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11:53 AM JUN 15 2012 PSC EXEC SEC DIV

June 15, 2012

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Sandra Squire
Executive Secretary
Public Service Commission of West Virginia
201 Brooks Street
Charleston, West Virginia 25301

VIA HAND DELIVERY

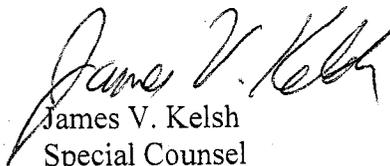
Re: Case No. 12-0546-T-GI
General Investigation Regarding Certification of Federal Universal Service
Funding for Eligible Telecommunications Carriers in West Virginia

Dear Ms. Squire:

Enclosed please find an original and twelve copies of West Virginia PSC Alliance, L.C. (NTELOS) Annual Certification Regarding Use of Federal Universal Service Support for filing in the above-referenced matter. A copy of this pleading has been served upon Staff and the Consumer Advocate Division as indicated by the attached Certificate of Service.

If you have any questions, please do not hesitate to contact me.

Very truly yours,


James V. Kelsh
Special Counsel
(WV State Bar #6617)

JVK/trb
Enclosure

cc: Christopher L. Howard, Esq.
Mr. Byron Harris
Ms. Amber Benson

**PUBLIC SERVICE COMMISSION
OF WEST VIRGINIA**

General Investigation Regarding)	
Certification of Federal Universal)	CASE NO. 12-0546-T-GI
Service Funding for Eligible)	
Telecommunications Carriers in West)	
Virginia)	

WEST VIRGINIA PCS ALLIANCE, L.C. (NTELOS)

**ANNUAL CERTIFICATION REGARDING USE OF FEDERAL
UNIVERSAL SERVICE SUPPORT**

Comes now West Virginia PCS Alliance, L.C. (d.b.a. "NTELOS"), an Eligible Telecommunication Carrier ("ETC"), by counsel, and submits the information requested by the Commission in its May 1st, 2012 order in the above captioned matter.

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 State of West Virginia served by non-rural incumbent local exchange carriers 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.

3) Provide progress reports on the ETC's five-year service quality improvement plan, detailing progress towards meeting 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 West Virginia. NTELOS received \$1,231,816 for 2012 high-cost universal service support for the State of West Virginia. A map of NTELOS' planned build out is also attached.

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 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 12.30 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. Also provide disclosure of the holding company, operating companies, affiliates and branding of the ETC along with the universal service identifiers by Study Area Code;

The Study Area Code (SAC) for NTELOS in West Virginia is 209909. NTELOS is a Non-Rural, Competitive carrier. Our service is branded under the names "NTELOS Wireless" and "FRAWG Wireless". A copy of our company organization chart is attached as Exhibit G.

12) Provide a copy of the annual 'Certification of Compliance with State Lifeline Verification Procedures';

Attached as Exhibit D is a copy of the annual "Certification of Compliance with State Lifeline Verification Procedures" that NTELOS has filed with USAC.

13) Provide information describing the price offerings of the company;

Attached as Exhibit E are copies of two of our current brochures outlining some of the pricing and plans available.

14) Provide information describing the rates, terms and conditions of any voice telephony service plans offered to Lifeline subscribers during the previous year, including details on the number of minutes provided as part of the plan and any additional charges for toll calls for each plan.

Attached as Exhibit F is a copy of the current NTELOS tel-assistance plan fact sheet for consumers. This fact sheet is being modified to reflect the revised Lifeline regulations released in 2012.

WEST VIRGINIA PCS ALLIANCE, L.C.

By Counsel



James V. Kelsh, Esquire

[WV State Bar No. 6617]

Bowles Rice McDavid Graff & Love LLP

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Charleston, West Virginia 25325-1386

(304) 347-1135

EXHIBIT A

AFFIDAVIT

**AFFIDAVIT OF ROBERT L. MCAVOY IN SUPPORT
OF WEST VIRGINIA PCS ALLIANCE, L.C.'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 West Virginia PCS Alliance, L.C. and am authorized to give this affidavit on its behalf. This affidavit is being given to support the West Virginia Public Service Commission's ("Commission") certification of the use of federal universal service funds for 2013 as required by 47 C.F.R. § 54.313/§ 54.314.
- 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 State of West 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.) In this Case No. 12-0546-T-GI, the Commission directed all carriers to file verified statements under which each carrier in the State of West Virginia that is

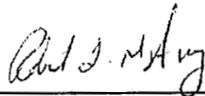
subject to the Commission's jurisdiction and eligible to receive federal high-cost universal service support, must certify to the Commission that federal universal service support funds to be received by that carrier for the succeeding year will be used only for the provision, maintenance and upgrading of facilities and services for which such support is intended.

- 4.) NTELOS Inc. hereby certifies that the federal high-cost universal service support West Virginia PCS Alliance, L.C. 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 only for the provision, maintenance and upgrading of facilities and services for which the support is intended, consistent with section 254(e) of the Act. NTELOS operates under Study Area Code (SAC) 209909 and is a Non-Rural, Competitive carrier.
- 5.) 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 State of West 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. It is my understanding that Frontier West Virginia Inc. ("Frontier WV") is the only non-rural incumbent local exchange carrier operating in West Virginia and that Frontier WV is subject to a stipulation with the Staff of the Commission and the Consumer Advocate Division wherein there is an agreed definition of urban and rural areas, as well as a rate template and comparison of rates to recommend to the Commission ("Stipulation"). For the purposes of this

proceeding, NTELOS supports the division of rural and urban areas and the rate template included in the Stipulation.

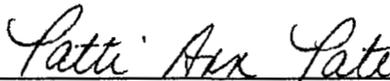
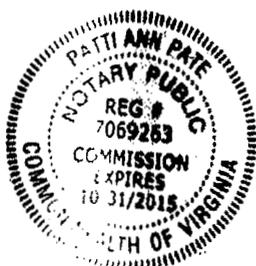
- 6.) Based upon the rate comparison shown in the comparability analysis below, which comparison is based upon the rate template included in the Stipulation, NTELOS' basic rates in rural areas are comparable to the FCC's current urban rate benchmark of \$36.52. Note that this is the urban rate benchmark released in 2008 as the 2009 through 2012 figures had not been released as of the date of this filing.
- 7.) Also, pursuant to 47 C.F.R. §54.313(h) and (i), NTELOS is required to report all rates below the local urban rate floor and the number of lines for each rate specified. This information is listed on the page that follows.

FURTHER AFFIANT SAYETH NOT.



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

Subscribed and sworn to before me this 8th day of June, 2012 ^{PAP}



Notary Public

My commission expires: 31 October 2015

Comparison of West Virginia PCS Alliance (“NTELOS”) Rates in Rural Wire Centers to National Urban Rate Benchmark – West Virginia

<u>Charge or Credit</u>	<u>Plan Amount</u>
Monthly Line Charge- \$19.99 FLEX 500 UNL M2M NW9 Plan	\$19.99
Monthly Average Usage	\$0.99
Regulatory Cost Recovery Fee *	\$4.51
Wireless E-911 Fee	\$3.00
Subtotal	\$28.49
Federal Excise Tax	\$0.00
TOTAL	\$28.49
National Urban Rate Benchmark – 2008 figure**	\$36.52
Amount <u>below</u> the Benchmark	\$8.03

*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 for all customers. The second is a \$2.85 charge that is assessed for E911 cost recovery, 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.

Rate plans below the local urban rate floor and the number of lines for each

<u>Rate plan</u>	<u>Number of customers as of 6/8/12</u>
\$19.99/mo, FLEX 500 UNL M2M NW9	151
\$19.99/mo, ROCKINGHAM NATION 500	11
\$20.00/mo, NATION REWARDS 200	126
\$20.00/mo, NAT POOLING 500 MSG	15
Pay per day or pay per minute, prepaid plans*	3,061

*These prepaid plans are \$0.10 per minute or \$2 per day when the service is used.

EXHIBIT B

NTELOS FIVE-YEAR BUILD PLAN & MAP

WEST VIRGINIA PCS ALLIANCE - 5-YEAR BUILDOUT PLAN IN WEST VIRGINIA

CLLI	Wire Center	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
BAVLWVPE	Barboursville	\$0	\$37,816	\$513,239	\$0	\$44,585	\$426,026	\$0	\$51,186	\$224,276	\$0	\$49,158	\$223,826	\$0	\$47,664	\$223,496
BCKHWVFL	Buckhannon	\$0	\$75,632	\$369,251	\$0	\$71,336	\$465,419	\$0	\$76,779	\$695,542	\$0	\$90,123	\$356,348	\$0	\$87,384	\$355,743
BFLOWVBL	Buffalo	\$0	\$18,908	\$71,563	\$0	\$17,834	\$71,329	\$0	\$17,062	\$71,159	\$0	\$16,386	\$71,009	\$0	\$15,888	\$70,899
BLEWVVRV	Belle	\$0	\$18,908	\$71,563	\$0	\$17,834	\$71,329	\$0	\$17,062	\$71,159	\$0	\$16,386	\$71,009	\$0	\$15,888	\$70,899
BRVLWVBV	Burnsville	\$0	\$18,908	\$60,763	\$0	\$17,834	\$60,529	\$0	\$17,062	\$60,359	\$0	\$16,386	\$60,209	\$0	\$15,888	\$60,099
EBNKWVPY	East Bank	\$0	\$28,362	\$94,744	\$0	\$26,751	\$94,393	\$0	\$25,593	\$94,138	\$0	\$24,579	\$93,913	\$0	\$23,832	\$93,748
EKVWVVEV	Elkview	\$0	\$47,270	\$155,507	\$0	\$44,585	\$154,922	\$0	\$42,655	\$154,497	\$0	\$40,965	\$154,122	\$0	\$39,720	\$153,847
FLTPWVFT	Flat Top	\$0	\$18,908	\$60,763	\$0	\$17,834	\$60,529	\$0	\$17,062	\$60,359	\$0	\$16,386	\$60,209	\$0	\$15,888	\$60,099
FRTNWVRR	Farmington	\$0	\$18,908	\$60,763	\$0	\$17,834	\$60,529	\$0	\$17,062	\$60,359	\$0	\$16,386	\$60,209	\$0	\$15,888	\$60,099
FTGYWVFC	Fort Gay	\$0	\$9,454	\$33,981	\$0	\$8,917	\$33,864	\$0	\$8,531	\$33,779	\$0	\$8,193	\$33,704	\$0	\$7,944	\$33,649
FYVLWVMP	Fayetteville	\$0	\$9,454	\$33,981	\$0	\$8,917	\$33,864	\$0	\$8,531	\$33,779	\$0	\$8,193	\$33,704	\$0	\$7,944	\$33,649
GFTNWVBC	Grafton	\$0	\$47,270	\$169,907	\$0	\$44,585	\$169,322	\$0	\$42,655	\$168,897	\$0	\$40,965	\$168,522	\$0	\$39,720	\$168,247
HRCNWVDD	Hurricane	\$0	\$28,362	\$105,544	\$0	\$26,751	\$105,193	\$0	\$25,593	\$584,866	\$0	\$40,965	\$179,322	\$0	\$39,720	\$179,047
INWDWVID	Inwood	\$0	\$9,454	\$33,981	\$0	\$8,917	\$33,864	\$0	\$8,531	\$33,779	\$0	\$8,193	\$33,704	\$0	\$7,944	\$33,649
JNLWVJIL	Jane Lew	\$0	\$18,908	\$64,363	\$0	\$17,834	\$64,129	\$0	\$17,062	\$63,959	\$0	\$16,386	\$63,809	\$0	\$15,888	\$63,699
MLTNWVMN	Milton	\$0	\$37,816	\$135,926	\$0	\$35,668	\$135,458	\$0	\$34,124	\$135,118	\$0	\$32,772	\$134,818	\$0	\$31,776	\$134,598
MNTNWVCE	Mannington	\$0	\$9,454	\$30,381	\$0	\$8,917	\$30,264	\$0	\$8,531	\$30,179	\$0	\$8,193	\$30,104	\$0	\$7,944	\$30,049
MTGMWVMG	Montgomery	\$0	\$28,362	\$94,744	\$0	\$26,751	\$94,393	\$0	\$25,593	\$94,138	\$0	\$24,579	\$93,913	\$0	\$23,832	\$93,748
MTHPWVTN	Mount Hope	\$0	\$37,816	\$125,126	\$0	\$35,668	\$124,658	\$0	\$34,124	\$124,318	\$0	\$32,772	\$124,018	\$0	\$31,776	\$123,798
OKHLWVCH	Oak Hill	\$0	\$37,816	\$128,726	\$0	\$35,668	\$128,258	\$0	\$34,124	\$127,918	\$0	\$32,772	\$127,618	\$0	\$31,776	\$127,398
PTPLWVMU	Point Pleasant	\$0	\$9,454	\$30,381	\$0	\$8,917	\$30,264	\$0	\$8,531	\$30,179	\$0	\$8,193	\$30,104	\$0	\$7,944	\$28,153
RPLYWVAB	Ripley	\$0	\$56,724	\$196,688	\$0	\$53,502	\$195,986	\$0	\$51,186	\$195,476	\$0	\$49,158	\$195,026	\$0	\$47,664	\$392,800
SALMWVWS	Salem	\$0	\$66,178	\$216,270	\$0	\$62,419	\$215,451	\$0	\$59,717	\$214,856	\$0	\$57,351	\$214,331	\$0	\$55,608	\$213,946
SHSPWVSS	Shady Spring	\$0	\$75,632	\$232,251	\$0	\$71,336	\$231,315	\$0	\$68,248	\$230,635	\$0	\$65,544	\$230,035	\$0	\$63,552	\$229,595
SMVIWVWT	Summersville	\$0	\$47,270	\$133,907	\$0	\$44,585	\$133,322	\$0	\$42,655	\$132,897	\$0	\$40,965	\$336,809	\$0	\$47,664	\$158,696
SNTNWVSH	Shinnston	\$0	\$47,270	\$274,507	\$0	\$44,585	\$172,922	\$0	\$42,655	\$172,497	\$0	\$40,965	\$172,122	\$0	\$39,720	\$171,847
SOPHWVSP	Sophia	\$0	\$9,454	\$30,381	\$0	\$8,917	\$230,168	\$0	\$17,062	\$63,959	\$0	\$16,386	\$63,809	\$0	\$15,888	\$63,699
SSVLWVSV	Sissonville	\$0	\$28,362	\$98,344	\$0	\$26,751	\$97,993	\$0	\$25,593	\$97,738	\$0	\$24,579	\$97,513	\$0	\$23,832	\$97,348
STTNWVBA	Sutton	\$0	\$85,086	\$277,033	\$0	\$80,253	\$275,980	\$0	\$76,779	\$275,215	\$0	\$73,737	\$274,540	\$0	\$71,496	\$274,045
WNFDWVWF	Winfield	\$0	\$18,908	\$67,963	\$0	\$17,834	\$783,840	\$0	\$42,655	\$179,697	\$0	\$40,965	\$179,322	\$0	\$39,720	\$179,047
WSTNWVCN	Weston	\$0	\$56,724	\$193,088	\$0	\$53,502	\$192,386	\$0	\$51,186	\$191,876	\$0	\$49,158	\$191,426	\$0	\$47,664	\$191,096
WUNNWVED	West Union	\$0	\$9,454	\$30,381	\$0	\$8,917	\$30,264	\$0	\$8,531	\$30,179	\$0	\$8,193	\$30,104	\$0	\$7,944	\$30,049
CLBGWVMA	Clarksburg	\$0	\$85,086	\$381,433	\$0	\$80,253	\$380,380	\$0	\$76,779	\$859,542	\$0	\$90,123	\$411,334	\$0	\$87,384	\$410,729
RVWDWVSY	Ravenswood	\$0	\$18,908	\$57,163	\$0	\$17,834	\$56,929	\$0	\$17,062	\$56,759	\$0	\$16,386	\$56,609	\$0	\$15,888	\$244,049
FAMTWVMN	Fairmont	\$0	\$170,172	\$622,465	\$0	\$160,506	\$620,359	\$0	\$153,558	\$618,829	\$0	\$147,474	\$617,479	\$0	\$142,992	\$616,489
BRPTWVPH	Bridgeport	\$0	\$28,362	\$105,544	\$0	\$26,751	\$582,601	\$0	\$42,655	\$377,446	\$0	\$49,158	\$153,304	\$0	\$47,664	\$152,974
MNGHWVMC	Monongah	\$0	\$9,454	\$33,981	\$0	\$8,917	\$33,864	\$0	\$8,531	\$33,779	\$0	\$8,193	\$33,704	\$0	\$7,944	\$33,649
LWBGWVMW	Lewisburg	\$0	\$47,270	\$133,907	\$0	\$44,585	\$133,322	\$0	\$42,655	\$132,897	\$0	\$40,965	\$132,522	\$0	\$39,720	\$132,247
WSSPWVDR	White Sulphur Springs	\$0	\$47,270	\$133,907	\$0	\$44,585	\$133,322	\$0	\$42,655	\$132,897	\$0	\$40,965	\$132,522	\$0	\$39,720	\$132,247
	Column Totals	\$0	\$1,474,824	\$5,664,412	\$0	\$1,399,969	\$6,948,940	\$0	\$1,407,615	\$7,149,296	\$0	\$1,417,389	\$5,756,811	\$0	\$1,382,256	\$6,153,216
	Yearly Totals			\$7,139,236			\$8,348,909			\$8,556,911			\$7,174,200			\$7,535,472

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 Sutton wire center than our estimate but less in Mount Hope 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

3-01-12

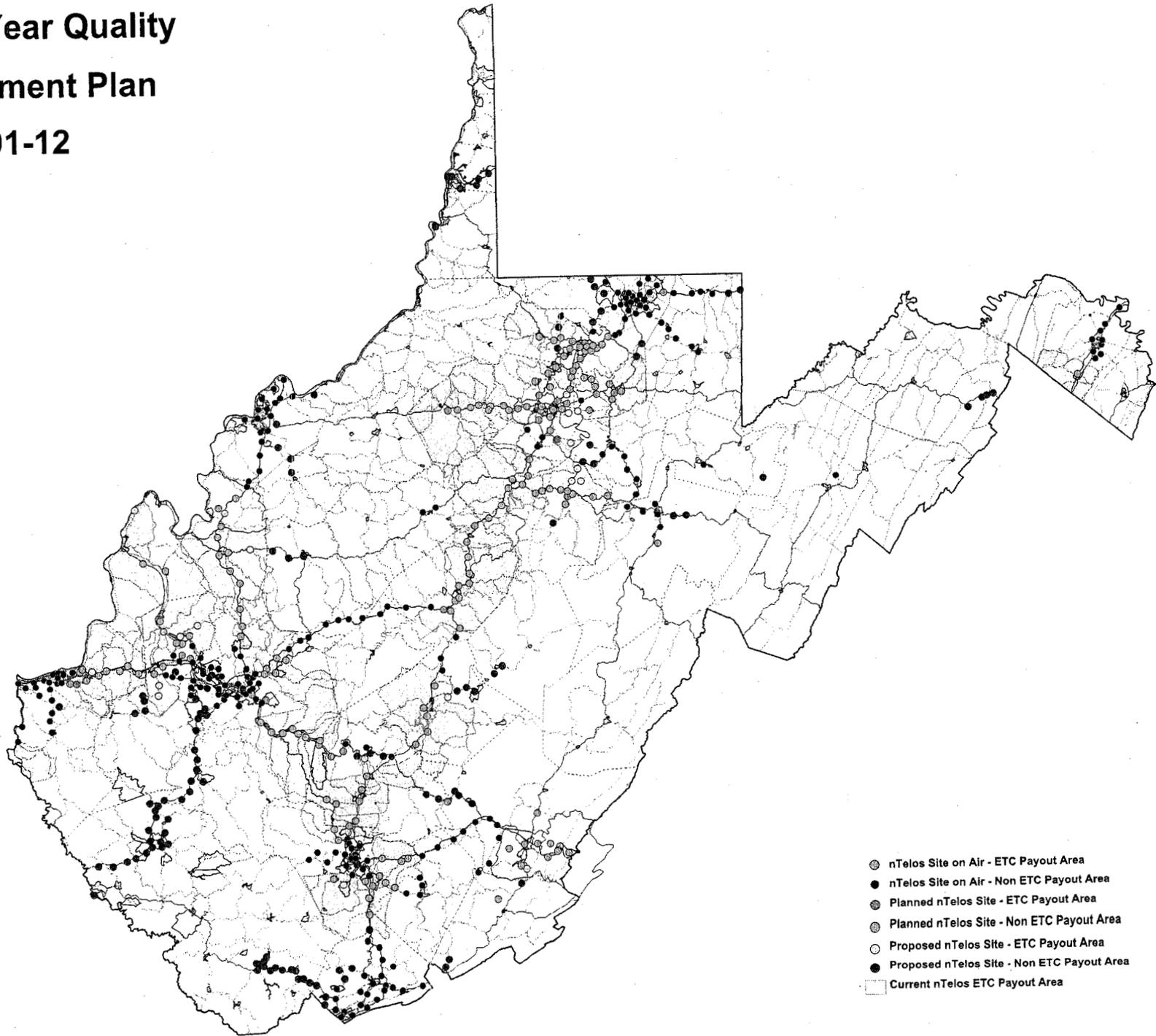


EXHIBIT C

NTELOS MAJOR OUTAGE REPORT

Date	Time Start	Time End	Duration	Geographic area	Wire Center(s)	Element	Event	Impact	Root Cause/ Resolution	Trouble Tickets ¹	Customers potentially affected ²
02/27/11	5:50am	9:30am	3 hrs 40 mins	Pre-pay subscribers in all WV Markets.	MGTWVVF, LRPNVXA, RVLVVJIS, FRTNWVR, RDVLVXA, MNGHVMC, MNTNVCE, SNTNVSH, BRPTVPH, FMTWVMN, FMTNVXA, GFTNVBC, SALMWWYS, PHLWVPI, CLBGWMA, WUNNVED, WMFRWVM, JNLWVVL, EKNSWVD, BRVWVBV, WSTNVCCN, BCKHWFL, WLTVWJU, VMLWVVL, VNNWVNN, PRBGWKT, GLVLWHR, MNWLVWD, RCTVWXA, LBCKWVOT, RVWDVSY, PTLWVMU, BFLOWBL, BAVLVPE, MLTNWVN, HNTNVDT, HNTWVWE, WAYNVXA, GSWVVEL, STNVVBA, RPLVWAB, WNFVWVF, HRCNVDD, SCDPVSD, NITRVTV, STALVSA, SVLVVSV, PCLWVSV, TYHGWBT, EKVWVEV, CHTNVLE, DUNBVON, SCTNVSO, CLNDVPC, NWTNVXA, BRVWVXA, IVDLVXA, SMVWVWT, KNCVWVB, BLEVVRV, EBKVVPY, MTGMWVG, ANSTVAN, FYLVWMP, OKHLWCH, MTHPVTN, GLDNVGD, BCLWVVD, SOPHVSP, SHSPVSS, FLTPVFT, MDRVWMB, HITNVVM, ALDRVAD, RPTNVXA, WSSPVDR, MRFVXA, LWBGHVM, FRTNVXA, BLWLVXA, OKVAVXA, ATHNVXA, BLFDVXA, KGVWVVC, PRSSVXA, CHKWVCL, SNGRVCL, MTRVWXA, BRMLVXA, INVDWID, FLWTVVFW, and MRBGWVB	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	4:08pm	8:41am	16 hrs 33 mins	Morgantown, WV BTA	BRMLVXA, CHKWVCL, GMSPVVGS, KGVWVVC, LRPNVXA, GTWVVF, MTRVWXA, RDVLVXA, SNCRVCL, and TTNWVGN	BTS-T1 outages	Frontier fiber cut (due to a pole fire) disrupted service to four base stations: BTS 148, BTS 149, BTS 151 and BTS 238	Loss of service or degraded service to customers around BTS 148, BTS 149, BTS 151 and BTS 238 in Morgantown/Cheat Lake area.	Pole fire damaged Frontier fiber in Morgantown, WV. Frontier repaired their fiber.	0	822
04/05/11	12:00am	12:00am	24 hrs	Charleston, WV BTA	ALCKVAK, ALLVVAL, ANSTVAN, APGVVAP, BFLOWBL, BLEWVRV, BRVWVXA, BRVWVBV, CHTNVLE, CLNDVPC, DUNBVON, EBKVVPY, EKVWVEV, FYLVWMP, GSWVVEL, HRCNVDD, IVDLVXA, KNCVWVB, LTRVWXA, MDRVWMB, MTGMWVG, MTHPVTN, NITRVTV, NWTNVXA, OKHLWCH, PCLWVSV, PTLWVMU, RPLVWAB, RVWDVSY, SCDPVSD, SCTNVSO, SMVWVWT, SVLVVSV, STALVSA, STNVVBA, TYHGWBT, WIDNVXA, and WNFVWVF	BTS-power and/or T1 outage	Severe storm disrupted utilities to five sites: BTS 73, 138, 317, 324 and 378.	Loss of service or degraded service to customers around BTSs 73, 138, 317, 324 and 378	Portable generators were deployed to restore service. Five sites were already operating on generator power when the battery life was exhausted to the five outage sites. Commercial power was eventually restored by Utility Company.	9	514

Date	Time Start	Time End	Duration	Geographic area	Wire Center(s)	Element	Event	Impact	Root Cause/ Resolution	Trouble Tickets ¹	Customers potentially affected ²
05/05/11	2:00 AM	8:55 AM	6 hrs 55 mins	All WV Markets	MGTWVVFY, LRPNWVXA, RVVLWVJS, FRTNWVRR, RDVLWVXA, MNGHWVMC, MNTNWVCE, SNTNWVSH, BRPTWVPH, FMTWVMMN, FMTNWVXA, GFTNWVBC, SALMWVWS, PHLWVPI, CLBGWVMA, WUNNWVED, WMFRWVWM, JNLWVVL, EKNWVDV, BRVLWVBV, WSTNWVCN, BCKWVFL, WLTWVVJU, VMLWVVL, VINNWVNN, PRBGWVKT, GLVLWVHR, MNWLWVWD, RCPTWVXA, LBCKWVDR, RVWDWVSY, PTLWVMIJ, BFLWVBL, BAVLWVPE, MLTNWVMM, HNTNWVDT, HNTWVME, WAYWVXA, GSWYVVEL, STTNWVBA, RPLYWVAB, WNFOWVWF, HRCNWVDD, SCDPWVSD, NITRWVTV, STALWVSA, SVLWVSV, PCLWVSV, TYHGWBV, EKVWVVEV, CHTNWLE, DUNBWVDN, SCTNWVSO, CLNDWVPC, NWTNWVXA, BRRVWVXA, IVDLWVXA, SMVWVWT, KNCYVVB, BLEWVRV, EBNKWVPI, MTGMWVMG, ANSTWVAN, FYLVWVMP, OKHLWVCH, MTHPWTN, GLDNWVGD, BCKLWVWD, SOPHWVSP, SHSPWVSS, FLTPWVFT, MDRWVMB, HTNWVMM, ALDRWVAD, RPTWVXA, WSPWVDR, MRFOWVXA, LWBGWVMW, PRTNWVXA, BLWLWVXA, OKYAVWXA, ATHNWVXA, BLDWVXA, KGWDWVMC, PRSSWVXA, CHLWVCL, SNCRWVCL, MTRWVXA, BRMLWVXA, INWDWVID, FLWTWVWF, and MRBGWVBU	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
05/27/11	12:08 AM	11:43 AM	11 hr 35 min	Bluefield, WV BTA	FLTPWVFT, PRTNWVXA, BLWLWVXA, OKYAVWXA, ATHNWVXA, and BLDWVXA	BTS and 26% of Type II trunks out of service	Fiber cut reduced available Bluefield Type II trunks by 26% and disrupted backhaul to three base stations: BTS 10, 41, and 44.	Subscribers reported getting the "all circuits busy" message when attempting to call landline number or non-NTELOS wireless numbers. Customers experienced a loss or degradation of service around the three sites that were out of service.	Suddenlink had a fiber cut in Daniels, WV due to a damaged pole. Fiber was repaired to resolve the trouble.	26	1530
06/27/11	8:30am	11:30am	3 hrs	Charleston, WV BTA	ALCKWVAK, ALLYVVAL, ANSTWVAN, APGVWVAP, BFLWVBL, BLEWVRV, BRRVWVXA, BRVLWVBV, CHTNWVLE, CLNDWVPC, DUNBWVDN, EBNKWVPI, EKVWVVEV, FYLVWVMP, GSWYVVEL, HRCNWVDD, IVDLWVXA, KNCYVVB, LTRWVXA, MDRWVMB, MTGMWVMG, MTHPWTN, NITRWVTV, NWTNWVXA, OKHLWVCH, PCLWVSV, PTLWVMIJ, RPLYWVAB, RVWDWVSY, SCDPWVSD, SCTNWVSO, SMVWVWT, SVLWVSV, STALWVSA, STTNWVBA, TYHGWBV, WIDNWVXA, and WNFOWVWF	BTS--T1 backhaul	Frontier lost an OC-48, and that disrupted service to six sites in the Charleston, WV area: BTS 51, 93, 95, 105, 268 and 320.	There was a loss of service around six sites in the Charleston, WV area: BTS 51, 93, 95, 105, 268 and 320.	Frontier OC48 outage from Elkview to Charleston (Frontier Ticket 20110627-00024) disrupted backhaul to six base stations. Frontier resolved their OC-48 outage to restore NTELOS wireless service.	8	679
07/06/11	8:52pm	9:30pm	38 mins	Huntington, WV BTA	BAVLWVPE, FTGYVFC, HNTNWVDT, HNTWVME, MLTNWVMM, and WAYNWVXA	BTS-backhaul	A Lumos/NTELOS Wireline technician was troubleshooting an issue that did not impact the NTELOS Wireless network; however, he mistakenly pulled cards/fibers associated with an OC-12 serving Huntington causing most of our sites and trunks serving that area to bounce multiple times over a 38 minute period. Forty three sites in Huntington market were bouncing out of service: BTS 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 137, 139, 140, 141, 142, 143, 200, 202, 203, 204, 294, 295 & 297	Loss of service to the Huntington, WV BTA	Lumos technicians mistakenly disconnected OC-12s used by NTELOS Wireless. Lumos employees were contacted about the outage, and ceased their activities.	36	23219

Date	Time Start	Time End	Duration	Geographic area	Wire Center(s)	Element	Event	Impact	Root Cause/ Resolution	Trouble Tickets ¹	Customers potentially affected ²
07/17/11	1:30am	2:40pm	13 hrs 10 mins	Charleston, WV BTA	ALCKWVAK, ALLYVVAL, ANSTWVAN, APGVVWAF, BFLOWVBL, BLEWVRV, BRRVWXA, BRVLWVBV, CHTNWVLE, CLNDWVPC, DUNBWVDN, EBNKWVPY, EKVVWVEV, FYVLWVMP, GSWYVVEL, HRCNWWDD, IVDLWVXA, KNCYWVVB, LTRTWVXA, MDRWVMB, MTGMWVMG, MTHPWVTN, NITRWVTV, NWTNWXAX, OKHLWVCH, PCTLWVSV, PTPLWVMU, RPLYWVAB, RVWDWVSY, SCDPWVSD, SCTNWWSO, SMVWVWT, TYHGWVBT, STALWVSA, STTNWVBA, TYHGWVBT, WIDNWXAX, and WNFOWVWF	BTS-T1 backhaul	Frontier in Clay, WV had a failure in a piece of OC Fiber equipment which caused an outage that disrupted service to seven sites in the Chareleston, WV BTA (I-79 corridor): BTS 271, 317, 319, 326, 327, 328, 329.	Subscribers reported no signal and bouncing in and out of roaming in vicinity of BTSs 271, 317, 319, 326, 327, 328, 329..	Frontier fiber equipment malfunction disrupted backhaul to seven NTELOS Wireless base stations. Frontier repaired their fiber equipment to resolve the outage.	13	472
08/17/11	8:25 AM	10:30 AM	1 day 2 hr 5 min	All WV Markets	METWVVPY, LAPNWXAX, RVLLWVLS, FRTNWRRR, RDVLWVXA, MNGHWVYC, MNTNWXCE, SNTNWXSH, BRPTWVPH, FANTWVMN, FMTNWXAX, GFTNWXBC, SALMWWVS, PHLWVPI, CLBGWVMA, WUNNWXED, WMFRWVWM, JNLWVVL, EKNSWVDD, BRVLWVBV, WSTNWXCN, BCKHWVFL, WLTVWVJU, VLMLWVVL, VNNWVNN, PRBGWVKT, GLVLWVHR, MNLWVWD, RCPTWVXA, LBCWVOR, RVWDWVSY, PTPLWVMU, BFLOWVBL, BAVLWVPE, MLTNWVMN, HNTNWXDT, HNWTVWVE, WAYNWXAX, GSWYVVEL, STTNWVBA, RPLYWVAB, WNFOWVWF, HRCNWWDD, SCDPWVSD, NITRWVTV, STALWVSA, SVLWVSV, PCTLWVSV, TYHGWVBT, EKVVWVEV, CHTNWVLE, DUNBWVDN, SCTNWWSO, CLNDWVPC, NWTNWXAX, BRRVWVXA, IVDLWVXA, SMVWVWT, KNCYWVVB, BLEWVRV, EBNKWVPY, MTGMWVMG, ANSTWVAN, FYVLWVMP, OKHLWVCH, MTHPWVTN, GLDNWVGD, BCKLWVWD, SOPHWVSP, SHPWVSS, FLTPWVFT, MDRWVMB, HITNWXMM, ALDRWVAD, RPTWVXA, WSSPWVDR, MRFDWVXA, LWBGWVMV, FRTNWXAX, RVLWVXA, OKVAVVXA, ATHWVXA, BLFDWVXA, KGWVWVPC, PRESHVXA, CHLKWVCL, SGRVWVCL, MTMRWVXA, BRMLWVXA, INWDWVD, FLWTWVFP, and MRBGVVBV	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. 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

Date	Time Start	Time End	Duration	Geographic area	Wire Center(s)	Element	Event	Impact	Root Cause/ Resolution	Trouble Tickets ¹	Customers potentially affected ²
11/22/11	1:26 PM	2:04 PM		Pre-pay subscribers all WV Markets.	MIGTWWVFY, LRPNWVXA, RVVLWVJS, FRTNWVRR, RDVLWVXA, MNGHWVMC, MINTNWVCE, SNTNWVSH, BRPTWVPH, SAMTNWMM, FMTHWVXA, GFTNWVBC, SALMHWVWS, PHLWVPI, CLBGWVMA, WUNNWVED, WNFHWVWN, JNLWVJL, EKNSWVDY, BRVLWVSV, WSTNWVCN, BCKHWVFL, WLTWVWJU, VMLWVVL, VINNWVNN, PRBGWVKT, GLVLWVHR, MNLWVWD, RCPTWVXA, LBCKWVDR, RVWDWVSY, PTPLWVMU, BFLOWVBL, BAVLWVPE, MLTNWVMN, HNTNWVDT, HNWTVWVE, WAYNWVXA, GSWYVVEL, STTNWVBA, RPLYWVAB, WNFHWVWF, HRCNWVDD, SCOPWVSD, NITRWVTW, STALWVSA, SSVLWVSV, PCTLWVSV, TYHGWWBT, EKVWVVEV, CHTNWVLE, DUNBWVDN, SCTNWVSO, CLNDWVPC, NWTNWVXA, BRVWVXA, IVDLWVXA, SMYVWWT, KNCYWVVB, BLEWVRV, EBNKWVPY, MTGMWVMG, ANSTWVAN, FYLVWVMP, OKHLWVCH, MTHPWVTN, GLDNWVGD, BCKLWVWD, SOPHWVSP, SHSPWVSS, FLTPWVFT, MDRWVMB, HITNWVMM, ALDRWVAD, RPTWVXA, WSSPWVDR, MRFDWVXA, LWBGWVMW, PRTNWVXA, BLWLWVXA, OKVAVVXA, ATHNWVXA, BLDWVXA, XGWDWVMC, PRSSWVXA, CHLKWVCL, SNCRWVCL, MTRWVXA, BRMLWVXA, INWDWVID, FLWTWVPW, and MRBGWVBU	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
12/14/11	5:28 PM	3:20 PM	9 hrs 52 min	Beckley, WV BTA	ALDRWVAD, BCKLWVWD, FLTPWVFT, FRFRWVXA, GLDNWVGD, HITNWVMM, LWBGWVMW, PRTWVPT, RPTWVXA, SHSPWVSS, and SOPHWVSP	BTS-T1 backhaul	Frontier fiber cut disrupted service to the following base stations: 2, 39, 46, 334, 349, 381, 382, 389, and 390.	Loss of service or degraded service to customers around BTSs: 2, 39, 46, 334, 349, 381, 382, 389, and 390.	Frontier fiber cut was the root cause of outage. Service was restored when Frontier repaired their fiber.	16	2363

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

EXHIBIT D

**CERTIFICATION OF COMPLIANCE WITH STATE LIFELINE
VERIFICATION PROCEDURES**

Annual Lifeline Certification & Verification

Complete Section 1, 2, 3, or 4. Then complete the chart below.

1. Eligible Telecommunications Carrier (ETC) serving **Federal Default State** (complete columns A through F and sign below)

I certify that the company listed below has procedures in place to verify the continued eligibility of a statistically valid random sample of its Lifeline customers. Results are provided in the chart below. I certify that the company listed below has procedures in place to review income documentation and that, to the best of my knowledge, the company was presented with documentation of the consumer's household income. I am an officer of the company named below. I am authorized to make this certification for the Study Area(s) listed below.

OR

2. Eligible Telecommunications Carrier (ETC) serving **Non-Federal Default State** (complete columns A through C and sign below; complete columns D and E if required by your state commission)

I certify that the company listed below is in compliance with the Lifeline and Link Up verification procedures in place in the state(s) listed below. If any Lifeline customers of the company listed below qualify based on income, I certify that the company listed below is in compliance with state Lifeline income certification procedures and that, to the best of my knowledge, documentation of income was presented. I am an officer of the company named below. I am authorized to make this certification for the Study Area(s) listed below.

OR

3. Wireless Eligible Telecommunications Carrier (ETC) serving **Non-Federal Default State** that does **not assert jurisdiction over Wireless ETCs**, and, therefore, are following federal default certification and verification procedures (complete columns A through F and sign below)

I certify that the company listed below has procedures in place to verify the continued eligibility of a statistically valid random sample of its Lifeline customers. Results are provided in the chart below. I certify that the company listed below has procedures in place to review income documentation and that, to the best of my knowledge, the company was presented with documentation of the consumer's household income. I am an officer of the company named below. I am authorized to make this certification for the Study Area(s) listed below.

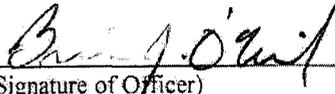
OR

4. I certify that my company has not claimed federal Low Income support for any Lifeline customers in _____ (insert current year).

A	B	C	D	E	F
Company Name*	SAC (6 digit number)	State	Customers Surveyed or Verified	Customers Found to be Ineligible	Non- Responding Customers
Virginia PCS Alliance, L.C.	199008	VA			
West Virginia PCS Alliance, L.C.	209909	WV			
West Virginia PCS Alliance, L.C.	269010	KY	1	0	

* Companies with more than 5 SACs in any of the categories enumerated as 1-4 above may attach an Appendix with the requested information for the chart.

Signed,



(Signature of Officer)

Brian O'Neil

(Printed Name of Officer)

Senior VP – General Counsel

(Title of Officer)

Amber Benson

(Person Completing this Letter)

540-946-8659

(Contact Phone Number)

1154 Shenandoah Village Dr

Waynesboro, VA 22980

(Company Address)

June 12, 2012

(Date)

Submit to USAC using only ONE method:

Fax to: (202) 776-0080

E-mail to: Liverifications@usac.org

Mail to: USAC - Low Income Program
2000 L Street, NW, Suite 200
Washington, DC 20036

Deadline: August 31st

EXHIBIT E

NTELOS PRICING BROCHURES

NATIONS PLANS

UNLIMITED PLANS

ANYTIME MINUTES	TALK	TALK, TEXT & PICS	TALK, TEXT, PICS & DATA	TALK, TEXT, PICS & SMARTPHONE DATA
Individual Unlimited	\$59 ⁹⁹	\$69 ⁹⁹	\$89 ⁹⁹	\$99 ⁹⁹
Family (2 Lines) Unlimited	\$99 ⁹⁹	\$109 ⁹⁹	\$119 ⁹⁹	\$139 ⁹⁹
Additional Lines Add up to 5 lines	\$39 ⁹⁹	\$39 ⁹⁹	\$39 ⁹⁹	\$49 ⁹⁹

MINUTES PLANS

ANYTIME MINUTES	TALK	TALK, TEXT & PICS	TALK, TEXT, PICS & DATA	TALK, TEXT, PICS & SMARTPHONE DATA
Individual 600 Minutes Plus 2 MY WORLD numbers	\$39 ⁹⁹	\$49 ⁹⁹	\$59 ⁹⁹	\$79 ⁹⁹
Family (2 Lines) 750 Minutes	\$59 ⁹⁹	\$79 ⁹⁹	\$99 ⁹⁹	\$139 ⁹⁹
Family (2 Lines) 1000 Minutes Plus 5 MY WORLD numbers	\$69 ⁹⁹	\$89 ⁹⁹	\$109 ⁹⁹	\$149 ⁹⁹
Additional Lines Add up to 5 lines	\$9 ⁹⁹	\$9 ⁹⁹	\$9 ⁹⁹	\$39 ⁹⁹

NATIONS PLANS

nTelos Wireless NATIONS plans are the best value in wireless – providing you with high-speed, dependable nationwide coverage on the nation's best networks for less.

All nTelos NATIONS Plans, for individuals and families, include the following features:

- › high-speed, dependable nationwide coverage on the nation's best networks
- › no long-distance charges
- › unlimited nights and weekends
- › unlimited mobile-to-mobile
- › up to 5 additional lines

UNLIMITED

Choose an Unlimited Plan and enjoy worry-free wireless. Unlimited plans provide the freedom and flexibility to talk, text, share, surf, and e-mail at will – all for less than you'd expect!

MINUTES

Choose a bucket of anytime minutes, and you'll get an extra special value. Minute plans include MY WORLD unlimited calling circles. With MY WORLD, you get unlimited talk for the 2 to 5 numbers you call the most, on any network, including landlines. Plus, additional features such as text, pics and data are unlimited.

Simply select the rate plan that's exactly right for you – and start saving.

EXPERIENCE MORE VALUE.

Save even more when you customize your plan with features and extras that make your plan yours.

RINGBACK SERVICE	\$9 ⁹⁹ /MONTH
RINGBACK TONES	\$1 ⁹⁹ - \$2 ⁹⁹ EACH PER RENEWABLE PERIOD
411 PLUS™	\$1 ⁹⁹ PER CALL
Directory assistance, movie listings, sports scores and more. Includes confirmation text message at no extra charge.	FIVE-PACK SAVINGS PLAN \$5 ⁰⁰ /MONTH
ANONYMOUS CALL BLOCKING	\$4 ⁹⁹ /MONTH
Blocks restricted or private incoming calls.	
ROAD ASSIST™	\$4 ⁹⁹ /MONTH
DEVICE PROTECTION SERVICE	\$6 ⁹⁹ /MONTH
(Includes Device Coverage and Device Enhanced Warranty)	
DEVICE COVERAGE	\$5 ⁹⁹ /MONTH
DEVICE ENHANCED WARRANTY	\$2 ⁹⁹ /MONTH
Please see device protection brochure for further information.	
DEVICE PROTECTION SERVICE FOR iPhone	\$10 ⁹⁹ /MONTH
(Includes Device Coverage and Device Enhanced Warranty)	
DEVICE COVERAGE	\$8 ⁹⁹ /MONTH
DEVICE ENHANCED WARRANTY	\$3 ⁹⁹ /MONTH
Please see device protection brochure for further information.	
AppleCare +	\$99
MINUTES PLANS DETAILED BILLING	\$3 ⁹⁹ /MONTH
UNLIMITED PLANS DETAILED BILLING	\$5 ⁹⁹ /MONTH
ENHANCED CALLER ID	\$1 ⁹⁹ /MONTH



Choose your absolutely, positively,
exactly unlimited pricing plan

All taxes and fees included

**NATIONWIDE
NO CONTRACT**

Choose
the freedom



UNLIMITED NATIONWIDE PLANS

Unlimited Minutes	\$35
Unlimited Minutes Unlimited Text and Pics	\$40
Unlimited Minutes Unlimited Text and Pics Unlimited Data	\$45
Unlimited Minutes Unlimited Text and Pics Unlimited Smartphone Data	\$55



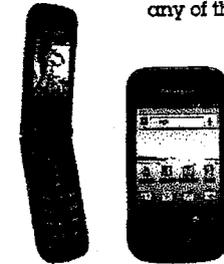
- Mobile WiFi Hotspot
- Mobile Broadband
- 5 GB monthly allowance
- 10 GB monthly allowance
- Games/Ringtones/Wallpapers
- Ringback Tones
- Ringback service
- Ringback tones
- Directory Assistance
- Text and Pics Messaging

International Text Messaging

- Data Usage
- Enhanced Caller ID

Choose your payment

Make your monthly payment automatic
any of the many authorized FRAWG v



Choose 1

- No
- Unlimited Air Tin
- Make payments wit
- Pay automatically, in p

Some restrictions apply. Plan basics: Roaming airtime are calls made outside the preferred national Plans. Roaming is 25¢ per minute. A long distance charge may also apply to calls made while roaming, to the account after midnight on the first day of the billing cycle every month. If you are on a cash payment the next month's service are not in the account when the fees are applied, the account will be temporary made. If you make your payment several days before your bill cycle date, make sure that any roaming, or BREW charges you make before your bill cycle date do not deplete your funds below your required monthly fees will vary depending features selected. An additional fee may be charged for any customer Usage rounded to next full minute. Actual coverage may vary depending upon customer equipment, terrain interference. Clarity and reception vary near coverage area borders. Coverage within buildings may vary building structure. Rates subject to change without notice. Returns: Returns are accepted in good faith purchase with sales receipt, on equipment only. All returned phones will be charged a \$35 restocking Mobile Broadband: Data plans are designed for personal use only and are subject to network fair use policy, may incur \$0.05 per MB charge and/or reduced speeds. BREW® transactions and Wireless Data CI include picture messaging. Data charges will apply to view, preview and download any BREW application applications are subject to a download fee per application. Data calls made without a Data package will Before using BREW, please read the End User Software License Agreement ("EULA") available at Frawgwil downloading BREW applications, these applications can only be used on the original device to which they your phone after downloading an application, you will need to download the application (including content and pay any applicable charges, surcharges, and airtime associated with the download and application use permitted. BREW is a registered trademark of DUALCOMM Incorporated. Java Flash not available at all Java flash your phone. Some functions, including but not limited to data, may not be supported.

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EXHIBIT F

NTELOS TEL-ASSISTANCE PLAN FACT SHEET FOR CONSUMERS



Tel-Assistance Plan for West Virginia and Kentucky Markets*

The Tel-Assistance Plan from nTelos offers:

- Current promo handset
- No activation fee
- \$1.00 prepaid monthly access
- \$10 Initial Payment Required
- 200 anytime minutes per month (Includes Nationwide LD)
- Excess minutes billed at \$0.25 per minute
- Roaming available at \$0.25 per minute
- Free features: Voice Mail, Caller ID, Call Waiting, Three-Way Calling, Nationwide Long Distance
- Limit of one phone per household

The customer must show valid proof of one of the following criteria of a "qualifying low-income consumer" to qualify for this plan:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental security income (SSI)
- Federal public housing assistance / Section 8
- Temporary assistance to needy families benefits (TANF)
- Low-income home energy assistance program benefits (LIHEAP)
- National School Lunch's Free Lunch Program (NSL) (Kentucky only)
- Benefits under other income-related state or federal program (West Virginia only)

To purchase the Tel-Assistance Plan:

- Complete a Tel-Assistance application form that verifies eligibility
- Present a valid photo ID and information confirming eligibility for qualifying programs

Information about your Tel-Assistance Plan:

You have a 14 calendar day return policy; however, your initial payment is non-refundable, even within this time period. There is a \$35 restocking fee for phones purchased under the Tel-Assistance Plan.

Service is non-transferable and eligibility will be reverified annually. Your service must remain 'active' or will be de-enrolled and the service deactivated. "Active" service means that you must do at least one of the following every 60 consecutive days: make a monthly payment or purchase minutes, complete an outbound call, answer an incoming call from anyone other nTelos, or affirmatively respond to a direct contact from nTelos confirming that I want to continue receiving the Tel-Assistance service.

Roaming is available at an additional charge of \$0.25 per minute.

Get your dollar and minute balance by dialing #369 from your nTelos phone. Simply dial #369 and choose option 1. Extra money can be added to the account at any time, to allow for extra charges, at your local nTelos store or authorized retailer. If you are on an automatic deduction, you may add additional funds in any amount over \$10.00 by choosing option 2 on the #369 menu. You may set up automatic deduction at an nTelos retail location once you have received your activated phone. The minimum you can add to the account at any replenishment location is \$10.00.

nTelos recommends that you maintain a balance of \$2.00 on your account as additional funds. These additional funds can be used for directory assistance (\$1.99 per call), roaming (\$0.25 per minute), extra minutes (\$0.25 per minute) or any other usage charges incurred outside of your rate plan and features. Airtime will also be deducted for directory assistance and roaming. If your account balance drops below \$0, your service will be suspended until more money is added to the account.

Your monthly rate plan and feature fees are applied to the account after midnight on the first day of your billing cycle every month. If you are on a cash payment option, and the funds to cover the next month's service are not in the account when the fees are applied, the account will be temporarily suspended until the payment is made. If you make your payment several days before your bill cycle date, make sure that any additional minute or directory assistance charges you make before your bill cycle date do not deplete your funds below your required monthly payment amount.

Your phone comes with a one-year technical warranty. If the phone is found to be faulty from workmanship within the first year, it will be replaced in the store with a comparable model. You must present your service agreement/receipt when bringing your phone in to be replaced.

For a monthly service fee of \$6.99, Device Protection Service covers your device against loss, theft, liquid or physical damage and protects against mechanical or electrical failure due to defects in materials or workmanship or normal wear and tear. Coverage can be added ONLY at the time of sale. A \$50 or \$100 non-refundable deductible (depending on device) applies per approved claim. There is no deductible for approved malfunctions during the manufacturer's warranty period. Brochures are available at your local nTelos location or by visiting www.nteloswireless.com. If you choose not to purchase the Device Protection Service, remember that replacement phones are not available at promotional prices. Device Coverage and Device Enhanced Warranty are each available separately.

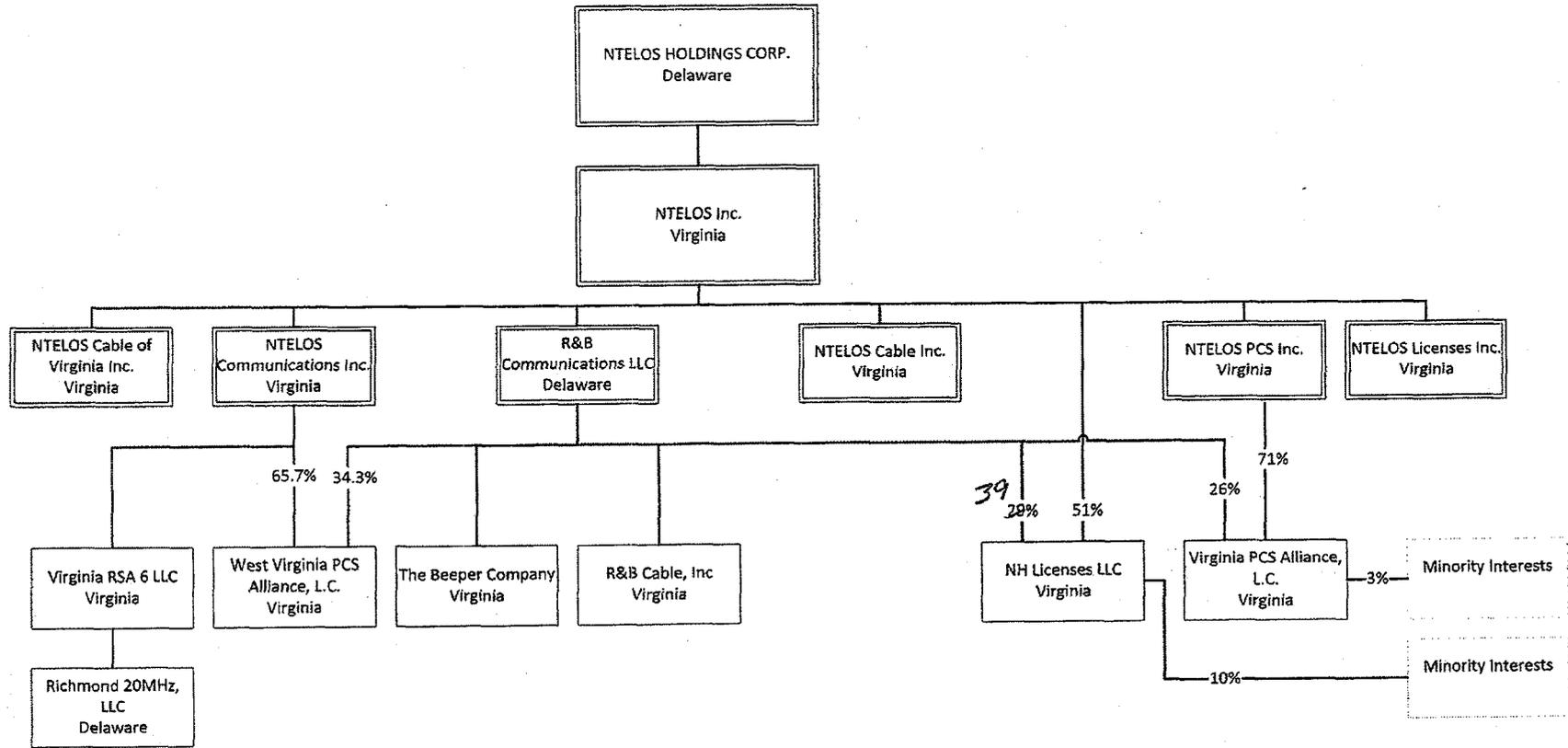
***The Tel-Assistance Plan is not available in all areas or territories that nTelos currently serves.**

EXHIBIT G

NTELOS COMPANY ORGANIZATION CHART

NTELOS HOLDINGS CORP.

Corporate Structure – December 31, 2011



CERTIFICATE OF SERVICE

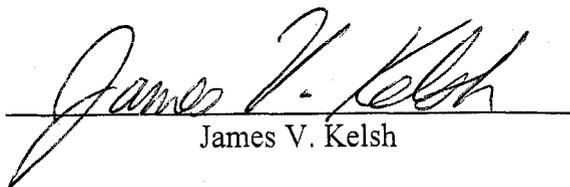
I, James V. Kelsh, counsel for West Virginia PCS Alliance, L.C. ("NTELOS") do hereby certify that a copy of the foregoing has been served upon the following on this 15th day of June, 2012, in the manner indicated:

**FIRST CLASS U. S. MAIL,
POSTAGE PREPAID:**

Consumer Advocate Division
Public Service Commission
723 Kanawha Boulevard, East
Union Building, Suite 700
Charleston, WV 25301

VIA HAND DELIVERY:

Staff Attorney
Legal Division
Public Service Commission
201 Brooks Street
Charleston, WV 25301


James V. Kelsh