

FILE

BAILEY CAVALIERI LLC

ATTORNEYS AT LAW

One Columbus 10 West Broad Street, Suite 2100 Columbus, Ohio 43215-3422
telephone 614.221.3155 facsimile 614.221.0479
www.baileycavalieri.com

direct dial: 614.229.3278
email: William.Adams@BaileyCavalieri.com

July 1, 2015

Barcy F. McNeal, Secretary
Docketing Division
Public Utilities Commission of Ohio
180 East Broad Street, 11th Floor
Columbus, OH 43215-3793

Re: *In the Matter of the Annual Filing Requirements For 2015 Pertaining to
the Provisioning of High Cost Universal Service*
Case No. 15-1115-TP-COI

*In the Matter of the Annual Filing Requirements For 2015 Pertaining to
the Provisioning of Lifeline Universal Service*
Case No. 15-1116-TP-COI

FCC Form 481 Filing of Windstream Ohio, Inc.

Dear Ms. McNeal:

Enclosed are four (4) copies of the **redacted** FCC Form 481-Carrier Annual Reporting that was filed with the Federal Communications Commission, along with **redacted** Rate Floor Data for filing on the public record in the above matters on behalf of Windstream Ohio, Inc. Please time stamp the extra copies and return them to our courier.

Also enclosed are four (4) **unredacted** copies of the confidential information to be filed under seal pursuant to the Motion for Protective Order filed in these matters on June 30, 2015. Please time stamp the extra copies of the confidential information being filed under seal, and return them to our courier.

Thank you for your attention to this matter. Please contact me if you have any questions.

Very truly yours,

BAILEY CAVALIERI LLC

William A. Adams

WAA/sg
Enclosure

#833354v1
11228.03320

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician And Date Processed 7/1/15

2015 JUL -1 PM 3:32

RECEIVED-DOCKETING DIV.

RUCCO

34

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0586/OMB Control No. 3060-0819

July 2013

<010> Study Area Code	300665
<015> Study Area Name	WINDSTREAM OH
<020> Program Year	2016
<030> Contact Name: Person USAC should contact with questions about this data	Jeff Heacox
<035> Contact Telephone Number: Number of the person identified in data line <030>	5017485390 ext.
<039> Contact Email Address: Email of the person identified in data line <030>	jeff.1.heacox@windstream.com

ANNUAL REPORTING FOR ALL CARRIERS	54.313 Completion Required	54.422 Completion Required
-----------------------------------	----------------------------------	----------------------------------

<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input type="checkbox"/> check box if no outages to report		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<300> Unfulfilled Service Requests (voice)	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310> Detail on Attempts (voice)	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)	16	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<330> Detail on Attempts (broadband)	3006650H330.pdf (attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed	33.9	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420> Mobile	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<430> Number of Complaints per 1,000 customers (broadband)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<440> Fixed	25.03	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<450> Mobile	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> 3006650H510.pdf (attach descriptive document)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> 3006650H610.pdf (attach descriptive document)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)?	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000> Voice Services Rate Comparability Certification	Yes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1010> 3006650H1010.pdf (attach descriptive document)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1100> Certify whether terrestrial backhaul options exist (Yes or No)	(if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1110>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<2005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<3005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**(100) Service Quality Improvement Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	300665
<015>	Study Area Name	WINDSTREAM OH
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacon
<035>	Contact Telephone Number - Number of person identified in data line <030>	507485190 ext
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacon@windstream.com
<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing § 54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

- <112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How much (USF) was used to improve service quality and how support was used to improve service quality
- <116> How much (USF) was used to improve service coverage and how support was used to improve service coverage
- <117> How much (USF) was used to improve service capacity and how support was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

<010>	Study Area Code	300465
<015>	Study Area Name	WINDSTREAM OH
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacock
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.j.heacock@windstream.com

1/1/2015

[illegible]

<010>	Study Area Code	100645
<015>	Study Area Name	MINIESTREAM OH
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Hecox
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.hecox@windstream.com

[illegible]

July 2013

<810>	Reporting Carrier	Windstream Ohio, Inc
<811>	Holding Company	Windstream Corporation
<812>	Operating Company	Windstream Ohio, Inc

- See attached worksheet -

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

[illegible]

(1100) No Terrestrial Backhaul Reporting Data Collection Form	FCC Form 481
	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	300665
<015>	Study Area Name	WINDSTREAM OH
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heaton
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485190 ext
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.1.heaton@windstream.com

<1120> Please confirm whether terrestrial backhaul options exist within the supported area pursuant to § 54.313(g) (Yes, No)

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g)

(1200) Terms and Condition for Lifeline Customers Lifeline Data Collection Form	FCC Form 481 OMB Control No. 3060-0586/OMB Control No. 3060-0819 July 2013
---	--

<010>	Study Area Code	100265
<015>	Study Area Name	WINDSTREAM OH
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacock
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017465350 ext
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.j.heacock@windstream.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP <https://www.windstream.com/About-Us/Lifeline-Assistance-Program/>

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

(2000) Price Cap Carrier Additional Documentation Data Collection Form <i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>	FCC Form 481 OMB Control No. 3060-0886/OMB Control No. 3060-0819 July 2013
---	--

<010>	Study Area Code	300005
<015>	Study Area Name	WINDUS FREEMAN, CR
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	JERRY HENRICK
<035>	Contact Telephone Number - Number of person identified in data line <030>	201-223-9000 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	JERRY.HENRICK@USAC.FEDERALCOMMUNICATIONS.COM

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

- Incremental Connect America Phase I reporting**
- <2010> 2nd Year Certification (47 CFR § 54.313(b)(1)(i))
- <2011a> 3rd Year Certification (47 CFR § 54.313(b)(1)(ii))
- <2011b> Attachment (47 CFR § 54.313(b)(1)(ii))

Yes

Name of Attached Document(s) Listing Required Information

- Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(e))**
- <2012> 2013 Frozen Support Calculation (47 CFR § 54.313(c)(1))
- <2013> 2014 Frozen Support Calculation (47 CFR § 54.313(c)(2))
- <2014> 2015 Frozen Support Calculation (47 CFR § 54.313(c)(3))
- <2015> 2016 and future Frozen Support Calculation (47 CFR § 54.313(c)(4))

Yes

- Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))**
- <2016> Certification Support Used to Build Broadband

Yes

- Connect America Phase II Reporting (47 CFR § 54.313(e))**
- <2017> 3rd year Broadband Service Certification
- <2018> 5th year Broadband Service Certification
- <2019> Interim Progress Certification

- <2020> Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

- <2021> Interim Progress Community Anchor Institutions

Name of Attached Document(s) Listing Required Information

(3000) Rate Of Return Carrier Additional Documentation Data Collection Form	FCC Form 481 OMB Control No. 3040-0986/OMB Control No. 3090-0619 July 2013
--	--

<010> Study Line Code	350665
<015> Study Area Name	WINDSTREAM OK
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Jeff Heacock
<035> Contact Telephone Number - Number of person identified in data line <030>	5017431390 ext
<038> Contact Email Address - Email Address of person identified in data line <030>	jeff.j.heacock@windstream.com

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.201(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3010) **Program Report on 5 Year Plan**
 Measure Certification (47 CFR § 54.313(f)(3)(i))

Name of Attached Document Listing Required Information

(3011) Please check the box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313(f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year ☐

(3012) **Community Anchor Institutions** (47 CFR § 54.313(f)(1)(ii))

Name of Attached Document Listing Required Information

(3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2)) ☐

(3014) If yes, does your company file the RUS annual report ☐

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires

(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers) ☐

(3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☐

(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

(3018) If the response is no on line 3014, is your company audited? ☐

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3019 pursuant to § 54.313(f)(2), contains:

(3019) Either a copy of their audited financial statement, or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications ☐

(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☐

(3021) Management letter and audit opinion issued by the independent certified public accountant that performed the company's financial audit ☐

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3022 pursuant to § 54.313(f)(2), contains:

(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant, or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers ☐

(3023) Underlying information subjected to a review by an independent certified public accountant ☐

(3024) Underlying information subjected to an officer certification ☐

(3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☐

(3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

(3000) Rate Of Return Carrier Additional Documentation (Continued)	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010> Study Area Code	300669
<015> Study Area Name	WINDSTREAM OH
<020> Program Year	2013
<030> Contact Name - Person USAC should contact regarding this data	Jeff Heacock
<035> Contact Telephone Number - Number of person identified in data line <030>	507.748.390 ext
<039> Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacock@windstream.com

Financial Data Summary

(3027) Revenue	
(3028) Operating Expenses	
(3029) Net Income	
(3030) Telephone Plant In Service (TPIS)	
(3031) Total Assets	
(3032) Total Debt	
(3033) Total Equity	
(3034) Dividends	

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

<010> Study Area Code	300665
<015> Study Area Name	WINDSTREAM OH
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035> Contact Telephone Number - Number of person identified in data line <030>	5017485396 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	WINDSTREAM OH
Signature of Authorized Officer:	CERTIFIED ONLINE Date 06/23/2015
Printed name of Authorized Officer:	Tim Loken
Title or position of Authorized Officer:	Director
Telephone number of Authorized Officer:	5017487442 ext.
Study Area Code of Reporting Carrier:	300665 Filing Due Date for this form: 07/01/2015
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

<010> Study Area Code	300665
<015> Study Area Name	WINDSTREAM OH
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035> Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	jeff.j.heacox@windstream.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent _____	
Name of Reporting Carrier _____	
Signature of Authorized Officer: _____	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: _____	
Name of Authorized Agent or Employee of Agent: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: _____
Printed name of Authorized Agent or Employee of Agent: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001	

Attachments

CONFIDENTIAL
REDACTED FOR PUBLIC INSPECTION

(200) Service Outage Reporting (Voice) Data Collection Form	FCC Form 481 DMB Control No. 3060-0986/DMB Control No. 3060-0819 July 2013
--	--

<010>	Study Area Code	J00665
<015>	Study Area Name	WINUSTREAM OH
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Hnator
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017481330 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.j.hnator@windstream.com
<220>		

[illegible]

FCC Form 481

Line 330 - Unfulfilled Broadband Service Requests Resolution

Study Area Code:

300665

Study Area Name:

Windstream Ohio, Inc.

Year:

2014

CONFIDENTIAL

REDACTED FOR PUBLIC INSPECTION

Date the Request was Held	Name of Exchange	How service was attempted/Reason it was Unfulfilled
------------------------------	------------------	---

Line 510-Description of Compliance with Service Quality Standards and Consumer Protection:

Voice Certification:

Windstream certifies that we comply with applicable service quality standards and consumer protection rules as required by the state regulatory commission and the Federal Communications Commission.

1. Service quality metrics are monitored and reviewed each month
2. Windstream is founded on integrity. All employees are required to complete a course on integrity each year.
3. Windstream employees have at their disposal our People Practices Overview Course which is a general overview of the guidelines that govern all Windstream employees.
4. Windstream's Customer Proprietary Network Information (CPNI) training manual documents when personnel are, and are not, authorized to use CPNI. This Manual constitutes Windstream's policies and procedures related to CPNI. All employees are required to follow the policies and procedures specified in this manual.
5. Windstream IT has in place numerous measures to insure the integrity of the network and the customer data that resides on the network. The network is monitored 24/7 and periodic reviews of the security processes are performed.
6. Windstream makes every attempt to achieve one-call resolution on customer invoice issues.
7. Windstream has developed a program to help spot the Red Flags of identity theft, which is consistent with the FTC's guidelines, and has procedures in place to mitigate the potential damage of identity theft.
8. Windstream has implemented our Customer Account Protection Plan (CAPP) to provide increased security against unauthorized changes (cramming) to customer accounts. This plan requires third-party carriers to have a customers Passcode to change the customer's service or access the customers account information.

Line 510-Continued:

Broadband Certifications

Windstream certifies that it complies with applicable service quality standards, if any, and consumer protection rules as required by the state regulatory commission and the Federal Communications Commission.

Specifically:

1. All Windstream employees are required to complete a security awareness training every year.

2. Windstream's Customer Proprietary Network Information (CPNI) training manual documents when personnel are, and are not, authorized to use CPNI. This Manual constitutes Windstream's policies and procedures related to CPNI. All employees are required to follow the policies and procedures specified in this manual.
3. Windstream IT has in place numerous measures to insure the integrity of the network and the customer data that resides on the network. The network is monitored 24/7 and periodic reviews of the security processes are performed.
4. Windstream has developed a program to help spot the Red Flags of identity theft, which is consistent with the FTC's guidelines, and has procedures in place to mitigate the potential damage of identity theft.

Line 610 – Description of Functionality in Emergency Situations

Voice:

Windstream certifies that it is compliant with applicable rules on service provision in emergency situations. Windstream central offices are designed to withstand limited commercial power failures through the use of emergency batteries supplemented by on site or portable generators. Windstream personnel perform routine maintenance on this essential equipment based on the manufacturer's service recommendations and Windstream service practices. The backup batteries are load tested routinely and the on site generators are tested monthly.

Windstream's network is engineered to handle traffic spikes that can occur as the result of emergency situations. The network is monitored 24/7 by our Network Operations Center ensuring quick response whenever and where ever it is needed. Network redundancy is built into our network where ever possible to ensure alternate routing is available when necessary.

Broadband:

Windstream certifies that it is compliant with applicable rules on service provision in emergency situations. Windstream central offices are designed to withstand limited commercial power failures through the use of emergency batteries supplemented by on site or portable generators. Windstream personnel perform routine maintenance on this essential equipment based on the manufacturer's service recommendations and Windstream service practices. The backup batteries are load tested routinely and the on site generators are tested monthly.

(700) Price Offerings Including Voice Rate Data
Data Collection Form

FCC Form 481
OMB Control No. 3060-0985/OMB Control No. 3060-0819
July 2013

<010> Study Area Code 300643
<015> Study Area Name WINDSTREAM OH
<020> Program Year 2016
<030> Contact Name - Person USAC should contact regarding this data Jeff Heacock
<035> Contact Telephone Number - Number of person identified in data line <030> 5037485340 ext.
<039> Contact Email Address - Email Address of person identified in data line <030> jeff.j.heacock@windstream.com

<701> Residential Local Service Charge Effective Date

1/1/2015

<702> Single State-wide Residential Local Service Charge

<703>

<a1>	<a2>	<a3>	<a4>	<a5>	<a6>	<a7>	<a8>	<a9>
State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fee
OH	CHESTERFIELD		PR	7.45	0.0	0.0	0.0	7.45
OH	COLUMBIA STATION		PR	17.6	0.0	0.0	0.0	17.6
OH	COVINGTON		PR	10.55	0.0	0.0	0.0	10.55
OH	DELTA		PR	15.55	0.0	0.0	0.0	15.55
OH	ELYRIA		PR	14.8	0.0	0.0	0.0	14.8
OH	GRANVILLE		PR	10.55	0.0	0.0	0.0	10.55
OH	GRATIOT		PR	10.55	0.0	0.0	0.0	10.55
OH	HANOVER		PR	10.55	0.0	0.0	0.0	10.55
OH	KENTON		PR	10.55	0.0	0.0	0.0	10.55
OH	NEAPOLIS		PR	10.55	0.0	0.0	0.0	10.55
OH	NEWARK		PR	10.55	0.0	0.0	0.0	10.55
OH	PAULDING		PR	10.55	0.0	0.0	0.0	10.55
OH	PLEASANT HILL		PR	10.55	0.0	0.0	0.0	10.55
OH	SAINT LOUISVILLE		PR	10.55	0.0	0.0	0.0	10.55
OH	SAINT PARIS		PR	10.55	0.0	0.0	0.0	10.55
OH	ALL		MS	10.0	0.0	0.0	0.0	10.0

(800) Operating Companies
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

(800) Operating Companies
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	300665
<015>	Study Area Name	WINDSTREAM OH
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Hrecox
<035>	Contact Telephone Number - Number of person identified in data line <030>	6017485150 ext
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.j.hrecox@windstream.com
<810>	Reporting Carrier	Windstream Ohio, Inc
<811>	Holding Company	Windstream Corporation
<812>	Operating Company	Windstream Ohio, Inc.

[illegible]

Attachment 1010

AFFIDAVIT

STATE OF ARKANSAS)

)

COUNTY OF PULASKI)

I, Tim Loken, being duly sworn upon oath, do hereby depose and state as follows:

I am an officer of the reporting carriers; as listed on the Carrier List; my responsibilities include ensuring the accuracy of the rates reported in this report.

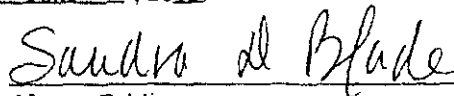
I hereby certify pursuant to the requirements under 47 C.F.R. §54.313(a)(10) that:

- (1) The pricing of Windstream's voice services is no more than two standard deviations above the national average urban rate for voice service.



Tim Loken, Director – Regulatory Reporting

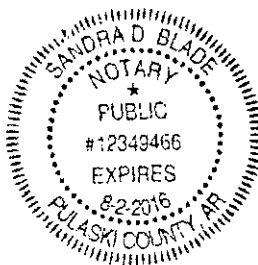
Subscribed and sworn to before me this 12th day of June, 2015.



Notary Public

My Commission expires:

August 2, 2016



Carrier List

STATE	Legal Entity	SAC	Certify fixed voice service is no more than two standard deviations above the applicable national average urban rate. Yes/No
AL	Windstream Alabama, LLC	250302	Yes
AR	Windstream Arkansas, LLC	401691	Yes
FL	Windstream Florida, Inc.	210336	Yes
GA	Windstream Georgia, LLC	220357	Yes
GA	Windstream Georgia Telephone, LLC	220364	Yes
GA	Windstream Standard, LLC	220386	Yes
GA	Windstream Accucomm Telecommunications, LLC	220395	Yes
GA	Georgia Windstream, LLC	223036	Yes
GA	Windstream Georgia Communications, LLC	223037	Yes
IA	Windstream Iowa Communications, Inc.	351167	Yes
IA	Windstream Iowa Communications, Inc.	351170	Yes
IA	Windstream Iowa Communications, Inc.	351178	Yes
IA	Windstream Montezuma, Inc.	351248	Yes
KY	Windstream Kentucky West, LLC	260402	Yes
KY	Windstream Norlight, Inc.	269004	Yes
KY	Windstream Kentucky East, LLC	269690	Yes
KY	Windstream Kentucky East, LLC	269691	Yes
MN	Windstream Lakedale, Inc.	361414	Yes
MN	Windstream Lakedale, Inc.	361482	Yes
MO	Windstream Missouri, Inc.	421885	Yes
MS	Windstream Mississippi, LLC	280453	Yes
NC	Windstream Concord Telephone, Inc.	230474	Yes
NC	Windstream North Carolina, LLC	230476	Yes
NC	Windstream Lexcom Communications, Inc.	230483	Yes
NE	Windstream Nebraska, Inc.	371568	Yes
NM	Valor Telecommunications of Texas, LLC	491164	Yes
NM	Valor Telecommunications of Texas, LLC	491193	Yes
NY	Windstream New York, Inc.	150106	Yes
NY	Windstream New York, Inc.	150109	Yes
NY	Windstream New York, Inc.	150113	Yes
OH	Windstream Ohio, Inc.	300665	Yes
OH	Windstream Western Reserve, Inc.	300666	Yes
OK	Valor Telecommunications of Texas, LLC	431165	Yes

STATE	Legal Entity	SAC	Certify fixed voice service is no more than two standard deviations above the applicable national average urban rate. Yes/No
OK	Windstream Oklahoma, LLC	431965	Yes
OK	Oklahoma Windstream, LLC	432011	Yes
PA	Windstream Buffalo Valley, Inc.	170151	Yes
PA	Windstream Conestoga, Inc.	170162	Yes
PA	Windstream D & E, Inc.	170165	Yes
PA	Windstream Pennsylvania, LLC	170176	Yes
SC	Windstream South Carolina, LLC	240517	Yes
TN	Windstream Norlight, Inc.	299008	Yes
TX	Valor Telecommunications of Texas, LLC	441163	Yes
TX	Windstream Communications Kerrville, LLC	442097	Yes
TX	Windstream Sugar Land, Inc.	442147	Yes
TX	Texas Windstream, Inc.	442153	Yes

LIFELINE SERVICE

Definition

- A. Lifeline Service is a retail local service offering available to qualifying low-income residential customers and is provided pursuant to the FCC Order 12-11 released on February 6, 2012.

Discounts

- A. The following credits will apply for customers deemed eligible for Lifeline assistance:
Monthly Credit

Federal Credit	\$9.25
State Credit to Residential Access Line	Varies by state

Residents of federally recognized tribal lands may
Receive an additional reduction up to ~~\$25.00~~

- B. The monthly discounted residential rate for qualified low-income customers may not be reduced below zero. Therefore, the credit amount defined in A. above shall not exceed the total of the subscriber line charge and the customer's normal residential local exchange service rate.

General

- A. The Company shall offer toll blocking to all qualifying low income customers at no charge at the time such customers subscribe to Lifeline service. If the customer voluntarily elects to receive toll blocking, the service shall become part of the customer's Lifeline service and all service deposits will be waived.
- B. Lifeline program rate reductions do not apply to long distance service or any other services (i.e., Custom Calling, CLASS, construction charges, etc.) which may or may not be tariffed. Customers may obtain such services, where available, at their discretion, although the Lifeline program rate reduction does not apply.
- C. Lifeline program service will not be available on a retro-active basis.

Eligibility Requirements

- A. The Lifeline program rate reduction shall apply to one (1) telephone line per residential household, at the subscriber's principal place of residence. Service is limited to only one Service per qualified customer or household; within this section, 'household' is defined as "any individual or group of individuals who are living together at the same address as one economic unit," with an 'economic unit' defined as, "all adult individuals contributing to and sharing in the income and expenses of a household."
- B. The service must be provided in the eligible customer's name.
- C. An applicant whose household income is at or below 135% of the Federal Poverty Guidelines, or who participate in one of the following programs:
- Medicaid
 - Food Stamps
 - Supplemental Security Income
 - Federal Public Housing Assistance
 - Low Income Home Energy Assistance Program
 - Temporary Assistance to Needy Families
 - National School Lunch's Free Lunch Program
- D. The customer must sign, under penalty of perjury, a document certifying:
- He/she is receiving benefits from one of the programs listed in C. above.
Name of the program(s) from which they are receiving benefits.

That he/she will notify the company if he/she no longer participates in the program(s) named in C. preceding.

The applicant must also supply the name of the program(s) from which they are receiving benefits and provide documentation supporting participation in the program(s). That he/she will notify the company if he/she no longer participates in the program(s) named in C. preceding.

- E. Customers qualifying for Lifeline Service are offered the services or functionalities enumerated in 47 Code of Federal Regulations §54.101 (a) (1)-(8) (relating to Supported Service for Rural, Insular and High Cost Areas).
- F. The Company has certification processes in place which at the time of enrollment requires a documentation review that confirms the consumer's household eligibility. The Company will retain copies of the self-certification records of both the applicant and the Company. A Company officer will attest that these procedures are in place.
- G. The Company will annually verify the continued eligibility pursuant to the FCC Order 12-11 released on February 6, 2012.

Credits and Deposits

- A. The credit verification procedures available for all applicants who apply for service with the Company will also be used for applicants who apply for service under the Lifeline program.
- B. The deposit standards used for all applicants who apply for service with the Company will also be used for applicants who apply for service under the Lifeline Program with the exception that deposit requirements will be waived for Lifeline Service applicants who voluntarily elect to subscribe to toll blocking service.

Service Charges

- A. Service charges do not apply when eligible customers with existing residential service convert to Lifeline Service.
- B. A service order deposit is not applicable to customers who elect toll blocking when initiating Lifeline service.
- C. A service order charge does apply when:

At the time Lifeline Service billing is initiated, eligible residential local exchange access service customers also request additional optional calling features such as Custom Calling Features, CLASS features, etc.

Any subsequent moves or changes after the initial connection to Lifeline service are requested by the customer.

Service is established for new residential applicants (those without existing local exchange access service) eligible for Lifeline Service.

Payments and Disconnection of Service

- A. Lifeline service may not be disconnected for non-payment of toll charges. In addition, the Company will not deny re-establishment of local service to customers who are eligible for Lifeline Assistance and have previously been disconnected for nonpayment of toll charges.
- B. Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.

Windstream Residential Service Rates by Service Area

Rates shown with and without state and federal Lifeline discounts applied

Year	SAC	Without Lifeline Discounts		With Lifeline Discounts	
		Low	High	Low	High
2014	300665	\$13.95	\$24.10	\$1.20	\$11.35

Rate Floor Data
CONFIDENTIAL
 REDACTED FOR PUBLIC INSPECTION

RATE FLOOR DATA COLLECTION - OMB Control Number 3060-0986					
Block 1 - Contact Information					
ROW #	DATA ELEMENT		FORMAT OF REQUESTED DATA	RESPONSE	
1	Carrier Study Area Code		6 numeric digits	300665	
2	Carrier Study Area Name		alpha characters	Windstream Ohio, LLC	
3	Service Provider Identification Number		9 numeric digits	143030766	
4	Residential Local Service Charge Effective Date		mm/dd/yyyy	06/01/2015	
5	Contact Name		alpha characters	Carrie Wells	
6	Contact Telephone Number (include area code)		9 numeric digits	(501) 748-6966	
7	Sheet number		numeric digit(s)	1	
8	Total Number of Sheets		numeric digit(s)	1	
Block 2 - Residential Local Service Rates, Fees, and Line Counts					
	Column 1 Residential Local Service Charge	Column 2 State Subscriber Line Charge	Column 3 State Universal Service Fee	Column 4 Mandatory Extended Area Service Charge	Column 5 Loops
9	\$ 6.65	\$ -	\$ -	\$ -	
10	\$ 6.80	\$ -	\$ -	\$ -	
11	\$ 7.45	\$ -	\$ -	\$ -	
12	\$ 9.65	\$ -	\$ -	\$ -	
13	\$ 10.00	\$ -	\$ -	\$ -	
14	\$ 10.55	\$ -	\$ -	\$ -	
15	\$ 12.50	\$ -	\$ -	\$ -	
16	\$ 14.80	\$ -	\$ -	\$ -	
17	\$ 14.95	\$ -	\$ -	\$ -	
18	\$ 16.10	\$ -	\$ -	\$ -	
19	\$ 17.60	\$ -	\$ -	\$ -	
20					
21					
22					
23					
24					
25					
26					
27					
28					
29					
30					
31					
32					
33					
34					


SAC	STATE	Legal Entity
150106	NY	Windstream New York, Inc.
150109	NY	Windstream New York, Inc.
150113	NY	Windstream New York, Inc.
170151	PA	Windstream Buffalo Valley, Inc.
170162	PA	Windstream Conestoga, Inc.
170165	PA	Windstream D & E, Inc.
170176	PA	Windstream Pennsylvania, LLC
210336	FL	Windstream Florida, LLC
220357	GA	Windstream Georgia, LLC
220364	GA	Windstream Georgia Telephone, LLC
220386	GA	Windstream Standard, LLC
220395	GA	Windstream Accucomm Telecommunications, LLC
223036	GA	Georgia Windstream, LLC
223037	GA	Windstream Georgia Communications, LLC
230474	NC	Windstream Concord Telephone, LLC
230476	NC	Windstream North Carolina, LLC
230483	NC	Windstream Lexcom Communications, LLC
240517	SC	Windstream South Carolina, LLC
250302	AL	Windstream Alabama, LLC
260402	KY	Windstream Kentucky West, LLC
269690	KY	Windstream Kentucky East, LLC
269691	KY	Windstream Kentucky East, LLC
280453	MS	Windstream Mississippi, LLC
300665	OH	Windstream Ohio, LLC
300666	OH	Windstream Western Reserve, LLC
351167	IA	Windstream Iowa Communications, LLC
351170	IA	Windstream Iowa Communications, LLC
351178	IA	Windstream Iowa Communications, LLC
351248	IA	Windstream Montezuma, LLC
361414	MN	Windstream Lakedale, Inc.
361482	MN	Windstream Lakedale, Inc.
371568	NE	Windstream Nebraska, Inc.
401691	AR	Windstream Arkansas, LLC
421885	MO	Windstream Missouri, LLC
431165	OK	Valor Telcommunications of Texas, LLC
431965	OK	Windstream Oklahoma, LLC
432011	OK	Oklahoma Windstream, LLC
441163	TX	Valor Telcommunications of Texas, LLC
442097	TX	Windstream Communications Kerrville, LLC
442147	TX	Windstream Sugar Land, LLC.
442153	TX	Texas Windstream, LLC.
491164	NM	Valor Telcommunications of Texas, LLC
491193	NM	Valor Telcommunications of Texas, LLC

Rate Floor

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING CERTIFICATION ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Rate Floor Data

I certify, that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the actual rate floor data reported ; and, to the best of my knowledge, the information reported on this form is accurate.

Name of Reporting Carrier	Windsream Holdings, Inc.		
Signature of Authorized Officer		Date	6/24/2015
Printed name of Authorized Officer	Timothy P. Loken		
Title or position of Authorized Officer	Director - Regulatory Reporting		
Telephone number of Authorized Officer:	(501) 748 - 7442 , ext. _____		
Study Area Code of Reporting Carrier	See Attached List	(mm/dd/yyyy)	07/01/2015

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.