

FILE

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. to Revise Lifeline Terms and Conditions

TRF Docket No. 90-5045-TP-TRF

Case No. _____ - TP - _____

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, Arkansas 72201

Company Web Address www.Windstream.com

Regulatory Contact Person(s) Kathy 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 Yvette Gadson

Phone 704-814-2564

Address (if different from above) _____

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).

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.
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Section I – Part I - Common Filings

Carrier Type <input checked="" type="checkbox"/> Other (explain below)	<input 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"/> <u>ATA 1-6-14(H)</u> (Auto 30 days)	<input type="checkbox"/> <u>ATA 1-6-14(H)</u> (Auto 30 days)	<input type="checkbox"/> <u>ATA 1-6-14(H)</u> (Auto 30 days)
Introduce non-recurring charge, surcharge, or fee to BLES			<input type="checkbox"/> <u>ATA 1-6-14(H)</u> (Auto 30 days)
Introduce or Increase Late Payment	<input type="checkbox"/> <u>ATA 1-6-14(I)</u> (Auto 30 days)	<input type="checkbox"/> <u>ATA 1-6-14(I)</u> (Auto 30 days)	<input type="checkbox"/> <u>ATA 1-6-14(I)</u> (Auto 30 days)
Revisions to BLES Cap.	<input type="checkbox"/> <u>ZTA 1-6-14(F)</u> (0 day Notice)		
Introduce BLES or expand local service area (calling area)	<input type="checkbox"/> <u>ZTA 1-6-14(H)</u> (0 day Notice)	<input type="checkbox"/> <u>ZTA 1-6-14(H)</u> (0 day Notice)	<input type="checkbox"/> <u>ZTA 1-6-14(H)</u> (0 day Notice)
Notice of no obligation to construct facilities and provide BLES	<input type="checkbox"/> <u>ZTA 1-6-27(C)</u> (0 day Notice)	<input type="checkbox"/> <u>ZTA 1-6-27(C)</u> (0 day Notice)	
Change BLES Rates	<input type="checkbox"/> <u>TRF 1-6-14(F)</u> (0 day Notice)	<input type="checkbox"/> <u>TRF 1-6-14(F)(4)</u> (0 day Notice)	<input type="checkbox"/> <u>TRF 1-6-14(G)</u> (0 day Notice)
To obtain BLES pricing flexibility	<input type="checkbox"/> <u>BLS 1-6-14</u> <u>(C)(1)(c)</u> (Auto 30 days)		
Change in boundary	<input type="checkbox"/> <u>ACB 1-6-32</u> (Auto 14 days)	<input type="checkbox"/> <u>ACB 1-6-32</u> (Auto 14 days)	
Expand service operation area			<input type="checkbox"/> <u>TRF 1-6-08(G)</u> (0 day)
BLES withdrawal			<input type="checkbox"/> <u>ZTA 1-6-25(B)</u> (0 day Notice)
Other* (explain) <u>Lifeline Revisions</u>			

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	Telecommunications Service Provider Not Offering Local	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	Telecommunications Service Provider Not Offering Local
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, _____, and am authorized to make this statement on its behalf.

Windstream Communications
(Name)

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) 6-15-12

at (Location) Columbus, Ohio 43215

*(Signature and Title) Kathy E. Hobbs (Date) 6-15-12
Vice President-State Government Affairs

- 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 Vice President-State Government Affairs (Date) 6-15-12

*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 A
(Current Tariff Sheets)

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

S10. BASIC TELEPHONE ASSISTANCE

S10.1. LIFELINE ASSISTANCE

A. General

1. Lifeline Assistance is a federal support program that provides eligible customers with the following benefits:
 - A waiver of the current Federal Subscriber Line Charge.
 - A waiver of the Federal Universal Service Fund End User Charge.
 - A credit of one hundred percent (100%) of all nonrecurring service order charges for commencing service, limited to once per customer at the same service location in a 12 month period.
 - A recurring discount equal to the maximum contribution of federally available assistance will be applied to the monthly local exchange service charge (that discount is currently \$7.00); at no time should the discounts cause the monthly basic local exchange rate to be less than zero.
 - Free blocking of toll and 900/976 dialing patterns.
 - A waiver of the Telephone Company's service deposit requirement.
 - Any other services and bundles or packages of service may be offered to lifeline customers at the prevailing prices, less the lifeline discount.

B. Regulations

1. Lifeline Assistance is available to residential customers who are currently participating in one of the following assistance programs:
 - (a) Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid);
 - (b) Supplemental nutritional assistance program (SNAP/Food Stamps);
 - (c) Supplemental Security Income – (SSI) ;
 - (d) Supplemental Security Income – blind and disabled (SSDI);
 - (e) Federal public housing assistance, or Section 8;
 - (f) Home Energy Assistance Programs
 - (g) National School Lunch's free lunch program (NSL)
 - (h) Temporary Assistance to Needy Families (TANF) aka Ohio Works
 - (i) General Assistance (including disability assistance (DA))

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

S10. BASIC TELEPHONE ASSISTANCE

S10.1. LIFELINE ASSISTANCE (Continued)

B. Regulations (Continued)

2. Other verification that an individual's household income is at or below one hundred fifty per cent of the federal poverty level. ILEC ETC's may use any reasonable method of verification. Consistent with federal law, examples of acceptable documentation include the following:
 - (a) State or federal income tax return;
 - (b) Current income statement or W-2 from an employer;
 - (c) Three consecutive months of current pay stubs;
 - (d) Social Security statement of benefits;
 - (e) Retirement/Pension statement of benefits;
 - (f) Unemployment/Workmen's Compensation statement of benefits;
 - (g) Any other legal document that would show current income (such as a divorce decree or child support document).
3. Customers qualifying for Lifeline Assistance with past due bills for regulated local service charges will be offered special payment arrangements with the initial payment not to exceed \$25.00 before service is installed, with the balance for regulated local charges to be paid over six months payments. Lifeline customers with past due bills for toll service charges will be required to have toll restricted service until such past due service charges have been paid or until the customer establishes service with a subsequent toll provider pursuant to the minimum telephone service standards.
4. The Telephone Company shall require, as proof of eligibility for Lifeline Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in Section 10.1.B.1 above; identifying the specific program or programs from which the customer receives benefits and agreeing to notify the carrier if the customer ceases to participate in such program or programs. If a customer is applying for Lifeline based on income, see Section 10.1.B.2 above for a list of acceptable documentation.
5. The Telephone Company shall automatically enroll customers in Lifeline Assistance who participate in a qualifying program as contained in paragraph 10.1.B.1 above. The automatic enrollment will be implemented when the necessary procedures have been established with the appropriate state agencies.
6. The Telephone Company will also enroll customers who participate in a qualifying program by using on-line company to agency verification or self-certification.
7. Documentation will be required as described in S10.1.B.2 to enroll customers in Lifeline Assistance who qualify through income base requirements.

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

S10. BASIC TELEPHONE ASSISTANCE

S10.1. LIFELINE ASSISTANCE (Continued)

B. Regulations (Continued)

8. At no time will the monthly basic local exchange service charge less the discount cause the local service rates to be less than zero.
9. The Telephone Company reserves the right to perform a verification audit of a customer receiving Lifeline Assistance.
10. These Lifeline discounts and waivers apply to only one access line per household.

C. Enrollment Process

1. New and existing customers will receive Lifeline Assistance when the application is processed and the customer's account is reviewed to determine that the service location is not already receiving the lifeline assistance. The effective date of credits for new customers is the date of service establishment as long as the application is received by the Company within 60 days of service establishment. The effective date of credits for existing customers is the date that lifeline service was requested, as long as the application is received by the Company within 60 days of the requested lifeline service. If the application is received after 60 days, the Lifeline Assistance will begin on the date the application is received by the Company. The Company shall have a maximum of 60 days to verify the application and documentation.
2. Should the Company determine that a customer does not qualify for Lifeline Assistance, or if the customer fails to submit the necessary documentation, the Company will provide written notification to the customer and give the customer an additional 30 days to prove eligibility. The written notification will include contact information for the Company in the event of a dispute and if the customer disagrees with the Company's findings regarding Lifeline Assistance eligibility, the notice will inform the customer that the Public Utilities Commission of Ohio may be contacted, in order that an informal/formal complaint may be filed. If the corrected application is received within 30 days, credits will be applied to the account on the date that service was established by a new customer or on the date that Lifeline Service was requested by an existing customer. If the corrected application is received after 30 days, the Lifeline Assistance will begin on the date the corrected application is received by the Company.

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

S10. BASIC TELEPHONE ASSISTANCE

S10.1. LIFELINE ASSISTANCE (Continued)

D. Verification for Continued Eligibility

1. The Company will notify customers at least 60 days prior to termination of the customer's Lifeline Assistance that the customer must submit acceptable documentation for continued eligibility for benefits within 60 days, or they are subject to losing their Lifeline Assistance benefits. The notice will include:
 - (a) the earliest date benefit termination will occur
 - (b) the reason(s) for benefit termination
 - (c) any action which the customer must take to demonstrate continued eligibility
 - (d) contact information for the Company
2. Should the customer fail to submit proper documentation within the 60 day period, the Company will remove Lifeline Assistance benefits from the customer's account. The customer would then be required to re-apply for the benefits as explained in S10.1.C above.
3. The Company will perform an annual verification of customers receiving Lifeline Assistance using the random sampling methodology, in compliance with federal requirements, to verify customer's continued eligibility via programs and/or income-based criteria.
4. If a customer disagrees with the Company's findings regarding eligibility, the customer may file a formal/informal complaint with the Public Utilities Commission of Ohio.

EXHIBIT B
(Proposed Tariff Sheets)

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

S10. BASIC TELEPHONE ASSISTANCE

S10.1. LIFELINE ASSISTANCE

Windstream shall provide Lifeline service as defined in 47 C.F.R. § 54.401(a) on a non-discriminatory basis to all qualifying low-income customers. Windstream's Lifeline service offering shall comply with all applicable federal and state laws, including, but not limited to, 47 C.F.R. Part 54, Subpart E; the FCC's Lifeline reform order (Report and Order released February 6, 2012, WC Docket No. 11-42, *et. al*) and any subsequent clarifying orders; Section 4927.13, Revised Code; Rule 4901:1-6-19, Ohio Administrative Code; and, the Commission's nontraditional Lifeline service order (Finding and Order adopted May 23, 2012, Case No. 10-2377-TP-COI) and any subsequent entries and/or orders.

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

S10. BASIC TELEPHONE ASSISTANCE

S10.1. LIFELINE ASSISTANCE (Continued)

D

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

S10. BASIC TELEPHONE ASSISTANCE

S10.1. LIFELINE ASSISTANCE (Continued)

D

D

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

S10. BASIC TELEPHONE ASSISTANCE

S10.1. LIFELINE ASSISTANCE (Continued)

D

D

EXHIBIT C

Windstream Western Reserve, Inc. hereby modifies its BLES tariff in accordance with the Commission's Finding and Order issued May 23, 2012 in Case No. 10-2377-TP-COI in order to be consistent with the FCC's Lifeline Reform Order and all applicable Ohio law, including the Commission's rules and orders, and is made in accordance with direction of PUCO staff.