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Application of Qwest Corporation d/b/a CenturyLink QC	)
Pursuant to 47 C.F.R. § 63.63 for the	)
Emergency Impairment of Service	)

APPLICATION FOR THE EMERGENCY IMPAIRMENT OF SERVICE

Pursuant to Section 63.63 of the Commission's rules, 47 C.F.R. § 63.63, Qwest Corporation d/b/a CenturyLink QC ("CenturyLink") files this Application for authority for the emergency impairment of service in limited portions of the following Colorado wire centers as a result of the catastrophic flooding that occurred in September 2013: Boulder; Estes Park; Fort Collins; Greeley; Loveland; and Lyons. CenturyLink has been working diligently to restore service and intends to fully restore wireline telecommunications services to all affected customers. In light of the widespread devastation in the region from this natural disaster, as of this date wireline telecommunications services have not yet been fully restored to all affected areas. In support of this Application, CenturyLink shows the following:

I. INTRODUCTION

From September 9 through September 16, 2013, historic rains and flooding affected six (6) major rivers and tributaries, 14 counties, and over a dozen cities and towns in Colorado.[1] In Boulder, Colorado for example, over 17 inches of rain fell, shattering numerous daily and monthly rainfall records.[2] Portions of Jefferson County, Adams County and Boulder County all

[1] *See, e.g.*, http://coflood2013.colostate.edu/ (visited Nov. 1, 2013).

[2] *Id.*

received over 20 inches of rain.[3] President Obama declared numerous Colorado counties to be federal disaster areas, making federal funds available for recovery efforts.[4] At least 1,918 square miles of the state were affected by the flooding which caused at least 8 deaths, prompted the evacuations of over 10,000 people, and resulted in nearly $2 billion in property damage.[5]

Critical infrastructure in the State was also damaged as a result of the flooding. At least 50 bridges in the State and over 200 miles of roadways were severely damaged or destroyed. According to the Colorado Department of Transportation, of the 411 bridges on the State's roads that were affected by the devastating September floods, 120 will need repairs.[6] Some communities stranded behind the washed-out roads and bridges may have to wait as long as a year before solid roads are constructed to reach their towns. Rebuilding will take time and CenturyLink is making every effort to restore service to its customers as quickly as possible given the multitude of challenges the region faces to recover from this disaster.

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[3] http://www.denverpost.com/2013coloradofloods/ci_24132410/2013-colorado-flood-rainfall-totals-timeline-map (visited Nov. 1, 2013).

[4] *See, e.g.,* http://www.fema.gov/news-release/2013/09/15/president-declares-disaster-colorado (declaring Boulder County a federal disaster area); and http://www.fema.gov/news-release/2013/09/15/12-counties-added-colorado-disaster-declaration-emergency-assistance (adding 12 more counties to the Colorado disaster declaration) (visited Nov. 14, 2013).

[5] *See* http://www.reuters.com/article/2013/09/19/us-usa-colorado-flooding-ages-idUSBRE98I0CO20130919 (visited November 14, 2013); and http://www.huffingtonpost.com/2013/09/23/colorado-flood-before-and_n_3975938.html (visited November 1, 2013).

[6] http://www.bizjournals.com/denver/blog/earth_to_power/2013/10/cdot-details-flood-damage-to.html (visited November 1, 2013).

II. INFORMATION REQUIRED PURSUANT TO SECTION 63.63(a)

A. Effective Date of Impairment and Service Areas Affected

CenturyLink first started experiencing flood-related service outages on September 12, 2013.[7] As of this filing, CenturyLink has yet to restore service in limited portions of the following wire centers: Boulder; Estes Park; Fort Collins; Greeley; Loveland; and Lyons.

B. Nature and Estimated Duration of the Conditions Causing the Impairment

Many Colorado communities remain impacted by the flooding as critical infrastructure still needs to be fully repaired. In some cases, residents were just recently allowed to return to their homes.[8] As stated above, it will take months to rebuild permanent roads to some areas. Other utility services such as water, sewer, and gas also need to be restored. Given the extent of the rebuilding effort that will be required by other major infrastructure providers including CenturyLink, CenturyLink alone cannot provide an estimate of how long the conditions causing the impairment of telecommunications services may last. CenturyLink is coordinating with other providers of essential services to restore services to its customers as soon as possible.

C. Facts Showing That Such Conditions Could Not Have Been Reasonably Foreseen to Prevent Such Impairment

Colorado experienced unprecedented amounts of rainfall which caused severe flooding and other widespread damage that wiped out critical infrastructure that will take months to repair. The amount of rainfall in some areas was described by the National Weather Service as

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[7] Based on an impairment date of September 12, 2013, this Application is timely filed pursuant to Section 63.63(a) of the Commission's Rules.

[8] *See* http://www.timescall.com/news/colorado-flood/ci_24394274/hundreds-lyons-families-begin-moving-back-home (visited Nov. 1, 2013); http://www.colorado.gov/cs/Satellite?c=Page&childpagename=GovHickenlooper%2FCBONLayout&cid=1251647757616&pagename=CBONWrapper (visited November 14, 2013).

likely to occur less than once every 1,000 years.[9] The flooding and resulting impairment of CenturyLink's services from this epic event was not foreseeable and could not have been reasonably prevented.

D. A Description of the Service Involved

CenturyLink's wireline telecommunications services and other real-time two-way voice communications services, as defined in Section 63.60(f) of the Commission's Rules, have been impaired by the flooding in Colorado.

E. The Nature of Service Which Will Be Available or Substituted

CenturyLink is planning to fully restore wireline telecommunications services that were impaired by the floods. CenturyLink is making temporary service available where possible until permanent facilities can be placed. CenturyLink is also providing call-forwarding to customers so they can receive calls at alternate working numbers.

F. The Effect Upon Rates to any Person in the Community

CenturyLink does not foresee this impairment having any immediate impact on the rates CenturyLink charges its customers. CenturyLink intends to fully restore its wireline telecommunications services and make them available at the same rates that applied prior to the flooding.

G. Restoration Efforts

CenturyLink has devoted an enormous number of man-hours to restoring service that was impaired by the flooding. While CenturyLink declared force majeure conditions in all of its 164 wire centers in Colorado during and immediately following the flooding, as of this date only limited portions of six (6) wire centers have yet to be restored. CenturyLink will continue to

[9] http://www.reuters.com/article/2013/09/19/us-usa-colorado-flooding-ages-idUSBRE98I0CO20130919 (visited November 14, 2013).

work diligently to rebuild its network and restore service to affected customers as the region seeks to recover from this disaster. CenturyLink notes that the timing of remaining service restorations is likely to depend on the availability and functionality of other critical infrastructure. CenturyLink will continue to coordinate with other infrastructure providers in the State as restoration efforts remain ongoing.

III. CONCLUSION

For the foregoing reasons, in light of the devastating flooding and catastrophic damage suffered in Colorado, CenturyLink respectfully requests Commission approval of this Application.

Respectfully submitted,

QWEST CORPORATION D/B/A CENTURYLINK QC

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