

NC FILE

12

The Public Utilities Commission of Ohio
TELECOMMUNICATIONS FILING FORM

(Effective: 01/20/2011)

This form is intended to be used with most types of required filings. It provides check boxes with rule references for the most common types of filings. It does not replace or supersede Commission rules in any way.

In the Matter of the Application of Windstream Western Reserve, Inc. for a Determination Pursuant to Ohio Revised Code 4927.12(C)(3)

TRF Docket No. 90-5045-TP-TRF

Case No. 11 -3236 -TP -ATA

NOTE: Unless you have reserved a Case #, leave the "Case No" fields BLANK.

Name of Registrant(s) Windstream Western Reserve, Inc.

DBA(s) of Registrant(s)

Address of Registrant(s) 4001 N. Rodney Parham Rd., Little Rock, AR. 72212

Company Web Address www.windstream.com

Regulatory Contact Person(s) Kathy E. Hobbs

Phone 614-228-9484

Fax 614-224-4433

Regulatory Contact Person's Email Address

Kathy.Hobbs@windstream.com

Contact Person for Annual Report Sandra Blade

Phone 501-748-6728

Address (if different from above)

Consumer Contact Information Margie Hubbard

Phone 704-814-2023

Address (if different from above) 1720 Galleria Blvd., Charlotte NC 28270

Motion for protective order included with filing? Yes No

Motion for waiver(s) filed affecting this case? Yes No [Note: Waivers may toll any automatic timeframe.]

Notes:

Section I and II are Pursuant to Chapter 4901:1-6 OAC

Section III - Carrier to Carrier is Pursuant to 4901:1-7 OAC, and Wireless is Pursuant to 4901:1-6-24 OAC.

Section IV - Attestation

(1) Indicate the Carrier Type and the reason for submitting this form by checking the boxes below.

(2) For requirements for various applications, see the identified section of Ohio Administrative Code Section 4901 and/or the supplemental application form noted.

(3) Information regarding the number of copies required by the Commission may be obtained from the Commission's web site at www.puco.ohio.gov under the docketing information system section, by calling the docketing division at 614-466-4095, or by visiting the docketing division at the offices of the Commission.

(4) An Incumbent Local Exchange Carrier (ILEC) offering basic local exchange service (BLES) outside its traditional service area should choose CLEC designation when proposing to offer BLES outside its traditional service area or when proposing to make changes to that service.

All Filings that result in a change to one or more tariff pages require, at a minimum, the following exhibits.

Exhibit	Description:
A	The tariff pages subject to the proposed change(s) as they exist before the change(s)
B	The Tariff pages subject to the proposed change(s), reflecting the change, with the change(s) marked in the right margin.
C	A short description of the nature of the change(s), the intent of the change(s), and the customers affected.
D	A copy of the notice provided to customers, along with an affidavit that the notice was provided according to the applicable rule(s).

PUCO

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Technician JM Date Processed JUN 01 2011

Section I – Part I - Common Filings

Carrier Type <input type="checkbox"/> Other (explain below)	<input checked="" type="checkbox"/> For Profit ILEC	<input type="checkbox"/> Not For Profit ILEC	<input type="checkbox"/> CLEC
Change terms & conditions of existing BLES	<input type="checkbox"/> ATA 1-6-14(H) (Auto 30 days)	<input type="checkbox"/> ATA 1-6-14(H) (Auto 30 days)	<input type="checkbox"/> ATA 1-6-14(H) (Auto 30 days)
Introduce non-recurring charge, surcharge, or fee to BLES			<input type="checkbox"/> ATA 1-6-14(H) (Auto 30 days)
Introduce or Increase Late Payment	<input type="checkbox"/> ATA 1-6-14(I) (Auto 30 days)	<input type="checkbox"/> ATA 1-6-14(I) (Auto 30 days)	<input type="checkbox"/> ATA 1-6-14(I) (Auto 30 days)
Revisions to BLES Cap.	<input type="checkbox"/> ZTA 1-6-14(F) (0 day Notice)		
Introduce BLES or expand local service area (calling area)	<input type="checkbox"/> ZTA 1-6-14(H) (0 day Notice)	<input type="checkbox"/> ZTA 1-6-14(H) (0 day Notice)	<input type="checkbox"/> ZTA 1-6-14(H) (0 day Notice)
Notice of no obligation to construct facilities and provide BLES	<input type="checkbox"/> ZTA 1-6-27(C) (0 day Notice)	<input type="checkbox"/> ZTA 1-6-27(C) (0 day Notice)	
Change BLES Rates	<input type="checkbox"/> TRF 1-6-14(F) (0 day Notice)	<input type="checkbox"/> TRF 1-6-14(F)(4) (0 day Notice)	<input type="checkbox"/> TRF 1-6-14(G) (0 day Notice)
To obtain BLES pricing flexibility	<input type="checkbox"/> BLS 1-6-14 (C)(1)(c) (Auto 30 days)		
Change in boundary	<input type="checkbox"/> ACB 1-6-32 (Auto 14 days)	<input type="checkbox"/> ACB 1-6-32 (Auto 14 days)	
Expand service operation area			<input type="checkbox"/> TRF 1-6-08(G)(0 day)
BLES withdrawal			<input type="checkbox"/> ZTA 1-6-25(B) (0 day Notice)
Other* (explain) Establish Lifeline Surcharge	<input checked="" type="checkbox"/>		

Section I – Part II – Customer Notification Offerings Pursuant to Chapter 4901:1-6-7 OAC

Type of Notice	Direct Mail	Bill Insert	Bill Notation	Electronic Mail
<input type="checkbox"/> 15-day Notice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 30-day Notice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Date Notice Sent:				

Section I – Part III –IOS Offerings Pursuant to Chapter 4901:1-6-22 OAC

IOS	Introduce New	Tariff Change	Price Change	Withdraw
<input type="checkbox"/> IOS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section II – Part I – Carrier Certification - Pursuant to Chapter 4901:1-6-08, 09 & 10 OAC

Certification	ILEC (Out of Territory)	CLEC	Carrier's Not Offering BLES	CESTC	CETC
* See Supplemental form	<input type="checkbox"/> ACE <u>1-6-08</u> * (Auto 30- day)	<input type="checkbox"/> ACE <u>1-6-08</u> *(Auto 30 day)	<input type="checkbox"/> ACE <u>1-6-08</u> *(Auto 30 day)	<input type="checkbox"/> ACE <u>1-6-10</u> (Auto 30 day)	<input type="checkbox"/> UNC <u>1-6-09</u> *(Non-Auto)

*Supplemental Certification forms can be found on the Commission Web Page.

Section II – Part II – Certificate Status & Procedural

Certificate Status	ILEC	CLEC	Carrier's Not Offering BLES
Abandon all Services		<input type="checkbox"/> ABN <u>1-6-26</u> (Auto 30 days)	<input type="checkbox"/> ABN <u>1-6-26</u> (Auto 30 days)
Change of Official Name *	<input type="checkbox"/> ACN <u>1-6-29(B)</u> (Auto 30 days)	<input type="checkbox"/> ACN <u>1-6-29(B)</u> (Auto 30 days)	<input type="checkbox"/> CIO <u>1-6-29(C)</u> (0 day Notice)
Change in Ownership *	<input type="checkbox"/> ACO <u>1-6-29(E)</u> (Auto 30 days)	<input type="checkbox"/> ACO <u>1-6-29(E)</u> (Auto 30 days)	<input type="checkbox"/> CIO <u>1-6-29(C)</u> (0 day Notice)
Merger *	<input type="checkbox"/> AMT <u>1-6-29(E)</u> (Auto 30 days)	<input type="checkbox"/> AMT <u>1-6-29(E)</u> (Auto 30 days)	<input type="checkbox"/> CIO <u>1-6-29(C)</u> (0 day Notice)
Transfer a Certificate *	<input type="checkbox"/> ATC <u>1-6-29(B)</u> (Auto 30 days)	<input type="checkbox"/> ATC <u>1-6-29(B)</u> (Auto 30 days)	<input type="checkbox"/> CIO <u>1-6-29(C)</u> (0 day Notice)
Transaction for transfer or lease of property, plant or business *	<input type="checkbox"/> ATR <u>1-6-29(B)</u> (Auto 30 days)	<input type="checkbox"/> ATR <u>1-6-29(B)</u> (Auto 30 days)	<input type="checkbox"/> CIO <u>1-6-29(C)</u> (0 day Notice)

* Other exhibits may be required under the applicable rule(s). ACN, ACO, AMT, ATC, ATR and CIO applications see the 4901:1-6-29 Filing Requirements on the Commission's Web Page for a complete list of exhibits.

Section III – Carrier to Carrier (Pursuant to 4901:1-7), and Wireless (Pursuant to 4901:1-6-24)

Carrier to Carrier	ILEC	CLEC
Interconnection agreement, or amendment to an approved agreement	<input type="checkbox"/> NAG <u>1-7-07</u> (Auto 90 day)	<input type="checkbox"/> NAG <u>1-7-07</u> (Auto 90 day)
Request for Arbitration	<input type="checkbox"/> ARB <u>1-7-09</u> (Non-Auto)	<input type="checkbox"/> ARB <u>1-7-09</u> (Non-Auto)
Introduce or change c-t-c service tariffs,	<input type="checkbox"/> ATA <u>1-7-14</u> (Auto 30 day)	<input type="checkbox"/> ATA <u>1-7-14</u> (Auto 30 day)
Request rural carrier exemption, rural carrier suspension or modification	<input type="checkbox"/> UNC <u>1-7-04 or 05</u> (Non-Auto)	
Changes in rates, terms & conditions to Pole Attachment, Conduit Occupancy and Rights-of-Way.	<input type="checkbox"/> UNC <u>1-7-23(B)</u> (Non-Auto)	
Wireless Providers See <u>4901:1-6-24</u>	<input type="checkbox"/> RCC [Registration & Change in Operations]	<input type="checkbox"/> NAG [Interconnection Agreement or

Section IV. – Attestation

Registrant hereby attests to its compliance with pertinent entries and orders issued by the Commission.

AFFIDAVIT
Compliance with Commission Rules

I am an officer/agent of the applicant corporation, Windstream Communications, and am authorized to make this statement on its behalf.

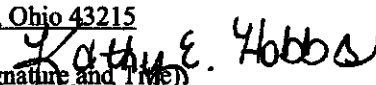
(Name) Kathy E. Hobbs

Please Check ALL that apply:

- I attest that these tariffs comply with all applicable rules for the state of Ohio. I understand that tariff notification filings do not imply Commission approval and that the Commission's rules as modified and clarified from time to time, supersede any contradictory provisions in our tariff. We will fully comply with the rules of the state of Ohio and understand that noncompliance can result in various penalties, including the suspension of our certificate to operate within the state of Ohio.
- I attest that customer notices accompanying this filing form were sent to affected customers, as specified in Section II, in accordance with Rule 4901:1-6-7, Ohio Administrative Code.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on (Date) 5-31-11 at (Location) Columbus, Ohio 43215

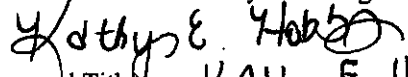

 *(Signature and Title) Kathy E. Hobbs
Kathy E. Hobbs
VP-State Government Affairs

(Date) 5-31-11

- This affidavit is required for every tariff-affecting filing. It may be signed by counsel or an officer of the applicant, or an authorized agent of the applicant.

VERIFICATION

I, Kathy E. Hobbs verify that I have utilized the Telecommunications Filing Form for most proceedings provided by the Commission and that all of the information submitted here, and all additional information submitted in connection with this case, is true and correct to the best of my knowledge.


 *(Signature and Title) Kathy E. Hobbs VP- State Government Affairs (Date) 5-31-11
 *Verification is required for every filing. It may be signed by counsel or an officer of the applicant, or an authorized agent of the applicant.

Send your completed Application Form, including all required attachments as well as the required number of copies, to:

Public Utilities Commission of Ohio
Attention: Docketing Division
180 East Broad Street, Columbus, OH 43215-3793
Or

Make such filing electronically as directed in Case No 06-900-AU-WVR

EXHIBIT B

(Proposed Tariff Pages)

The Lifeline Recovery Surcharge is a new charge so there are no existing tariff pages. The following tariff pages are the proposed tariff for the Lifeline Recovery Surcharge.

GENERAL EXCHANGE TARIFF
P.U.C.O. No. 9

S2. GENERAL REGULATIONS

CONTENTS

	<u>Page No.</u>	
S2.1	1	<u>Application of the Tariff as it Relates to Basic Local Exchange Service</u>
S2.2	1	<u>Limitations and Use of Service</u>
S2.2.1	1	Use of Customer's Service
S2.2.2	1	Establishment of Identity
S2.2.3	2	Unauthorized Attachments or Connections
S2.2.4	2	Miscellaneous Devices Provided by the Customer
S2.2.5	3	Broadcast of Recordings of Telephone Conversations
S2.2.6	3	Recorded Public Announcements
S2.2.7	3	Limited Communication
S2.2.8	3	Transmitting Messages
S2.2.9	3	Cancellation of Service for Cause
S2.3	4	<u>Establishment and Furnishing of Basic Local Exchange Service</u>
S2.3.1	4	Availability of Facilities
S2.3.2	4	Application for Service
S2.3.3	5	Application of Rates for School, Business and Residence Service
S2.3.4	7	Transfer of Service Between Customers
S2.3.5	7	Initial Service Periods
S2.3.6	7	Service at Outdoor Locations
S2.3.8	8	Provision and Ownership of Telephone Numbers
S2.3.9	8	Maintenance and Repairs
S2.3.10	8	Company Facilities at Hazardous or Inaccessible Locations
S2.3.11	8	Work Performed Outside Regular Working Hours
S2.3.12	8	Termination of Service
S2.4	9	<u>Payment Arrangements and Credit Allowances</u>
S2.4.1	9	Deposits
S2.4.2	9	Payment for Service
S2.4.3	10	Allowance for Interruptions
S2.4.4	10	Late Payment Charges
S2.5	11	<u>Liability of the Company</u>
S2.5.1	11	Service Irregularities
S2.5.2	11	Use of Facilities of Other Connecting Carriers
S2.5.3	11	Indemnifying Agreement
S2.5.4	12	Ownership of and Errors in Telephone Directories
S2.5.5	12	Defacement of Premises
S2.5.6	12	Handling of Consumer Complaints
S2.6	12	<u>Telecommunication Relay Services (TRS)</u>
S2.7	12	<u>Lifeline Recovery Surcharge</u> (N)

GENERAL EXCHANGE TARIFF
P.U.C.O. NO. 9

S2. GENERAL REGULATIONS

S2.5 Liability of the Company (Continued)

S2.5.4 Ownership of and Errors in Telephone Directories

The Telephone Company assumes no liability whatsoever for damages accruing from errors or omissions in the making or printing of the directory. The Telephone Company will not be party to controversies arising between subscribers or others as a result of listings published in the directory.

S2.5.5 Defacement of Premises

The Company is not liable for any defacement of, or damage to, the premises of a customer resulting from the furnishing of service or the attachment of the instruments, apparatus and associated wiring furnished by the Company on such premises, or by the installation or removal thereof, when such defacement or damage is not the result of negligence of employees of the Company.

S2.5.6 Handling of Consumer Complaints

The Company will comply with the rules regarding the handling of consumer complaints as set forth in O.A.C. 4901:1-6-30.

S2.6 Telecommunications Relay Services (TRS)

Customers will be assessed a charge per line per month to fund the Telecommunication Relay Services for the State of Ohio in accordance with Section 4905.84 and Section 4901:1-6-36 of the Revised Code. This charge shall in no event exceed the per end user line (or equivalent) assessment of the Public Utilities Commission of Ohio levied upon the Company.

The TRS assessment will be applied on a per month basis.

S2.7 Lifeline Recovery Surcharge

Incumbent Local Exchange Carriers (ILECs), in accordance with Section 4927.13 (D) of the Revised Code, may recover from end users any Lifeline service discounts that are not recovered through state or federal funding or whose recovery is prohibited by law. In accordance with 4901:1-6-19(P) O.A.C., ILECs may recover these discounts through a customer billing surcharge on retail customers, excluding those with Lifeline service.

The Company's Lifeline Recovery Surcharge is calculated to recover the difference between the Company's Lifeline prices and the Company's standard retail service prices, minus any portion of the price differences that are recovered through federal or state funding. The Company will update this calculation at least once per year in accordance with 4901:1-6-19 (R) O.A.C.

The Lifeline Recovery Surcharge is imposed on each residence, nonresidence, and payphone access line, other than Lifeline service. For purposes of application of this surcharge, access lines are defined as facilities, which provide access to and from the telecommunications network for toll service and for local calling. Not included in this definition are remote call forwarding and Company official accounts.

	Monthly Charge
Lifeline Recovery Surcharge, per line:	\$ 0.11

(N)

(N)

EXHIBIT C

(Description of Filing)

Windstream Western Reserve Inc., is making this filing to introduce a Lifeline Recovery Surcharge in accordance with 4901:1-6-19 O.A.C. This proposed Lifeline Surcharge will recover the portion of the Lifeline and Link-up Credits which are not reimbursed through the federal Low-Income program. The Lifeline Surcharge will be assessed on all business and residential access lines with the exception of current Lifeline customers.

Windstream calculated the Lifeline surcharge as described below and summarized in Exhibit 1.

Since the Federal Tier 1, Tier 2, and Tier 3 lifeline discounts are reimbursed by the federal Low-Income program, Windstream did not incorporate these discounts into the analysis. The discounts considered in the analysis include: the state lifeline discount of \$3.50, a portion of the toll block discount, and a portion of the Link-Up credit.

Windstream determined the non-reimbursed portion of the lifeline discounts for a) State lifeline discounts; b) Toll Block lifeline discounts; and c) Link-Up lifeline discounts.

- a) The state lifeline discount of \$3.50 is currently not reimbursed by any state or federal Low-Income program. This portion of the Lifeline Surcharge requirement is based on an average of the February, March and April, 2011 lifeline customers (Row 1) times the state lifeline of \$3.50 (Row 2) to determine the state lifeline un-reimbursed credit (Row 3).**

- b) The un-reimbursed portion of the Toll Block lifeline credit was determined based on an average of the February, March, and April, 2011 Toll Block discounts provided (Row 4) times the un-reimbursed amount of the Toll Block lifeline credit of \$1.61 (Row 5). The un-reimbursed amount of the Toll Block credit was calculated based on the total credit provided to the customer of \$2.00 less the federally reimbursed portion of \$.039. The total**

Toll Block un-reimbursed portion of the credit (Row 6) was determined based on multiplying the average Toll Block discount (Row 4) times the un-reimbursed portion of the Toll Block credit (Row 5).

- c) The un-reimbursed portion of the Link-Up credit was based on an average of the February, March and April, 2011 lifeline credits provided qualifying Windstream customers (Row 7) less the federally reimbursed portion (Row 8) to determine the portion to be recovered via the surcharge (Row 9).**

The total non-reimbursed portion of the discount provided to Windstream lifeline customers (Row 10) is equal to the sum of the state lifeline discounts (Row 3) plus the un-reimbursed portion of Toll Block (Row 6) plus the un-reimbursed portion of Link-Up (Row 9).

For total access lines, Windstream utilized the 1.3 loop count (Row 11) less the lifeline customers (Row 12).

Windstream will begin applying the Lifeline Surcharge effective June 23, 2011 in accordance with the 31-day automatic approval process as provided in 4901:1-6-19 (P)(1) O.A.C.

Windstream provided customer notice of the Lifeline Surcharge which is located in Exhibit D.

EXHIBIT D
(Customer Notice)

Bill message re: Windstream Western Reserve Lifeline Surcharge
Billing system: CAMS
Co. #s: 080
Exchanges: ALL
NPAs/NXXs: ALL
Indicator: Business and Residential; ILEC
Exclude ASOC: FLIFE
Bill cycles: May 16, 2011 to June 13

Text:

Effective with your next month's bill and subject to approval by The Public Utilities Commission of Ohio, a Lifeline Recovery Surcharge of \$0.11 per line will apply each month. For questions, please call Windstream at the toll free number, 1-800-347-1991.

Windstream Customer Billing Surcharge
Un-Recovered Lifeline Credits

Description		Win OH	Win OH	Win OH	WRTC	WRTC	WRTC	Total Ohio
		Feb-11	Nov-10	Avg	Feb-11	Nov-10	Avg	
Ohio Lifeline Customers	1							
State Lifeline Credit	2	3.50	3.50	3.50	3.50	3.50	3.50	3.50
Un-Reimbursed Credit	3=1*2							
Ohio Toll Block Customers	4							
Toll Block Difference	5	1.61	1.61	1.61	1.61	1.61	1.61	1.61
Un-Reimbursed Credit	6=4*5							
Link-up Credit Amount	7							
Federal Reimbursed Link-up Credit	8	360	420	390	600	690	645	1,035
Un-Reimbursed LinkUp Credit	9=7-8							
Total Un-Reimbursed Credit	10=3+6+9							
Total Ohio Lines	11							
Total Ohio Lines less Lifeline	12=11-1							
Un-Reimbursed Credit/All Lines		\$ 0.14	\$ 0.14	\$ 0.14	\$ 0.11	\$ 0.11	\$ 0.11	

The surcharge calculation includes recovery of lifeline service discounts that are not recovered through federal or state funding per Ohio Chapter 4901:1-6-19(P)(1) and will recover:

- ◊ State lifeline discount of \$3.50
- ◊ Unreimbursed portion of service connection lifeline discounts
- ◊ Unreimbursed portion of blocking of 900/976 lifeline credits
- ◊ Although there are administrative expenses associated with verifying and enrolling lifeline customers, they are not included in the calculation of the lifeline surcharge

Note: Information sources: Federal 497 form process lines 1, 4, 5, 7, & 8 and 1.3 loops for line 10