FEDERAL COMMUNICATIONS COMMISSION

WASHINGTON, DC 20554

In the matter of Annual Certification	**)**	
of Federal Universal Service Funding	**)**	**WC Docket 09-197**
for Eligible Telecommunications	**)**	
Carriers in Virginia	**)**	

VIRGINIA PCS ALLIANCE, L.C. AND RICHMOND 20 MHz, LLC (NTELOS)

ANNUAL CERTIFICATION REGARDING USE OF FEDERAL UNIVERAL SERVICE SUPPORT

In the above captioned docket, the Commission ordered Virginia Eligible Telecommunications Carriers (ETCs) to file by October 1st of each year certain data regarding the use of Federal Universal Service Fund (USF) support. The USF/ICC Transformation Order released on November 18, 2011, FCC Docket 11-161, changed this filing date to April 1st effective as of 2012. This was further clarified in the Clarification Order released February 3, 2012 in FCC Docket DA 12-147. Virginia PCS Alliance and Richmond 20MHz (d.b.a. "NTELOS"), hereby submit the information requested by the Commission and also certifies that the use of Universal Service funding is for the purposes intended.

1) Certify that ETC will use universal service funds received in 2013 only for the provision, maintenance and upgrading of facilities and services for which such support is intended;

Included as Exhibit A is the Affidavit of Robert L. McAvoy certifying the use of the federal high cost support that will be received by NTELOS in 2013.

2) Certify that ETC's basic rates in rural areas of the Commonwealth of Virginia served by non-rural incumbent local exchange carriers are reasonably comparable to urban rates;

NTELOS certifies that its basic rates in rural areas of the Commonwealth of Virginia are reasonably comparable to urban rates. Also included in Exhibit A is the urban rate benchmark study data for NTELOS, showing how NTELOS' basic rates compare to the urban rate benchmark of $36.52. Note that this is the urban rate benchmark released in

2008. The 2009 through 2012 figures had not been released as of the date this filing was made. Also included in Exhibit A are brochures outlining the company's price offerings for various rate plans.

3) Provide progress reports on the ETC's five-year service quality improvement plan, detailing progress towards meetings its plan targets; an explanation of how much universal service support was received and how the support was used to improve signal quality, coverage, or capacity; and an explanation regarding any network improvement targets that have not been fulfilled. The information should be submitted at the wire center level;

Attached as Exhibit B is the NTELOS five-year plan demonstrating the use of universal service support received for ETC designated areas in Virginia. The plan also demonstrates the 2011 spend by wire center which was funded in part by the disbursement of funds received for 2011 high-cost universal service support in the amount of $567,458 for the Commonwealth of Virginia. Also provided as Exhibit B are five maps which show an overlay of the NTELOS coverage area with the NTELOS ETC service area. The first map displays the entire state of Virginia and the subsequent maps illustrate the Hampton Roads area, Metro Richmond, western Virginia's northern region and western Virginia's southern region, respectively.

4) Provide detailed information on any outage lasting at least 30 minutes, for any service area in which an ETC is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect at least ten percent of the end users served in a designated service area, or that potentially affect a 911 special facility. Annual report must include: (1) the date and time of onset of the outage; (2) a brief description of the outage and its resolution; (3) the particular services affected; (4) the geographic areas affected by the outage; (5) the steps taken to prevent a similar situation in the future; and (6) the number of customers affected;

Attached as Exhibit C is the Outage Report of NTELOS for 2011 with the data requested.

5) Detail the number of requests for service from potential customers within its service areas that were unfulfilled for the past year. The ETC must also detail how it attempted to provide service to those potential customers;

NTELOS had no unfulfilled service requests in its service areas in 2011.

6) Detail the number of complaints per 1,000 handsets or lines;

For 2011, NTELOS had an average of 15.42 trouble tickets on a monthly basis per 1,000 customers.

7) Certify that the ETC is complying with applicable service quality standards and consumer protection rules, e.g., the CTIA Consumer Code for Wireless Service;

NTELOS certifies that it is in compliance with applicable service quality standards and consumer protection rules, e.g., the CTIA Consumer Code for Wireless Service.

8) Certify that the ETC is able to function in emergency situations;

NTELOS certifies that it is able to function in emergency situations. NTELOS has a Disaster Preparedness Plan that thoroughly outlines the processes and procedures setup to handle any emergency situation that may arise. The Plan covers the steps in place to mitigate risks, prepare for potential emergency situations, respond to emergencies, and recover from any damage as a result of the emergency. Such steps defined for minimizing risk and preparing for emergencies include defining roles and responsibilities in an emergency situation, assessing potential threats and vulnerabilities, developing emergency checklists, conducting annual disaster training, designing an Emergency Operations Center for use in case of an emergency, power loss planning and creating notification procedures. The response and recovery plan includes defining members of teams needed to handle the situation, describing their roles in an emergency as well as maintaining event logs to record information pertaining to the disaster.

9) Certify that the ETC is offering local usage plans comparable to those offered by the incumbent local exchange carrier (LEC) in the relevant service areas;

NTELOS certifies that it offers local usage plans comparable to those offered by the incumbent local exchange carrier (LEC) in the relevant service areas. NTELOS' calling area is larger than the local calling scope provided by the incumbent wireline company. Calling features such as caller ID, voicemail and call waiting are all standard services included with the calling plans.

10) Certify that ETC acknowledges that the Commission may require it to provide equal access to long distance carriers in the event that no other eligible telecommunications carrier is providing equal access within the service area.

NTELOS certifies that it acknowledges that it may be required to provide equal access if no other ETC in the designated service area is providing equal access.

11) Provide the Study Area Code (SAC), whether the filer is a Rural Carrier and/or a Non-Rural Carrier, and whether the filer is an Incumbent or a Competitive Carrier.

The Study Area Code (SAC) for NTELOS is 199008. NTELOS is a Non-Rural, Competitive carrier.

EXHIBIT A

AFFIDAVIT

AFFIDAVIT OF ROBERT L. MCAVOY IN SUPPORT
OF *VIRGINIA PCS ALLIANCE, L.C.'s AND RICHMOND 20 MHz, LLC's*
USE OF FEDERAL UNIVERSAL SERVICE SUPPORT

STATE OF VIRGINIA

CITY OF WAYNESBORO

I, *Robert L. McAvoy,* declare as follows:

1.) I am employed by *NTELOS Inc.* as its *Senior Vice President – Wireless.* I am an officer of *Virginia PCS Alliance, L.C. and Richmond 20 MHZ LLC* and am authorized to give this affidavit on its behalf.

2.) Under 47 C.F.R. [§ 54.313/§ 54.314], the Commission is required to submit an annual certification to the Federal Communications Commission ("FCC") and the Universal Service Administrative Company ("USAC"), certifying that rural and non-rural incumbent local exchange carriers and/or eligible telecommunications carriers serving lines in the service area of a rural and non-rural incumbent local exchange carrier within the Commonwealth of Virginia will use federal high-cost universal service support in a manner consistent with section 254(e) of the Telecommunications Act of 1996 (the "Act"), 47 U.S.C. § 254(e). Absent such certification, such carriers will not receive universal service support. In order for carriers to receive federal support beginning January 1 of each year, the Commission's certification must be filed with the FCC and USAC by October 1 of the preceding year.

3.) *NTELOS Inc.* hereby certifies that the federal high-cost universal service support *Virginia PCS Alliance, L.C. and Richmond 20 MHz LLC* will receive in *2013* will be used for the services and functionalities outlined in 47 C.F.R. § 54.101(a), and that it will only use the federal high-cost support it receives for the provision,

maintenance and upgrading of facilities and services for which such support is intended, consistent with section 254(e) of the Act. NTELOS operates under Study Area Code (SAC) 199008 and is a Non-Rural, Competitive carrier.

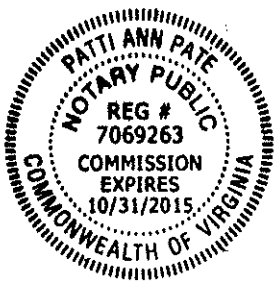
4.) Also, pursuant to 47 C.F.R. §54.316, the Commission is required to certify to the FCC and USAC that NTELOS' basic rates in rural areas of the Commonwealth of Virginia served by non-rural incumbent local exchange carriers are reasonably comparable to urban rates in order that NTELOS can receive universal service support in *2013*. NTELOS' basic rates in rural areas are comparable to the FCC's current urban rate benchmark of $36.52. Note that this is the urban rate benchmark released in 2008 as the 2009 through 2012 figures had not been released as of the date of this filing.

FURTHER AFFIANT SAYETH NOT.

Robert L. McAvoy

Robert L. McAvoy
Senior Vice President – Wireless
NTELOS Inc.

Subscribed and sworn to before me this 23rd day of March, 2012



Patti Ann Pate
Notary Public

My commission expires: 31 October, 2015

Comparison of Virginia PCS Alliance and Richmond 20MHz LLC ("NTELOS") Rates in Rural Wire Centers to National Urban Rate Benchmark – Virginia

Charge or Credit	Plan Amount
Monthly Line Charge- 100 anytime minutes package	$19.99
Monthly Average Usage	$0.99
Regulatory Cost Recovery Fee *	$4.18
Wireless E-911 Fee	$0.75
Subtotal	$25.91
Federal Excise Tax	$0.00
TOTAL	$25.91
National Urban Rate Benchmark – 2008 figure**	$36.52
Amount below the Benchmark	$10.61

*The Regulatory Cost Recovery Fee is comprised of two elements. The first is a $1.66 charge relating to the recovery of government mandated regulatory programs including Wireless Number Portability and Universal Service Programs ($0.98) for all customers. The second is a $2.52 charge that is assessed for Sales Tax Surcharge, GPS service fee and an Interconnect fee.

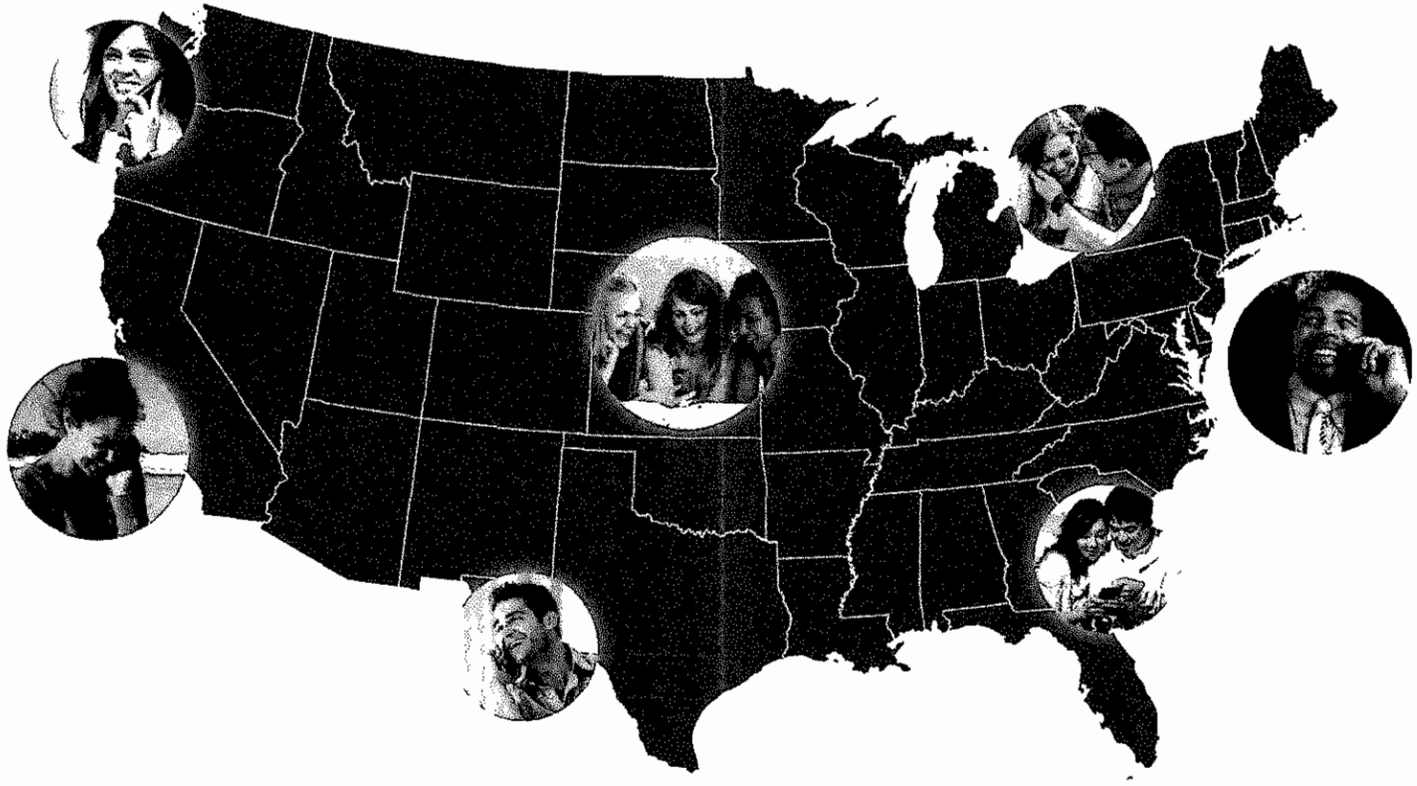
**The 2009 through 2012 National Urban Rate Benchmark had not been released as of the date this filing was made so the 2008 figure was used for the calculation.

WHY CHOOSE nTelos?

What's the difference between our nationwide plans and those of our competitors? With nTelos Wireless you'll save hundreds of dollars a year. Finding the nationwide plan that's right for you is as easy as talking to an nTelos representative. So get started today with HIGH-SPEED, DEPENDABLE NATIONWIDE COVERAGE.

WE GUARANTEE YOU'LL BE SATISFIED.

We're so confident you'll be satisfied with our high-speed wireless network and nationwide coverage that we'll give you 30 days to try it, and if you're not 100% satisfied, we'll refund your money. NO QUESTIONS ASKED. Just one more way nTelos is bringing everyone and everything a little closer together.



nTelos Wireless provides **dependable nationwide coverage**, a **fast data network**, and

NATION PLANS

INDIVIDUAL NATION

ANYTIME MINUTES NO ROAMING CHARGES	TALK	TALK, TEXT & PICS	TALK, TEXT, PICS & WEB	TALK, TEXT, PICS & SMARTPHONE WEB
600 PLUS 2 MY WORLD NUMBERS	$39.99	▶ $49.98	$59.97	$79.97
1000 PLUS 5 MY WORLD NUMBERS	$59.99	$69.98	$79.97	$99.97
1600 PLUS 10 MY WORLD NUMBERS	$79.99	$89.98	$99.97	$119.97
2200 PLUS 20 MY WORLD NUMBERS	$99.99	$109.98	$119.97	$139.97

FAMILY NATION (PRICE FOR 2 LINES)

750	$59.98	$79.97	$99.96	$139.95
1000 PLUS 5 MY WORLD NUMBERS	$69.98	▶ $89.97	$109.96	$149.95
1600 PLUS 10 MY WORLD NUMBERS	$89.98	$109.97	$129.96	$169.95
2200 PLUS 20 MY WORLD NUMBERS	$109.98	$129.97	$149.96	$189.95
ADDITIONAL LINES ADD UP TO 5 LINES	$9.99	$9.99	$9.99	$39.98

- **no roaming charges**
- **nights starting at 7pm**
- **includes MY WORLD unlimited calling circles**
- **no long-distance charges**
- **includes unlimited nights and weekends**
- **includes unlimited mobile-to-mobile**

nTelos Wireless has always offered you the best value on nationwide plans. Now that value is better than ever, because we're including our MY WORLD unlimited calling circles FREE. With MY WORLD, you get unlimited calling between you and the 2 to 20 numbers you call the most, on any network, even landlines! Plus, our nation plans still give you the most daytime minutes for your money!

And now you can keep your family connected reliably and affordably. The more you share, the more you save.

- **add a line for just $9.99**

UNLIMITED NATION PLANS

OFF-NETWORK ROAMING IS 45¢ PER MINUTE

INDIVIDUAL UNLIMITED NATION

ANYTIME MINUTES	TALK	TALK, TEXT & PICS	TALK, TEXT, PICS & WEB	TALK, TEXT, PICS & SMARTPHONE WEB
UNLIMITED	$59.99	$69.99	$79.99	$89.99

FAMILY UNLIMITED NATION (PRICE FOR 2 LINES)

UNLIMITED	$99.98	$119.98	$129.98	$149.98	$99.98
ADDITIONAL LINES ADD UP TO 5 LINES	$39.99	$49.99	$49.99	$59.99	$29.99

FOR A LIMITED TIME

▶ GREAT VALUE!

- **unlimited talk**
- **high-speed, dependable nationwide coverage**
- **no long-distance charges**

Use your phone however, wherever, whenever you want. Our unlimited nation plans provide high-speed, dependable nationwide coverage so you'll be able to text, talk and use mobile web and email at will.

And now, you can share the freedom of unlimited calling with your entire family.

- **save up to $30 on additional unlimited lines**

way cool

2 smartphones, 1 plan

As though your Smartphone wasn't cool enough, now when you pay just $99.98 per month for your Smartphone plan you get two Smartphone lines and everything they encompass under one plan. That's right, now you get unlimited talk, text, pics and can even surf the web for one low price. Talk about a way cool plan.

unlimited nationwide smartphone plan

Unlimited	Talk, Text, Pics & Smartphone Web
FAMILY Price for 2 lines	$99.98 per month
additional lines Add up to 7 lines	$29.99 per month

Some restrictions apply. See sales associate for details.

high-speed **dependable nationwide coverage**

nteloswireless.com | 1.888.427.8858

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EXHIBIT B

NTELOS FIVE-YEAR BUILD PLAN INCLUDING 2011 FUND USE AND COVERAGE MAPS

VIRGINIA PCS ALLIANCE - 5-YEAR BUILDOUT PLAN IN VIRGINIA

CLLI	Wire Center	2011 Actuals	2012 Signal Quality	2012 Capacity	2012 Coverage	2013 Signal Quality	2013 Capacity	2013 Coverage	2014 Signal Quality	2014 Capacity	2014 Coverage	2015 Signal Quality	2015 Capacity	2015 Coverage	2016 Signal Quality	2016 Capacity	2016 Coverage
AMHRVAXA	AMHERST	$530,179	$0	$37,524	$264,232	$0	$35,256	$193,278	$0	$33,756	$192,642	$0	$32,538	$192,120	$0	$31,260	$191,574
APMTVAXA	APPOMATTOX	$251,970	$0	$31,270	$256,300	$0	$29,380	$185,505	$0	$28,130	$184,975	$0	$27,115	$184,540	$0	$26,050	$184,085
BCHNVABH	BUCHANAN	$182,606	$0	$25,016	$131,568	$0	$23,504	$130,932	$0	$22,504	$130,508	$0	$21,692	$130,160	$0	$20,840	$129,796
BDFRVABD	BEDFORD	$493,176	$0	$50,032	$345,616	$0	$47,008	$274,344	$0	$45,008	$273,496	$0	$43,384	$272,800	$0	$41,680	$272,072
BEVLVABV	BERRYVILLE	$36,114	$0	$6,254	$26,652	$0	$5,876	$26,493	$0	$5,626	$26,387	$0	$5,423	$26,300	$0	$5,210	$26,209
BRWRVAXA	BRIDGEWTR	$48,714	$0	$6,254	$36,012	$0	$5,876	$234,253	$0	$11,252	$71,494	$0	$10,846	$71,320	$0	$10,420	$71,138
BRWYVAXA	BROADWAY	$143,101	$0	$18,762	$104,916	$0	$17,628	$104,439	$0	$16,878	$104,121	$0	$16,269	$103,860	$0	$15,630	$103,587
CHHMVACH	CHATHAM	$151,503	$0	$18,762	$178,036	$0	$17,628	$107,559	$0	$16,878	$107,241	$0	$16,269	$106,980	$0	$15,630	$106,707
CRTDVAXA	CRITTENDEN	$114,927	$0	$9,375	$166,311	$0	$8,883	$162,771	$0	$8,577	$160,557	$0	$8,199	$157,839	$0	$7,956	$156,072
DBLNVADU	DUBLIN	$114,228	$0	$12,508	$84,504	$0	$11,752	$84,186	$0	$11,252	$83,974	$0	$10,846	$83,800	$0	$10,420	$83,618
DSPAVAXA	DISPUTANTA	$41,421	$0	$3,125	$58,629	$0	$2,961	$57,449	$0	$2,859	$56,711	$0	$2,733	$55,805	$0	$2,652	$55,216
DSWLVAXA	DOSWELL	$37,221	$0	$3,125	$54,309	$0	$2,961	$53,129	$0	$2,859	$52,391	$0	$2,733	$51,485	$0	$2,652	$50,896
EDOMVAXA	EDOM	$40,314	$0	$6,254	$29,772	$0	$5,876	$29,613	$0	$5,626	$29,507	$0	$5,423	$29,420	$0	$5,210	$29,329
EKTNVAXA	ELKTON	$44,514	$0	$6,254	$32,892	$0	$5,876	$32,733	$0	$5,626	$32,627	$0	$5,423	$32,540	$0	$5,210	$32,449
FKLNVAXB	FRANKLIN	$41,109	$0	$3,125	$58,317	$0	$2,961	$57,137	$0	$2,859	$267,621	$0	$5,466	$115,306	$0	$5,304	$114,128
GLCSVAXA	GLOUCESTER	$73,818	$0	$6,250	$107,994	$0	$5,922	$105,634	$0	$5,718	$936,242	$0	$16,398	$315,990	$0	$15,912	$312,456
GNWDVAGW	GREENWOOD	$156,995	$0	$12,508	$81,384	$0	$11,752	$81,066	$0	$11,252	$80,854	$0	$10,846	$80,680	$0	$10,420	$80,498
GRTSVAXA	GROTTOES	$141,942	$0	$18,762	$104,916	$0	$17,628	$104,439	$0	$16,878	$104,121	$0	$16,269	$103,860	$0	$15,630	$103,587
HAYSVAXA	HAYES	$73,818	$0	$6,250	$107,994	$0	$5,922	$105,634	$0	$5,718	$104,158	$0	$5,466	$102,346	$0	$5,304	$101,168
HRBGVAXA	HARRISONBG	$482,940	$0	$62,540	$392,000	$0	$58,760	$556,930	$0	$61,886	$396,337	$0	$59,653	$395,380	$0	$57,310	$394,379
IVORVAXA	IVOR	$28,509	$0	$3,125	$45,357	$0	$2,961	$44,177	$0	$2,859	$43,439	$0	$2,733	$42,533	$0	$2,652	$41,944
LDYSVAXA	LADYSMITH	$158,752	$0	$12,500	$225,876	$0	$11,844	$221,156	$0	$11,436	$218,204	$0	$10,932	$664,866	$0	$15,912	$478,874
LVTNVALN	LOVINGSTON	$709,287	$0	$56,286	$286,668	$0	$52,884	$285,237	$0	$50,634	$284,283	$0	$48,807	$283,500	$0	$46,890	$282,681
MDSNVAMA	MADISON	$89,028	$0	$12,508	$65,784	$0	$11,752	$65,466	$0	$11,252	$65,254	$0	$10,846	$65,080	$0	$10,420	$64,898
MGVLVAXA	MCGAHEYSVL	$222,570	$0	$31,270	$164,460	$0	$29,380	$163,665	$0	$28,130	$163,135	$0	$27,115	$162,700	$0	$26,050	$162,245
MNKNVAMN	MANAKIN	$115,863	$0	$9,375	$167,247	$0	$8,883	$163,707	$0	$8,577	$991,885	$0	$19,131	$369,035	$0	$18,564	$364,912
NRWSVANA	NARROWS	$84,828	$0	$12,508	$62,664	$0	$11,752	$62,346	$0	$11,252	$62,134	$0	$10,846	$61,960	$0	$10,420	$61,778
PNRVVAPR	PINEY RIVER	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
PWHTVAPW	POWHATAN	$153,084	$0	$12,500	$221,556	$0	$11,844	$216,836	$0	$11,436	$628,000	$0	$16,398	$313,230	$0	$15,912	$639,412
RPHNVAXA	RAPHINE	$127,842	$0	$12,508	$125,744	$0	$11,752	$90,426	$0	$11,252	$90,214	$0	$10,846	$90,040	$0	$10,420	$89,858
SMFDVAXA	SMITHFIELD	$156,036	$0	$12,500	$224,628	$0	$11,844	$219,908	$0	$11,436	$428,178	$0	$13,665	$498,132	$0	$15,912	$320,784
SNMTVASM	STONE MT	$251,140	$0	$31,270	$183,180	$0	$29,380	$182,385	$0	$28,130	$181,855	$0	$27,115	$181,420	$0	$26,050	$180,965
STCKVAXA	STONYCREEK	$94,863	$0	$9,375	$145,647	$0	$8,883	$142,107	$0	$8,577	$139,893	$0	$8,199	$137,175	$0	$7,956	$135,408
STCYVASC	STEPHENSCY	$144,456	$0	$25,016	$106,608	$0	$23,504	$105,972	$0	$22,504	$105,548	$0	$21,692	$105,200	$0	$20,840	$104,836
STDRVASD	STUARTS DRAFT	$341,453	$0	$25,016	$169,008	$0	$23,504	$168,372	$0	$22,504	$167,948	$0	$21,692	$167,600	$0	$20,840	$167,236
STTNVAVE	STAUNTON	$236,838	$0	$25,016	$147,168	$0	$23,504	$146,532	$0	$22,504	$146,108	$0	$21,692	$145,760	$0	$20,840	$145,396
TOANVATO	TOANO	$204,562	$0	$15,625	$270,297	$0	$14,805	$264,397	$0	$14,295	$260,707	$0	$13,665	$256,177	$0	$13,260	$253,232
WKFDVAXA	WAKEFIELD	$41,109	$0	$3,125	$58,317	$0	$2,961	$57,137	$0	$2,859	$56,399	$0	$2,733	$55,493	$0	$2,652	$54,904
WNDSVAXA	WINDSOR	$73,818	$0	$6,250	$107,994	$0	$5,922	$105,634	$0	$5,718	$104,158	$0	$5,466	$102,346	$0	$5,304	$101,168
WNTRVAWG	LOVINGSTON	$94,308	$0	$12,508	$68,904	$0	$11,752	$68,586	$0	$11,252	$68,374	$0	$10,846	$68,200	$0	$10,420	$68,018
WVRLVAWV	WAVERLY	$41,109	$0	$3,125	$58,317	$0	$2,961	$57,137	$0	$2,859	$56,399	$0	$2,733	$55,493	$0	$2,652	$54,904
WYCVVAXA	WEYERSCAVE	$66,703	$0	$6,254	$45,372	$0	$5,876	$243,613	$0	$11,252	$80,854	$0	$10,846	$80,680	$0	$10,420	$80,498
DYTNVAXA	DAYTON	$48,714	$0	$6,254	$36,012	$0	$5,876	$35,853	$0	$5,626	$35,747	$0	$5,423	$35,660	$0	$5,210	$35,569
KZTWVAXA	KEEZLETOWN	$0	$0	$0	$0	$0	$0	$396,800	$0	$11,252	$71,494	$0	$10,846	$71,320	$0	$10,420	$71,138
	Column Totals	$6,685,482	$0	$687,864	$5,609,162	$0	$647,234	$6,194,973	$0	$648,738	$7,846,174	$0	$657,258	$6,626,131	$0	$640,989	$6,519,151
	Yearly Totals				$6,297,026			$6,842,207			$8,494,912			$7,283,389			$7,160,140

Notes

1 - 2012 new coverage sites are budgeted and we are currently targeting activation by end of year.

2 - New sites beyond 2012 have not yet been approved

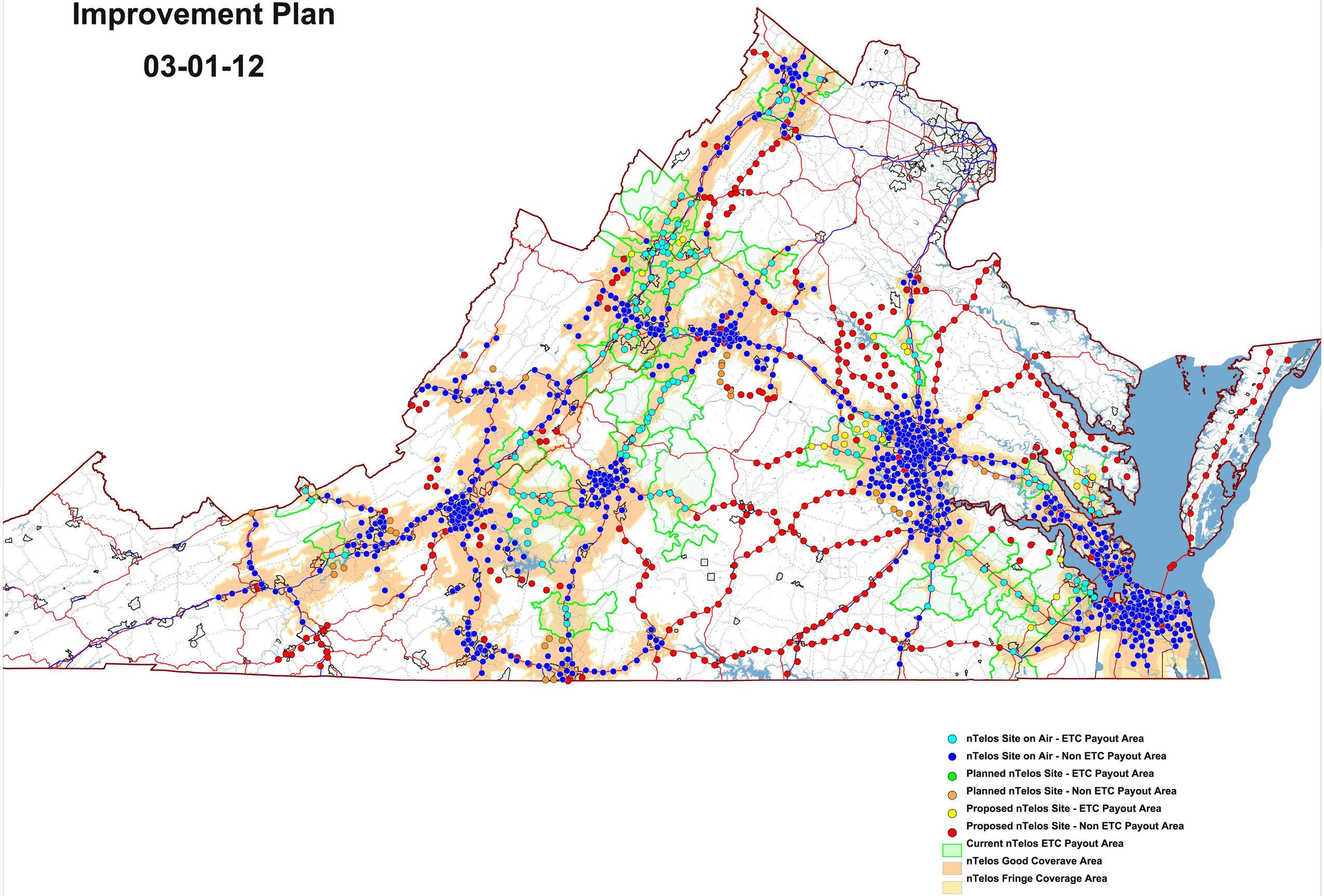
3 - Capacity dollars are estimates based on the need for additional channel cards and carriers. In reality dollars will probably shift between years and markets (for example, we may spend more in 2012 in the Madison wire center than our estimate but less in Powhatan and vice-versa in 2013).

4 - All capacity dollars are estimates and will vary based on actual usage and subscriber growth.

5 - 2014-2016 totals are dependent on 2012 growth and can/will fluctuate based on projects completed in 2013 or pushed to future years.

nTelos 5 Year Quality Improvement Plan

03-01-12



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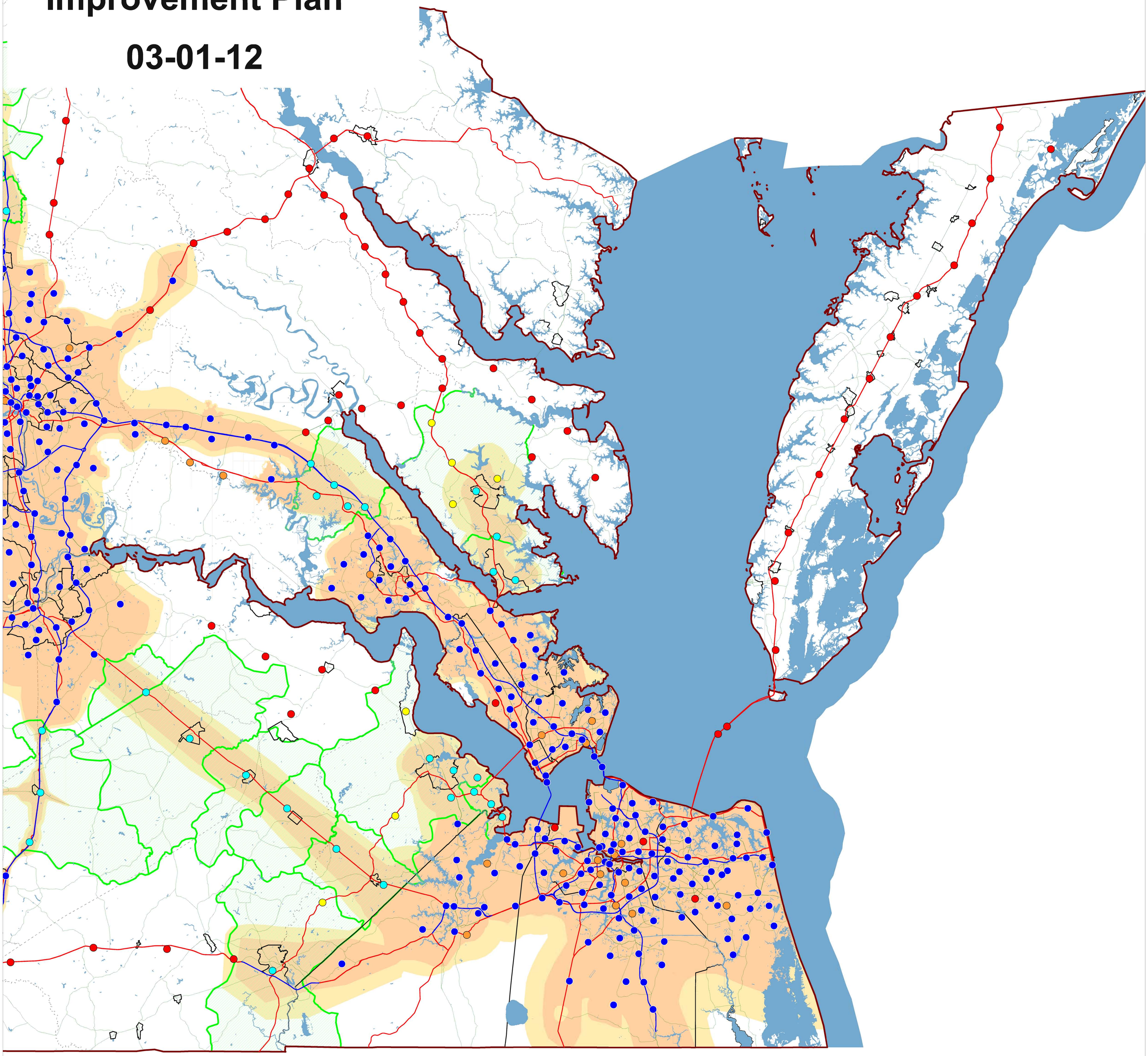

- nTelos Site on Air - ETC Payout Area
- nTelos Site on Air - Non ETC Payout Area
- Planned nTelos Site - ETC Payout Area
- Planned nTelos Site - Non ETC Payout Area
- Proposed nTelos Site - ETC Payout Area
- Proposed nTelos Site - Non ETC Payout Area
- Current nTelos ETC Payout Area
- nTelos Good Coverave Area
- nTelos Fringe Coverage Area

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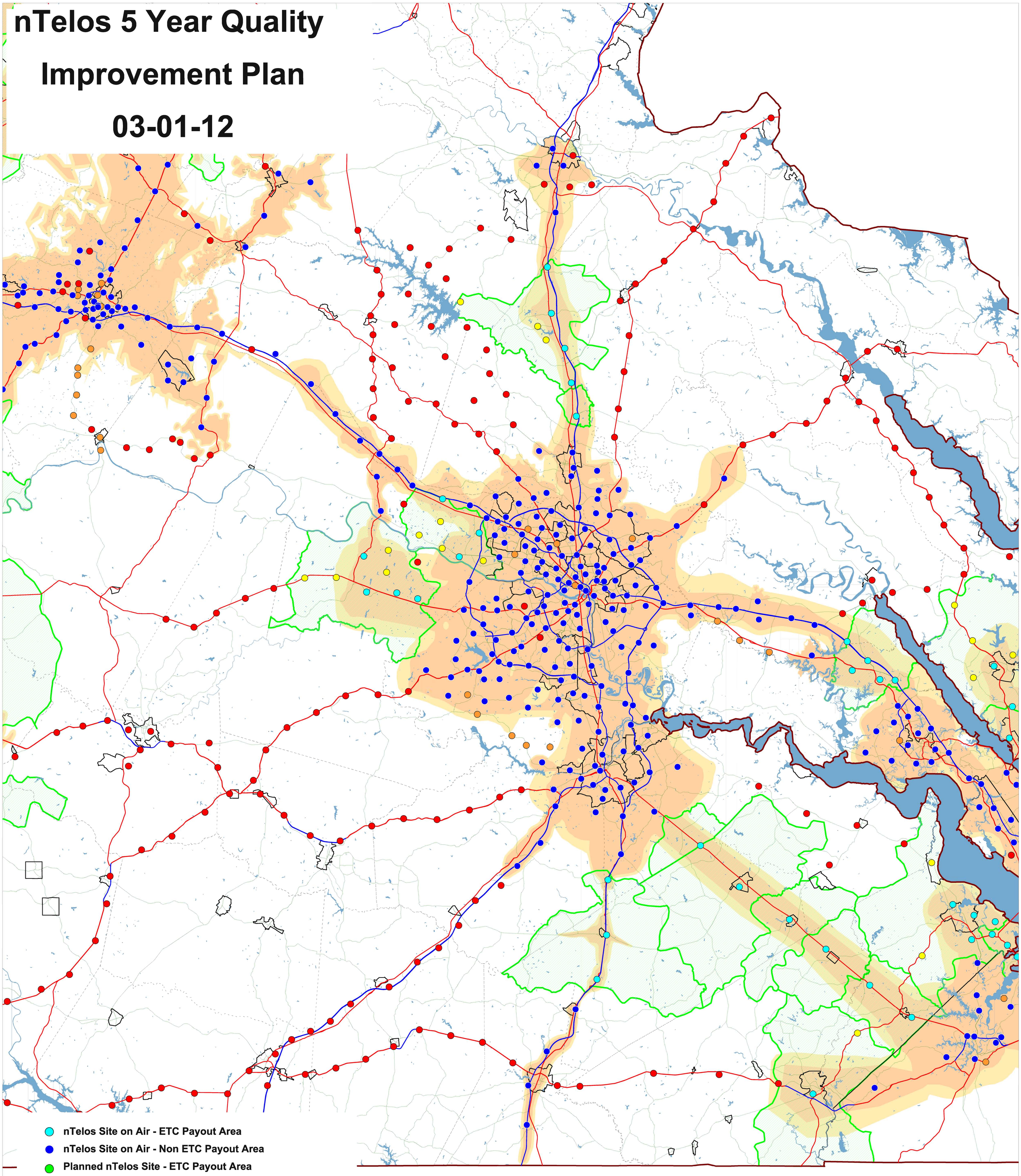

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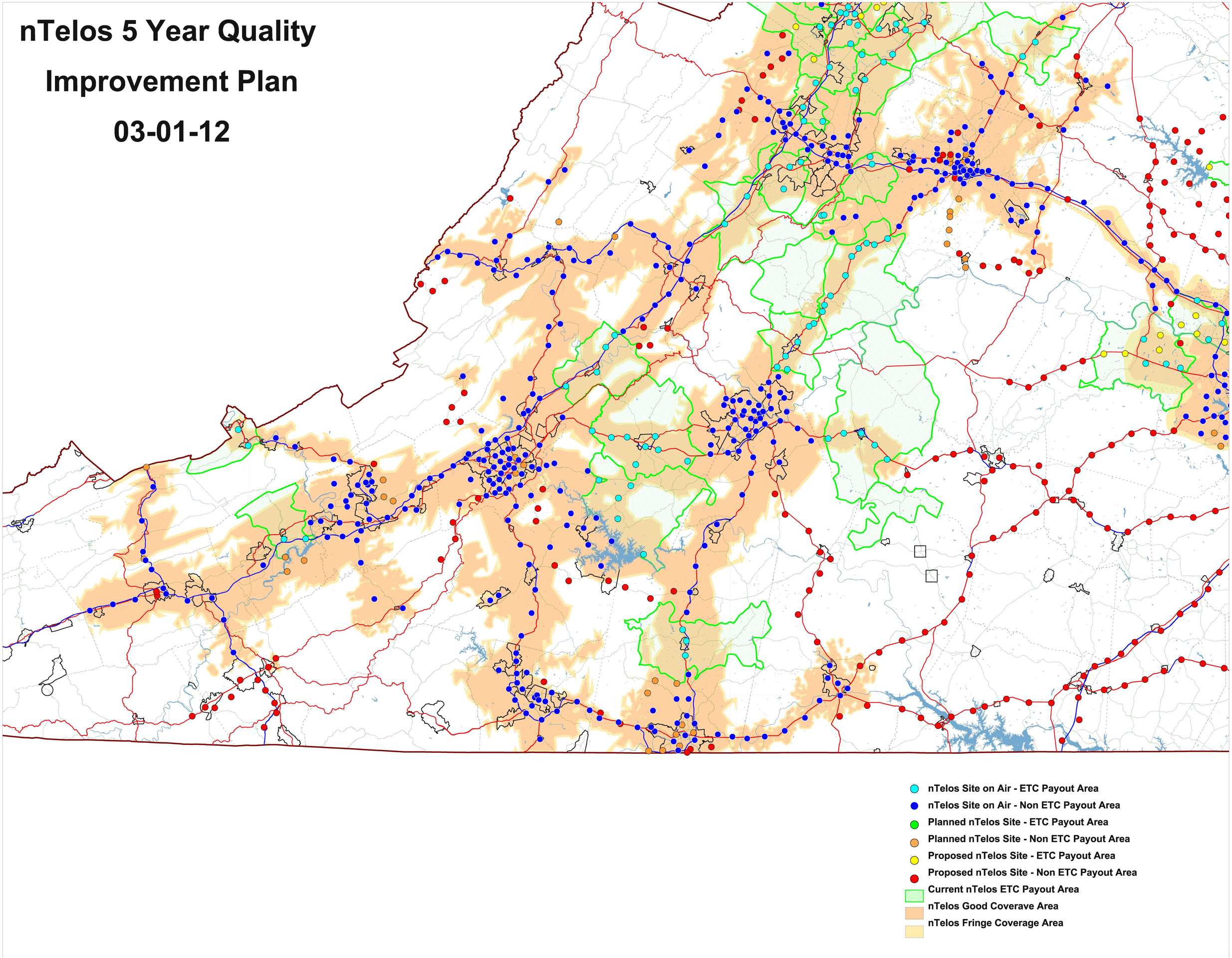

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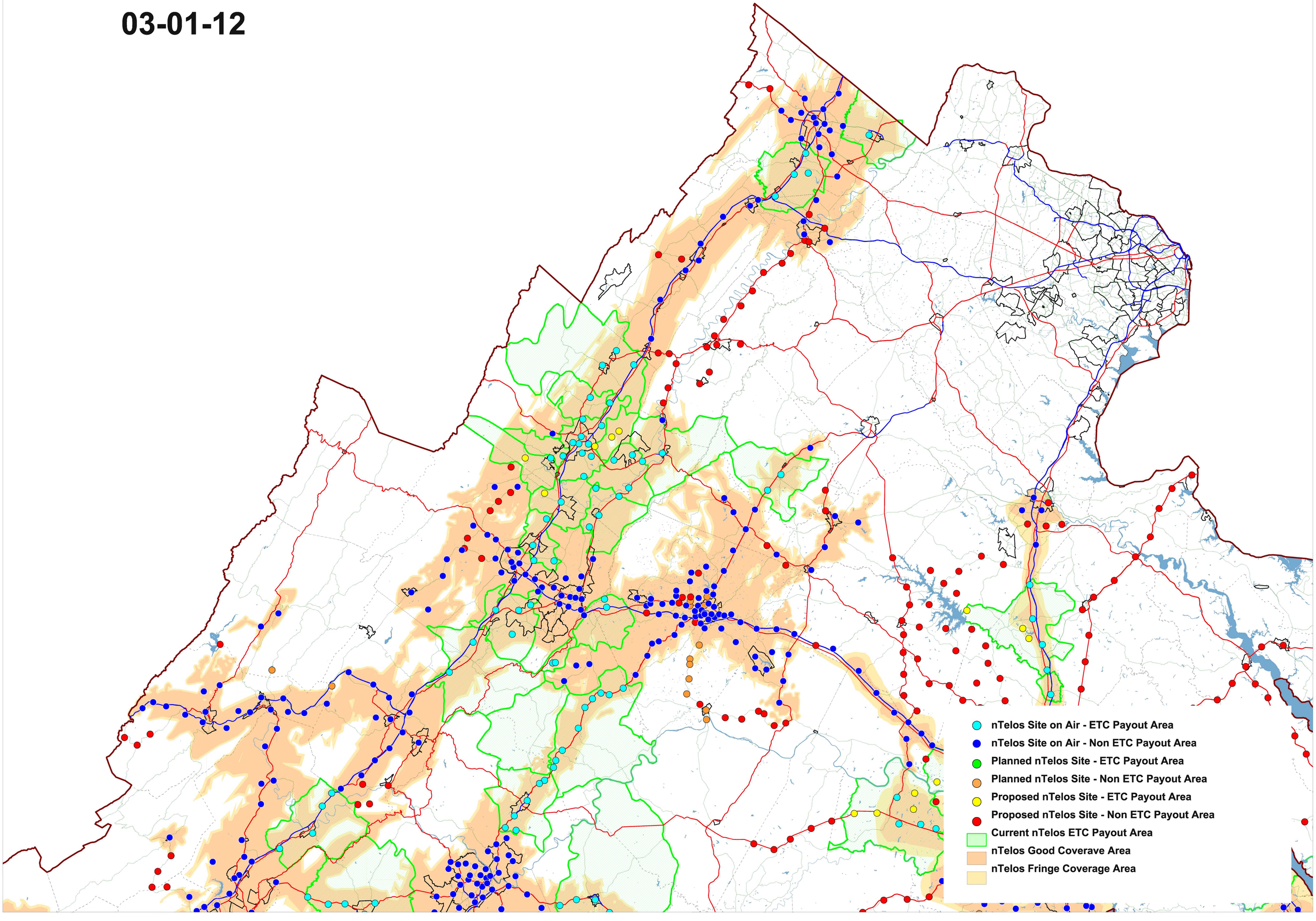

EXHIBIT C

NTELOS MAJOR OUTAGE REPORT

Date	Time Start	Time End	Duration	Geographic area	Element	Event	Impact	Root Cause/ Resolution	Trouble Tickets[1]	Customers potentially affected[2]
01/19/11	5:00 PM	9:00 PM	4 hrs	Norfolk, VA BTA	BTS--Ethernet Backhaul	COX Communications provides ethernet backhaul to core sites in the Norfolk BTA, and they failed to adequately manage their traffic. As a result of a congested link, BFD sessions were bouncing	The daily dropped call rate for the NTELOS Wireless network in the city of Norfolk increased by 157% on 1/19/11. Service was unstable in the City of Norfolk as core sites served by Ethernet backhaul suffered traffic congested.	COX Communications ethernet backhaul links were overloaded. Cox didn't identify/acknowledge their congestion issue until 1/21/11. Cox moved traffic to deload links on 1/21/11, and then Cox added an additional OC-12 to resolve trouble on 1/22/11.	91	1814
02/27/11	5:50am	9:30am	3 hrs 40 mins	Pre-pay subscribers in the following Virginia BTAs were impacted: Roanoke, Staunton, Charlottesville, Winchester, Lynchburg, Martinsville, Harrisonburg, Danville, Norfolk, Richmond, and Fredericksburg.	Prepay Servers	Solaris patches were upgraded on the prepay Oracle servers during the maintenance window (1:00 am to 5:00 am). Primary and backup servers for UAS and VOMS were brought down separately and were failed-over. The activity was considered successful. Then, UAS2 went down around 6:30 am. Then, UAS1 stopped responding too and an outage of few minutes resulted. The servers were bounced and restored. UAS2 stopped responding again at 10:50 am, so the patches were backed-out.	Prepay subscribers had intermittent issues obtaining service	After being loaded with new Solaris patches, UAS2 server stopped responding at 6:30 AM followed by UAS1 server. The servers were reset and restored to service. Then, UAS2 service stopped responding again around 10:50 AM. The patches were backed out of UAS2 server. Traffic was shifted from UAS1 to UAS2 server, and patches were backed-out of UAS1 server. Then, the system was restored to normal operation.	47	128018
03/31/11	12:20pm	1:26pm	1 hr 6 min	Roanoke, VA BTA	BTS--T1 outages	Cox Communications multiplexer issues disrupted backhaul to eight base transceiver stations: BTSs 116, 120, 135, 149, 151, 157, 159, and 167	Loss of service or degraded service to customers around BTSs 116, 120, 135, 149, 151, 157, 159, and 167	Cox Communications multiplexer issue disrupted backhaul servicing eight base tranceiver stations. Cox repaired multiplexer to resolve the discrepancy.	0	7438
04/20/11	3:55am	4:27am	32 mins	The following Virginia BTAs were impacted: Roanoke, Staunton, Charlottesville, Winchester, Lynchburg, Martinsville, Harrisonburg, and Danville.	Backhaul and Subscriber VLRs	Lumos Networks (formerly NTELOS) handles most NTELOS Wireless backhaul to the Waynesboro, VA MTSO. Lumos was upgrading their Ciena platform, but the upgrade failed and had to be back-out. Due to the failed upgrade, many NTELOS Wireless subscriber VLRs became corrupted.	When Lumos Ciena upgrade failed during the maintenance window, NTELOS Wireless subscribers were isolated. This was a short duration event. However, subscribers that experienced VLR corruption as a result of the outage could have missed calls though-out the day. Subscribers reported incoming calls ring once on caller's end and then go to voicemail. Customers could clear the issue by power cycling their handsets.	LUMOS (wireline) attempted to upgrade their Ciena platform that carried OC48s to the NTELOS Wireless Waynesboro MSC. This upgrade failed and was backed out. As a result of the failed upgrade, VLRs of some NTELOS Wireless customers homed to the Waynesboro MSC became corrupted. It was determined that the risks of a mid-day VLR purge and forced reregistration exceeded the benefits, and impacted customers were instructed to power-cycle their handsets to clear the trouble. All users reregistered within 24 hours.	17	227784
05/05/11	2:00 AM	8:55 AM	6 hrs 55 mins	The following Virginia BTAs were impacted: Roanoke, Staunton, Charlottesville, Winchester, Lynchburg, Martinsville, Harrisonburg, Danville, Norfolk, Richmond, and Fredericksburg.	AAA	A maintenance activity was planned from 1:00 AM to 5:00 AM to test Disaster Recovery transport. As a result of this activity, the AAA database received excessive requests from Radius and AppAuth. The AAA could not support the volume of requests that it received and this resulted in a customer impacting data outage.	Subscribers unable to connect to the internet, send/receive email or use Brew or MMS.	Unexpected results when testing geo-redundant AAA servers. AAA software upgrade corrected the FIFO / LIFO issue that prompted the overload.	518	580976
05/24/11	5:00 PM	4:35 AM	11 hr 35 min	Norfolk, VA BTA	BTS	Norfolk severe storm outage impacted a maximum of 16 base stations. See FCC NORS filing 11-23950956.	Loss of service or degraded service around impacted base stations.	Weather related power and Telco outages. Utilities and TelCo providers repaired line damage to restore service.	30	12029
05/27/11	12:00am	10:00am	22 hrs	Roanoke, VA BTA	LEC Isolation	Roanoke area experienced severe weather activity. Power and/or TelCo was lost to the following base stations: 523, 248, 241, 216, 315, 437, 204 and 466. (Note that impacted base stations were spread across several BTAs: Roanoke, Lynchburg, Martinsville, and Danville. They were not concentrated within a single wire center.) A LEC also became isolated and caused mobile to land call completion issues.	Subscribers reported getting the "all circuits busy" message when attempting to call landline numbers. Customers experienced a loss or degradation of service around the eight sites that were out of service: BTSs 523, 248, 241, 216, 315, 437, 204 and 466.	Severe storms caused power outages. Per Cox Communications, a tornado hit between Danville and Roanoke taking out utility poles handling fiber and power. This isolated a LEC in that area creating call completion issues to landlines in Roanoke as well as to toll-free numbers. Utilities and TelCos restored services to resolve the trouble.	41	3312

Date	Time Start	Time End	Duration	Geographic area	Element	Event	Impact	Root Cause/ Resolution	Trouble Tickets[1]	Customers potentially affected[2]
06/29/11	2:59pm	3:41pm	42 mins	The Staunton-Waynesboro, VA BTA was primarily impacted, but sites in the following Virginia BTAs were also impacted: Charlottesville, Winchester, and Lynchburg.	BTS--T1 backhaul	NTELOS Wireless uses Lumos (formerly NTELOS) for wireline TelCo services. Lumos experienced a DACS failure that disrupted backhaul for eleven cell sites (49, 55, 59, 65, 68, 79, 248, 253, 365, 384, 386, 381, 413) and a number of type II trunks .	Loss of service or degraded service to customers around BTSs 9, 55, 59, 65, 68, 79, 248, 253, 365, 384, 386, 381, and 413	There was a DACS problem in network of TelCo provider serving NTELOS Wireless. The Wireline provider, Lumos (formerly NTELOS), repaired their DACS to resolve trouble.	0	8245
07/01/11	11:00am	12:15pm	1 hr 15 mins	Martinsville, VA BTA	BTS-T1 backhaul	Seven sites in the Martinsville, VA area were out of service due to loss of backhaul: BTS 307, 313, 314, 315, 317, 335 and 341	Loss of service or degraded service to customers around BTSs: 307, 313, 314, 315, 317, 335 and 341	Centurylink had a bad transmitter that impacted an OC48 in Spencer, VA. Centurylink correct transmitter issue to resolve backhaul discrepancy.	3	3825
08/17/11	8:25 AM	10:30 AM	1 day 2 hr 5 min	The following Virginia BTAs were impacted: Roanoke, Staunton, Charlottesville, Winchester, Lynchburg, Martinsville, Harrisonburg, Danville, Norfolk, Richmond, and Fredericksburg.	Prepay	There was a CISCO IOS software bug in Enhanced Charging Service (ECS) used with Convergys Prepay platform that prevented stale ECS sessions from being released/deleted. These excess ECS sessions caused internal Home Agent congestion that resulted in periodic processor card failovers. Also, all duplicate sessions created by ECS IOS bug also created duplicate sessions on the RMS portion of our AAA platform. To further complicate the matter, the Bridgewater AAA RMS platform also had a software defect that prevented it from deleting most of the duplicate / stale sessions. We hit the "tipping point" and exceeded the AAA's tolerance capacity for duplicate / stale sessions. The AAA then started to slow down in its response time to Convergys. Once the AAA started to slow down, Convergys started to see a increase in open sessions. Convergys can only tolerate a certain amount of open sessions before capacity becomes a problem. Pre-pay customers experienced service disruptions on 8/17 from 8:30 PM to 10:30 PM, 8/18 from 3:30 AM to 5:30 AM, and 8/18 from 8:30 AM until 10:30 AM.	Pre-pay customers experienced disruptions to data service and, to a lesser extent, voice and sms service.	Cisco ECS IOS software bug and AAA RMS software bug disrupted prepay services. Prepay Data was placed in bypass mode form 8/18 until 9/6. We temporarily added session failover cards to Cisco Home Agent to mitigate customer impact when Home Agents experienced internal congestion. Cisco supplied these cards at no cost. Bridgewater manually deleted duplicate stale sessions every day until they developed a AAA RMS software patch. Home Agent Software Version 12 was deployed to fix the ECS issue on 9/12/11.	470	128018
08/27/11	10:40 PM	2:00 PM	21 days 15 hrs 2	Richmond, VA BTA and Norfolk, VA BTA	Complete Outage	Hurricane Irene disrupted service to a maximum of 220 Cell sites on 8/27/11. 125 sites were still out of service on 8/28/11. 63 sites were still out of service on 8/30/11. 35 sites were still out of service on 8/31/11. 15 sites were still out of service on 9/1/11. All sites were restored by 9/18/11. FCC NORS filing 11-23950956.	Subscribers unable to obtain service	Hurricane disrupted power and TelCo delivery. Generators were deployed to provide temporary power. TelCos and Utilities gradually restored their networks.	168	83771
09/13/11	12:20 PM	14:20 PM	2 hrs	Norfolk, VA BTA	PDSN	EVDO Outage in Norfolk, VA BTA due to software issues in the Cisco ST-16 PDSN. Customers still had access to 1X data services.	Loss of EVDO service	Rebooted the PDSN to resolve the trouble	41	109784
11/22/11	1:26 PM	2:04 PM	38 min	Pre-pay subscribers in the following Virginia BTAs were impacted: Roanoke, Staunton, Charlottesville, Winchester, Lynchburg, Martinsville, Harrisonburg, Danville, Norfolk, Richmond, and Fredericksburg.	Transport	NTELOS data traffic passes through the Lumos (formerly NTELOS) wireline network. Lumos experienced a core data network outage.	Loss of data services	Lumos data core is down. Data outage was resolved when Lumos repaired their core data network.	42	580976

Date	Time Start	Time End	Duration	Geographic area	Element	Event	Impact	Root Cause/ Resolution	Trouble Tickets[1]	Customers potentially affected[2]
12/28/11	12:03 AM	1:36 AM	1 hr 33 min	Charlottesville, VA BTA and Lynchburg, VA BTA	RNC AP	EVDO data service out at 54 cell sites due to failure of AP 3507 in ACTA RNC frame. Frame fault was resolved within 30 minutes, but EVM boards had to be reset in the 54 base stations to restore service.	Unable to access EVDO data at 54 cell sites served by AP 3507	AP3507 lost service. There was a "49 day" issue that prevented flx3507 from coming back into service--Alcatel-Lucent installed new libraries to prevent this issue in the future. The cell's didn't connect to the standby FLX due to an issue with cell load 3502. We had to execute a rmv/rst on at least 1 EVM on each impacted site to force a reconnect to the RNC.	39	24233

1. Reflects all tickets recorded by NTELOS Technical Support for specified event--count is not limited to a specific ETC region
2. Uses FCC Network Outage Reporting Criteria to define potentially impacted customers--count may include subscribers outside of the ETC region