

Before the
Federal Communications Commission
Washington D.C. 20554

In the Matter Of)
)
Section 63.71 Application of)
)
Windstream Alabama, LLC)
Windstream Arkansas, LLC)
Windstream Florida, LLC)
Windstream Georgia, LLC)
Windstream Georgia Communications, LLC)
Georgia Windstream, LLC)
Windstream Georgia Telephone, LLC)
Windstream Standard, LLC)
Windstream Accucomm, LLC)
Windstream Iowa Communications, LLC)
Windstream Montezuma, LLC)
Windstream Kentucky East, LLC)
Windstream Kentucky West, LLC)
Windstream Lakedale, Inc.)
Windstream Mississippi, LLC)
Windstream Missouri, LLC)
Windstream Nebraska, Inc.)
Windstream New York, Inc.)
Windstream North Carolina, LLC)
Windstream Concord Telephone, LLC)
Windstream Lexcom Communications, LLC)
Windstream Ohio, LLC)
Windstream Western Reserve, LLC)
Windstream Oklahoma, LLC)
Oklahoma Windstream, LLC)
Windstream Pennsylvania, LLC)
Windstream D&E, Inc.)
Windstream Conestoga, Inc.)
Windstream Buffalo Valley, Inc.)
Windstream South Carolina, LLC)
Windstream Texas, LLC)
Windstream Sugar Land, LLC)
Valor Telecommunications of Texas, LLC)
)
For Authority Pursuant to Section 214 of)
the Communications Act of 1934, As Amended,)
to Discontinue the Provision of Service)
)

WC Docket No. 16-194

AMENDED SECTION 63.71 APPLICATION OF WINDSTREAM SERVICES, LLC

On May 27, 2016, Windstream Services, LLC on behalf of its incumbent local exchange carrier affiliates Windstream Alabama, LLC, Windstream Arkansas, LLC, Windstream Florida, LLC, Windstream Georgia, LLC, Windstream Georgia Communications, LLC, Georgia Windstream, LLC, Windstream Georgia Telephone, LLC, Windstream Standard, LLC, Windstream Accucomm, LLC, Windstream Iowa Communications, LLC, Windstream Montezuma, LLC, Windstream Kentucky East, LLC, Windstream Kentucky West, LLC, Windstream Lakedale, Inc., Windstream Mississippi, LLC, Windstream Missouri, LLC, Windstream Nebraska, Inc., Windstream New York, Inc., Windstream North Carolina, LLC, Windstream Concord Telephone, LLC, Windstream Lexcom Communications, LLC, Windstream Ohio, LLC, Windstream Western Reserve, LLC, Windstream Oklahoma, LLC, Oklahoma Windstream, LLC, Windstream Pennsylvania, LLC, Windstream D&E, Inc., Windstream Conestoga, Inc., Windstream Buffalo Valley, Inc., Windstream South Carolina, LLC, Windstream Texas, LLC, Windstream Sugar Land, LLC, Valor Telecommunications of Texas, LLC (collectively “Windstream”), pursuant to Section 214 of the Communications Act of 1934, as amended, 47 U.S.C. §214, and Section 63.71 of the Federal Communications Commission’s (“Commission”) rules, 47 C.F.R. §63.71, filed an Application to discontinue the provision of operator assisted calls requesting Bill to a Third Number, Busy Line Verify, Busy Line Interrupt, Collect Calling, and Person to Person (“Services”) in the states of Alabama, Arkansas, Florida, Georgia, Iowa, Kentucky, Minnesota, Mississippi, Missouri, Nebraska, New Mexico, New York, North Carolina, Ohio, Oklahoma, Pennsylvania, South Carolina and Texas. Windstream hereby files this

amended application to address the following: (1) remove Windstream Kentucky, LLC as an ILEC affiliate; (2) notify the Commission that the affected customers have been noticed of the discontinuance; (3) clarify that for customers receiving notice as a bill message on their bill, the address is provided in a different page of the bill; and (4) the notice provided in the customer bill inadvertently omitted the state of New York.

Windstream is providing a corrected notice to affected customers in New York. In support of this amended Application, Windstream submits the following information:

1. Information listed in 47 C.F.R. § 63.71(a)(1)-(4) (47 C.F.R. § 63.71(b)(2)):

a. Name and Address of Carrier (47 C.F.R. § 63.71(a)(1)-(4), (b)(2)):

Windstream Alabama, LLC
Windstream Arkansas, LLC
Windstream Florida, LLC
Windstream Georgia, LLC
Windstream Georgia Communications, LLC
Georgia Windstream, LLC
Windstream Georgia Telephone, LLC
Windstream Standard, LLC
Windstream Accucomm, LLC
Windstream Iowa Communications, LLC
Windstream Montezuma, LLC
Windstream Kentucky East, LLC
Windstream Kentucky West, LLC
Windstream Lakedale, Inc.
Windstream Mississippi, LLC
Windstream Missouri, LLC
Windstream Nebraska, Inc.
Windstream New York, Inc.
Windstream North Carolina, LLC
Windstream Concord Telephone, LLC
Windstream Lexcom Communications, LLC
Windstream Ohio, LLC
Windstream Western Reserve, LLC
Windstream Oklahoma, LLC
Oklahoma Windstream, LLC
Windstream Pennsylvania, LLC

Windstream D&E, Inc.
Windstream Conestoga, Inc.
Windstream Buffalo Valley, Inc.
Windstream South Carolina, LLC
Windstream Texas, LLC
Windstream Sugar Land, LLC
Valor Telecommunications of Texas, LLC

4001 North Rodney Parham Rd.
Little Rock, AR 72212

b. Date of Planned Discontinuance (47 C.F.R. § 63.71(a)(2), (b)(2)):

Windstream plans to discontinue service on or after August 16, 2016.

c. Point of Geographic Areas of Service Affected (47 C.F.R. § 63.71(a)(3), (b)(2)):

Service will be discontinued in the states of Alabama, Arkansas, Florida, Georgia, Iowa, Kentucky, Minnesota, Mississippi, Missouri, Nebraska, New Mexico, New York, North Carolina, Ohio, Oklahoma, Pennsylvania, South Carolina and Texas (“Affected States”).

d. Brief Description of the Type of Service to be Affected (47 C.F.R. § 63.71(a)(4), (b)(2)):

The Services include operator assisted calls requesting Bill to a Third Number, Busy Line Verify, Busy Line Interrupt, Collect Calling, and Person to Person.

2. Brief Description of the Dates and Methods of Notice to All Affected Customers (47 C.F.R. § 63.71 (b)(3)):

Beginning with its May 16th bill cycle and concluding with its June 13th bill cycle, Windstream provided notice to all affected customers of the planned discontinuance in the customer’s bill. A copy of such notice is attached hereto as Attachment 1, which is compliant with, among other things, Section 63.71(a)(5) of the Commission’s rules, 47

C.F.R. § 63.71(a)(5). However, Windstream's address was located in a different page from the page that included the notice. In addition, Windstream inadvertently omitted the state of New York from the notice included in the customers' bills. As a result, on June 17, 2016, Windstream mailed affected customers located in New York a notice that included New York as an affected state. A copy of such notice is attached hereto as Attachment 2.

3. Regulatory Classification of Carrier (47 C.F.R. § 63.71 (a)(4)):

Windstream is a dominant carrier with respect to the Services that it proposes to discontinue.

4. Service:

In accordance with Section 63.71(a)(1) of the Commission's rules, 47 C.F.R. § 63.71(a)(1), Windstream submitted a copy of the Application by First Class U.S. Mail to the public utilities commissions and governors of the Affected States and also to the Secretary of Defense (at the address given in 47 C.F.R. § 63.71(a)).

5. Additional Questions Regarding This Application May be Addressed to the Undersigned.

6. Circumstances of Discontinuance.

Windstream provides the Services a la carte therefore the number of customers varies each month, but approximately 55 customers in the Affected States used the Services. Windstream resells the Services from AT&T, which is discontinuing the

availability of these Services due to low demand and has agreed to extend service to August 16, 2016.¹

These customers will not be unduly harmed because they are being provided ample notice of the discontinuance and customers have comparable options at comparable rates from other providers serving the Affected States.

7. Conclusion

Windstream believes that the proposed discontinuance is reasonable and necessary. As outlined herein, Windstream will take reasonable steps, to the extent that is able, to assure that the discontinuance of this service is not unduly disruptive to the present or future public convenience and necessity. Accordingly, Windstream respectfully requests that the Commission permit it to discontinue the provision of Services in the Affected States pursuant to Section 63.71.

Respectfully Submitted,



Cesar Caballero
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(501) 748-7142
cesar.caballero@windstream.com

June 17, 2016

¹ See Section 63.71 Application of AT&T Services, Inc., filed with the Commission on January 6, 2016.

Attachment 1

Customer Notice

Upcoming changes to Operator Service

Attention customers, on or after August 1, 2016, operator assisted calls requesting Bill to a Third Number, Busy Line Verify, Busy Line Interrupt, Collect Calling, and Person to Person will no longer be available in the following states: Alabama, Arkansas, Florida, Georgia, Iowa, Kentucky, Minnesota, Mississippi, Missouri, Nebraska, New Mexico, North Carolina, Ohio, Oklahoma, Pennsylvania, South Carolina, Texas . We apologize for any inconvenience this may cause you, all other operator and directory assistance services will remain unchanged.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the § 63.71 Application of Windstream Services, LLC. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service.

Attachment 2

New York Customer Notice

Windstream Services, LLC
4001 N. Rodney Parham Rd.
Little Rock, AR 72212

June 9, 2016

<Justin Sample>
<123 Main Street
<Anytown, USA 12345>
<|||||>

IMPORTANT: UPCOMING CHANGES TO OPERATOR SERVICES

Dear Valued Customer,

On or after August 1, 2016, operator assisted calls requesting Bill to a Third Number, Busy Line Verify, Busy Line Interrupt, Collect Calling, and Person to Person will no longer be available in the following states: Alabama, Arkansas, Florida, Georgia, Iowa, Kentucky, Minnesota, Mississippi, Missouri, Nebraska, New Mexico, New York, North Carolina, Ohio, Oklahoma, Pennsylvania, South Carolina, and Texas. We apologize for any inconvenience this may cause you. All other operator and directory assistance services will remain unchanged.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the § 63.71 Application of Windstream Services, LLC. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service.

Customer service is the foundation of our business. Please do not hesitate to contact us at 1-800-880-4570 (**residential customers**) or 800-843-9214 (**business customers**) if you should have any questions or concerns. We appreciate your business and thank you for being a valued customer.

Sincerely,

Windstream Customer Care