

FILE

BAILEY CAVALIERI LLC

ATTORNEYS AT LAW

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

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

RECEIVED-DOCKETING DIV
2013 OCT 15 PM 4:05

PUCO

October 15, 2013

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

Re: **Case No. 13-1115-TP-COI**
FCC Form 481 Filing of Windstream Ohio, Inc. and Windstream
Western Reserve, Inc.

Dear Ms. McNeal:

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

Also enclosed are the original and four (4) copies of the Motion for Protective Order of Windstream Ohio, Inc. and Windstream Western Reserve, Inc. for filing in this matter, along with four (4) **unredacted** copies each of the confidential information to be filed under seal. Please time stamp the extra copies of the Motion for Protective Order and the confidential information being filed under seal, and return them to our courier.

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

Very truly yours,

BAILEY CAVALIERI LLC

William A. Adams

WAA/sg
Enclosure

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 _____ Date Processed _____

OCT 15 2013

Windstream Ohio, Inc.

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



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

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

REDACTED FOR PUBLIC INSPECTION

October 11, 2013

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

RE: Docket No. 36946, 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 USAC, 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.l.heacox@windstream.com or by phone at 501-748-5390.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jeff Heacox', written over the word '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)

REDACTED FOR PUBLIC INSPECTION

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 or by phone at 501-748-5390.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jeff Heacox', written over a horizontal line.

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. 3045-0044 (OMB Control No. 3045-0043) July 2013
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<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 Heacox
<035> Contact Telephone Number: Number of the person identified in data line <030>	501-748-5390
<039> Contact Email Address: Email of the person identified in data line <030>	jeff.1.heacox@windstream.com

ANNUAL REPORTING FOR ALL CARRIERS	54-313 Completion Required	54-322 Completion Required
--	----------------------------------	----------------------------------

<100> Service Quality Improvement Reporting	(complete attached worksheet)	(check box when complete) ☐ ☒
<200> Outage Reporting (voice)	(complete attached worksheet)	☒ ☒
<210> ☐ <-- check box if no outages to report		
<300> Unfulfilled Service Requests (voice)	3	☒ ☒
<310> Detail on Attempts (voice)	300665OH310	☒ ☒
<320> Unfulfilled Service Requests (broadband)		☒ ☒
<330> Detail on Attempts (broadband)		☒ ☒
<400> Number of Complaints per 1,000 customers (voice)		☒ ☒
<410> Fixed	1.4	
<420> Mobile		
<430> Number of Complaints per 1,000 customers (broadband)		☐ ☒
<440> Fixed		
<450> Mobile		
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	☒ ☒
<510> 300665OH510	(attach descriptive document)	☒ ☒
<600> Functionality in Emergency Situations	(check to indicate certification)	☒ ☒
<610> 300665OH610	(attach descriptive document)	☒ ☒
<700> Company Price Offerings (voice)	(complete attached worksheet)	☒ ☒
<710> Company Price Offerings (broadband)	(complete attached worksheet)	☒ ☒
<800> Operating Companies and Affiliates	(complete attached worksheet)	☒ ☒
<900> Tribal Land Offerings (Y/N)?	(if yes, complete attached worksheet)	☒ ☒
<1000> Voice Services Rate Comparability	(check to indicate certification)	☒ ☒
<1010> ☐	(attach descriptive document)	☒ ☒
<1100> Terrestrial Backhaul (Y/N)?	(if not, check to indicate certification)	☒ ☒
<1110>	(complete attached worksheet)	☒ ☒
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	☒ ☒

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)	☒ ☒
<2005>	(complete attached worksheet)	☒ ☒

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	(check to indicate certification)	☐ ☒
<3005>	(complete attached worksheet)	☐ ☒

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

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

<010>	Study Area Code	300665
<015>	Study Area Name	WINDSTREAM OH
<020>	Program Year	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.j.heacock@windstream.com
<110>	Has your company received its ETC certification from the FCC? If your answer to Line <110> is yes, do you have an existing §54.202(a) "S year plan" filed with the FCC?	(yes / no) ☒ ☐ (yes / no) ☐ ☐
<112>	Has 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) "S 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.

☐	☐	☐	☐	☐	☐	☐	☐
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

<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.

<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
<038>	Contact Email Address - Email Address of person identified in data line <030>	jeff.1.heacock@windstream.com

[illegible]

<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 Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	501-745-1390
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.1.heacox@windstream.com

1/1/2013	
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<701> Residential Local Service Charge Effective Date

[illegible]

<01D>	Study Area Code	100665
<01S>	Study Area Name	WINDSTREAM OH
<02D>	Program Year	2014
<03D>	Contact Name - Person USAC should contact regarding this data	Jeff Heacock
<03S>	Contact Telephone Number - Number of person identified in data line <03D>	501-748-5390
<039>	Contact Email Address - Email Address of person identified in data line <03D>	jeff.1.heacock@windstream.com

[illegible]

<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.1.heacox@windstream.com
<810>	Reporting Carrier	Windstream Ohio, Inc.
<811>	Holding Company	Windstream Corporation
<812>	Operating Company	Windstream Ohio, Inc.

[illegible]

**(900) Tribal Lands Reporting
Data Collection Form**

ECG Form 481
OMB Control No. 3060-0046 / OMB Control No. 3060-0019
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 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.j.heacox@windstream.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 of 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:

- <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.

Select (Yes, No, NA)

Name of Attached Document (.pdf)

**(1300) No-Terrestrial Backhaul Reporting
Data Collection Form**

FCR Form 481
OMB Control No. 3060-0096/OMB Control No. E060-0619
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>	501-748-5190
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@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) ☐

(1200) Terms and Conditions for Lifeline Customers
 Lifeline Data Collection Form
 FCC Form 481
 OMB Control No. 3060-9985/OMB Control No. 3060-0819
 July 2013

<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 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

<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	300665OR1210
<1220>	Link to Public Website	Name of attached document (.pdf) http://www.windstream.com/About-Us/Lifeline-Applications/

"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,	☒
<1222>	Details on the number of minutes provided as part of the plan,	☒
<1223>	Additional charges for toll calls, and rates for each such plan.	☒

(700) Price Cap Carrier Additional Documentation
Data Extension Form
Including Data of Return Carriers of Incremental Price Cap Local Exchange Carriers

(FCC Form 485)
(OMB Control No. 3060-0065) (OMB Control No. 3060-0019)
July 2013

<010>	Study Area Code	300665
<015>	Study Area Name	WINSTEDHAM 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
<038>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@indatram.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.

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)(iii), 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

(Check box if Private Carrier Additional Documentation)
State Collection Report

POC Item #1
 Mail Contact No. 501-743-5390
 JEFF HEACOX
 JEFF HEACOX

<01D>	Study Area Code	300665
<01S>	Study Area Name	WINDSTREAM OH
<02S>	Program Year	2014
<03D>	Contact Name - Person USAC should contact regarding this data	JEFF HEACOX
<03S>	Contact Telephone Number - Number of person identified in data line <03D>	501-743-5390
<03S>	Contact Email Address - Email Address of person identified in data line <03D>	JEFF.HEACOX@windstream.com

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). 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, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

(3011) Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))
 If your company is a Privately Held ROR 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:
 Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)

(3012) 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
 If the response is no on line 3014, is your company audited?

(3013) If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:
 Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications PDF of Balance Sheet, Income Statement and Statement of Cash Flows

(3014) Management letter issued by the independent certified public accountant that performed the company's financial audit.
 If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:
 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.

(3015) Underlying information subjected to a review by an independent certified public accountant
 Underlying information subjected to an officer certification.
 PDF of Balance Sheet, Income Statement and Statement of Cash Flows

(3016) Attach the worksheet listing required information

(3017) Name of Attached Document Listing Required Information

(3018) Name of Attached Document Listing Required Information

(3019) Name of Attached Document Listing Required Information

(3020) Name of Attached Document Listing Required Information

(3021) Name of Attached Document Listing Required Information

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0086/OMB Control No. 3060-0828 July 2012
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<010> Study Area Code	350665
<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 5395
<039> Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com

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

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	WINDSTREAM OH
Signature of Authorized Officer:	CERTIFIED ONLINE Date 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		FCC Form 481 OMB Control No. 3040-0086/OMB Control No. 3040-0019 July 2013
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<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 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.

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.

FCC Form 481
OMB Control No. 3060-09186/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	300665
<015>	Study Area Name	WINDSTREAN 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.1.heacox@indstream.com

[illegible]

(800) Operating Companies:
Data Collection Form

FCC Form 481
OMB Control No. 3150-0067 OMB Control No. 3150-0069
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>	501-748-5190
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com
<810>	Reporting Carrier	Windstream Ohio, Inc.
<811>	Holding Company	Windstream Corporation
<812>	Operating Company	Windstream Ohio, Inc.

<813>	<81>	Affiliates	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	220195	
		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	223037	
		Windstream Georgia Telephone, LLC	220164	
		Windstream Georgia, LLC	220157	
		Windstream Iowa Communications, Inc.	351170	
		Windstream Iowa-Comm, Inc.	351167	
		Windstream Iowa-Comm, Inc.	351178	

**(500) Operating Companies
Data Collection Form**

FCC Form 481
OMB Control No. 3061-9946 / OMB Exempt No. 3060-0013
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 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.j.heacox@windstream.com
<810>	Reporting Carrier	Windstream Ohio, Inc.
<811>	Holding Company	Windstream Corporation
<812>	Operating Company	Windstream Ohio, Inc.

<813>	<41>	<42>	<43>
	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.	361492	
	Windstream Lexcom Communications, Inc.	210483	
	Windstream Mississippi, LLC	280453	
	Windstream Missouri, Inc.	421885	
	Windstream Montezuma, Inc.	351248	
	Windstream Nebraska, Inc.	371568	
	Windstream New York, Inc.	150106	
	Windstream New York, Inc.	150109	
	Windstream New York, Inc.	150113	
	Windstream Norlight, Inc.	269004	
	Windstream Norlight, Inc.	269008	
	Windstream North Carolina, LLC	210476	
	Windstream Ohio, Inc.	300655	
	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.	300656	

(800) Operating Companies
Data Collection Form

File Form 031
OMB Control No. 3000-0065 / OMB Control No. 3050-0019
May 2015

<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.i.heacox@windstream.com
<810>	Reporting Carrier	Windstream Ohio, Inc.
<811>	Holding Company	Windstream Corporation
<812>	Operating Company	Windstream Ohio, Inc.

<813>	<811>	<812>	<813>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Access One Communications Corp.		
	Allworx Corp.		
	Atlanta Data Link, LLC		
	Birmingham Data Link, LLC		
	Bishop Communications Corporation		
	Buffalo Valley Management Services, Inc.		
	Carolina Personal Communications, Inc. (dba CTC Wireless)		DBA: Windstream Wireless
	Cavalier IP TV, LLC		
	Cavalier Services, LLC		
	Cavalier Telephone Corporation		
	Cavalier Telephone Mid-Atlantic, L.L.C.		DBA: PAETEC Business Services
	Cavalier Telephone, L.L.C.		DBAs: PAETEC Business Services, Windstream Communications
	CavTel Holdings, LLC		
	Chattanooga Data Link, Inc.		
	Cincinnati Data Link, Inc.		
	Cinergy Communications Company of Virginia		
	Communications Sales & Leasing, Inc.		
	Compco, Inc.		DBA: Compco-My Soft Company
	Conestoga Enterprises, Inc.		
	Conestoga Management Services, Inc.		
	Conestoga Wireless Company		
	CT Cellular, Inc.		
	CT Communications, Inc.		

**(800) Operating Companies
Data Collection Form**

FCC Form 731
OMB Control No. 3060-0065, OMB Control No. 3060-0065
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 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.1.heacox@windstream.com
<810>	Reporting Carrier	Windstream Ohio, Inc.
<811>	Holding Company	Windstream Corporation
<812>	Operating Company	Windstream Ohio, Inc.

<813>	<81>	<82>	<83>
	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.		DBAs: Cavalier Wholesale Services, Cavalier Telephone
	Iowa Telecom Technologies, LLC		
	IWA Services, LLC		
	KDL Communications Corporation		
	KDL Holdings, LLC		

10/11/2013

(800) Operating Companies
Data Collection Form

EC Form 481
OMB Control No. 3050-0065/OMB Control No. 3060-0019
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 Heacox		
<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.heacox@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
	NuVox, Inc.			
	OmniCall, Inc.			
	PaeTec Communications of Virginia, Inc.			
	PaeTec Communications, Inc.			
	PAETEC Corp.			
	PAETEC Holding Corp.			
	PAETEC iTel, L.L.C.			DBA: Starnet
	PAETEC Realty LLC			
	PaeTec Software Corp.			
	PaeTec Software Corp Sucursal			
	PCS Licenses, Inc.			
	Progress Place Realty Holding Company, LLC			
	RevChain Solutions, LLC			
	RPK (B.V.A.) Limited Co. No. 258382			
	Shreveport Data Link, LLC			
	SM Holdings, LLC			
	Southwest Enhanced Network Services, LP			
	Talk America Holdings, Inc.			
	Talk America of Virginia, Inc.			DBA: Cavalier Telephone
	Talk America, Inc.			DBA: Cavalier Business Communications, PaeTec Business Services, Cavalier Telephone, The Phone Company, MetLife Services
	TC Services Holding Co., Inc.			
	Teleview, LLC			
	The Other Phone Company, Inc.			DBA: PaeTec Business Services, Cavalier Business Communications, Cavalier Telephone

(800) Operating Companies Data Collection Form

REG-Form 1311
 OMB Control No. 3001-0063 GAO Comments 3/6/03-03/19
 July 2013

30065

WINDSTREAM OH

2014

Jeff Heacox

501-748-5390

jeff.l.heacox@windstream.com

Windstream Ohio, Inc.

Windstream Corporation

Windstream Ohio, Inc.

<813>		<81>		<82>		<83>	
		Affiliates		SAC		Doing Business As Company or Brand Designation	
		TriNet, LLC					
		US LEC Communications LLC				DBAs: PAETEC Business Services, US LEC of Rhode Island	
		US LEC LLC					
		US LEC of Alabama LLC				DBA: PAETEC Business Services	
		US LEC of Florida LLC				DBA: PAETEC Business Services	
		US LEC of Georgia LLC				DBA: PAETEC Business Services	
		US LEC of Maryland LLC				DBA: PAETEC Business Services	
		US LEC of North Carolina LLC				DBA: PAETEC Business Services	
		US LEC of Pennsylvania LLC				DBA: PAETEC Business Services	
		US LEC of South Carolina LLC				DBA: PAETEC Business Services	
		US LEC of Tennessee LLC				DBA: PAETEC Business Services	
		US LEC of Virginia LLC				DBA: PAETEC Business Services	
		Valor Telecommunications Enterprises Finance Corp					
		Valor Telecommunications Enterprises II, LLC					
		Valor Telecommunications Enterprises, LLC					
		Valor Telecommunications Investments, LLC					
		WaveTel NC License Corporation					
		Wavetel TN, LLC					
		Wavetel, LLC					
		Webserve, Inc.					
		Windstream Accucomm Networks, LLC					
		Windstream Baker Solutions, Inc.					
		Windstream Communications Telecom, LLC					

(810) Operating Companies
Data Collection Form

ECG Form 401

OMB Control No. 3000-0066/OMB Control No. 3000-0019
July 2013

300665

<010>	Study Area Code	WINDSTREAM OH
<015>	Study Area Name	2014
<020>	Program Year	Jeff Heacock
<030>	Contact Name - Person USAC should contact regarding this data	501-748-5390
<035>	Contact Telephone Number - Number of person identified in data line <030>	Jeff.1.heacock@windstream.com
<039>	Contact Email Address - Email Address of person identified in data line <030>	
<810>	Reporting Carrier	Windstream Ohio, Inc.
<811>	Holding Company	Windstream Corporation
<812>	Operating Company	Windstream Ohio, Inc.

<813>		<82>	<83>
Affiliates		SAC	Doing Business As Company or Brand Designation
Windstream Communications, Inc.			
Windstream Corporation			
Windstream CTC Internet Services, Inc.			
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 Knoxville 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 Wireless, LLC			
Windstream Network Services of the Midwest, Inc.			
Windstream NorthStar, LLC			

10/11/2013

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

**Windstream Western
Reserve, Inc.**

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)

REDACTED FOR PUBLIC INSPECTION

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 300666 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 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. 3045-0046/OMB Control No. 3020-0011 July 2013
---	--

<010> Study Area Code	300666
<015> Study Area Name	WINDSTREAM W-RESERVE
<020> Program Year	2014
<030> Contact Name: Person USAC should contact with questions about this data	Jeff Heacox
<035> Contact Telephone Number: Number of the person identified in data line <030>	501-740-5390
<039> Contact Email Address: Email of the person identified in data line <030>	jeff.l.heacox@windstream.com

ANNUAL REPORTING FOR ALL CARRIERS	54.313 Completion Required	54.322 Completion Required
--	----------------------------------	----------------------------------

			(check box when complete)	
<100> Service Quality Improvement Reporting	(complete attached worksheet)			
<200> Outage Reporting (voice)	(complete attached worksheet)			
<210>	☐ ← check box if no outages to report			
<300> Unfulfilled Service Requests (voice)	5			
<310> Detail on Attempts (voice)	3006660H310	(attach descriptive document)		
<320> Unfulfilled Service Requests (broadband)				
<330> Detail on Attempts (broadband)		(attach descriptive document)		
<400> Number of Complaints per 1,000 customers (voice)				
<410> Fixed	1.4			
<420> Mobile				
<430> Number of Complaints per 1,000 customers (broadband)				
<440> Fixed				
<450> Mobile				
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)			
<510> 3006660H510	(attach descriptive document)			
<600> Functionality in Emergency Situations	(check to indicate certification)			
<610> 3006660H610	(attach descriptive document)			
<700> Company Price Offerings (voice)	(complete attached worksheet)			
<710> Company Price Offerings (broadband)	(complete attached worksheet)			
<800> Operating Companies and Affiliates	(complete attached worksheet)			
<900> Tribal Land Offerings (Y/N)?	☐ ☒	(if yes, complete attached worksheet)		
<1000> Voice Services Rate Comparability	(check to indicate certification)			
<1010>	(attach descriptive document)			
<1100> Terrestrial Backhaul (Y/N)?	☒ ☐	(if not, check to indicate certification)		
<1110>	(complete attached worksheet)			
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)			

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)			
<2005>	(complete attached worksheet)			

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	(check to indicate certification)			
<3005>	(complete attached worksheet)			

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

FCG Form 481

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

July 2013

<010>	Study Area Code	300666
<015>	Study Area Name	WINDSTREAM W-RESERVE
<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
<110>	Has your company received its ETC certification from the FCC?	(yes / no) ☒ ☐
<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) ☐ ☐

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.

☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

<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.

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

<010>	Study Area Code	300666
<015>	Study Area Name	WINDSTREAM W-RESERVEZ
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<030>	Contact Telephone Number - Number of person identified in data line <030>	501-748-5390
<030>	Contact Email Address - Email Address of person identified in data line <030>	Jeff.L.Heacox@windstream.com

[illegible]

<010>	Study Area Code	300666
<015>	Study Area Name	WINDSTREAM W-RESERVE
<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>	503-748-5190
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.1.heacock@windstream.com

1/1/2023	
----------	--

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

[illegible]

(710) Broadband Price Offerings Data Collection Form

PC Form 710
OMB Control No. 3045-0047 DATE CONTROL NO. 3045-0047
July 2015

<010> Study Area Code 300666

<015> Study Area Name WINDSTREAM N-RESERVE

<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

State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rate and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select)

<010>	Study Area Code	300666
<015>	Study Area Name	WINDSTREAM W-RESERVE
<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>	501-748-5190
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.1.heacox@windstream.com
<810>	Reporting Carrier	Windstream Western Reserve, Inc.
<811>	Holding Company	Windstream Corporation
<812>	Operating Company	Windstream Western Reserve, Inc.

Affiliates	SAC	Doing Business As Company or Brand Designation

(900) Tribal Lands Reporting Data Collection Form

FCC Form 431
OMB Control No. 3050-0586/OMB Control No. 3050-0519
July 2013

<010> Study Area Code 300656

<015> Study Area Name WINDSTREAM W-RESERVE

<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

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

<920> Tribal Government Engagement Obligation

Name of Attached Document (.pdf)

If your company serves Tribal lands, please select (Yes, No, NA) for each of 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:

- <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.

Select (Yes, No, NA)

(1100) (No Terrestrial Backhaul) Reporting
Data Collection Form

ECG Form 48a
OMB Control No. 3050-0386/OMB Control No. 3050-0819
JUN 2013

<010>	Study Area Code	300556
<015>	Study Area Name	WINDSTREAM W-RESERVE
<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

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)

☐

(1200) Terms and Condition for Lifeline Customers
 Lifeline Data Collection Form
 FCC FORM 487
 OMB Control No. 3060-0185 (OMB Control No. E0-50-0419)
 July 2013

100666
 WINDSTREAM N-RESERVE
 2014
 Jeff Heacox
 501-748-5190
 jeff.l.heacox@windstream.com

3006660H210
 Name of attached document (.pdf)
 HTTP <http://www.windstream.com/About-Us/Lifeline-Applications/>

"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:

<1210> Terms & Conditions of Voice Telephony Lifeline Plans
 <1220> Link to Public Website
 <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
 <1222> Details on the number of minutes provided as part of the plan, ☒
 <1223> Additional charges for toll calls, and rates for each such plan. ☒

(2001) Price Cap Carrier Additional Documentation
 Data Collection Form
 Including Rate-of-Return Carriers Affiliated with Price Cap Local Exchange Carriers

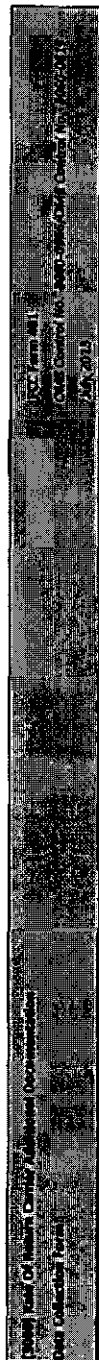
Form 311
 OMB Control No. 3060-0065/OMB Control No. 3060-0013
 May 2013

<010>	Study Area Code	30666
<015>	Study Area Name	WINDSTREAM W-RESERVE
<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

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)(1),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting		
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))	☐
<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



<010>	Study Area Code	300666
<015>	Study Area Name	WINDSTREEM N. RESERVE
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	JEFF Hecox
<035>	Contact Telephone Number - Number of person identified in data line <030>	501-748-5390
<038>	Contact Email Address - Email Address of person identified in data line <030>	jeff.hecox@lindaerain.com

CHECK the boxes below to note compliance on its five 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). 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, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

[3011] Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))

[3012] Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2)) If yes, does your company file the RUS annual report

[3014] 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

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

[3018] If the response is no on line 3014, is your company audited?

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 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

[3021] Management letter issued by the independent certified public accountant that performed the company's financial audit.

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 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

☐ Yes/No
☐ Yes/No

☐ ☐

☐ Yes/No

☐ ☐ ☐

☐

☐ ☐

Certification - Reporting Carrier Data Collection Form	Form 481 OMB Control No. 3060-0085/OMB Control No. 3060-0018 May 2013
---	---

<010> Study Area Code	300666
<015> Study Area Name	WINDSTREAM W-RESERVE
<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:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	WINDSTREAM W-RESERVE
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:	300666 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		FCC Form 481 OMB Control No. 3060-0088/OMB Control No. 3060-0111 July 2013
---	--	--

<010> Study Area Code	300666
<015> Study Area Name	WINDSTREAM W RESERVE
<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 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: 300666

Study Area Name: Windstream Western Reserve, 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)
11/14/2012	Madison	Unfulfilled due to lack of cable facilities. Construction complete, dispatch was re-scheduled. Completed:1/7/2013
11/5/2012	Trumbull	Unfulfilled due to lack of cable facilities. Contractor to bury drop. Completed:1/14/2013
12/18/2012	Parkman	Unfulfilled due to lack of cable facilities. Construction complete, dispatch was re-scheduled. Completed:1/8/2013
12/18/2012	Trumbull	Unfulfilled due to lack of cable facilities. Engineered, WO issued, waiting for contractor to finish construction. Completed:1/29/2013
12/19/2012	Mesopotamia	Unfulfilled due to lack of cable facilities. Engineered, WO issued, waiting for contractor to finish construction. Completed:1/15/2013

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.

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.

(800) Operator Complaint Data Collection Form

File Form 101
OMB No. 3060-0010
NAB Form 101 (Rev. 10-2012)

<010> Study Area Code 30066

<015> Study Area Name WINDSTREAM M-RESERVE

<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

<810> Reporting Carrier Windstream Western Reserve, Inc.

<811> Holding Company Windstream Corporation

<812> Operating Company Windstream Western Reserve, Inc.

<813> Affiliates		SAC	Doing Business As Company or Brand Designation
Georgia Windstream, LLC		220306	
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		431164	DBA: Windstream Communications Southwest
Valor Telecommunications of Texas, LLC		431193	DBA: Windstream Communications Southwest
Windstream AccuComm Telecommunications, LLC		220395	
Windstream Alabama, LLC		250302	
Windstream Arkansas, LLC		401591	
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		223037	
Windstream Georgia Telephone, LLC		220364	
Windstream Georgia, LLC		220357	
Windstream Iowa Communications, Inc.		351170	
Windstream Iowa-Comm, Inc.		351167	
Windstream Iowa-Comm, Inc.		351178	

(800) Operating Companies
Data Collection Form

FEIS Form 4b1

OWB Control No. 55-00083/0-00 Control No. 3550-0819
July 2013

<010>	Study Area Code	300666
<015>	Study Area Name	WINDSTREAM W-RESERVE
<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>	jheacox@windstream.com
<810>	Reporting Carrier	Windstream Western Reserve, Inc.
<811>	Holding Company	Windstream Corporation
<812>	Operating Company	Windstream Western Reserve, Inc.
<813>	Affiliates	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	280457
	Windstream Missouri, Inc.	421885
	Windstream Montezuma, Inc.	351348
	Windstream Nebraska, Inc.	371568
	Windstream New York, Inc.	150106
	Windstream New York, Inc.	150109
	Windstream New York, Inc.	150113
	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
Data Collection Form

1000 Form 51
OMB Control No. 3000-0936/OMB Control No. 3050-0619
July 2013

<010>	Study Area Code	300666
<015>	Study Area Name	WINDSTREAM N-RESERVE
<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
<810>	Reporting Carrier	Windstream Western Reserve, Inc.
<811>	Holding Company	Windstream Corporation
<812>	Operating Company	Windstream Western Reserve, Inc.

<813>	<811>	<812>	<035>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Access One Communications Corp.		
	Allworx Corp.		
	Atlanta Data Link, LLC		
	Birmingham Data Link, LLC		
	Bishop Communications Corporation		
	Buffalo Valley Management Services, Inc.		
	Carolina Personal Communications, Inc. (dba CTC Wireless)		DBA: Windstream Wireless
	Cavalier IP TV, LLC		
	Cavalier Services, LLC		
	Cavalier Telephone Corporation		DBA: PAETEC Business Services
	Cavalier Telephone Mid-Atlantic, L.L.C.		DBAs: PAETEC Business Services, Windstream Communications
	CavTel Telephone, L.L.C.		
	CavTel Holdings, LLC		
	Chattanooga Data Link, Inc.		
	Cincinnati Data Link, Inc.		
	Cinergy Communications Company of Virginia		
	Communications Sales & Leasing, Inc.		
	Compco, Inc.		DBA: Compco-My Soft Company
	Conestoga Enterprises, Inc.		
	Conestoga Management Services, Inc.		
	Conestoga Management Services Company		
	CT Cellular, Inc.		
	CT Communications, Inc.		

<010>	Study Area Code	300666		
<015>	Study Area Name	WINDSTREAM W-RESERVE		
<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.1.heacox@windstream.com		
<810>	Reporting Carrier	Windstream Western Reserve, Inc.		
<811>	Holding Company	Windstream Corporation		
<812>	Operating Company	Windstream Western Reserve, 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

<010>	Study Area Code	300666
<015>	Study Area Name	WINDSTREAM N-RESERVE
<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
<810>	Reporting Carrier	Windstream Western Reserve, Inc.
<811>	Holding Company	Windstream Corporation
<812>	Operating Company	Windstream Western Reserve, Inc.

<813>	Affiliates	SAC	Doing Business As Company or Brand Designation
	Kerrville Cellular, LLC		
	Kerrville Communications Corporation		
	Kerrville Mobile Holdings, LLC		
	Kerrville Wireless Holdings, LLC		
	Lakedale Communications, LLC		
	LDMI Telecommunications, Inc.		DBAs: Cavalier Business Communications, PAETEC Business Services, Cavalier Telephone, Lunk, Lunk Telecommunications
	Lexcom, Inc.		
	Lexington Data Link, Inc.		
	Louisville Data Link, Inc.		
	McLeodUSA Information Services LLC		
	McLeodUSA LLC		
	McLeodUSA Purchasing, L.L.C.		
	McLeodUSA Telecommunications Services, L.L.C.		DBAs: Cavalier, Cavalier Telephone, PAETEC Business Services
	Memphis Data Link, Inc.		
	MPX, Inc.		
	Nashville Data Link, Inc.		
	Network Services Group, LLC		
	Network Telephone Corporation		DBAs: PAETEC Business Services, Cavalier Business Communications, Cavalier Telephone
	NewSouth Communications of Virginia, Inc.		
	Norlight Communications, Inc.		
	Norlight Information Services, LLC		
	Norlight Telecommunications of Virginia, Inc.		
	NT Corporation		

(800) Operating Companies
Data Collection Form

CG Form 461
09/05 Control No. 3120-150570-01 Control No. 3000-0819
July 2013

<010> Study Area Code 300666

<015> Study Area Name WINDSTREAM W. RESERVE

<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.I.Heacox@windstream.com

<810> Reporting Carrier Windstream Western Reserve, Inc.

<811> Holding Company Windstream Corporation

<812> Operating Company Windstream Western Reserve, Inc.

<813>	Affiliates	SAC	Doing Business As Company or Brand Designation
	NuVox, Inc.		
	OmniCall, Inc.		
	PaeTec Communications of Virginia, Inc.		
	PaeTec Communications, Inc.		
	PAETEC Corp.		
	PAETEC Holding Corp.		
	PAETEC iTel, L.L.C.		DBA: Starnet
	PAETEC Realty LLC		
	PaeTec Software Corp.		
	PaeTec Software Corp Sucursal		
	PCS Licenses, Inc.		
	Progress Place Realty Holding Company, LLC		
	RevChain Solutions, LLC		
	RPK (B.V.A.) Limited Co. No. 258382		
	Shreveport Data Link, LLC		
	SM Holdings, LLC		
	Southwest Enhanced Network Services, LP		
	Talk America Holdings, Inc.		
	Talk America of Virginia, Inc.		
	Talk America, Inc.		
	TC Services Holding Co., Inc.		
	Teleview, LLC		
	The Other Phone Company, Inc.		
			DBA: Cavalier Telephone
			DBA: Cavalier Business Communications, PaeTec Business Services, Cavalier Telephone, The Phone Company, Network Services
			DBA: PaeTec Business Services, Cavalier Business Communications, Cavalier Telephone

(100) Operator's Companies
Data Collection Form

System 1
911 Network
350-050/348 Extension 1050-015
11/2013

300666

Study Area Code
Study Area Name
Program Year
Contact Name - Person USAC should contact regarding this data
Contact Telephone Number - Number of person identified in data line <030>
Contact Email Address - Email Address of person identified in data line <030>

WINDSTREAM N-RESERVE
2014
Jeff Heacox
501-748-5390
jeff.l.heacox@windstream.com

Reporting Carrier
Holding Company
Operating Company

Windstream Western Reserve, Inc.
Windstream Corporation
Windstream Western Reserve, Inc.

<01>	<02>	<03>	Doing Business As Company or Brand Designation
TriNet, LLC			
US LEC Communications LLC			DBAs: PAETEC Business Services, US LEC of Rhode Island
US LEC LLC			
US LEC of Alabama LLC			DBA: PAETEC Business Services
US LEC of Florida LLC			DBA: PAETEC Business Services
US LEC of Georgia LLC			DBA: PAETEC Business Services
US LEC of Maryland LLC			DBA: PAETEC Business Services
US LEC of North Carolina LLC			DBA: PAETEC Business Services
US LEC of Pennsylvania LLC			DBA: PAETEC Business Services
US LEC of South Carolina LLC			DBA: PAETEC Business Services
US LEC of Tennessee LLC			DBA: PAETEC Business Services
US LEC of Virginia LLC			DBA: PAETEC Business Services
Valor Telecommunications Enterprises Finance Corp			
Valor Telecommunications Enterprises II, LLC			
Valor Telecommunications Enterprises, LLC			
Valor Telecommunications Investments, LLC			
WaveTel NC License Corporation			
WaveTel TN, LLC			
WaveTel, LLC			
Webserve, Inc.			
Windstream Accucomm Networks, LLC			
Windstream Baker Solutions, Inc.			
Windstream Communications Telecom, LLC			

(800) Operating Companies
 Data Collection Form

RECEIVED
 OMB EOPM No. 30-0-0000/0-0000
 JULY 2013

300666

WINDSTREAM W-RESERVE

2014

Jeff Heacock

501-748-5390

jeff.l.heacock@windstream.com

Windstream Western Reserve, Inc.

Windstream Corporation

Windstream Western Reserve, Inc.

<810>	Study Area Code	Study Area Name	Program Year	Contact Name - Person USAC should contact regarding this data	Contact Telephone Number - Number of person identified in data line <030>	Contact Email Address - Email Address of person identified in data line <030>	Reporting Carrier	Holding Company	Operating Company	Doing Business As Company or Brand Designation
<811>										
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<010>	Study Area Code	300566
<015>	Study Area Name	WINDSTREAM N-RESERVE
<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 Western Reserve, Inc.
<811>	Holding Company	Windstream Corporation
<812>	Operating Company	Windstream Western Reserve, Inc.

[illegible]

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