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June 15, 2016

PUBLIC REFERENCE COPY

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VIA ELECTRONIC FILING

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, S.W., Room TW-A306
Washington, D.C. 20554

Re: ETC Annual Reports and Certifications, WC Docket No. 14-58

Dear Secretary Dortch:

On behalf of Carolina West Wireless, Inc. (SAC 239004) (“Carolina West”), please find attached a redacted public version of Carolina West’s FCC Form 481 Carrier Annual Report, filed pursuant to Sections 54.313 and 54.422 of the Commission’s Rules (“Form 481 Report”), for Program Year 2017. The Form 481 Report has been submitted to the Universal Service Administrative Company through its E-File System, and was successfully certified on June 15, 2016. The attached Form 481 Report has been marked “**REDACTED – FOR PUBLIC INSPECTION.**”

Carolina West is also submitting to the Commission, under separate cover, a confidential version of the Form 481 Report. The confidential version is marked “**CONFIDENTIAL – NOT FOR PUBLIC INSPECTION.**”

Marlene H. Dortch
Secretary
Federal Communications Commission
June 15, 2016
Page 2

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Please contact the undersigned if any questions arise concerning the above-referenced enclosures or if you require any additional information.

Sincerely,

A handwritten signature in blue ink, appearing to read "John Cimko", is written over a horizontal line.

David A. LaFuria
Steven M. Chernoff
John Cimko

Attorneys for:
Carolina West Wireless, Inc.

Attachment

<010> Study Area Code	239004
<015> Study Area Name	CAROLINA WEST WIRELESS, INC.
<020> Program Year	2017
<030> Contact Name: Person USAC should contact with questions about this data	Thad Southers
<035> Contact Telephone Number: Number of the person identified in data line <030>	3369735000 ext.
<039> Contact Email Address: Email of the person identified in data line <030>	thads@carolinawest.com
Form Type	54.313 and 54.422

(300) Unfulfilled Service Request
Data Collection Form

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

<010> Study Area Code	239004
<015> Study Area Name	CAROLINA WEST WIRELESS, INC.
<020> Program Year	2017
<030> Contact Name - Person USAC should contact regarding this data	Thad Southers
<035> Contact Telephone Number - Number of person identified in data line <030>	3369735000 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	thads@carolinawest.com

<300> Unfulfilled service request (voice)

<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband)

<330> Detail on attempts (broadband)

Name of Attached Document

<p>(400) Number of Complaints per 1,000 customers Data Collection Form</p>	<p>FCC Form 481 OMB Control No. 3050-0986/OMB Control No. 3050-0819 July 2013</p>
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<010>	Study Area Code	233006
<015>	Study Area Name	CAROLINA WEST WIRELESS, LLC
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	TRAB Southern
<035>	Contact Telephone Number - Number of person identified in data line <030>	3347325000 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	.thead@caro.lawwest.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 both fixed and mobile voice

<410> Complaints per 1000 customers for fixed voice 0.0

<420> Complaints per 1000 customers for mobile voice 0.0

<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.

<440> Complaints per 1000 customers for fixed broadband

<450> Complaints per 1000 customers for mobile broadband

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

FCC Form 483
OMB Control No. 3060-0985/OMB Control No. 3050-0819
July 2013

<010>	Study Area Code	239004
<015>	Study Area Name	CAROLINA WEST WIRELESS, INC.
<020>	Program Year	2013
<030>	Contact Name - Person USAC should contact regarding this data	Thad Souchers
<035>	Contact Telephone Number - Number of person identified in data line <030>	3369735000 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	thead@carolwestwireless.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	239004NC510.pdf

(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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<010> Study Area Code	239004
<015> Study Area Name	CAROLINA WIRE WIRELESS, INC.
<020> Program Year	2013
<030> Contact Name - Person USAC should contact regarding this data	Thad Bouriers
<035> Contact Telephone Number - Number of person identified in data line <030>	3369735000 ext. 1
<039> Contact Email Address - Email Address of person identified in data line <030>	thad@carolinawire.com
<600> Certify compliance regarding ability to function in emergency situations	Yes
<610> Descriptive document for Functionality In Emergency Situations	239004NC610.pdf

(1000) Voice and Broadband Service Rate Comparability Data Collection Form	FCC Form 481
	OMB Control No. 3060-0086/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	239004
<015>	Study Area Name	CAROLINA WEST WIRELESS, INC.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Thad Southers
<035>	Contact Telephone Number - Number of person identified in data line <030>	3369735000 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	thads@carolinawest.com

<1000> Voice services rate comparability certification Not Applicable

<1010> Attach detailed description for voice services rate comparability compliance

Name of Attached Document

<1020> Broadband comparability certification

<1030> Attach detailed description for broadband comparability compliance

Name of Attached Document

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

FCC Form 431
OMB Control No. 3060-0936/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	239004
<015>	Study Area Name	CAROLINA WEST WIRELESS, INC.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Thad Souther
<035>	Contact Telephone Number - Number of person identified in data line <030>	3369735000 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	thads@carolinawest.com

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

<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	239004
<015> Study Area Name	CAROLINA WEST WIRELESS, INC.
<020> Program Year	2017
<030> Contact Name - Person USAC should contact regarding this data	Thad Southers
<035> Contact Telephone Number - Number of person identified in data line <030>	3369735900 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	thads@carolinavest.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans



Name of Attached Document

<1220> Link to Public Website

HTTP <https://www.carolinavest.com/lifeline-phone-service/>

"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.

(2000) 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	239004
<015> Study Area Name	CAROLINA WEST WIRELESS, INC.
<020> Program Year	2017
<030> Contact Name - Person USAC should contact regarding this data	Thad Southern
<035> Contact Telephone Number - Number of person identified in data line <030>	3369735000 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	thads@carolinavest.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

- <2010> 2nd Year Certification 47 CFR § 54.313(b)(1)(i) - Note that for the July 1 2016 certification, this applies to Round 2 recipients of Incremental Support
- <2011> 3rd Year Certification 47 CFR § 54.313(b)(1)(ii) - Note that for the July 1 2016 certification, this applies to Round 1 recipients of Incremental Support
- <2022> Recipient certifies, representing year two 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.
- <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 two - 54.313(b)(2)(ii). Round 2 recipients only.
- <2024A> Round 2 Recipient of Incremental Support?
- <2024B> Attach list of census blocks indicating where funding was spent in year two - 54.313(b)(2)(ii). Round 2 recipients only. Name of Attached Document Listing Required Information
- <2025A> Round 1 or Round 2 Recipient of Incremental Support?
- <2025B> Attach geocoded Information for Phase I milestone reports (Round 1 for year three and Round 2 for year two) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13- Name of Attached Document Listing Required Information
- <2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)

(2000) Price Cap Carrier Additional Documentation (Continued)

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

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

<2017A> Connect America Fund Phase II recipient?

<2017B> Attach information for Phase II - 54.313(e)(1) - list of geocoded locations already meeting the 54.309 public interest obligations at the end of calendar year 2015 and total amount of Phase II support, if any, the price

Name of Attached Document Listing Required Information

cap carrier used for capital expenditures in 2015.

<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)(2)(ii)

Name of Attached Document Listing Required Information

<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)(2)(v)

<2020> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 40% of its supported locations in the state on December 31, 2017 - 54.313(e)(3)

<2021> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 60% of its supported locations in the state on December 31, 2018 - 54.313(e)(4)

<2026> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 80% of its supported locations in the state on December 31, 2019 - 54.313(e)(5)

<2027> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 100% of its supported locations in the state on December 31, 2020 - 54.313(e)(6)

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

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

<010>	Study Area Code	239004
<015>	Study Area Name	CAROLINA WEST WIRELESS, INC.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Thad Southers
<035>	Contact Telephone Number - Number of person identified in data line <030>	3369735000 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	thads@carolinawest.com

Complete the items below to note compliance with 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). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009) Progress Report on 5 Year Plan
Carrier certifies to 54.313(f)(1)(iii)

(3010A) Milestone Certification {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) 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) 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) for Balance Sheet, Income Statement and Statement of Cash Flows

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

REDACTED - FOR PUBLIC INSPECTION

(3045) Rate Of Return Carrier Additional Documentation (Continued)

FCC Form 481

Data Collection Form

UMS Control No. 2013-07-06/UMR Control No. 303-0214

July 2013

<010> Study Area Code	239004
<015> Study Area Name	CAROLINA WEST WIRELESS, INC.
<020> Program Year	2017
<030> Contact Name - Person USAC should contact regarding this data	Thad Southern
<035> Contact Telephone Number - Number of person identified in data line <030>	3369735000 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	thads@carolinawest.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

(4005) Rural Broadband Experiment Additional Documentation
Data Collection Form

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

<010>	Study Area Code	21904
<015>	Study Area Name	CAROLINA WIRELESS, INC.
<020>	Program Year	2013
<030>	Contact Name - Person USAC should contact regarding this data	Brad Southern
<035>	Contact Telephone Number - Number of person identified in data line <030>	336 975 650 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bsouthern@carolinawireless.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 _____

REDACTED - FOR PUBLIC INSPECTION

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	239004
<015> Study Area Name	CAROLINA WEST WIRELESS, INC.
<020> Program Year	2017
<030> Contact Name - Person USAC should contact regarding this data	Thad Souther
<035> Contact Telephone Number - Number of person identified in data line <030>	3369735000 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	thads@carolinawest.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:	
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.	

REDACTED - FOR PUBLIC INSPECTION

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	239004
<015> Study Area Name	CAROLINA WEST WIRELESS, INC.
<020> Program Year	2017
<030> Contact Name - Person USAC should contact regarding this data	Thad Southera
<035> Contact Telephone Number - Number of person identified in data line <030>	3369735000 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	thads@carolinawest.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) <u>Lukas, Nace, Gutierrez & Sachs, LLP</u> 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:	Lukas, Nace, Gutierrez & Sachs, LLP
Name of Reporting Carrier:	CAROLINA WEST WIRELESS, INC.
Signature of Authorized Officer:	CERTIFIED ONLINE Date: 06/15/2016
Printed name of Authorized Officer:	Thad Southera
Title or position of Authorized Officer:	CFO
Telephone number of Authorized Officer:	3369735090 ext.
Study Area Code of Reporting Carrier:	239004 Filing Due Date for this form: 07/01/2016
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:	CAROLINA WEST WIRELESS, INC.
Name of Authorized Agent Firm:	Lukas, Nace, Gutierrez & Sachs, LLP
Signature of Authorized Agent or Employee of Agent:	CERTIFIED ONLINE Date: 06/15/2016
Name of Authorized Agent Employee:	John Cimko
Title or position of Authorized Agent or Employee of Agent:	Attorney
Telephone number of Authorized Agent or Employee of Agent:	7035848686 ext.
Study Area Code of Reporting Carrier:	239004 Filing Due Date for this form: 07/01/2016
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

REDACTED – FOR PUBLIC INSPECTION

**Carolina West Wireless, Inc.
SAC 239004
FCC Form 481 (Program Year 2017)
Line 112 – Service Quality Improvement Reporting**

**Carolina West Wireless, Inc.
SAC 239004
Form 481 (Program Year 2017)
Section 112 – Service Quality Improvement Reporting**

Carolina West Wireless, Inc. (“Carolina West”), is not required to submit a progress report update for Program Year 2017 (based on information for Calendar Year 2015), relating to its provision of voice services, because Carolina West is beyond the fifth year of the five-year plan it filed with the Commission, in accordance with Section 54.202(a)(1)(ii) of the Commission’s Rules, 47 C.F.R. § 54.202(a)(1)(ii), on September 29, 2006.

REDACTED – FOR PUBLIC INSPECTION

**Carolina West Wireless, Inc.
SAC 239004
FCC Form 481 (Program Year 2017)
Line 510 – Service Quality Standards and
Consumer Protection Rules**

Carolina West Wireless, Inc.

SAC 239004

Form 481 (Program Year 2017)

Line 510 – Service Quality Standards and Consumer Protection Rules Compliance

Carolina West Wireless, Inc. (“Carolina West”), follows service quality and consumer protection practices, in connection with its provision of voice services and broadband services, that ensure that Carolina West:

- (1) Discloses rates and terms of its voice services and broadband services to customers.
- (2) Makes available maps showing where voice services and broadband services are generally available.
- (3) Provides contract terms to customers and confirms changes in voice service or broadband service.
- (4) Allows a trial period for new voice service and broadband service.
- (5) In advertising of prices for voice services or broadband services, provides specific disclosures of material charges and conditions related to the advertised prices and services.
- (6) Separately identifies carrier charges from taxes on billing statements.
- (7) Provides customers the right to terminate voice service or broadband service for changes to contract terms.
- (8) Provides ready access to customer service.
- (9) Promptly responds to consumer inquiries and complaints received from government agencies.
- (10) Abides by policies for protection of consumer privacy.
- (11) Provides consumers with free notifications for voice, data, and messaging usage.

- (12) Abides by standards regarding the ability of customers, former customers, and individual owners of eligible devices to unlock phones and tablets that are locked by or at the direction of Carolina West.

These service quality and consumer protection practice categories are the same as those included in the CTIA[®] Consumer Code for Wireless Service (“CTIA Code” or “Code”) as currently in effect.¹

¹ Carolina West is a member of CTIA, and its service quality and consumer protection practices are in compliance with the voluntary guidelines established in the CTIA Code, to the extent the guidelines are applicable to Carolina West’s services and operations. Carolina West notes that, although paragraph (11) of the Code covers international roaming services, as well as voice, data, and messaging usage, Carolina West does not provide international roaming services. The CTIA Code can be viewed on the CTIA website at <http://www.ctia.org/policy-initiatives/voluntary-guidelines/consumer-code-for-wireless-service> (accessed May 29, 2016). The Code adopts “principles, disclosures and practices for wireless service, including voice, messaging and data services for postpaid or prepaid consumers.” *Id.*

REDACTED – FOR PUBLIC INSPECTION

**Carolina West Wireless, Inc.
SAC 239004
FCC Form 481 (Program Year 2017)
Line 610 – Network Functionality in Emergency Situations**

**THIS EXHIBIT IS WITHHELD FROM THE PUBLIC COPY
AS THE FILER HAS REQUESTED CONFIDENTIAL TREATMENT**

REDACTED – FOR PUBLIC INSPECTION

**Carolina West Wireless, Inc.
SAC 239004
FCC Form 481 (Program Year 2017)
Line 703 – Price Offerings Including Voice Rate Data**

REDACTED – FOR PUBLIC INSPECTION

**Carolina West Wireless, Inc.
SAC 239004
FCC Form 481 (Program Year 2017)
Line 813 – Operating Companies**

**THIS EXHIBIT IS WITHHELD FROM THE PUBLIC COPY
AS THE FILER HAS REQUESTED CONFIDENTIAL TREATMENT**