

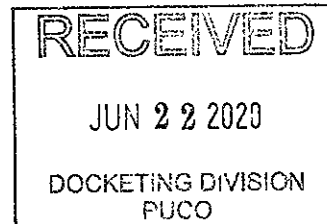
# Confidential Release

Case number: 13-1115-TP-COI

Date of Confidential Document: 10/15/2013

Release Date: 6/18/20

Page Count: 32



Document Description: FCC Form 481 Annual Reporting

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**"Consent to Release to the PUCO DIS Website"**

Name Jay S. Agranoff

Reviewing Attorney Examiner's Signature

Date Reviewed 6/22/20

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 GLN Date Processed 6/23/20

# CONFIDENTIAL

*Confidential treatment has been requested for the following document:*

*Case: 13-1115-TP-COI*

*Page Count: 32*

*Date Filed: 10/15/2013*

*Filed by: William A. Adams*

*Behalf of: Windstream Ohio, Inc.*

*Summary of document: FCC FORM 481- Carrier Annual Reporting*

RECEIVED-DOCKETING DIV  
2013 OCT 15 PM 4:29  
PUCO

Annual Reporting for High-Cost Recipients  
47 C.F.R. §54.313(h)

RECEIVED-DOCKETING DIV

2013 OCT 15 PM 4:07

windstream.



4001 Rodney Parham Drive • Little Rock, Arkansas 72212  
(501) 748-7000

PUCO

Jeff Heacox  
Staff Manager Regulatory Compliance  
Jeff.I.heacox@windstream.com  
(501) 748-5390  
(501) 748-6583 (fax)

October 11, 2013

Marianne Townsend, Chief of Telecommunications  
The Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, OH 43215

RE: Annual Certifications Related to Eligible Telecommunications Carrier's (ETC) Use of the Federal Universal Support

Pursuant to Section 54.313 and 54.422 of the Federal Communications Commission's rules, all reports pursuant to this section shall be filed with the FCC, Universal Service Administrative Company (USAC) and relevant state commissions, I have enclosed a copy of the 2013 annual report and certification that has been filed with the Administrator for the Windstream Study Area Code 300665 located in Ohio.

This filing contains CONFIDENTIAL information which is not readily ascertainable to Windstream's competition. Release of this information would cause Windstream to reveal proprietary information and trade secrets and cause damage to its competitive position. Windstream requests that this data be treated as trade secret information.

Should you have any questions, please contact me via email at [jeff.i.heacox@windstream.com](mailto:jeff.i.heacox@windstream.com) or by phone at 501-748-5390.

Sincerely,

Jeff Heacox  
Staff Manager Regulatory Compliance

Enclosures

Annual Reporting for High-Cost Recipients  
47 C.F.R. §54.313(a)(2) through (a)(6) and (h)



4001 Rodney Parham Drive • Little Rock, Arkansas 72212  
(501) 748-7000

Jeff Heacox  
Staff Manager Compliance Reporting  
Jeff.l.heacox@windstream.com  
(501) 748-5390  
(501) 748-6583 (fax)

October 11, 2012

Ms. Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12th Street SW  
Washington, D.C. 20554

Ms. Karen Majcher  
Vice President - High Cost Low Income Division  
Universal Service Administrative Company  
2000 L Street NW, Suite 200  
Washington, D.C. 20036

RE: WC Docket No. 10-90: Lifeline and Link Up Reform and Modernization, WC Docket No. 11-42

Pursuant to Section 54.313 and 54.422 of the Federal Communications Commission's rules and in accordance with the guidance of the Public Notice issued August 6, 2013, enclosed is the 2013 annual report and certifications for Windstream Study Area Code 300665 located in Ohio.

*This filing contains CONFIDENTIAL information which is not readily ascertainable to Windstream's competition. Release of this information would cause Windstream to reveal proprietary information and trade secrets and cause damage to its competitive position. Windstream requests that this data be treated as trade secret information.*

Should you have any questions, please contact me via email at [jeff.l.heacox@windstream.com](mailto:jeff.l.heacox@windstream.com) or by phone at 501-748-5390.

Sincerely,



Jeff Heacox  
Staff Manager Compliance Reporting

Enclosures

Cc: Applicable State Public Utilities Commissions, State Public Service Commissions, and Tribal Governments

FCC Form 481 - Carrier Annual Reporting  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0984/0985 Control No. 3060-0819  
July 2013

<010> Study Area Code	300665
<015> Study Area Name	WINDSTREAM OH
<020> Program Year	2014
<030> Contact Name: Person USAC should contact with questions about this data	Jeff H. Hax
<035> Contact Telephone Number: Number of the person identified in data line <030>	531 748 1391
<039> Contact Email Address: Email of the person identified in data line <030>	jeff.h.hax@windstream.com

ANNUAL REPORTING FOR ALL CARRIERS	54.313 Completion Required	54.422 Completion Required
	<input type="checkbox"/>	<input type="checkbox"/>

<100> Service Quality Improvement Reporting	(complete attached worksheet)	(check box when complete)	<input type="checkbox"/>	<input 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)	3		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310> Detail on Attempts (voice)	300665OH310	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<330> Detail on Attempts (broadband)		(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	1.4		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420> Mobile			<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			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<450> Mobile			<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> 300665OH510	(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> 300665OH610	(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)? <input type="radio"/> <input checked="" type="radio"/>	(if yes, complete attached worksheet)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000> Voice Services Rate Comparability	(check to indicate certification)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1010> <input type="checkbox"/>	(attach descriptive document)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)? <input checked="" type="radio"/> <input type="radio"/>	(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	30665
<015>	Study Area Name	WINDSTREAM OH
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Haack
<035>	Contact Telephone Number - Number of person identified in data line <030>	503-748-5390
<039>	Contact Email Address - Email Address of person identified in data line <030>	Jeff.L.Haack@windstream.com
<110>	Has your company received its ETC certification from the FCC?	(yes / no ) <input checked="" type="radio"/> <input 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 (.pdf)

Please check these boxes below to confirm that the attached PDF, 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.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

[illegible]

(7000) Police Offenses Including Vehicle Rape Data  
Data Collection Form

<010>	Study Area Code	300665
<015>	Study Area Name	WINDSTREAM OR
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Harcox
<035>	Contact Telephone Number - Number of person identified in data line <030>	503-748-5390
<038>	Contact Email Address - Email Address of person identified in data line <030>	jeff_1.harcox@windstream.com

1/1/2013
----------

<701>	Residential Local Service Charge Effective Date
<702>	Single State-wide Residential Local Service Charge

[illegible]



<010>	Study Area Code	300655
<015>	Study Area Name	WINDSTREAM OH
<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>	501-718-5390
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.1.heacock@windstream.com

[illegible]

(600) Operating Companies  
Data Collection Form

ICC Form 481  
OMB Control No. 300-0965/OMB Control No. 300-0819  
Jan 2013

<010> Study Area Code 10665

<015> Study Area Name WINDSTREAM DR

<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> 501-748-5390

<039> Contact Email Address - Email Address of person identified in data line <030> jeff.1.heacock@windstream.com

<810> Reporting Carrier Windstream Ohio, Inc.

<811> Holding Company Windstream Corporation

<812> Operating Company Windstream Ohio, Inc.

<813> <41> Affiliates

<42> SAC

<43> Doing Business As Company or Brand Designation

See attached worksheet

(900) Tribal Lands 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	WINDSTROM OH
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Harcox
<035>	Contact Telephone Number - Number of person identified in data line <030>	501-748-5190
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.harcox@windstrom.com

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

<920> Tribal Government Engagement Obligation

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

Select (Yes, No, NA)

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Name of Attached Document (.pdf)

(1100) No Terrestrial Backhaul Reporting  
Data Collection Form

FCB Form 483  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	100665
<015>	Study Area Name	WINDSTREAM OH
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Neacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	501-748-5390
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.neacox@windstream.com

Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) ☐

Please check this box 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) ☐

<b>(1200) Terms and Condition for Lifeline Customers</b>	
<b>Data Collection Form</b>	
FCC Form 481 OMB Control No. 3060-0985/OMB Control No. 3060-0819 July 2013	

<010>	Study Area Code	300655
<015>	Study Area Name	WINDSTREAM OH
<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>	501-748-5390
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacock@windstream.com

<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	3006650R210
<1220>	Link to Public Website	Name of attached document (.pdf) <a href="http://www.windstream.com/About-Us/Id/Online-Applications/">http://www.windstream.com/About-Us/Id/Online-Applications/</a> HTTP

"Please check these boxes below to confirm that the attached PDF, 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,	<input checked="" type="checkbox"/>
<1222>	Details on the number of minutes provided as part of the plan,	<input checked="" type="checkbox"/>
<1223>	Additional charges for toll calls, and rates for each such plan.	<input checked="" type="checkbox"/>

(2009) Price Cap Carrier Additional Documentation  
Data Collection Form

including Note of Return Carriers affiliated with Price Cap Local Exchange Carriers

ICC Form 481  
OMB Control No. 3060-0066/OMB Control No. 3060-0819  
7/24/2013

<010>	Study Area Code	300665
<015>	Study Area Name	MUNDSTREAN OH
<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>	501-748-5390
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.h@heacockindstream.com

CHECK the boxes below 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.

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
-------------------------------------	--------------------------	--------------------------	--------------------------

<input checked="" type="checkbox"/>
-------------------------------------

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------

#### Incremental Connect America Phase I reporting

- <2010> 2nd Year Certification (47 CFR § 54.313(b)(1))
- <2011> 3rd Year Certification (47 CFR § 54.313(b)(2))

#### Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))

- <2012> 2013 Frozen Support Certification
- <2013> 2014 Frozen Support Certification
- <2014> 2015 Frozen Support Certification
- <2015> 2016 and future Frozen Support Certification

#### Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))

- <2016> Certification Support Used to Build Broadband

#### 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 PDF, 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 Listing Required Information

(2009) Run Of Main Carrier Additional Documentation  
 Date Collection Form: \_\_\_\_\_

300665  
 WINDSTREAM OR  
 2014  
 Study Area Name  
 Program Year  
 Contact Name: Person USAC should contact regarding this data  
 Contact Telephone Number: Number of person identified in data line 4030: 501-748-5330  
 Contact Email Address: Email Address of person identified in data line 4030: 1567.1.1@windstream.com

(2009) Run Of Main Carrier Additional Documentation  
 Date Collection Form: \_\_\_\_\_

300665  
 WINDSTREAM OR  
 2014  
 Study Area Name  
 Program Year  
 Contact Name: Person USAC should contact regarding this data  
 Contact Telephone Number: Number of person identified in data line 4030: 501-748-5330  
 Contact Email Address: Email Address of person identified in data line 4030: 1567.1.1@windstream.com

300665  
 WINDSTREAM OR  
 2014  
 Study Area Name  
 Program Year  
 Contact Name: Person USAC should contact regarding this data  
 Contact Telephone Number: Number of person identified in data line 4030: 501-748-5330  
 Contact Email Address: Email Address of person identified in data line 4030: 1567.1.1@windstream.com

CHECK the boxes below to note compliance on this year service quality plan (pursuant to 47 CFR § 54.313(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.

**Progress Report on 5 Year Plan**

(3010) Milestone Certification (47 CFR § 54.313(f)(1)(i))

Please check this box to confirm that the attached PDF, on line 3012, contains the required information pursuant to § 54.313(f)(1)(i), as a recipient of CAF Phase II support shall provide the number, name, and address 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))

Is your company a Privately Held RUS Carrier (47 CFR § 54.313(f)(2)) If yes, does your company file the RUS annual report? Please check these boxes to confirm that the attached PDF, 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) PDF of Balance Sheet, Income Statement and Statement of Cash Flows If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

(3017) If the response is no on line 3014, is your company audited?

(3018) If the response is yes on line 3017, please check the boxes below to confirm your submission, on line 3020 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) PDF of Balance Sheet, Income Statement and Statement of Cash Flows Management letter issued by the independent certified public accountant that performed the company's financial audit.

(3021) If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 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) PDF of Balance Sheet, Income Statement and Statement of Cash Flows

(3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

Name of Attached Document Listing Required Information

Name of Attached Document Listing Required Information

Name of Attached Document Listing Required Information

<b>Certification - Reporting Carrier</b> <b>Data Collection Form</b>	<b>FCC Form 481</b> <b>OMB Control No. 5060-0965/OMB Control No. 5060-0819</b> <b>July 2013</b>
---	---

<010> Study Area Code	300665
<015> Study Area Name	WINDSTREAM OH
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035> Contact Telephone Number - Number of person identified in data line <030>	501-748-5390
<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:

<b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>	
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 10/11/2013
Printed name of Authorized Officer:	Tim Loken
Title or position of Authorized Officer:	Director Regulatory Reporting
Telephone number of Authorized Officer:	501-748-7442
Study Area Code of Reporting Carrier:	300665 Filing Due Date for this form: 10/15/2013
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	PCC 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	2014
<030> Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035> Contact Telephone Number - Number of person identified in data line <030>	503-748-5290
<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 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

FCC Form 481

Line 310 - Unfulfilled Voice Telephony Service Requests Resolution

Study Area Code: 300665  
 Study Area Name: Windstream Ohio, Inc.  
 Year: 2012

Date the Request was Held	Name of Exchange	How service was attempted/Reason it was Unfulfilled ( If fulfilled, the date it was fulfilled)
11/2/2012	Hanover/Marne	Unfulfilled due to lack of cable facilities. Construction complete, dispatch was re-scheduled. Completed:1/7/2013
12/18/2012	Newark	Unfulfilled due to lack of cable facilities. Waiting on OSP Engineer to review. Completed:1/3/2013
12/26/2012	Kenton	Unfulfilled due to lack of cable facilities. Waiting on OSP Engineer to review. Completed:2/4/2013

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

The Windstream ILEC companies certify that they comply with applicable state and FCC service quality standards.

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 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 customer's passcode to change the customer's service or or access the customer's account information.

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#### **Line 610 – Description of Functionality in Emergency Situations**

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.

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

330665

**WINDSTREAM ON**

2014

КОНЕЦ

020- 601-710-5780

100. Jeff J. Heacockwindstream.com

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(800) Operating Companies  
Data Collection Form

Page 481  
OMB Control No. 3500-0065 OMB Control No. 3500-0019  
July 2013

<010>	Study Area Code	300665																																																																								
<015>	Study Area Name	WINDSTREAM OH																																																																								
<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>	501-748-5390																																																																								
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.1.heacock@windstream.com																																																																								
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<813>	Affiliates	<table border="1"> <thead> <tr> <th></th> <th>SAC</th> <th>Doing Business As Company or Brand Designation</th> </tr> </thead> <tbody> <tr> <td>Georgia Windstream, LLC</td> <td>223036</td> <td></td> </tr> <tr> <td>Oklahoma Windstream, LLC</td> <td>432011</td> <td></td> </tr> <tr> <td>Texas Windstream, Inc.</td> <td>442153</td> <td></td> </tr> <tr> <td>Valor Telecommunications of Texas, LLC</td> <td>431165</td> <td>DBA: Windstream Communications Southwest</td> </tr> <tr> <td>Valor Telecommunications of Texas, LLC</td> <td>441163</td> <td>DBA: Windstream Communications Southwest</td> </tr> <tr> <td>Valor Telecommunications of Texas, LLC</td> <td>441181</td> <td>DBA: Windstream Communications Southwest</td> </tr> <tr> <td>Valor Telecommunications of Texas, LLC</td> <td>491164</td> <td>DBA: Windstream Communications Southwest</td> </tr> <tr> <td>Valor Telecommunications of Texas, LLC</td> <td>491193</td> <td>DBA: Windstream Communications Southwest</td> </tr> <tr> <td>Windstream Accucomm Telecommunications, LLC</td> <td>220395</td> <td></td> </tr> <tr> <td>Windstream Alabama, LLC</td> <td>250302</td> <td></td> </tr> <tr> <td>Windstream Arkansas, LLC</td> <td>401691</td> <td></td> </tr> <tr> <td>Windstream Buffalo Valley, Inc.</td> <td>170151</td> <td></td> </tr> <tr> <td>Windstream Communications Kerrville, LLC</td> <td>442097</td> <td></td> </tr> <tr> <td>Windstream Concord Telephone, Inc.</td> <td>230474</td> <td></td> </tr> <tr> <td>Windstream Conestoga, Inc.</td> <td>170162</td> <td></td> </tr> <tr> <td>Windstream D &amp; E, Inc.</td> <td>170165</td> <td></td> </tr> <tr> <td>Windstream Florida, Inc.</td> <td>210336</td> <td></td> </tr> <tr> <td>Windstream Georgia Communications, LLC</td> <td>220337</td> <td></td> </tr> <tr> <td>Windstream Georgia Telephone, LLC</td> <td>220364</td> <td></td> </tr> <tr> <td>Windstream Georgia, LLC</td> <td>220357</td> <td></td> </tr> <tr> <td>Windstream Iowa Communications, Inc.</td> <td>351170</td> <td></td> </tr> <tr> <td>Windstream Iowa-Comm, Inc.</td> <td>351167</td> <td></td> </tr> <tr> <td>Windstream Iowa-Comm, Inc.</td> <td>351178</td> <td></td> </tr> </tbody> </table>		SAC	Doing Business As Company or Brand Designation	Georgia Windstream, LLC	223036		Oklahoma Windstream, LLC	432011		Texas Windstream, Inc.	442153		Valor Telecommunications of Texas, LLC	431165	DBA: Windstream Communications Southwest	Valor Telecommunications of Texas, LLC	441163	DBA: Windstream Communications Southwest	Valor Telecommunications of Texas, LLC	441181	DBA: Windstream Communications Southwest	Valor Telecommunications of Texas, LLC	491164	DBA: Windstream Communications Southwest	Valor Telecommunications of Texas, LLC	491193	DBA: Windstream Communications Southwest	Windstream Accucomm Telecommunications, LLC	220395		Windstream Alabama, LLC	250302		Windstream Arkansas, LLC	401691		Windstream Buffalo Valley, Inc.	170151		Windstream Communications Kerrville, LLC	442097		Windstream Concord Telephone, Inc.	230474		Windstream Conestoga, Inc.	170162		Windstream D & E, Inc.	170165		Windstream Florida, Inc.	210336		Windstream Georgia Communications, LLC	220337		Windstream Georgia Telephone, LLC	220364		Windstream Georgia, LLC	220357		Windstream Iowa Communications, Inc.	351170		Windstream Iowa-Comm, Inc.	351167		Windstream Iowa-Comm, Inc.	351178	
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(900) Operating Companies  
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FCC Form 481  
OMB Control No. 3060-0585/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	300665			
<015>	Study Area Name	WINDSTREAM OH			
<020>	Program Year	2014			
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heaton			
<035>	Contact Telephone Number - Number of person identified in data line <030>	501-748-5190			
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heaton@windstream.com			
<810>	Reporting Carrier	Windstream Ohio, Inc.			
<811>	Holding Company	Windstream Corporation			
<812>	Operating Company	Windstream Ohio, Inc.			
<813>	Affiliates		SAC	Doing Business As Company or Brand Designation	
	Windstream Kentucky East, LLC		269690		
	Windstream Kentucky East, LLC		269691		
	Windstream Kentucky West, LLC		260402		
	Windstream Lakedale, Inc.		361414		
	Windstream Lakedale, Inc.		361482		
	Windstream Lexcom Communications, Inc.		230483		
	Windstream Mississippi, LLC		280453		
	Windstream Missouri, Inc.		421885		
	Windstream Montezuma, Inc.		351248		
	Windstream Nebraska, Inc.		371568		
	Windstream New York, Inc.		350106		
	Windstream New York, Inc.		350109		
	Windstream New York, Inc.		350113		
	Windstream Norlight, Inc.		269004		
	Windstream Norlight, Inc.		269008		
	Windstream North Carolina, LLC		230476		
	Windstream Ohio, Inc.		300665		
	Windstream Oklahoma, LLC		431965		
	Windstream Pennsylvania, LLC		170176		
	Windstream South Carolina, LLC		240517		
	Windstream Standard, LLC		220386		
	Windstream Sugar Land, Inc.		442147		
	Windstream Western Reserve, Inc.		300666		



(800) Operating Companies  
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ECG Form 431  
OMB Control No. 3500-0065 / OMB Control No. 3500-0019  
July 2013

30665

WINDSTREAM OH

2014

Jeff Heacox

501-748-5310

jeff.h.heacox@windstream.com

Windstream Ohio, Inc.

Windstream Corporation

Windstream Ohio, Inc.

<810>	Study Area Code	<811>	Affiliates	<812>	SAC	<813>	Doing Business As Company or Brand Designation
<810>	Study Area Name	<811>	Access One Communications Corp.	<812>		<813>	
<810>	Program Year	<811>	Allworx Corp.	<812>		<813>	
<810>	Contact Name - Person USAC should contact regarding this data	<811>	Atlanta Data Link, LLC	<812>		<813>	
<810>	Contact Telephone Number - Number of person identified in data line <810>	<811>	Birmingham Data Link, LLC	<812>		<813>	
<810>	Contact Email Address - Email Address of person identified in data line <810>	<811>	Bishop Communications Corporation	<812>		<813>	
<810>		<811>	Buffalo Valley Management Services, Inc.	<812>		<813>	
<810>		<811>	Carolina Personal Communications, Inc. (dba CTC Wireless)	<812>		<813>	DBA: Windstream Wireless
<810>		<811>	Cavalier IP TV, LLC	<812>		<813>	
<810>		<811>	Cavalier Services, LLC	<812>		<813>	
<810>		<811>	Cavalier Telephone Corporation	<812>		<813>	DBA: PAETEC Business Services
<810>		<811>	Cavalier Telephone Mid-Atlantic, L.L.C.	<812>		<813>	DBAs: PAETEC Business Services, Windstream Communications
<810>		<811>	Cavalier Telephone, L.L.C.	<812>		<813>	
<810>		<811>	CavTel Holdings, LLC	<812>		<813>	
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<810>		<811>	Cinergy Communications Company of Virginia	<812>		<813>	
<810>		<811>	Communications Sales & Leasing, Inc.	<812>		<813>	
<810>		<811>	Compco, Inc.	<812>		<813>	DBA: Compco-My Soft Company
<810>		<811>	Conestoga Enterprises, Inc.	<812>		<813>	
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<810>		<811>	Conestoga Wireless Company	<812>		<813>	
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300665

<010> Study Area Code

<015> Study Area Name WINDSTREAM OH

<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> 501-748-5190

<039> Contact Email Address - Email Address of person identified in data line <030> jeff.j.heacock@windstream.com

<810> Reporting Carrier Windstream Ohio, Inc.

<811> Holding Company Windstream Corporation

<812> Operating Company Windstream Ohio, Inc.

<813>

Affiliates	SAC	Doing Business As Company or Brand Designation
CT Wireless Cable, Inc.		
CTC Video Services, LLC		
D & E Communications, Inc.		
D & E Investments, Inc.		
D & E Networks, Inc.		
D & E Wireless, Inc.		
D&E Management Services, Inc.		
Elantic Networks, Inc.		
Equity Leasing, Inc.		
FDN Supra, LLC		
Gabriel Communications Finance Company		
Heart of the Lakes Cable Systems, Inc.		
Hosted Solutions Charlotte, LLC		
Hosted Solutions Raleigh, LLC		
Huntsville Data Link, LLC		
Indianapolis Data Link, Inc.		
Infocore, Inc.		
Intellifiber Networks, Inc.		
Iowa Telecom Data Services, L.C.		
Iowa Telecom Technologies, LLC		
IWA Services, LLC		
KDL Communications Corporation		
KDL Holdings, LLC		
		DBAs: Cavalier Wholesale Services, Cavalier Telephone

(800) Operating Companies  
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FCG Form (81)  
 OMB Control No. 3000-0066/OMB Control No. 3000-0019  
 July 2013

109665  
 WINDSTREAM OH

2014  
 Jeff Hascok

501-748-5390  
 jeff.l.hascok@windstream.com

Windstream Ohio, Inc.  
 Windstream Corporation  
 Windstream Ohio, Inc.

<810>	Study Area Code	<811>	Affiliates	SAC	Doing Business As Company or Brand Designation
<811>	Study Area Name	Program Year	Kerrville Cellular, LLC		
<812>	Contact Name - Person USAC should contact regarding this data	Contact Telephone Number - Number of person identified in data line <810>	Kerrville Communications Corporation		
<813>	Contact Email Address - Email Address of person identified in data line <810>	Contact Telephone Number - Number of person identified in data line <810>	Kerrville Mobile Holdings, LLC		
<814>	Reporting Carrier	Contact Telephone Number - Number of person identified in data line <810>	Kerrville Wireless Holdings, LLC		
<815>	Holding Company	Contact Telephone Number - Number of person identified in data line <810>	Lakedale Communications, LLC		
<816>	Operating Company	Contact Telephone Number - Number of person identified in data line <810>	LDMI Telecommunications, Inc.		
<817>	Reporting Carrier	Contact Telephone Number - Number of person identified in data line <810>	Lexcom, Inc.		
<818>	Holding Company	Contact Telephone Number - Number of person identified in data line <810>	Lexington Data Link, Inc.		
<819>	Operating Company	Contact Telephone Number - Number of person identified in data line <810>	Louisville Data Link, Inc.		
<820>	Reporting Carrier	Contact Telephone Number - Number of person identified in data line <810>	McLeodUSA Information Services LLC		
<821>	Holding Company	Contact Telephone Number - Number of person identified in data line <810>	McLeodUSA LLC		
<822>	Operating Company	Contact Telephone Number - Number of person identified in data line <810>	McLeodUSA Purchasing, L.L.C.		
<823>	Reporting Carrier	Contact Telephone Number - Number of person identified in data line <810>	McLeodUSA Telecommunications Services, L.L.C.		
<824>	Holding Company	Contact Telephone Number - Number of person identified in data line <810>	Memphis Data Link, Inc.		
<825>	Operating Company	Contact Telephone Number - Number of person identified in data line <810>	MPX, Inc.		
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<827>	Holding Company	Contact Telephone Number - Number of person identified in data line <810>	Network Services Group, LLC		
<828>	Operating Company	Contact Telephone Number - Number of person identified in data line <810>	Network Telephone Corporation		
<829>	Reporting Carrier	Contact Telephone Number - Number of person identified in data line <810>	NewSouth Communications of Virginia, Inc.		
<830>	Holding Company	Contact Telephone Number - Number of person identified in data line <810>	Norlight Communications, Inc.		
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<833>	Holding Company	Contact Telephone Number - Number of person identified in data line <810>	NT Corporation		



(800) Operating Companies  
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FCC Form 481  
OMB Control No. 3060-0085 (OMB Control No. 3060-0019)  
JULY 2013

300665

WINDSTREAM OH

2014

Jeff Heacock

501-748-5390

jeff.h@windstream.com

Windstream Ohio, Inc.

Windstream Corporation

Windstream Ohio, Inc.

<810>	Study Area Code	Affiliates	SAC	Doing Business As Company or Brand Designation
<811>	Study Area Name	TrNet, LLC		
<812>	Program Year	US LEC Communications LLC		DBAS: PAETEC Business Services, US LEC of Rhode Island
<813>	Contact Name - Person USAC should contact regarding this data	US LEC LLC		
<814>	Contact Telephone Number - Number of person identified in data line <813>	US LEC of Alabama LLC		DBA: PAETEC Business Services
<815>	Contact Email Address - Email Address of person identified in data line <813>	US LEC of Florida LLC		DBA: PAETEC Business Services
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<817>	Holding Company	US LEC of Maryland LLC		DBA: PAETEC Business Services
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<821>		US LEC of Tennessee LLC		DBA: PAETEC Business Services
<822>		US LEC of Virginia LLC		DBA: PAETEC Business Services
<823>		Valor Telecommunications Enterprises Finance Corp		
<824>		Valor Telecommunications Enterprises II, LLC		
<825>		Valor Telecommunications Enterprises, LLC		
<826>		WaveTel NC License Corporation		
<827>		WaveTel TN, LLC		
<828>		WaveTel, LLC		
<829>		Webserve, Inc.		
<830>		Windstream Accucomm Networks, LLC		
<831>		Windstream Baker Solutions, Inc.		
<832>		Windstream Communications Telecom, LLC		

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<01> Study Area Code

<015> Study Area Name

<020> Program Year

<030> Contact Name - Person USAC should contact regarding this data

<035> Contact Telephone Number - Number of person identified in data line <030>

<039> Contact Email Address - Email Address of person identified in data line <030>

WINDSTREAM OH

2014

JEFF HEACOX

501-748-5190

jeff.1.heacox@windstream.com

<810> Reporting Carrier

<811> Holding Company

<812> Operating Company

Windstream Ohio, Inc.

Windstream Corporation

Windstream Ohio, Inc

<813>	<81> Affiliates	<82> SAC	<83> Doing Business As Company or Brand Designation
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	Windstream Corporation		
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	Windstream D & E Systems, Inc.	179009	
	Windstream Direct, LLC		
	Windstream EN-TEL, LLC		
	Windstream Holding of the Midwest, Inc.		
	Windstream Holdings, Inc.		
	Windstream Hosted Solutions, LLC		
	Windstream Intellectual Property Services, Inc.		
	Windstream Iowa-Comm, Inc.		
	Windstream IT-Comm, LLC		
	Windstream KDL, Inc.		
	Windstream KDL-VA, Inc.		
	Windstream Kerrville Long Distance, LLC		
	Windstream Knoxville Data, Inc.		
	Windstream Lakedale Link, Inc.		
	Windstream Leasing, LLC		
	Windstream Lexcom Entertainment, LLC		
	Windstream Lexcom Long Distance, LLC		
	Windstream Lexcom Wirelless, LLC		
	Windstream Network Services of the Midwest, Inc.		
	Windstream NorthStar, LLC		

FCC Form 481  
OMB Control No. 3050-0065 OMB Control No. 3050-0819  
JULY 2013

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

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## 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

- 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
2012	300665	\$13.95	\$24.10	\$0.45	\$10.60