FCC Form 481 - Carrier Annual Reporting Data Collection Form

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

<010>	Study Area Code	405211
<015>	Study Area Name	SOUTHWESTERN BELL-AR
<020>	Program Year	2018
<030>	Contact Name: Person USAC should contact with questions about this data	Mary Henze
<035>	Contact Telephone Number: Number of the person identified in data line <030>	2024572041 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	mh3376@att.com
	Form Type	54.313 and 54.422

(200) Service Outage Reporting (Voice)
Data Collection Form

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

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<015>	Study Area Name	SOUTHWESTERN BELL-AR
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<039>	Contact Email Address - Email Address of person identified in data line <030>	mh3376@att.com

<210> For the prior calendar year, were there any reportable voice service outages? Yes

<220>

<a> NORS Reference Number	<b1> Outage Start Date	<b2> Outage Start Time	<b3> Outage End Date	<b4> Outage End Time	<c1> Number of Customers Affected	<c2> Total Number of Customers	<d> 911 Facilities Affected (Yes / No)	<e> Service Outage Description (Check all that apply)	<f> Did This Outage Affect Multiple Study Areas (Yes / No)	<g> Service Outage Resolution	<h> Preventative Procedures

-- See attached worksheet --

(300) Unfulfilled Service Request
Data Collection Form

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

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<039>	Contact Email Address - Email Address of person identified in data line <030>	mh3376@att.com

<300> Unfulfilled service request (voice) 0

<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband) 0

<330> Detail on attempts (broadband)

Name of Attached Document

(400) Number of Complaints per 1,000 customers
Data Collection Form

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

<010>	Study Area Code	405211
<015>	Study Area Name	SOUTHWESTERN BELL-AR
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Mary Henze
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024572041 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mh3376@att.com
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	Offered only fixed voice
<410>	Complaints per 1000 customers for fixed voice	0.55
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	Offered only fixed broadband
<440>	Complaints per 1000 customers for fixed broadband	0.82
<450>	Complaints per 1000 customers for mobile broadband	

(500) Compliance With Service Quality Standards and Consumer Protection Rules
Data Collection Form

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

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<035>	Contact Telephone Number - Number of person identified in data line <030>	2024572041 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mh3376@att.com
<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	405211AR510 DescriptionSvcQualityCPNI.pdf
<515>	Certify compliance with applicable minimum service standards	

(600) Functionality in Emergency Situations
Data Collection Form

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

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<035>	Contact Telephone Number - Number of person identified in data line <030>	2024572041 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mh3376@att.com
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	405211AR610.pdf

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

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

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<015>	Study Area Name	SOUTHWESTERN BELL-AR
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<030>	Contact Name - Person USAC should contact regarding this data	Mary Henze
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024572041 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mh3376@att.com

<701>	Residential Local Service Charge Effective Date	1/1/2017
<702>	Single State-wide Residential Local Service Charge	

<703>

<a1>	<a2>	<a3>	<b1>	<b2>	<b3>	<b4>	<b5>	<c>
State	**Exchange (ILEC)**	**SAC (CETC)**	**Rate Type**	**Residential Local Service Rate**	**State Subscriber Line Charge**	**State Universal Service Fee**	**Mandatory Extended Area Service Charge**	**Total per line Rates and Fees**

-- See attached worksheet --

(710) Broadbrand Price Offerings
Data Collection Form

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

<010>	Study Area Code	405211
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<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Mary Henze
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024572041 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mh3376@att.com

<711>

<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>
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*}**
			-- See attached worksheet --					

(800) Operating Companies
Data Collection Form

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

<010>	Study Area Code	405211
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<039>	Contact Email Address - Email Address of person identified in data line <030>	mh3376@att.com

<810>	Reporting Carrier	AT&T Arkansas
<811>	Holding Company	AT&T Inc.
<812>	Operating Company	BellSouth Telecommunications, LLC

<813>

<a1>	<a2>	<a3>
Affiliates	**SAC**	**Doing Business As Company or Brand Designation**

-- See attached worksheet --

(900) Tribal Lands Reporting
Data Collection Form

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

<010>	Study Area Code	405211
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<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Mary Henze
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024572041 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mh3376@att.com

<900> Does the filing entity offer tribal land services? (Y/N) No

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

<920> Tribal Government Engagement Obligation

Name of Attached Document

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

		Select Yes or No or Not Applicable
<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.	

(1000) Voice and Broadband Service Rate Comparability
Data Collection Form

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

<010>	Study Area Code	405211
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<030>	Contact Name - Person USAC should contact regarding this data	Mary Henze
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<039>	Contact Email Address - Email Address of person identified in data line <030>	mh3376@att.com

<1000>	Voice services rate comparability certification	Yes
<1010>	Attach detailed description for voice services rate comparability compliance	405211AR1010.pdf Name of Attached Document
<1020>	Broadband comparability certification	Yes - Pricing is no more than the most recent applicable benchmark announced by the Wireline Competition Bureau
<1030>	Attach detailed description for broadband comparability compliance	405211AR1030.pdf Name of Attached Document

(1100) No Terrestrial Backhaul Reporting Data Collection Form

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

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<030>	Contact Name - Person USAC should contact regarding this data	Mary Henze
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<039>	Contact Email Address - Email Address of person identified in data line <030>	mh3376@att.com

<1100> Certify whether terrestrial backhaul options exist (Y/N) Yes

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

(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form

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

<010>	Study Area Code	405211
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<030>	Contact Name - Person USAC should contact regarding this data	Mary Henze
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024572041 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mh3376@att.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website HTTP http://cpr.att.com/pdf/ar/0004-0004.pdf

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

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ✔

<1222> Details on the number of minutes provided as part of the plan, ✔

<1223> Additional charges for toll calls, and rates for each such plan. ✔

(2005) Price Cap Carrier Additional Documentation
Data Collection Form
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

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

<010>	Study Area Code	405211
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<020>	Program Year	2018
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<035>	Contact Telephone Number - Number of person identified in data line <030>	2024572041 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mh3376@att.com

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental 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

<2011>	3rd Year Certification 47 CFR §54.313(b)(1)(ii) - Note that for the July 2017 certification, this applies to Round 2 recipients of Incremental Support.	Not Applicable	
<2022>	Recipient certifies, representing year three after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.	Not Applicable	
<2023>	The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year three - 54.313(b)(2)(ii). Round 2 recipients only.	Not Applicable	
<2024A>	Round 2 Recipient of Incremental Support?	No	
<2024B>	Attach list of census blocks indicating where funding was spent in year three - 54.313(b)(2)(ii). Round 2 recipients only.	Name of Attached Document Listing Required Information	
<2025A>	Round 2 Recipient of Incremental Support?	No	
<2025B>	Attach geocoded Information for Phase I milestone reports (Round 2 for year three) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-73, paragraph 35 (May 22, 2013).	Name of Attached Document Listing Required Information	
<2015>	2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)		Not Applicable

(2005) Price Cap Carrier Additional Documentation
Data Collection Form
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

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

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

<2016> Certification support used to build broadband

Not Applicable

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017A> Connect America Fund Phase II recipient?

Yes

<2017C> Total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2016.

10609211

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(1)(ii)(A)

Name of Attached Document Listing Required Information

AR405211Price_Cap_Line_2018 Anchor Inst.xlsm

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(1)(ii)(C)

(3005) Rate Of Return Carrier Additional Documentation
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
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<039>	Contact Email Address - Email Address of person identified in data line <030>	mh3376@att.com

Select from the drop down menu or check the boxes below to note compliance with 54.313(f)(1). Privately held carriers must ensure compliance with the financial reporting requirements set forth in 47 CFR 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

Progress Report on 5 Year Plan

(3009) Carrier certifies to 54.313(f)(1)(iii)

(3010A) Certification of Public Interest Obligations {47 CFR § 54.313(f)(1)(i)}

(3010B) Please Provide Attachment — Name of Attached Document Listing Required Information

(3012A) Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}

(3012B) Please Provide Attachment — Name of Attached Document Listing Required Information

(3013) Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)} (Yes/No)

(3014) If yes, does your company file the RUS annual report (Yes/No)

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) Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows

(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation — Name of Attached Document Listing Required Information

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

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 Borrowers

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

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

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

(3026) Attach the worksheet listing required information — Name of Attached Document Listing Required Information

(3005) Rate Of Return Carrier Additional Documentation (Continued)

Data Collection Form

FCC Form 481

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

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<035>	Contact Telephone Number - Number of person identified in data line <030>	2024572041 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mh3376@att.com

Financial Data Summary

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

Name of Attached Document Listing Required Information

(4005) Rural Broadband Experiment Additional Documentation Data Collection Form

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

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<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Mary Henze
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024572041 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mh3376@att.com

4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)
Please address Line 4001 regarding compliance with the Commission's public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year. Name of Attached Document Listing Required Information _____

Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481. Name of Attached Document Listing Required Information _____

4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area. Name of Attached Document Listing Required Information _____

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

<010>	Study Area Code	405211
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<035>	Contact Telephone Number - Number of person identified in data line <030>	2024572041 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mh3376@att.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: SOUTHWESTERN BELL-AR

Signature of Authorized Officer: CERTIFIED ONLINE Date 06/20/2017

Printed name of Authorized Officer: Scott Mair

Title or position of Authorized Officer: SVP Technology Planning & Engineering

Telephone number of Authorized Officer: 2147571510 ext.

Study Area Code of Reporting Carrier: 405211 Filing Due Date for this form: 07/03/2017

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

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

<010>	Study Area Code	405211
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<035>	Contact Telephone Number - Number of person identified in data line <030>	2024572041 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mh3376@att.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 Firm:

Signature of Authorized Agent or Employee of Agent: Date:

Name of Authorized Agent Employee:

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

(200) Service Outage Voice Reporting Data Collection Form

REDACTED

FOR PUBLIC DISCLOSURE

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

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

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<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Mary Henze
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024572028 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mh3376@att.com

<701>	Residential Local Service Charge Effective Date	1/1/2017
<702>	Single State-wide Residential Local Service Charge	

<703>

<a1>	<a2>	<a3>	<b1>	<b2>	<b3>	<b4>	<b5>	<c>
State	**Exchange (ILEC)**	**SAC (CETC)**	**Rate Type**	**Residential Local Service Rate**	**State Subscriber Line Charge**	**State Universal Service Fee**	**Mandatory Extended Area Service Charge**	**Total per line Rates and Fees**
AR	Altheimer		FR	26.0	0.0	3.69	4.8	34.49
AR	Blackfish Lake		FR	26.0	0.0	3.69	4.4	34.09
AR	BlackRock		FR	26.0	0.0	3.69	0.0	29.69
AR	Bodcaw		FR	26.0	0.0	3.69	0.0	29.69
AR	Brinkley		FR	26.0	0.0	3.69	0.0	29.69
AR	Calion		FR	26.0	0.0	3.69	3.15	32.84
AR	Cash		FR	26.0	0.0	3.69	7.2	36.89
AR	Cave City		FR	26.0	0.0	3.69	0.0	29.69
AR	CENTER RIDGE		FR	26.0	0.0	3.69	5.45	35.14
AR	Cherry Valley		FR	26.0	0.0	3.69	3.0	32.69
AR	Chidester		FR	26.0	0.0	3.69	0.0	29.69
AR	Cleveland		FR	26.0	0.0	3.69	5.45	35.14
AR	Concord		FR	26.0	0.0	3.69	0.46	30.15
AR	Crawfordsville		FR	26.0	0.0	3.69	2.7	32.39
AR	CRYSTAL SPRINGS		FR	26.0	0.0	3.69	6.9	36.59
AR	Dell		FR	26.0	0.0	3.69	3.6	33.29
AR	Dermott		FR	26.0	0.0	3.69	0.0	29.69
AR	Earle		FR	26.0	0.0	3.69	0.0	29.69
AR	Eudora		FR	26.0	0.0	3.69	0.0	29.69
AR	Grady		FR	26.0	0.0	3.69	6.1	35.79
AR	Gravette		FR	26.0	0.0	3.69	0.0	29.69

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

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

<010>	Study Area Code	405211
<015>	Study Area Name	SOUTHWESTERN BELL-AR
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Mary Henze
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024572028 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mh3376@att.com

<701>	Residential Local Service Charge Effective Date	1/1/2017
<702>	Single State-wide Residential Local Service Charge	

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State	**Exchange (ILEC)**	**SAC (CETC)**	**Rate Type**	**Residential Local Service Rate**	**State Subscriber Line Charge**	**State Universal Service Fee**	**Mandatory Extended Area Service Charge**	**Total per line Rates and Fees**
AR	GREERS FERRY		FR	26.0	0.0	3.69	0.46	30.15
AR	Grubbs		FR	26.0	0.0	3.69	0.0	29.69
AR	Gurdon		FR	26.0	0.0	3.69	0.0	29.69
AR	Harrisburg		FR	26.0	0.0	3.69	0.0	29.69
AR	Hickory Ridge		FR	26.0	0.0	3.69	3.2	32.89
AR	Hindsville		FR	26.0	0.0	3.69	0.0	29.69
AR	Hughes		FR	26.0	0.0	3.69	0.0	29.69
AR	Huttig		FR	26.0	0.0	3.69	0.0	29.69
AR	Jessieville		FR	26.0	0.0	3.69	0.0	29.69
AR	Joiner		FR	26.0	0.0	3.69	0.0	29.69
AR	Jones Mill		FR	26.0	0.0	3.69	5.2	34.89
AR	Lonsdale		FR	26.0	0.0	3.69	3.5	33.19
AR	Luxora		FR	26.0	0.0	3.69	2.25	31.94
AR	MACEDONIA		FR	26.0	0.0	3.69	2.4	32.09
AR	McGehee		FR	26.0	0.0	3.69	0.0	29.69
AR	McNeil		FR	26.0	0.0	3.69	2.25	31.94
AR	Moro		FR	26.0	0.0	3.69	3.0	32.69
AR	Mount Holly		FR	26.0	0.0	3.69	0.0	29.69
AR	Natural Dam		FR	26.0	0.0	3.69	3.6	33.29
AR	Newark		FR	26.0	0.0	3.69	0.6	30.29
AR	Norphlet		FR	26.0	0.0	3.69	2.25	31.94

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<030>	Contact Name - Person USAC should contact regarding this data	Mary Henze
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024572028 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mh3376@att.com

<701>	Residential Local Service Charge Effective Date	1/1/2017
<702>	Single State-wide Residential Local Service Charge	

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State	**Exchange (ILEC)**	**SAC (CETC)**	**Rate Type**	**Residential Local Service Rate**	**State Subscriber Line Charge**	**State Universal Service Fee**	**Mandatory Extended Area Service Charge**	**Total per line Rates and Fees**
AR	Parkin		FR	26.0	0.0	3.69	0.0	29.69
AR	Paron		FR	26.0	0.0	3.69	0.0	29.69
AR	Portland		FR	26.0	0.0	3.69	0.0	29.69
AR	Smackover		FR	26.0	0.0	3.69	0.0	29.69
AR	Stamps		FR	26.0	0.0	3.69	0.0	29.69
AR	Stephens		FR	26.0	0.0	3.69	0.0	29.69
AR	Strong		FR	26.0	0.0	3.69	0.0	29.69
AR	Turrell		FR	26.0	0.0	3.69	0.0	29.69
AR	Urbana		FR	26.0	0.0	3.69	0.0	29.69
AR	Village		FR	26.0	0.0	3.69	3.2	32.89
AR	Watson		FR	26.0	0.0	3.69	0.0	29.69
AR	Wilmar		FR	26.0	0.0	3.69	2.25	31.94
AR	Wilson		FR	26.0	0.0	3.69	0.0	29.69
AR	Arkadelphia		FR	26.0	0.0	3.69	0.0	29.69
AR	Ashdown		FR	26.0	0.0	3.69	0.0	29.69
AR	Batesville		FR	26.0	0.0	3.69	0.0	29.69
AR	Beebe		FR	26.0	0.0	3.69	0.0	29.69
AR	Blytheville		FR	26.0	0.0	3.69	0.0	29.69
AR	Camden		FR	26.0	0.0	3.69	0.0	29.69
AR	Eureka Springs		FR	26.0	0.0	3.69	0.0	29.69
AR	Forrest City		FR	26.0	0.0	3.69	0.0	29.69

(700) Price Offerings including Voice Rate Data
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<701>	Residential Local Service Charge Effective Date	1/1/2017
<702>	Single State-wide Residential Local Service Charge	

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State	**Exchange (ILEC)**	**SAC (CETC)**	**Rate Type**	**Residential Local Service Rate**	**State Subscriber Line Charge**	**State Universal Service Fee**	**Mandatory Extended Area Service Charge**	**Total per line Rates and Fees**
AR	Hamburg		FR	26.0	0.0	3.69	0.0	29.69
AR	Heber Springs		FR	26.0	0.0	3.69	0.46	30.15
AR	Helena		FR	26.0	0.0	3.69	0.0	29.69
AR	Hope		FR	26.0	0.0	3.69	0.0	29.69
AR	Lake Village		FR	26.0	0.0	3.69	0.0	29.69
AR	Lonoke		FR	26.0	0.0	3.69	0.0	29.69
AR	Magnolia		FR	26.0	0.0	3.69	0.0	29.69
AR	Malvern		FR	26.0	0.0	3.69	0.0	29.69
AR	Marianna		FR	26.0	0.0	3.69	0.0	29.69
AR	Marion		FR	26.0	0.0	3.69	6.51	36.2
AR	Mena		FR	26.0	0.0	3.69	0.0	29.69
AR	Monticello		FR	26.0	0.0	3.69	0.0	29.69
AR	Morrilton		FR	26.0	0.0	3.69	0.4	30.09
AR	Nashville		FR	26.0	0.0	3.69	0.0	29.69
AR	Newport		FR	26.0	0.0	3.69	0.15	29.84
AR	Osceola		FR	26.0	0.0	3.69	0.0	29.69
AR	Paragould		FR	26.0	0.0	3.69	0.0	29.69
AR	Searcy		FR	26.0	0.0	3.69	0.0	29.69
AR	Van Buren		FR	26.0	0.0	3.69	2.1	31.79
AR	Walnut Ridge		FR	26.0	0.0	3.69	0.0	29.69
AR	Warren		FR	26.0	0.0	3.69	0.0	29.69

(700) Price Offerings including Voice Rate Data
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<701>	Residential Local Service Charge Effective Date	1/1/2017
<702>	Single State-wide Residential Local Service Charge	

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State	**Exchange (ILEC)**	**SAC (CETC)**	**Rate Type**	**Residential Local Service Rate**	**State Subscriber Line Charge**	**State Universal Service Fee**	**Mandatory Extended Area Service Charge**	**Total per line Rates and Fees**
AR	West Memphis		FR	26.0	0.0	3.69	6.51	36.2
AR	Wynne		FR	26.0	0.0	3.69	0.6	30.29
AR	Benton		FR	26.0	0.0	3.69	0.0	29.69
AR	BENTONVILLE		FR	26.0	0.0	3.69	1.4	31.09
AR	Conway		FR	26.0	0.0	3.69	0.0	29.69
AR	Fayetteville		FR	26.0	0.0	3.69	0.55	30.24
AR	Fort Smith		FR	26.0	0.0	3.69	0.0	29.69
AR	Hot Springs		FR	26.0	0.0	3.69	0.0	29.69
AR	Jonesboro		FR	26.0	0.0	3.69	0.0	29.69
AR	Pine Bluff		FR	26.0	0.0	3.69	0.0	29.69
AR	Rogers		FR	26.0	0.0	3.69	1.4	31.09
AR	Springdale		FR	26.0	0.0	3.69	2.6	32.29
AR	Ferndale		FR	26.0	0.0	3.69	0.0	29.69
AR	Little Rock		FR	26.0	0.0	3.69	0.0	29.69
AR	Scott		FR	26.0	0.0	3.69	0.0	29.69
AR	Wrightsville		FR	26.0	0.0	3.69	0.0	29.69
AR	Altheimer		MS	27.25	0.0	3.69	0.0	30.94
AR	Blackfish Lake		MS	27.25	0.0	3.69	0.0	30.94
AR	BlackRock		MS	27.25	0.0	3.69	0.0	30.94
AR	Bodcaw		MS	27.25	0.0	3.69	0.0	30.94
AR	Brinkley		MS	27.25	0.0	3.69	0.0	30.94

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<701>	Residential Local Service Charge Effective Date	1/1/2017
<702>	Single State-wide Residential Local Service Charge	

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State	**Exchange (ILEC)**	**SAC (CETC)**	**Rate Type**	**Residential Local Service Rate**	**State Subscriber Line Charge**	**State Universal Service Fee**	**Mandatory Extended Area Service Charge**	**Total per line Rates and Fees**
AR	Calion		MS	27.25	0.0	3.69	0.0	30.94
AR	Cash		MS	27.25	0.0	3.69	0.0	30.94
AR	Cave City		MS	27.25	0.0	3.69	0.0	30.94
AR	CENTER RIDGE		MS	27.25	0.0	3.69	0.0	30.94
AR	Cherry Valley		MS	27.25	0.0	3.69	0.0	30.94
AR	Chidester		MS	27.25	0.0	3.69	0.0	30.94
AR	Cleveland		MS	27.25	0.0	3.69	0.0	30.94
AR	Concord		MS	27.25	0.0	3.69	0.0	30.94
AR	Crawfordsville		MS	27.25	0.0	3.69	0.0	30.94
AR	CRYSTAL SPRINGS		MS	27.25	0.0	3.69	0.0	30.94
AR	Dell		MS	27.25	0.0	3.69	0.0	30.94
AR	Dermott		MS	27.25	0.0	3.69	0.0	30.94
AR	Earle		MS	27.25	0.0	3.69	0.0	30.94
AR	Eudora		MS	27.25	0.0	3.69	0.0	30.94
AR	Grady		MS	27.25	0.0	3.69	0.0	30.94
AR	Gravette		MS	27.25	0.0	3.69	0.0	30.94
AR	GREERS FERRY		MS	27.25	0.0	3.69	0.0	30.94
AR	Grubbs		MS	27.25	0.0	3.69	0.0	30.94
AR	Gurdon		MS	27.25	0.0	3.69	0.0	30.94
AR	Harrisburg		MS	27.25	0.0	3.69	0.0	30.94
AR	Hickory Ridge		MS	27.25	0.0	3.69	0.0	30.94

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<701>	Residential Local Service Charge Effective Date	1/1/2017
<702>	Single State-wide Residential Local Service Charge	

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State	**Exchange (ILEC)**	**SAC (CETC)**	**Rate Type**	**Residential Local Service Rate**	**State Subscriber Line Charge**	**State Universal Service Fee**	**Mandatory Extended Area Service Charge**	**Total per line Rates and Fees**
AR	Hindsville		MS	27.25	0.0	3.69	0.0	30.94
AR	Hughes		MS	27.25	0.0	3.69	0.0	30.94
AR	Huttig		MS	27.25	0.0	3.69	0.0	30.94
AR	Jessieville		MS	27.25	0.0	3.69	0.0	30.94
AR	Joiner		MS	27.25	0.0	3.69	0.0	30.94
AR	Jones Mill		MS	27.25	0.0	3.69	0.0	30.94
AR	Lonsdale		MS	27.25	0.0	3.69	0.0	30.94
AR	Luxora		MS	27.25	0.0	3.69	0.0	30.94
AR	MACEDONIA		MS	27.25	0.0	3.69	0.0	30.94
AR	McGehee		MS	27.25	0.0	3.69	0.0	30.94
AR	McNeil		MS	27.25	0.0	3.69	0.0	30.94
AR	Moro		MS	27.25	0.0	3.69	0.0	30.94
AR	Mount Holly		MS	27.25	0.0	3.69	0.0	30.94
AR	Natural Dam		MS	27.25	0.0	3.69	0.0	30.94
AR	Newark		MS	27.25	0.0	3.69	0.0	30.94
AR	Norphlet		MS	27.25	0.0	3.69	0.0	30.94
AR	Parkin		MS	27.25	0.0	3.69	0.0	30.94
AR	Paron		MS	27.25	0.0	3.69	0.0	30.94
AR	Portland		MS	27.25	0.0	3.69	0.0	30.94
AR	Smackover		MS	27.25	0.0	3.69	0.0	30.94
AR	Stamps		MS	27.25	0.0	3.69	0.0	30.94

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<701>	Residential Local Service Charge Effective Date	1/1/2017
<702>	Single State-wide Residential Local Service Charge	

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State	**Exchange (ILEC)**	**SAC (CETC)**	**Rate Type**	**Residential Local Service Rate**	**State Subscriber Line Charge**	**State Universal Service Fee**	**Mandatory Extended Area Service Charge**	**Total per line Rates and Fees**
AR	Stephens		MS	27.25	0.0	3.69	0.0	30.94
AR	Strong		MS	27.25	0.0	3.69	0.0	30.94
AR	Turrell		MS	27.25	0.0	3.69	0.0	30.94
AR	Urbana		MS	27.25	0.0	3.69	0.0	30.94
AR	Village		MS	27.25	0.0	3.69	0.0	30.94
AR	Watson		MS	27.25	0.0	3.69	0.0	30.94
AR	Wilmar		MS	27.25	0.0	3.69	0.0	30.94
AR	Wilson		MS	27.25	0.0	3.69	0.0	30.94
AR	Arkadelphia		MS	27.25	0.0	3.69	0.0	30.94
AR	Ashdown		MS	27.25	0.0	3.69	0.0	30.94
AR	Batesville		MS	27.25	0.0	3.69	0.0	30.94
AR	Beebe		MS	27.25	0.0	3.69	0.0	30.94
AR	Blytheville		MS	27.25	0.0	3.69	0.0	30.94
AR	Camden		MS	27.25	0.0	3.69	0.0	30.94
AR	Eureka Springs		MS	27.25	0.0	3.69	0.0	30.94
AR	Forrest City		MS	27.25	0.0	3.69	0.0	30.94
AR	Hamburg		MS	27.25	0.0	3.69	0.0	30.94
AR	Heber Springs		MS	27.25	0.0	3.69	0.0	30.94
AR	Helena		MS	27.25	0.0	3.69	0.0	30.94
AR	Hope		MS	27.25	0.0	3.69	0.0	30.94
AR	Lake Village		MS	27.25	0.0	3.69	0.0	30.94

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State	**Exchange (ILEC)**	**SAC (CETC)**	**Rate Type**	**Residential Local Service Rate**	**State Subscriber Line Charge**	**State Universal Service Fee**	**Mandatory Extended Area Service Charge**	**Total per line Rates and Fees**
AR	Lonoke		MS	27.25	0.0	3.69	0.0	30.94
AR	Magnolia		MS	27.25	0.0	3.69	0.0	30.94
AR	Malvern		MS	27.25	0.0	3.69	0.0	30.94
AR	Marianna		MS	27.25	0.0	3.69	0.0	30.94
AR	Marion		MS	27.25	0.0	3.69	0.0	30.94
AR	Mena		MS	27.25	0.0	3.69	0.0	30.94
AR	Monticello		MS	27.25	0.0	3.69	0.0	30.94
AR	Morrilton		MS	27.25	0.0	3.69	0.0	30.94
AR	Nashville		MS	27.25	0.0	3.69	0.0	30.94
AR	Newport		MS	27.25	0.0	3.69	0.0	30.94
AR	Osceola		MS	27.25	0.0	3.69	0.0	30.94
AR	Paragould		MS	27.25	0.0	3.69	0.0	30.94
AR	Searcy		MS	27.25	0.0	3.69	0.0	30.94
AR	Van Buren		MS	27.25	0.0	3.69	0.0	30.94
AR	Walnut Ridge		MS	27.25	0.0	3.69	0.0	30.94
AR	Warren		MS	27.25	0.0	3.69	0.0	30.94
AR	West Memphis		MS	27.25	0.0	3.69	0.0	30.94
AR	Wynne		MS	27.25	0.0	3.69	0.0	30.94
AR	Benton		MS	27.25	0.0	3.69	0.0	30.94
AR	BENTONVILLE		MS	27.25	0.0	3.69	0.0	30.94
AR	Conway		MS	27.25	0.0	3.69	0.0	30.94

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

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

<010>	Study Area Code	405211
<015>	Study Area Name	SOUTHWESTERN BELL-AR
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Mary Henze
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024572028 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mh3376@att.com

<701>	Residential Local Service Charge Effective Date	1/1/2017
<702>	Single State-wide Residential Local Service Charge	

<703>

<a1>	<a2>	<a3>	<b1>	<b2>	<b3>	<b4>	<b5>	<c>
State	**Exchange (ILEC)**	**SAC (CETC)**	**Rate Type**	**Residential Local Service Rate**	**State Subscriber Line Charge**	**State Universal Service Fee**	**Mandatory Extended Area Service Charge**	**Total per line Rates and Fees**
AR	Fayetteville		MS	27.25	0.0	3.69	0.0	30.94
AR	Fort Smith		MS	27.25	0.0	3.69	0.0	30.94
AR	Hot Springs		MS	27.25	0.0	3.69	0.0	30.94
AR	Jonesboro		MS	27.25	0.0	3.69	0.0	30.94
AR	Pine Bluff		MS	27.25	0.0	3.69	0.0	30.94
AR	Rogers		MS	27.25	0.0	3.69	0.0	30.94
AR	Springdale		MS	27.25	0.0	3.69	0.0	30.94
AR	Ferndale		MS	27.25	0.0	3.69	0.0	30.94
AR	Little Rock		MS	27.25	0.0	3.69	0.0	30.94
AR	Scott		MS	27.25	0.0	3.69	0.0	30.94
AR	Wrightsville		MS	27.25	0.0	3.69	0.0	30.94

(710) Broadband Price Offerings
Data Collection Form

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

<010>	Study Area Code	405211
<015>	Study Area Name	SOUTHWESTERN BELL-AR
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Mary Henze
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024572028 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mh3376@att.com

<711>

<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>
State	**Exchange (ILEC)**	**Residential Rate**	**State Regulated Fees**	Total Rates and Fees	**Broadband Service - Download Speed (Mbps)**	Broadband Service -Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached {select}
AR	ALL	70.0	0.0	70.0	24.1	3.0	1000.0	Overage Charge
AR	ALL	80.0	0.0	80.0	45.1	6.0	1000.0	Overage Charge
AR	ALL	99.0	0.0	99.0	80.0	80.0	1000.0	Overage Charge
AR	ALL	119.0	0.0	119.0	500.0	500.0	999999	Other, unlimited

(800) Operating Companies
Data Collection Form

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

<010>	Study Area Code	405211
<015>	Study Area Name	SOUTHWESTERN BELL-AR
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Mary Henze
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024572028 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mh3376@att.com

<810>	Reporting Carrier	AT&T Arkansas
<811>	Holding Company	AT&T Inc.
<812>	Operating Company	BellSouth Telecommunications, LLC

<813>

<a1>	<a2>	<a3>
Affiliates	**SAC**	**Doing Business As Company or Brand Designation**
AT&T CORP	549004	AT&T Corp.
AT&T MOBILITY PUERTO RICO INC.	639005	AT&T Mobility
AT&T MOBILITY LLC	259908	AT&T Mobility
AT&T MOBILITY LLC	399015	AT&T Mobility
AT&T MOBILITY LLC	529910	AT&T Mobility
AT&T MOBILITY LLC	539010	AT&T Mobility
BELLSOUTH TELECOMMUNICATIONS, LLC	215191	AT&T Florida
BELLSOUTH TELECOMMUNICATIONS, LLC	225192	AT&T Georgia
BELLSOUTH TELECOMMUNICATIONS, LLC	235193	AT&T North Carolina
BELLSOUTH TELECOMMUNICATIONS, LLC	245194	AT&T South Carolina
BELLSOUTH TELECOMMUNICATIONS, LLC	255181	AT&T Alabama
BELLSOUTH TELECOMMUNICATIONS, LLC	265182	AT&T Kentucky
BELLSOUTH TELECOMMUNICATIONS, LLC	275183	AT&T Louisiana
BELLSOUTH TELECOMMUNICATIONS, LLC	285184	AT&T Mississippi
BELLSOUTH TELECOMMUNICATIONS, LLC	295185	AT&T Tennessee
ILLINOIS BELL TELEPHONE COMPANY	345070	AT&T Illinois
INDIANA BELL TELEPHONE COMPANY, INC.	325080	AT&T Indiana
MICHIGAN BELL TELEPHONE COMPANY	315090	AT&T Michigan
NEVADA BELL TELEPHONE COMPANY	555173	AT&T Nevada
NEW CINGULAR WIRELESS PCS, LLC	209012	AT&T Mobility
NEW CINGULAR WIRELESS PCS, LLC	269905	AT&T Mobility
NEW CINGULAR WIRELESS PCS, LLC	279010	AT&T Mobility
NEW CINGULAR WIRELESS PCS, LLC	289912	AT&T Mobility

(800) Operating Companies
Data Collection Form

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

<010>	Study Area Code	405211
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<810>	Reporting Carrier	AT&T Arkansas
<811>	Holding Company	AT&T Inc.
<812>	Operating Company	BellSouth Telecommunications, LLC

<813>

<a1>	<a2>	<a3>
Affiliates	**SAC**	**Doing Business As Company or Brand Designation**
NEW CINGULAR WIRELESS PCS, LLC	319026	AT&T Mobility
NEW CINGULAR WIRELESS PCS, LLC	389015	AT&T Mobility
NEW CINGULAR WIRELESS PCS, LLC	409004	AT&T Mobility
NEW CINGULAR WIRELESS PCS, LLC	449022	AT&T Mobility
NEW CINGULAR WIRELESS PCS, LLC	479006	AT&T Mobility
NEW CINGULAR WIRELESS PCS, LLC	619004	AT&T Mobility
PACIFIC BELL TELEPHONE COMPANY	545170	AT&T California
SOUTHWESTERN BELL TELEPHONE COMPANY	405211	AT&T Arkansas
SOUTHWESTERN BELL TELEPHONE COMPANY	415214	AT&T Kansas
SOUTHWESTERN BELL TELEPHONE COMPANY	425213	AT&T Missouri
SOUTHWESTERN BELL TELEPHONE COMPANY	435215	AT&T Oklahoma
SOUTHWESTERN BELL TELEPHONE COMPANY	445216	AT&T Texas
THE OHIO BELL TELEPHONE COMPANY	305150	AT&T Ohio
WISCONSIN BELL, INC.	335220	AT&T Wisconsin

Line 510 – Description of Compliance with Service Quality and Consumer Protection

AT&T has established methods and procedures that are designed to facilitate compliance with applicable service quality standards and consumer protection rules. In the event that a service quality or consumer protection issue arises, AT&T works with appropriate government entities and/or customers to resolve the issue consistent with AT&T's obligations.

AT&T has implemented Customer Proprietary Network Information and Truth-in-Billing procedures in accordance with the Commission's requirements. AT&T also makes available the rates, terms and conditions of its service offerings through service guides, guidebooks and, where applicable, tariffs, which consumers can access through AT&T's website (*available at* http://www.att.com/gen/public-affairs?pid=11970). Among other things, these documents clearly explain the terms of service, including dispute resolution procedures and billing and payment requirements. Consumers are able to contact AT&T with questions or concerns through a toll-free number or online. Also, AT&T advertises its services using media of general distribution and these advertisements are clear and contain appropriate disclosures. Lastly, AT&T has a company-wide privacy policy that describes how AT&T collects, uses and protects its customer's information (*available at* http://about.att.com/sites/privacy_policy).

Line 610 – Descriptive Document for Functionality in Emergency Situations

Section 54.313(a) (6) of the Commission's rules requires an Eligible Telecommunication Carrier (ETC) to certify an ability to function in emergency situations as set forth in Section 54.202(a)(2) of the Commission's rules. The standards set forth in Section 54.202(a)(2) include having a reasonable amount of back-up power to ensure functionality without an external power source, having an ability to reroute traffic around damaged facilities, and having a capability to manage traffic spikes resulting from emergency situations.

All AT&T ILEC central offices are equipped with battery backup equipment. Offices with dedicated standby generators are equipped with sufficient battery capacity to run for approximately four hours without power; offices with access to portable generators have sufficient battery capacity to operate for approximately eight hours without power. The fuel tanks supporting the standby generators are typically sized to supply enough fuel, at three-quarters full fuel capacity, for approximately one to three (or more) days runtime (the continuous operation of the engine alternator set at 100% [full] load).

Each major element of the AT&T network (IP, TDM voice, cellular, etc.) is under the oversight of a Technology Reliability Center (TRC) that manages and controls the network's operation. Technology Reliability Centers are located throughout the United States and are responsible for:

- Proactive 7x24 surveillance of network elements (fault management)
- Progress and event notification to Customer Care Centers
- Asset management (including spare equipment availability)
- Logical configuration management
- Network upgrades and change management
- Direction of the maintenance activities of business partners (including the network field operations force and capacity management).

The AT&T Global Technology Operations Center (GTOC) provides the command and control functions for the TRC organization and serves as the central point of contact for all network and application related traffic and incident management across all of AT&T. The GTOC proactively manages the data and voice traffic flowing across AT&T's domestic and global networks twenty-four hours a day, seven days a week. This proactive network management ensures maximum traffic flow by preventing, minimizing, and/or controlling disruptions to network elements and applications, and impacts to customers. It also performs storm impact reporting to ensure service impacts due to storms are mitigated as rapidly as possible and is prepared to respond to security intrusion related events and finally administers Change Restrictions to reduce risk of change caused disruptions proactively for special events and reactively for emergency conditions.

The GTOC's 3P (Preventive, Predictive, Pro-Active) process collects, identifies, and evaluates the consolidated network view of any high-risk network vulnerabilities to determine if there is a need to develop a mitigation response plan for the network.

- This process is used for National Special Security Events (NSSEs), political conventions, the Olympics, high profile sporting events, and hurricane/storm preparations.
- The mitigation plan is developed to minimize network service affecting incidents with the activation of a managed restoration plan.

- In addition to ensuring a response plan for any adverse events, the team also reviews and addresses issues such as capacity, infrastructure, and physical reliability.

AT&T emergency response teams have extensive experience in planning for and responding to a wide variety of situations, including hurricanes, floods, power outages, earthquakes and man-made disasters. We have a variety of specialist "First Strike" teams with responders that work to restore the AT&T network as quickly and safely as possible. Our Network Disaster Recovery (NDR) program allows a rapid and predictable response to the loss of an entire network office. The program includes specially trained managers, engineers and technicians from across the company, as well as a fleet of more than 320 technology recovery trailers and support vehicles that house the same equipment and components as our data-routing or voice-switching centers. The NDR process and capability has been tested in field exercises several times a year since 1992.

The AT&T Technology Operations Business Continuity Team manages business continuity risks across AT&T's Network and IT technologies and organizations. The scope includes the development and maintenance of business continuity plans and emergency procedures consistent with industry best practices. Our plans are designed to get processes, applications and personnel back to a Business-As-Usual (BAU) state as quickly and safely as possible. The planning process includes incorporating improvement opportunities from previous events into future response activities.

AT&T's Technology Operations Emergency Management Center manages processes, procedures, resources, and teams in response to disasters. This includes up-front prevention and mitigation efforts, as well as executing comprehensive emergency response and recovery plans in the event of a disaster or crisis:

- Business Continuity – development, maintenance, and emergency procedures consistent with industry best practices.
- Disaster Recovery – planning, testing and actual recovery of critical network infrastructure and critical IT infrastructure and applications.

In 2015, AT&T became the first telecom sector company to become certified under the new international Business Continuity Management standard (ISO 22301) for the Voluntary Private Sector Preparedness Program (PS-PrepTM). AT&T received its original certification for PS-Prep in 2012. The new ISO standard is the logical successor to the previous standard and became the accepted Business Continuity Management standard worldwide. PS-PrepTM is a partnership between the Department of Homeland Security and the private sector enabling private businesses to demonstrate their capabilities for planning for, responding to, and recovering from disasters and other emergencies.

Based on the foregoing, the reporting carrier certifies it is able to function in emergency situations as set forth in Section 54.202(a)(2).

405211AR1010

Voice Services Rate Comparability Compliance

AT&T's fixed voice service rates for each exchange included in this Form 481 filing, as displayed on Line 703c of the attached Line 700 form, are below the FCC's 2017 $49.51 reasonable comparability benchmark for basic residential voice service. ***See Wireline Competition Bureau Announces Results of 2017 Urban Rate Survey for Fixed Voice and Broadband Services,*** **WC Docket No. 10-90, DA 17-167 (rel. February 14, 2017).**

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Broadband Service Rate Comparability Compliance

AT&T has at least one broadband service offering, as displayed on the attached Line 1000 form, that is priced at or below the FCC's 2017 reasonable comparability benchmark for broadband service. See, for example, AT&T's 24.1 Mbps download speed, 3 Mbps upload speed, with 1000 GB monthly usage allowance that is priced at $70, which is below the FCC's reasonable comparability benchmark of $89.90 for that service. *See Wireline Competition Bureau Announces Results of 2017 Urban Rate Survey for Fixed Voice and Broadband Services*, WC Docket No. 10-90, DA 17-167 (rel. February 14, 2017).

Template for Reporting Community Ancho

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