and initial period for billing purposes is one (1) minute.

3.2.4 Unless otherwise specified in this tariff, for billing purposes usage is measured and rounded to the next higher full minute.

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MIN 13-05

**INSTITUTIONAL TELECOMMUNICATIONS TARIFF**

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Minnesota**

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**SECTION 3 – DESCRIPTION OF SERVICE**

**3.2 Timing of Calls (Continued)**

- 3.2.5 No charges apply for incomplete calls or for calls to called parties who do not accept the charges for the call.
- 3.2.6 The Company will terminate a call without notice if the Called Party does not accept responsibility for the charges, if either party misuses the service or if the call times out based on parameters established by the Facility.

**3.3 Collect / Post-paid Services**

Collect Services are the traditional method of billing for Inmate Communications Services, either through billing by the LEC or through a separate bill remitted directly to the Called Party paying for the call.

**3.4 Prepaid Services**

Prepaid Inmate Communications Services provide alternative payment arrangements for Inmates in confinement institutions. This service is designed to offer a calling alternative for the following circumstances:

- Called parties who utilize the services of LECs that do not offer third party billing of collect calls
- Called parties whose credit history is inadequate to receive collect calls
- Called parties whose usage exceeds credit limits established for the institution.
- Inmates who wish to utilize their commissary funds for call placement; and
- Called parties who wish to budget their monthly expense for collect calls.

Two options are available with Prepaid Institutional Calling Services. The first option, Debit, allows the Inmate (via the Facility personnel) to set up his/her own account/card at the Facility; the second option, Prepaid Collect, allows the Called Party who receives collect calls from Inmates to set up his/her own prepaid account.

Prepaid Institutional Calling Services are available 24 hours a day, seven days per week. Access to telephone service by an Inmate may be subject to time of day and usage restrictions imposed by individual Facilities .

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**SECTION 3 – DESCRIPTION OF SERVICE**

**3.4 Prepaid Services (Continued)**

**3.4.1 Option A: Debit service**

With a Debit Card or Debit Account (collectively referred to as "Debit"), the Inmate has the option to transfer funds from his/her commissary account to purchase a debit card or have calls paid for directly out of the Inmate's commissary or trust account. This is accomplished by facility personnel or through a direct interface between the commissary/trust system and the ITS. This account is associated with the Inmate's Personal Identification Number (PIN.) When the Inmate places a call, he/she has the option of calling collect or debit. Once debit is selected, the Inmate enters the PIN and called telephone number. All deposits to the account are paid to and handled by the Facility. The Company receives payment from the Facility; it does not engage in direct monetary transactions with the Inmate. Debit cards or Debit accounts may be funded in any amount subject to the requirements or restrictions of the Facility.

The Company's ITS automatically informs the caller of the available usage balance remaining in the Prepaid Account, and provides prompts to place the call by entering the destination telephone number. Network usage is deducted from the available usage balance in the account on a real time basis as the call progresses.

Available balances in the Debit Card or Debit Account are refundable, either through an interface to the Facility's inmate banking system, which includes an automated balance transfer upon release, or by request of the Inmate (typically after release). The available usage balance expires six months from the date the last call is made on the account or card.

Network usage for a Debit call is deducted from the available usage balance in full minute increments. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest penny on a per call basis.

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**SECTION 3 – DESCRIPTION OF SERVICE**

**3.4 Prepaid Services (Continued)**

**3.4.2 Option B: Prepaid Collect service**

Prepaid Collect service is available for Called Parties who choose to pay for services through a prepaid arrangement. A Prepaid Collect account is set up by the Company for the Called Party. If the payment into the account is provided via the Called Party's credit card, credit verification procedures are carried out under the terms specified in Section 2 of this tariff. The Company does not engage in direct monetary transactions with the Inmate.

The Company's ITS automatically informs the account holder of the available usage balance remaining in the Prepaid Collect account prior to acceptance of the call. Network usage is deducted from the balance in the account on a real time basis as the call progresses. The account holder will also receive a reminder message when the account balance has one minute of usage remaining. All calls must be charged against an Account that has sufficient available balance. Calls in progress will be terminated by the Company if the balance on the Account is insufficient to continue the call.

Payments for Prepaid Collect accounts and any available usage balance are refundable upon request, typically after release of the inmate from the Facility. The available usage balance expires six months from the date the last call is made on the Debit or Prepaid Collect account.

Initial or additional deposits to Prepaid Collect accounts may be made through selected retail outlets with which the Company may contract to receive End User payments, or through Western Union, commercial credit card, debit card or e-checks. There is no minimum funding amount. Network usage for Prepaid Institutional Calls is deducted from the available usage balance in full minute increments. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest penny on a per call basis.

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XX-XX-XX**

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INSTITUTIONAL TELECOMMUNICATIONS TARIFF

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**SECTION 4 – RATES**

**4.1 Institutional Calling Rates**

The following rates apply to outbound collect calls placed by Inmates using the Company's ITS. The minimum call duration for billing purposes is one (1) minute. Additional usage is measured and rounded to the next higher full minute increment for billing purposes. All calls are subject to both a usage charge and a service charge.

**4.1.1 Institutional Collect Calling Rates**

Local Usage Charge, Per Call:	\$0.50
Local Service Charge, Per Call:	\$3.95
IntraLATA Usage Charge, Per Minute:	\$0.69
IntraLATA Service Charge, Per Call:	\$3.95
InterLATA Usage Charge, Per Minute:	\$0.69
InterLATA Service Charge, Per Call:	\$3.95

**4.1.2 Institutional Prepaid Collect Calling Rates**

Local Usage Charge, Per Call:	\$0.50
Local Service Charge, Per Call:	\$3.95
IntraLATA Usage Charge, Per Minute:	\$0.69
IntraLATA Service Charge, Per Call:	\$3.95
InterLATA Usage Charge, Per Minute:	\$0.69
InterLATA Service Charge, Per Call:	\$3.95

**4.1.3 Institutional Debit Calling Rates**

Local Usage Charge, Per Call:	\$0.50
Local Service Charge, Per Call:	\$3.95
IntraLATA Usage Charge, Per Minute:	\$0.69
IntraLATA Service Charge, Per Call:	\$3.95
InterLATA Usage Charge, Per Minute:	\$0.69
InterLATA Service Charge, Per Call:	\$3.95

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**YY-YY-YY**

**INSTITUTIONAL TELECOMMUNICATIONS TARIFF**

**CENTURYLINK PUBLIC COMMUNICATIONS, INC.**  
d/b/a CenturyLink  
Minnesota

Original Page 15

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**SECTION 4 – RATES**

**4.2 Miscellaneous Charges**

The Company may assess certain fees in order to offset internal and third-party costs to provide certain services, including voice biometrics and certain billing services. The fees below are maximum charges; all calling rates and miscellaneous charges are governed by contracts with facilities served by the Company.

**4.2.1 Voice Biometric Fee**

Voice biometric technology is offered by the Company as an optional feature within its ITS. This technology provides verification of an Inmate’s personal identification number to improve security and risk of fraud by Inmates. Where voice biometrics are installed, this charge may apply in addition to those charges specified in this tariff.

Voice biometric fee, per-call charge \$0.25

**4.2.2 Bill Statement Fee for Collect Accounts**

In order to partially offset increased expenses associated with billing calls via local exchange carriers, the Company reserves the right to apply a bill statement fee in each billing period in which local or long distance collect calls are billed through an End User’s local exchange carrier or directly billed to the end user. This fee will be charged only once per billing period regardless of the number of calls. The fee will not apply in any billing period in which no collect calls are billed. This fee does not apply to prepaid services.

Bill Statement Fee, per month where applicable, up to \$2.49

**4.2.3 Transaction Fees for Prepaid Accounts**

As a convenience, the Company accepts various methods of payment for funding Prepaid Accounts as described in section 3.4. For funding of Prepaid Accounts by Called Parties, processing fees up to the amounts listed below may be charged in order to partially offset costs. These fees are separate from charges assessed by credit card companies to cardholders, or other payment vendors used by the End User.

Payments on-line using credit or debit card \$7.95  
Payments by phone using credit or debit card \$7.95  
Prepaid Account refunds \$2.99

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**ISSUED:**  
XX-XX-XX

**Darlene Terry**  
Manager-Tariffs  
5454 W. 110th Street  
Overland Park, Kansas 66211

**EFFECTIVE:**  
YY-YY-YY

CenturyLink Public Communications, Inc.  
Attachment 3  
Map and Narrative Description of Service Area

Not applicable.

CenturyLink Public Communications, Inc.  
Attachment 4  
Status of Negotiations for Interconnection Agreements

Not applicable.

CenturyLink Public Communications, Inc.  
Attachment 5  
Summary of Technology and Facilities

CPCI proposes to provide automated operator-assisted calling services to inmates of confinement institutions throughout the State of Minnesota. Its services will be designed and provisioned on an individual case basis pursuant to contracts with jail and correctional institution customers. CPCI will provide correctional and confinement institutions with sophisticated premises equipment that permits inmates to make outgoing calls without the assistance of a live operator. CPCI's systems provide a number of controls and restrictions that serve to reduce or eliminate fraudulent use of telephone systems. These restrictions also provide the correctional institution with increased control over the use of the telecommunications services by inmates confined within. CPCI's telephone instruments are placed in detention areas such as cell blocks or day rooms. CPCI's equipment and services allow inmates to remain in contact with family, friends and other associates while still providing facility administrators with the necessary control over inmate communications.

Automated calls may be placed by inmates within the confinement facility. CPCI will contract with local exchange carriers to enable outbound calls, which will be routed to call processing centers, where the calls will be processed and routed to their ultimate destinations. These calls are routed over the facilities of the local exchange carrier serving the confinement facility and CPCI's underlying carrier. CPCI's system is designed so that calls are completed only to those called parties who specifically accept a call. Equipment utilized by CPCI requires a positive response from the called party before the connection is established and billing can begin.

In addition to call processing, CPCI's systems offer restrictive call blocking and screening. These features provide the correctional facility with the maximum degree of control over telecommunications services and help to minimize fraud. Call blocking prevents calls to directory assistance, "0-", 800 numbers, pay-per-call services, and emergency numbers (including 911) in order to reduce prank calls and fraudulent use of long distance services. Access to other interexchange carriers is also denied. Call screening serves to eliminate harassing or threatening calls to individuals such as judges, sheriffs, witnesses or jury members. These features also allow the institution to enforce telephone curfews (without manual intervention) by pre-setting the hours during which the system will process calls from a given telephone instrument.

CPCI does not offer presubscribed services and does not assign telephone numbers.

CenturyLink Public Communications, Inc.  
Attachment 6  
Financial Ability

CPCI will rely upon its parent corporation, CenturyLink, Inc. for financial security. The most recent 10K and annual report for CenturyLink, Inc. can be found at:  
<http://ir.centurylink.com/docs.aspx?iid=4057179>.

CenturyLink Public Communications, Inc.  
Attachment 7  
Equipment Service and Maintenance

CPCI will rely on the technical expertise and transmission quality of the facilities of its underlying local and long distance carriers. CPCI's own technical and operations personnel are well qualified to direct the delivery and maintenance. As further evidence of CPCI's technical expertise, CPCI provides the resumes of key personnel in Attachment 17.



CenturyLink Public Communications, Inc.  
Attachment 8  
Customer Billing

CPCI contracts with Inmate Calling Solutions, LLC, for debit and prepaid calls, and ILD Telecommunications, Inc., for collect calls to certain LECs, to handle the billing and collection of charges from inmates who place calls. The precise details for the billing and collection of charges from inmates depend upon the correctional facility at issue, and are governed by the individual contract(s) with that correctional facility.

Typically and per standard industry practice, for debit and prepaid collect calls, inmates and/or their families pre-purchase a “block” of services. As calls are completed the appropriate rated amount is then debited from the amount purchased. End users are also able to request a refund of unused amounts at any time.

For collect calls, the called party is billed on a postpaid basis on their local phone bill. In certain cases, qualified customers such as attorneys or bondsmen are billed on a postpaid basis using a standalone bill (“direct billing” per industry parlance). In all cases and for security purposes, the called party is required to positively accept the call prior to the inmate being allowed to speak with them.

CenturyLink Public Communications, Inc.  
Attachment 9  
Customer Complaint Handling

CPCI's unique product demands customer service operations in support of three separate customer groups: correctional facilities, inmates and called parties (friends, family, attorneys, bondsmen). For correctional facilities and their inmates, CPCI provides a primary program manager responsible for monitoring all facility operations. This program manager has a designated backup. Together they are responsible for addressing inmate complaints (e.g. inmate prepaid account balances, call quality, PIN resets) and facility technical issues (e.g. network outages, phones out of service, investigative feature assistance). For facility technical issues, CPCI also provides correctional staff with a 24/7/365 technical assistance center accessible by toll-free telephone number or email. For called parties, inquiries regarding complaints may be made to:

CenturyLink Public Communications, Inc.  
100 CenturyLink Dr.  
Monroe, LA 71203  
Toll Free Phone: (877) 904-7774  
Toll Free Fax: (877)800-2737  
Payphones@CenturyLink.com

CenturyLink Public Communications, Inc.  
Attachment 10  
Classes of Customers

CPCI intends to provide secure, monitored telecommunications services that allow inmates located in correctional institutions within the state of Minnesota to place calls.

CenturyLink Public Communications, Inc.  
Attachment 11  
Marketing Plan

CenturyLink Public Communications, Inc. obtains contracts through the bid process initiated by correctional institutions or their governing agencies. The Company does not offer charity programs nor does it employ a multi-level marketing approach.

CenturyLink Public Communications, Inc.  
Attachment 12  
Schedule for Providing Service

CPCI will begin offering service following award of a contract by a correctional facility.

CenturyLink Public Communications, Inc.  
Attachment 13  
Secretary of State Certificate

**Office of the Minnesota Secretary of State  
Certificate of Good Standing**

I, Mark Ritchie, Secretary of State of Minnesota, do certify that: The business entity listed below was filed pursuant to the Minnesota Chapter listed below with the Office of the Secretary of State on the date listed below and that this business entity is registered to do business and is in good standing at the time this certificate is issued.

Name: CenturyLink Public Communications, Inc.  
Date Filed: 09/22/1997  
File Number: 86916  
Minnesota Statutes, Chapter: 303  
Home Jurisdiction: Florida

This certificate has been issued on: 10/06/2014



*Mark Ritchie*

Mark Ritchie  
Secretary of State  
State of Minnesota

CenturyLink Public Communications, Inc.  
Attachment 14  
Letter to Minnesota 911 Experts

Not applicable.



CenturyLink Public Communications, Inc.  
Attachment 15  
911 Plan

Not applicable.

CenturyLink Public Communications, Inc.  
Attachment 16  
Articles of Incorporation

# State of Florida



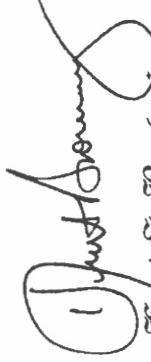
## Department of State

I certify the attached is a true and correct copy of the Articles of Incorporation, as amended to date, of EMBARQ PAYPHONE SERVICES, INC., a corporation organized under the laws of the State of Florida, as shown by the records of this office.

The document number of this corporation is P94000021661.



Given under my hand and the  
Great Seal of the State of Florida  
at Tallahassee, the Capitol, this the  
Twenty-seventh day of August, 2008

  
Kurt S. Baroining  
Secretary of State

CR2EO22 (01-07)

**FILED**

94 MAR 21 PM 3:01

SECRETARY OF STATE  
TALLAHASSEE, FLORIDA

**ARTICLES OF INCORPORATION  
OF  
SPRINT PAYPHONE SERVICES, INC.**

The undersigned, for the purpose of forming a corporation under the Florida General Corporation Act, does hereby adopt the following articles of incorporation:

**ARTICLE ONE**

**NAME**

The name of the corporation is Sprint Payphone Services, Inc.

**ARTICLE TWO**

**ADDRESS**

The address of the principal office and mailing address of the corporation is 600 South Northlake Boulevard, Suite 210, Altamonte Springs, Florida 32701.

**ARTICLE THREE**

**CORPORATE DURATION**

The duration of the corporation is perpetual.

**ARTICLE FOUR**

**PURPOSE OR PURPOSES**

The general purposes for which the corporation is organized are:

1. To engage in the business of providing communications services.
2. To transact any other lawful business for which corporations may be incorporated

under the Florida General Corporation Act.

3. To do such other things as are incidental to the foregoing or necessary or desirable in order to accomplish the foregoing.

#### ARTICLE FIVE

#### CAPITALIZATION

The aggregate number of shares which the corporation is authorized to issue is 2000. Such shares shall be of a single class and have a par value of One Dollar (\$1.00) per share.

#### ARTICLE SIX

#### REGISTERED OFFICE AND AGENT

The street address of the initial registered office of the corporation is: 600 South Northlake Boulevard, Suite 210, Altamonte Springs, Florida 32701, and the name of its initial registered agent at such address, is Walter L. Jones.

I, Walter L. Jones, having been named as registered agent and to accept service of process for Sprint Payphone Services, Inc. at the place designated in this Article, hereby accept the appointment as registered agent and agree to act in that capacity. I further agree to comply with the provisions of all statutes relating to the proper and complete performance of my duties, and am familiar with and accept the obligations of my position as registered agent.

  
Walter L. Jones

#### ARTICLE SEVEN DIRECTORS

The number of directors constituting the initial board of directors of the corporation is one. The name and address of each person who is to serve as a member of the initial board

of directors is:

George V. Head, 555 Lake Border Drive, Apopka, Florida 32703.

**ARTICLE EIGHT  
INCORPORATORS**

The name and address of each incorporator is:

Florida Telephone Corporation, 555 Lake Border Drive, Apopka, Florida 32703.

Executed by the undersigned at Apopka, Florida, on March 17<sup>th</sup>, 1994.

Florida Telephone Corporation

By:

George V. Head  
George V. Head  
Vice President

State of Florida  
County of Orange

Before me, the undersigned authority, personally appeared George V. Head, who stated to me that he is the person who executed the foregoing Articles of Incorporation and he acknowledged before me that he executed such instruments on behalf of the Corporation. George V. Head is personally known to me or produced \_\_\_\_\_ as identification.

In Witness Whereof, I have hereunto set by hand and seal the 17<sup>th</sup> day of March, 1994.

Doris A. Brinkman  
Notary Public  
My commission expires

DORIS A. BRINKMAN  
Notary Public-State of Florida  
My Commission Expires SEP 3, 1996  
COMM # 00225004

State of Florida  
County of Orange

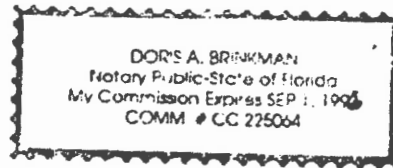
Before me, the undersigned authority, personally appeared Walter L. Jones, who stated to me that he is the person who executed the foregoing acceptance of appointment as registered agent, and he acknowledged before me that he executed such acceptance. Walter L. Jones is personally known to me or produced \_\_\_\_\_ as identification.

In Witness Whereof, I have hereunto set by hand and seal the 17<sup>th</sup> day of March 1994.

*Doris A. Brinkman*

Notary Public

My commission expires



Articles of Amendment  
to  
Articles of Incorporation  
of

Sprint Payphone Services, Inc.

(Name of corporation as currently filed with the Florida Dept. of State)

P94000021661

(Document number of corporation (if known))

Pursuant to the provisions of section 607.1006, Florida Statutes, this *Florida Profit Corporation* adopts the following amendment(s) to its Articles of Incorporation:

**NEW CORPORATE NAME (if changing):**

Embarg Payphone Services, Inc.

(Must contain the word "corporation," "company," or "incorporated" or the abbreviation "Corp.," "Inc.," or "Co.")  
(A professional corporation must contain the word "chartered", "professional association," or the abbreviation "P.A.")

**AMENDMENTS ADOPTED- (OTHER THAN NAME CHANGE)** Indicate Article Number(s) and/or Article Title(s) being amended, added or deleted: **(BE SPECIFIC)**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Attach additional pages if necessary)

If an amendment provides for exchange, reclassification, or cancellation of issued shares, provisions for implementing the amendment if not contained in the amendment itself: (if not applicable, indicate N/A)

Not applicable

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(continued)

SECRETARY OF STATE  
ALLAHASSEE FLORIDA

06 MAR -9 PM 4: 04

FILED



The date of each amendment(s) adoption: March 8, 2006

Effective date if applicable: \_\_\_\_\_  
(no more than 90 days after amendment file date)

Adoption of Amendment(s) **(CHECK ONE)**

The amendment(s) was/were approved by the shareholders. The number of votes cast for the amendment(s) by the shareholders was/were sufficient for approval.

The amendment(s) was/were approved by the shareholders through voting groups. The following statement must be separately provided for each voting group entitled to vote separately on the amendment(s):

"The number of votes cast for the amendment(s) was/were sufficient for approval by \_\_\_\_\_"  
(voting group)

The amendment(s) was/were adopted by the board of directors without shareholder action and shareholder action was not required.

The amendment(s) was/were adopted by the incorporators without shareholder action and shareholder action was not required.

Signature Carolyn B. Love  
(By a director, president or other officer - if directors or officers have not been selected, by an incorporator - if in the hands of a receiver, trustee, or other court appointed fiduciary by that fiduciary)

Carolyn B. Love  
(Typed or printed name of person signing)

Assistant Secretary  
(Title of person signing)

FILING FEE: \$35



November 15, 2013

FLORIDA DEPARTMENT OF STATE

Division of Corporations

CENTURYLINK PUBLIC COMMUNICATIONS, INC.

100 CENTURYLINK DRIVE

MORNOE, LA 71203US

Re: Document Number P94000021661

The Articles of Amendment to the Articles of Incorporation of EMBARQ PAYPHONE SERVICES, INC. which changed its name to CENTURYLINK PUBLIC COMMUNICATIONS, INC., a Florida corporation, were filed on November 14, 2013.

This document was electronically received and filed under FAX audit number H13000252220.

Should you have any questions regarding this matter, please telephone (850) 245-6050, the Amendment Filing Section.

Tina D Carter  
Regulatory Specialist  
Division of Corporations

Letter Number: 313A00026468

Articles of Amendment  
to  
Articles of Incorporation  
of

Embarq Payphone Services, Inc.

(Name of Corporation as currently filed with the Florida Dept. of State)

P94000021661

(Document Number of Corporation (if known))

Pursuant to the provisions of section 607.1006, Florida Statutes, this *Florida Profit Corporation* adopts the following amendment(s) to its Articles of Incorporation:

**A. If amending name, enter the new name of the corporation:**

CenturyLink Public Communications, Inc.

*The new name must be distinguishable and contain the word "corporation," "company," or "incorporated" or the abbreviation "Corp.," "Inc.," or "Co.," or the designation "Corp.," "Inc.," or "Co." A professional corporation name must contain the word "chartered," "professional association," or the abbreviation "P.A."*

**B. Enter new principal office address, if applicable:**

(Principal office address **MUST BE A STREET ADDRESS**)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**C. Enter new mailing address, if applicable:**

(Mailing address **MAY BE A POST OFFICE BOX**)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**D. If amending the registered agent and/or registered office address in Florida, enter the name of the new registered agent and/or the new registered office address:**

Name of New Registered Agent \_\_\_\_\_

\_\_\_\_\_  
(Florida street address)

New Registered Office Address: \_\_\_\_\_, Florida \_\_\_\_\_  
(City) (Zip Code)

**New Registered Agent's Signature, if changing Registered Agent:**

*I hereby accept the appointment as registered agent. I am familiar with and accept the obligations of the position.*

\_\_\_\_\_  
*Signature of New Registered Agent, if changing*

If amending the Officers and/or Directors, enter the title and name of each officer/director being removed and title, name, and address of each Officer and/or Director being added:

(Attach additional sheets, if necessary)

Please note the officer/director title by the first letter of the office title:

P = President; V = Vice President; T = Treasurer; S = Secretary; D = Director; TR = Trustee; C = Chairman or Clerk; CEO = Chief Executive Officer; CFO = Chief Financial Officer. If an officer/director holds more than one title, list the first letter of each office held. President, Treasurer, Director would be PTD.

Changes should be noted in the following manner. Currently John Doe is listed as the PST and Mike Jones is listed as the V. There is a change, Mike Jones leaves the corporation, Sally Smith is named the V and S. These should be noted as John Doe, PT as a Change, Mike Jones, V as Remove, and Sally Smith, SV as an Add.

Example:

Change            PT     John Doe  
 Remove            V       Mike Jones  
 Add                SV     Sally Smith

Type of Action (Check One)	Title	Name	Address
1) <input type="checkbox"/> Change	_____	_____	_____
<input type="checkbox"/> Add			_____
<input type="checkbox"/> Remove			_____
2) <input type="checkbox"/> Change	_____	_____	_____
<input type="checkbox"/> Add			_____
<input type="checkbox"/> Remove			_____
3) <input type="checkbox"/> Change	_____	_____	_____
<input type="checkbox"/> Add			_____
<input type="checkbox"/> Remove			_____
4) <input type="checkbox"/> Change	_____	_____	_____
<input type="checkbox"/> Add			_____
<input type="checkbox"/> Remove			_____
5) <input type="checkbox"/> Change	_____	_____	_____
<input type="checkbox"/> Add			_____
<input type="checkbox"/> Remove			_____
6) <input type="checkbox"/> Change	_____	_____	_____
<input type="checkbox"/> Add			_____
<input type="checkbox"/> Remove			_____

**E. If amending or adding additional Articles, enter change(s) here:**  
*(Attach additional sheets, if necessary). (Be specific)*

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**F. If an amendment provides for an exchange, reclassification, or cancellation of issued shares, provisions for implementing the amendment if not contained in the amendment itself:**  
*(If not applicable, indicate N/A)*

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The date of each amendment(s) adoption: 11/01/2013, if other than the date this document was signed.

Effective date if applicable: \_\_\_\_\_  
(no more than 90 days after amendment file date)

Adoption of Amendment(s) (CHECK ONE)

- The amendment(s) was/were adopted by the shareholders. The number of votes cast for the amendment(s) by the shareholders was/were sufficient for approval.
- The amendment(s) was/were approved by the shareholders through voting groups. The following statement must be separately provided for each voting group entitled to vote separately on the amendment(s):  
"The number of votes cast for the amendment(s) was/were sufficient for approval  
by \_\_\_\_\_."  
(voting group)
- The amendment(s) was/were adopted by the board of directors without shareholder action and shareholder action was not required.
- The amendment(s) was/were adopted by the incorporators without shareholder action and shareholder action was not required.

Dated November 7, 2013

Signature Kay C. Buehart  
(By a director, president or other officer – if directors or officers have not been selected, by an incorporator – if in the hands of a receiver, trustee, or other court appointed fiduciary by that fiduciary)

Kay C. Buehart  
(Typed or printed name of person signing)

Secretary \_\_\_\_\_  
(Title of person signing)

CenturyLink Public Communications, Inc.  
Attachment 17  
Officers and Management Profiles

Attached is a list of CPCI's officers and the profiles of CPCI's key management personnel.

CenturyLink Public Communications, Inc.  
Officers

Officers:

Chief Executive Officer & President .....	Glen F. Post, III
Executive Vice President and Chief Operating Officer .....	Karen A. Puckett
Executive Vice President and Chief Financial Officer .....	R. Stewart Ewing, Jr.
Executive Vice President and General Counsel .....	Stacey W. Goff
Executive Vice President – IT Services.....	Girish Varma
Executive Vice President – Public Policy and Government Relations.....	R. Steven Davis
President – Wholesale Operations .....	William E. Cheek
Executive Vice President – Controller and Operations Support.....	David D. Cole
Executive Vice President – Network Services.....	Maxine Moreau
Vice President and Treasurer .....	Glynn E. Williams, Jr.
Vice President.....	Jonathan J. Robinson
Secretary.....	Kay C. Buchar
Assistant Secretary.....	Meagan Messina
Assistant Secretary.....	Paul N. Cooper

The telephone number and fax number for all of the officers identified above except for R. Steven Davis and Paul N. Cooper are Tel (318) 388-9500 and Fax (318) 388-9488.

The telephone and fax numbers for R. Steven Davis are Tel (303) 992 5806 and Fax (303) 296-4576.

The telephone and fax numbers for Paul N. Cooper are Tel (913) 345 6002 and Fax (720) 264-8121.



## **PAUL COOPER**

General Manager  
5454 West 110<sup>th</sup> Street, Overland Park, KS 66211  
913-345-6002 Office  
Paul.N.Cooper@CenturyLink.com

### ***PROFESSIONAL QUALIFICATIONS/EXPERIENCE:***

- 13 Years experience in Telecommunications
- 6 Years experience leading CenturyLink's Inmate Communications business
- Variety of functional expertise including finance, program management, network design and technical sales and support
- Led dozens of large-scale customer network installations
- Company veteran; able to marshal company resources as a strong customer advocate

### ***CURRENT RESPONSIBILITIES:***

- Lead 130-member team responsible for sales, service, and operations for CenturyLink's state and county inmate telecommunications market, in addition to managing public pay phones throughout the U.S.

### ***EDUCATION / TRAINING:***

- Bachelor of Arts in Political Science and Economics
  - Masters of Business Administration in Marketing and Finance
  - Masters of Arts in Economics
- 

## **BARRY BRINKER**

Senior Manager – National Operations  
1944 Jamison Drive SE, Salem, OR 97306  
503-990-6466 Office  
Barry.E.Brinker@CenturyLink.com

### ***PROFESSIONAL QUALIFICATIONS/EXPERIENCE:***

- 17 Years experience in Telecommunications providing leadership, vision and direction for technology based corporations across North America. Managing all aspects of Operations and Customer Service - Implementation, Account Management, Field Operations, Engineering, Network Planning, Project Management, Procurement and Technical Support
- 5 Years experience in Inmate Call Control Systems Management

### ***CURRENT RESPONSIBILITIES:***

- Overall management of CenturyLink's Operations team with the following responsibilities:
  - Management of the following teams:
    - Program Managers
    - Call Center - Help Desk
    - Field Service Technicians
    - Technical Support Technicians
    - Customer Service and Billing
  - Contract negotiation and compliance with both customers and subcontractors
  - Vendor Management
  - Implementation of all products agreed to during contract negotiations
  - SLA reporting and overall contract compliance

### ***EDUCATION / TRAINING:***

- Bachelor of Science in Information Technology
  - Extensive training on project management, implementation techniques, contract negotiation, customer service, managing vendor relationships and network design (SONET, LAN/WAN, DWDM)
-

## **VICTORIA JOHNSON**

National Account Manager  
1401 Curry Pike, Harrodsburg, KY 40330  
888 375-7318 Office  
Victoria.L.Johnson@CenturyLink.com

### **PROFESSIONAL QUALIFICATIONS/EXPERIENCE:**

- 33 Years experience in Telecommunications
- 15 Years experience in Offender Telephone Systems Market supporting complex state and county government offender telephone systems contracts providing overall account management, contract administration and implementation oversight
- Extensive experience in communicating technical information in clear, non-technical terms

### **CURRENT RESPONSIBILITIES:**

- Senior Account Manager serving state and county Offender Telephone Systems Market.
- Responsible for prospecting, establishing and maintaining business partnerships.
- Primary customer advocate, consult with executive, communication, security and administration staff to identify communications specifications.
- Confer with CenturyLink's networking and vendor design engineers to develop secure call control solutions.

### **EDUCATION / TRAINING:**

- Associates Degree in Business Administration
- 

## **SHELIA RAFFERTY**

Implementation Manager  
5454 West 110<sup>th</sup> Street, Overland Park, KS 66211  
913-345-4956 Office  
Shelia.Rafferty@CenturyLink.com

### **PROFESSIONAL QUALIFICATIONS/EXPERIENCE:**

- 35 Years experience in Telecommunications
- 10 Years experience in Inmate Call Control Systems
- An experienced project manager. Successfully managed the installation and conversion of inmate systems, phones, enclosures, pedestals, etc. for three (3) state accounts (88 facilities) and six (6) county jails.
- Participated in and provided detailed information for 150+ site surveys

### **CURRENT RESPONSIBILITIES:**

- Attend site surveys and obtain detailed information for implementation planning
- Develop installation schedules with input from state personnel, facilities personnel, Local Exchange Carrier (LEC) personnel, suppliers, and technicians.
- Order equipment and services: phones, enclosures, network circuits, routers, Internet access devices, call control recording and monitoring equipment, etc.
- Supervise the installation of phones, enclosures, and systems ensuring work is completed with as little interruption and inconvenience as possible
- Ensure the high-quality installation completed on schedule
- Troubleshoot and escalate unforeseen issues
- Ensure facility personal are appropriately trained

### **EDUCATION / TRAINING:**

- Masters Certificate in Project Management from George Washington University
- Enforcer Administration Certification
- Enforcer Installation, Support and Maintenance Certification

- Company training in customer service, technology and management
- 

## **LEONARD (JOE) STABLES**

Manager Product Development  
5454 West 110<sup>th</sup> Street, Overland Park, KS 66211  
913-345-7525 Office  
Leonard.J.Stables@CenturyLink.com

### ***PROFESSIONAL QUALIFICATIONS/EXPERIENCE:***

- 23 Years experience in Telecommunications
- 5 Years experience in Inmate Call Control Systems
- Experienced in the supervision, operation and maintenance of telecommunications Networks.
- Former Electronics Maintenance Chief for a Marine Corps communications unit

### ***CURRENT RESPONSIBILITIES:***

- Ensure contract compliance
- Ensure SLA compliance
- Research and development of new network technologies for use on Inmate Communications Systems
- Primary interface with vendors and service providers to ensure product and services offered are of the highest quality
- Work with vendors and service providers to improve product features and functionality for our customers
- Oversee the Project Implementation
- Subject Matter Expert on Inmate communications systems and serve as level 3 support contact
- Assist corrections facilities with training and use of the inmate phone system

### ***EDUCATION / TRAINING:***

- Bachelors in Business Management
- 

## **DARRYL LYNN**

National Sales Manager  
5454 West 110<sup>th</sup> Street, Overland Park, KS 66211  
913-345-6343 Office  
Darryl.Lynn@CenturyLink.com

### ***PROFESSIONAL QUALIFICATIONS/EXPERIENCE:***

- 36 years experience in Telecommunications with CenturyLink, Embarq, Sprint, and United Telephone Company – within both local and long distance arenas
- 19 years experience in Sales
- 9 years experience in the Inmate Markets

### ***CURRENT RESPONSIBILITIES:***

- Overall sales responsibility for sales leadership in the Correctional Markets nationwide.
- Lead generation, account ownership for correctional markets within CenturyLink
- Provide direction to sales staff and coordinate functions

### ***EDUCATION / TRAINING:***

- B.S. in Management
  - Graduate - Darden School of Business' Executive Education "Leadership for Extraordinary Performance" Program - University of Virginia, Charlottesville, Virginia
- 

## **TAMMIE SAUCEDO**

Senior Analyst

6700 Via Austi Parkway, Las Vegas, NV 89119  
702-244-8384 Office  
702-244-1785 Fax  
Tammie.J.Saucedo@CenturyLink.com

**PROFESSIONAL QUALIFICATIONS/EXPERIENCE:**

- 31 Years experience in Telecommunications
- 7 Years experience in Inmate Call Control Systems
- Several years experience successfully processing and analyzing inmate call detail usage and commissions for a total of approximately 150 state prison facilities for 6 state department of corrections as well as 29 county facilities

**CURRENT RESPONSIBILITIES:**

- Responsible for analyzing and auditing inmate call detail records, processing inmate facility commissions, maximizing revenue and increasing commissions by reducing bad debt and implementing debit calling where applicable.
- Developed and implemented commissioning of prisons system (COPS) to ensure accuracy of monthly commission reporting
- Provide primary customer contact and business office support
- Acting inmate and payphone liaison for all regulatory requirements or filings

**EDUCATION / TRAINING:**

- Enforcer Administration Certification
- Enforcer Installation, Support and Maintenance Certification
- Company training in customer service, technology and management

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**CHRIS WALTON**

Engineering  
CenturyLink Correctional Markets  
5454 W. 110<sup>th</sup> St. Overland Park, KS 66211  
Voice: 913-345-6633  
Email: [chris.walton@centurylink.com](mailto:chris.walton@centurylink.com)

**PROFESSIONAL QUALIFICATIONS/EXPERIENCE:**

- 16 years experience in Telecommunications and IT with CenturyLink, Sprint, Ericsson and Birch Communications
- 16 years experience in Network Engineering and Network Operations including narrowband, broadband, and global networks
- 2 years experience in the Inmate Markets

**CURRENT RESPONSIBILITIES:**

- Pre and post Sales Engineering for Correctional Markets nationwide.
- Network Design Engineering, Implementation, and Repair
- Tier 3 Engineering and Operations

**EDUCATION / TRAINING:**

- B.B.A University of Missouri,– Kansas City, Bloch School of Management, Emphasis in Entrepreneurship Ranked No. 1 in the world for Innovation Management Research

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**PHILLIP BURKS**

National Account Executive  
5454 West 110<sup>th</sup> Street, Overland Park, KS 66211  
(913) 345-7565 Office

Phillip.r.burks@centurylink.com

***PROFESSIONAL QUALIFICATIONS/EXPERIENCE:***

- 32 years experience in Telecommunications with CenturyLink, Embarq, Sprint, and United Telephone Company – within both local and long distance arenas
- 34 years experience in Sales
- 8 years experience in the Inmate Markets

***CURRENT RESPONSIBILITIES:***

- Account Management and Sales responsibilities in selected Correctional Market accounts
- Account liaison

***EDUCATION / TRAINING:***

- Graduate of Kent State University
- 

**KRISTINE DEAN**

Network Installation Manager  
555 Lake Border Drive, Apopka, FL 32703  
407-889-6882 Office  
Kristine.Dean@CenturyLink.com

***PROFESSIONAL QUALIFICATIONS/EXPERIENCE:***

- 13 Years experience in Telecommunications
- 6 Years experience in Inmate/Corrections Market
- Network Engineering responsibility for dial tone, PRI, T1, DSL and all circuitry needed for installation
- Facilitate and coordinate the training of staff on new ITS
- Voice Biometrics implementation

***CURRENT RESPONSIBILITIES:***

- Subject matter expert: submit pricing and costs for network expenses
- Coordinate CenturyLink Correctional Markets involvement, attendance and sponsorships for various corrections industry associations (ACA, CTA, SSCA, etc.) Review and manage the approval process of network services invoicing in excess of \$400k per month
- Assist with implementation and cut over projects for newly installed Inmate Telephone Systems by processing the orders for network services

***EDUCATION / TRAINING:***

- Enforcer Administration Certification
  - Enforcer Installation, Support and Maintenance Certification
  - Company training in customer service, technology and management
-

CenturyLink Public Communications, Inc.  
Attachment 18  
Stockholders

CPCI is a wholly-owned subsidiary of Embarq Corporation, which in turn is a wholly-owned subsidiary of CenturyLink, Inc.

CenturyLink Public Communications, Inc.  
Attachment 19  
List of Affiliates, Subsidiaries and Parent Organizations

CPCI is a wholly-owned subsidiary of Embarq Corporation, which in turn is a wholly-owned subsidiary of CenturyLink, Inc. In addition, the following entities are affiliates of CPCI:

1200 Landmark Center Condominium Association, Inc.  
Actel, LLC  
AppFog, Inc.  
Block 142 Parking Garage Association  
Bloomingdale Telephone Company, Inc.  
Brown Equipment Corp.  
Carolina Telephone and Telegraph Company LLC  
Carter Company, Inc.  
Cascade Autovon Company  
Cellunet of India Limited  
Centel Capital Corporation  
Centel Corporation  
Centel-Texas, Inc.  
Central Telephone Company  
Central Telephone Company of Texas  
Central Telephone Company of Virginia  
Century Cellunet International, Inc.  
Century Interactive Fax, Inc.  
Century Marketing Solutions, LLC  
Century Telephone of West Virginia, Inc.  
CenturyLink – Clarke M. Williams Foundation  
CenturyLink (Thailand) Limited  
CenturyLink Australia Pty. Ltd.  
CenturyLink Belgium Sprl  
CenturyLink Communications, LLC  
CenturyLink Comunicacoes Ltda.  
CenturyLink do Brasil Participacoes Ltda.  
CenturyLink Europe B.V.  
CenturyLink Europe B.V., The Netherlands, filial Sweden  
CenturyLink France S.A.S.  
CenturyLink Germany GmbH  
CenturyLink Intellectual Property LLC  
CenturyLink Investment Management Company

CenturyLink Italia S.r.l.  
CenturyLink Japan, Ltd  
CenturyLink Korea Limited  
CenturyLink New Zealand Limited  
CenturyLink Poland Sp Zo.o.  
CenturyLink Public Communications, Inc.  
CenturyLink Sales Solutions Inc.  
CenturyLink Singapore Pte. Ltd.  
CenturyLink Switzerland A.G.  
CenturyLink Taiwan Limited  
CenturyLink Technologies India Private Limited  
CenturyLink Technology Hong Kong Limited  
CenturyLink Technology Malaysia Sdn. Bhd.  
CenturyLink Technology UK Limited  
CenturyTel Arkansas Holdings, Inc.  
CenturyTel Broadband Services, LLC  
CenturyTel Broadband Wireless, LLC  
CenturyTel Entertainment, Inc  
CenturyTel Holdings Alabama, Inc.  
CenturyTel Holdings Missouri, Inc.  
CenturyTel Holdings, Inc.  
CenturyTel Interactive Company  
CenturyTel Internet Holdings, Inc.  
CenturyTel Investments of Texas, Inc.  
CenturyTel Investments, LLC  
CenturyTel Midwest - Michigan, Inc.  
CenturyTel Mobile Communications, Inc.  
CenturyTel of Adamsville, Inc.  
CenturyTel of Alabama, LLC  
CenturyTel of Arkansas, Inc.  
CenturyTel of Central Arkansas, LLC  
CenturyTel of Central Indiana, Inc.  
CenturyTel of Central Louisiana, LLC  
CenturyTel of Central Wisconsin, LLC  
CenturyTel of Chatham, LLC  
CenturyTel of Chester, Inc.  
CenturyTel of Claiborne, Inc.  
CenturyTel of Colorado, Inc.  
CenturyTel of Cowiche, Inc.  
CenturyTel of Eagle, Inc.



CenturyTel of East Louisiana, LLC  
CenturyTel of Eastern Oregon, Inc.  
CenturyTel of Evangeline, LLC  
CenturyTel of Fairwater-Brandon-Alto, LLC  
CenturyTel of Forestville, LLC  
CenturyTel of Idaho, Inc.  
CenturyTel of Inter Island, Inc.  
CenturyTel of Lake Dallas, Inc.  
CenturyTel of Larsen-Readfield, LLC  
CenturyTel of Michigan, Inc.  
CenturyTel of Minnesota, Inc.  
CenturyTel of Missouri, LLC  
CenturyTel of Monroe County, LLC  
CenturyTel of Montana, Inc.  
CenturyTel of Mountain Home, Inc.  
CenturyTel of North Louisiana, LLC  
CenturyTel of North Mississippi, Inc.  
CenturyTel of Northern Michigan, Inc.  
CenturyTel of Northern Wisconsin, LLC  
CenturyTel of Northwest Arkansas, LLC  
CenturyTel of Northwest Louisiana, Inc.  
CenturyTel of Northwest Wisconsin, LLC  
CenturyTel of Odon, Inc.  
CenturyTel of Ohio, Inc.  
CenturyTel of Ooltewah-Collegedale, Inc.  
CenturyTel of Oregon, Inc.  
CenturyTel of Paradise, Inc.  
CenturyTel of Port Aransas, Inc.  
CenturyTel of Postville, Inc.  
CenturyTel of Redfield, Inc.  
CenturyTel of Ringgold, LLC  
CenturyTel of San Marcos, Inc.  
CenturyTel of South Arkansas, Inc.  
CenturyTel of Southeast Louisiana, LLC  
CenturyTel of Southern Wisconsin, LLC  
CenturyTel of Southwest Louisiana, LLC  
CenturyTel of the Gem State, Inc.  
CenturyTel of the Midwest-Kendall, LLC  
CenturyTel of the Midwest-Wisconsin, LLC  
CenturyTel of the Northwest, Inc.

CenturyTel of the Southwest, Inc.  
CenturyTel of Upper Michigan, Inc.  
CenturyTel of Washington, Inc.  
CenturyTel of Wisconsin, LLC  
CenturyTel of Wyoming, Inc.  
CenturyTel San Marcos Investments, LLC  
CenturyTel Security Systems, Inc.  
CenturyTel Service Group, LLC  
CenturyTel SM Telecorp, Inc.  
CenturyTel Supply Group, Inc.  
CenturyTel Telecom Service, Inc.  
CenturyTel Telecommunications, Inc.  
CenturyTel Telephone Utilities, Inc.  
CenturyTel TeleVideo, Inc.  
CenturyTel Web Solutions, LLC  
Centurytel.com, LLC  
CenturyTel/Cable Layers, Inc.  
CenturyTel/Tele-Max, Inc.  
CenturyTel/Televue of Wisconsin, Inc.  
CenturyTel/WORLDVOX, Inc.  
Coastal Utilities, Inc.  
Digital Savvis HK Holding 1 Limited  
Digital Savvis HK JV  
Digital Savvis Investment Management HK Limited  
Digital Savvis Management Subsidiary Limited  
Eagle Valley Communications Corporation  
Embarq Capital Corporation  
Embarq Corporation  
Embarq Directory Trademark Company, LLC  
Embarq Florida, Inc.  
Embarq Interactive Holdings LLC  
Embarq Interactive Markets LLC  
Embarq Management Company  
Embarq Mid-Atlantic Management Services Company  
Embarq Midwest Management Services Company  
Embarq Minnesota, Inc.  
Embarq Missouri, Inc.  
Embarq Network Company LLC  
Embarq, Inc.  
EQ Central Texas Equipment LLC

EQ Equipment Leasing, Inc.  
EQ Management Equipment LP  
EQ United Texas Equipment LLC  
EUnet International B.V.  
EUnet International Limited  
Gallatin River Communications L.L.C.  
Gallatin River Holdings L.L.C.  
Gulf Coast Services, LLC  
Gulf Telephone Company, LLC  
Hillsboro Telephone Company, Inc.  
Honomach PR, Inc.  
International Communications Holdings, Inc.  
KPNQwest N.V.  
Lafayette MSA Limited Partnership  
Madison River Communications Corp.  
Madison River Finance Corp.  
Madison River Holdings LLC  
Madison River LTD Funding LLC  
Madison River Management LLC  
Mehtel, Inc.  
MoveARoo, LLC  
NOCUTS, Inc.  
Pacific Telecom Cellular of Alaska RSA #1, Inc.  
Pacific Telecom, Inc.  
PTI Communications of Ketchikan, Inc.  
PTI Communications of Minnesota, Inc.  
PTI Transponders, Inc.  
Qwest Australia Pty Limited  
Qwest B.V.  
Qwest Broadband Services, Inc.  
Qwest Capital Funding, Inc.  
Qwest Communications International Ltd.  
Qwest Communications International, Inc.  
Qwest Communications Japan Corporation  
Qwest Communications Korea, Limited  
Qwest Corporation  
Qwest Database Services, Inc.  
Qwest Dex Holdings, Inc.  
Qwest Europe LLC  
Qwest France SAS

Qwest Germany GmbH  
Qwest Government Services, Inc.  
Qwest Holdings, BV  
Qwest Hong Kong Telecommunications, Limited  
Qwest India Holdings, LLC  
Qwest International Services Corporation  
Qwest N Limited Partnership  
Qwest Netherlands BV  
Qwest Peru S.R.L.  
Qwest Services Corporation  
Qwest Singapore Pte Ltd.  
Qwest Taiwan Telecommunications, Limited  
Qwest Telecommunications Asia, Limited  
Qwest Transoceanic, Inc.  
Qwest Wireless, L.L.C.  
SAVVIS Argentina S.A.  
SAVVIS Asia Holdings Singapore Pte.  
SAVVIS Canada, Inc.  
SAVVIS Communications Canada, Inc.  
SAVVIS Communications Chile, S.A.  
SAVVIS Communications Corporation  
SAVVIS Communications International, Inc.  
SAVVIS Communications Private Limited  
SAVVIS do Brasil Ltda.  
SAVVIS Europe BV Sucursal en España  
SAVVIS Federal Systems, Inc.  
SAVVIS Hungary Telecommunications KFT  
SAVVIS Mexico, S.A. de C.V.  
SAVVIS Philippines, Inc.  
SAVVIS Telecomunicacões Ltda.  
SAVVIS, Inc.  
SC Eight Company  
SC Five Company  
SC Four Company  
SC One Company  
SC Seven Company  
SC Six Company  
SC Three Company  
SC Two Company  
SkyComm Technologies Corporation

SMS/800, Inc.  
Spectra Communications Group, LLC  
Telephone USA of Wisconsin, LLC  
TelUSA Holdings, LLC  
The El Paso County Telephone Company  
The Winter Park Telephone Company  
Tier 3, Inc.  
United Telephone Company of Eastern Kansas  
United Telephone Company of Florida  
United Telephone Company of Indiana, Inc.  
United Telephone Company of Kansas  
United Telephone Company of New Jersey, Inc.  
United Telephone Company of Ohio  
United Telephone Company of Pennsylvania LLC, The  
United Telephone Company of Southcentral Kansas  
United Telephone Company of Texas, Inc.  
United Telephone Company of the Carolinas LLC  
United Telephone Company of the Northwest  
United Telephone Company of the West  
United Telephone Southeast LLC  
United Teleservices, Inc.  
Universal Manufacturing Corp.  
Valley Network Partnership  
Western Re, Inc.

CenturyLink Public Communications, Inc.  
Attachment 20  
Existing Certifications and Authorities

(A) CPCI presently provides inmate calling services and/or payphone service in the following states and received authority to do so where required on the dates indicated<sup>1</sup>: Alabama (June 9, 1997), Florida (August 23, 1994), Idaho, Indiana, Kansas, Louisiana, Michigan, Missouri (February 3, 1998), Nevada (July 23, 1998), New Jersey, North Carolina (May 21, 1998), Ohio, Pennsylvania, South Carolina (May 20, 1998), Tennessee (August 18, 1998), Texas (January 13, 1998), Washington (November 25, 1998), West Virginia, Wisconsin. CPCI has recently been awarded contracts to provide inmate calling services in Arizona and Utah but has not yet begun providing services in those states.

(B) No criminal, civil or administrative action has been taken against CPCI by a state or federal authority in connection with its provision of telephone services or telecommunications services.

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<sup>1</sup> Certain states do not require certification in order to provide inmate calling services and/or payphone service. Accordingly, a certification date is not provided for those states.

CenturyLink Public Communications, Inc.  
Attachment 21  
Minnesota Rules

Not applicable.

CenturyLink Public Communications, Inc.  
Attachment 22  
Telephone Assistance Plan

Not applicable.



CenturyLink Public Communications, Inc.  
Attachment 23  
Notification of Application

Not applicable.

STATE OF MINNESOTA  
BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Beverly Jones Heydinger	Chair
David Boyd	Commissioner
Nancy Lange	Commissioner
Dan Lipschultz	Commissioner
Betsy Wergin	Commissioner

**Re: In the Matter of the Application for Authority to Provide Telephone Service in the State of Minnesota for CenturyLink Public Communications, Inc.**

AFFIDAVIT OF SERVICE

STATE OF MINNESOTA )  
   ) ss  
COUNTY OF HENNEPIN )

Dianne Barthel hereby certifies that on the 6th day of November, 2014, she e-filed a true and correct copy of CenturyLink Public Communications, Inc.'s Application for Authority to Provide Telephone Service in the State of Minnesota by posting it on [www.edockets.state.mn.us](http://www.edockets.state.mn.us). Said document was also served on the service list via U.S. mail and e-mail as designated with the Minnesota Public Utilities Commission.

/s/ Dianne Barthel  
Dianne Barthel

Subscribed and sworn to before me  
this 6th day of November, 2014.

/s/ LeAnn M. Cammarata  
Notary Public

My Commission Expires Jan 31, 2015

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Julia	Anderson	Julia.Anderson@ag.state.mn.us	Office of the Attorney General-DOC	1800 BRM Tower 445 Minnesota St St. Paul, MN 551012134	Electronic Service	No	GEN_SL_CenturyLink Public Communications, Inc. dba CenturyLink Payphone_CenturyLink Public Communications Application for Authority
Linda	Chavez	linda.chavez@state.mn.us	Department of Commerce	85 7th Place E Ste 500  Saint Paul, MN 55101-2198	Electronic Service	No	GEN_SL_CenturyLink Public Communications, Inc. dba CenturyLink Payphone_CenturyLink Public Communications Application for Authority
Burl W.	Haar	burl.haar@state.mn.us	Public Utilities Commission	Suite 350 121 7th Place East St. Paul, MN 551012147	Electronic Service	No	GEN_SL_CenturyLink Public Communications, Inc. dba CenturyLink Payphone_CenturyLink Public Communications Application for Authority
JoAnn	Hanson	joann.hanson@centurylink.com	CenturyLink	200 S 5th St Ste 2200  Minneapolis, MN 55402	Electronic Service	No	GEN_SL_CenturyLink Public Communications, Inc. dba CenturyLink Payphone_CenturyLink Public Communications Application for Authority
John	Lindell	agorud.ecf@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012130	Electronic Service	No	GEN_SL_CenturyLink Public Communications, Inc. dba CenturyLink Payphone_CenturyLink Public Communications Application for Authority
Jason	Topp	jason.topp@centurylink.com	CenturyLink	200 S 5th St Ste 2200  Minneapolis, MN 55402	Electronic Service	No	GEN_SL_CenturyLink Public Communications, Inc. dba CenturyLink Payphone_CenturyLink Public Communications Application for Authority