WINDSTREAM COMMUNICATIONS ANNUAL REPORT

FOR THE STATE OF

North Carolina

State of Respondent

6/26/2012

ETC's Included In This Report

	LEGAL ENTITY NAME	SAC
ETC#1:	Windstream North Carolina, LLC	230476
ETC#2:	Windstream Concord Telephone, Inc.	230474
ETC#3:	Windstream Lexcom Communications, Inc.	230483
ETC#4:		
ETC#5:		
ETC#6:		

Person to contact for questions:

Name: Jeff Heacox

Phone Number: 501-748-5390

E-mail Address: jeff.l.heacox@windstream.com

windstream™

For The Year Ended December 31, 2011

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GENERAL INFORMATION

1. The enclosed reports are being filed with the Office of the Secretary of the Commission, with the Administrator (USAC), the relevant state commissions, and relevant authority in a U.S. Territory, or Tribal governments, as appropriate pursuant to WC Docket No. 10-90.

2. The enclosed information satisfies the requirements included in 47CFR 54.314 and is being provided to:

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of The FCC Secretary
445 12th Street, SW
Washington, D.C. 20554

Universal Service Administrative Company
2000 L Street N.W. Suite 200
Washington, DC 20036
hcfilings@usac.org

NC Utilities Commission
4325 Mail Service Center
Raleigh, NC 27699-4325

Tribal Government as appropriate

3. The Windstream officer signing the certifications included in this report is:

Name: John Fletcher
Title: General Counsel

Report 1 - Five-year Progress Report

§ 54.313(a)(1) A progress report on its five-year service quality improvement plan pursuant to 54.202(a), including maps detailing its progress towards meeting its plan targets, an explanation of how much universal service support was received and how it was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information shall be submitted at the wire center level or census block as appropriate;

Response: This requirement is not effective until April 1, 2013 per FCC DA 12-147 II.A.7.

Report 2 - Detail Outage Report

§ 54.313(a)(2) Detailed information on any outage in the prior calendar year, as that term is defined in 47 CFR 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect

(i) At least ten percent of the end users served in a designated service area; or

(ii) A 911 special facility, as defined in 47 CFR 4.5(e).

(iii) Specifically, the eligible telecommunications carrier's annual report must include information detailing:

(A) The date and time of onset of the outage;

(B) A brief description of the outage and its resolution;

(C) The particular services affected;

(D) The geographic areas affected by the outage;

(E) Steps taken to prevent a similar situation in the future; and

(F) The number of customers affected.

Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
230474	04-Mar-11	11:57 PM	NC_ALBM_PC.RSU1: MSCO003: STOP-PROCESSOR PC.RSU1	Replaced all DTU cards in DCU.RSU1.4.0 but this did not help. Moved all replacement cards to copy 1 and that did not help either. Finally powered copy 0 back up and tripped the power on copy 1 and the spans came back in service. We were then able to confi	Local	NWLNNCXA	Scheduled Outage	4,147
230474	12-Nov-11	7:33 AM	NC_CNCR E911 Concord City E911 down to PSAP	Seized data circuit trunk bounced by connecting company AT&T	LD & E911	CNCRNCXA	Connecting company replaced faulty equipment	113,643
230474	03-Dec-11	12:21 AM	NC_KNPL: 911 OUTAGE	Issue is with vendor equipment and not Windstream issue. Informed Kannapolis PD of this and they are working with their vendor.	E911	KNPLNCXA	Connecting company replaced faulty equipment	32,522

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230474	28-Dec-11	9:26 AM	NC_ALBM: 911 Outage ALI Affected.	Detailed Description of what was done to repair the Outage: Kevin Combs/Win tech at 704-425-5997 called, He worked with Doug Forbes/Stanley County 911 at 828-514-2719. They had cut over to new PSAP equ and disconnected their equ from ATT circuit so ATT re	E911	ALBMNCXA	Notified connecting company of procedural problem	42,061

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230474	04-Mar-11	11:57 PM	NC_ALBM_PC.RSU1: MSCO003: STOP-PROCESSOR PC.RSU1	Replaced all DTU cards in DCU.RSU1.4.0 but this did not help. Moved all replacement cards to copy 1 and that did not help either. Finally powered copy 0 back up and tripped the power on copy 1 and the spans came back in service. We were then able to confi	Local	NWLNNCXA	Scheduled Outage	4,147
230476	11-Feb-11	7:02 PM	NC_LRHL:Switch Isolated	Before tech got to site, ss7 links restored.	Local	LRHLNCXA	Scheduled additional testing	2,103
230476	15-Apr-11	8:12 AM	NC_SNFR: TRK103: FLTGROUP_ALARM SNFR_E911 100% BUSY	FIber repaired. ANI/ALI restored.	E911	SNFRNCXA	Repaired or replaced cut cable	57,858

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230476	16-Apr-11	3:07 PM	NC_SNFR- MULTIPLE REMOTES, SEE NOTES	********** ***** POSTING COMMENTS ********** ***** Posting Date: 04/17/11 Start Time: 18:00 Stop Time: 23:15 Emp ID: 0028898 power back on Posting Date: 04/17/11 Start Time: 17:15 Stop Time: 18:00 Emp	Local	SNFRNCXA	Replaced faulty hardware	3,487

Report 3 – Unfulfilled Request Report

§ 54.313(a)(3) The number of requests for service from potential customers within the recipient's service areas that were unfulfilled during the prior calendar year. The carrier shall also detail how it attempted to provide service to those potential customers;

Service Area (SAC)	Wire Center	Held Orders	Held Due To
230476	GRCKNCXA	1	Cable full, added new plant
230476	MHVLNCXA	2	Cable full, added new plant

Report 4 - Number of Complaints Per 1,000 Report

§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
230474	ALBMNCXA	2
230474	BADNNCXA	2
230474	CHGVNCXA	2
230474	CNCRNCXA	2
230474	HRBGNCXA	2
230474	KNPLNCXA	2
230474	MNPLNCXA	2
230474	NWLNNCXA	2
230474	OKBONCXA	2
230476	ABRDNCXA	2
230476	ASVLNCXA	3
230476	BRWYNCXA	2
230476	CLMBNCXA	2
230476	DNTNNCXA	2
230476	GRCKNCXA	3
230476	GRQYNCXA	2
230476	HMBRNCXA	2
230476	INTRNCXA	2
230476	KINGNCXA	2
230476	LLVLNCXA	3
230476	LRHLNCXA	2
230476	LWVLNCXA	1
230476	MHVLNCXA	2
230476	MRVINCXA	2
230476	MRVNNCXA	3
230476	MTHWNCXB	1
230476	NRWDNCXA	3
230476	NWSLNCXA	3
230476	OLIVNCXA	3
230476	OLTWNCXA	1
230476	PCLDNCXA	3
230476	PNBLNCXA	3
230476	RRHLNCXA	1
230476	SLVLNCXA	1
230476	SNFRNCXA	2
230476	TRYNNCXA	2

Report 4 - Number of Complaints Per 1,000 Report

§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
230476	WDBONCXA	2
230476	WGRMNCXA	2
230476	WNGTNCXA	3
230476	WXHWNCXA	2
230483	LXTNNCXA	2
230483	SMNTNCXA	2
230483	WLCMNCXA	2

Report 5 - Service Quality and Emergency Certification

§ 54.313(a)(5) Certification that it is complying with applicable service quality standards and consumer protection rules
§ 54.313(a)(6) Certification that the carrier is able to function in emergency situations as set forth in §54.202(a)(2)

Response:

See report certification - Certifications include compliance with service quality standards, consumer protection, and the ability to function in emergency situations.

Report 6 - Company Price Offering Report

§ 54.313(a)(7) The company's price offerings in a format as specified by the Wireline Competition Bureau

Response: The Wireline Competition Bureau has not specified the format this data is to be provided in nor has this been approved by the Office of Management and Budget (OMB). This data will be provided once the OMB acceptance has been published in the Federal Register and the WCB has specified the format per FCC 11-161 ¶54.313(a)(7).

Report 7 - Holding and Operating Company Report

§ 54.313(a)(8) The recipient's holding company, operating companies, affiliates, and any branding (a "dba," or "doing-business-as company" or brand designation), as well as universal service identifiers for each such entity by Study Area Codes, as that term is used by the Administrator. For purposes of this paragraph, "affiliates" has the meaning set forth in section 3(2) of the Communications Act of 1934, as amended

Response: The Office of Management and Budget (OMB) has not approved this new requirement. This data will be provided once the OMB acceptance has been published in the Federal Register per FCC DA 12-147 II.A.12.

Report 8 - Tribal Land Information

§ 54.313(a)(9) To the extent the recipient serves Tribal lands, documents or information demonstrating that the ETC had discussions with Tribal governments that, at a minimum, included:

(i) A needs assessment and deployment planning with a focus on Tribal community anchor institutions;

(ii) Feasibility and sustainability planning;

(iii) Marketing services in a culturally sensitive manner;

(iv) Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes; and

(v) Compliance with Tribal business and licensing requirements. Tribal business and licensing requirements include business practice licenses that Tribal and non-Tribal business entities, whether located on or off Tribal lands, must obtain upon application to the relevant Tribal government office or division to conduct any business or trade, or deliver any goods or services to the Tribes, Tribal members, or Tribal lands. These include certificates of public convenience and necessity, Tribal business licenses, master licenses, and other related forms of Tribal government licensure.

Response: This requirement is not effective until April 1, 2013 per FCC DA 12-147 II.A.11.

Report 9 - Areas with no Terrestrial Backhaul Certification

§ 54.313(g) Areas with No Terrestrial Backhaul. Carriers without access to terrestrial backhaul that are compelled to rely exclusively on satellite backhaul in their study area must certify annually that no terrestrial backhaul options exist. Any such funding recipients must certify they offer broadband service at actual speeds of at least 1 Mbps downstream and 256 kbps upstream within the supported area served by Federal Communications Commission satellite middle-mile facilities. To the extent that new terrestrial backhaul facilities are constructed, or existing facilities improve sufficiently to meet the relevant speed, latency and capacity requirements then in effect for broadband service supported by the CAF, within twelve months of the new backhaul facilities becoming commercially available, funding recipients must provide the certifications required in paragraphs (e) or (f) of this section in full. Carriers subject to this paragraph must comply with all other requirements set forth in the remaining paragraphs of this section.

Response: No certification required. Windstream does not rely on satellite backhaul for its network.

Report 10 - Residential Local Service Rates Report

§ 54.313(h) Additional voice rate data. All incumbent local exchange carrier recipients of high-cost support must report only their flat rates for residential local service, as well as state fees that are below the local urban rate floor as defined in § 54.318 of this subpart, and the number of lines for each rate specified. Carriers shall report lines and rates in effect as of June 1.

No rates are below the $10 floor in North Carolina.

SAC	SPIN	Exchange	Res. Local Service Charge	State SLC	State USF Fee	Mandatory EAS Charge	Loops

Annual Report Certification

June 26, 2012

In accordance with FCC 11-161 ¶581, this form is to certify that all the information contained in this report is accurate to the best of my knowledge. I acknowledge my certification is subject to the penalties for false statements imposed under 18 U.S.C. §1001.

I, John Fletcher, am General Counsel for Windstream Communications and certify that I am authorized to execute this certification on behalf of Windstream and the facts set forth in this report are accurate to the best of my knowledge, information and belief.

Pursuant to the requirements under 47 C.F.R. §54.313(a)(5) and §54.313(a)(6) Windstream also certifies to the respective State Regulatory Commission that:

1) Windstream has established operating procedures designed to facilitate compliance with applicable consumer protection rules.

2) Windstream has established operating procedures designed to facilitate compliance with applicable service quality standards. Where applicable Windstream reports service quality standards to State Commissions.

3) Windstream has established operating procedures for emergency situations that will allow it to remain functional §54.202(a)(2).

4) Windstream certifies that all federal high-cost and CAF support was used in the proceeding calendar year and will be used in the new calendar year only for the provision, maintenance, and upgrading of facilities and services for which the support is intended.

John Fletcher Dated this 27 day of June, 2012

John Fletcher
General Counsel
Windstream Communications
4001 Rodney Parham Rd.
Little Rock, AR 72212

SANDRA D. BLADE NOTARY PUBLIC #12349466 EXPIRES 8-2-2016 PULASKI COUNTY, AR

SUBSCRIBED AND SWORN to before me this 27 day of June, 2012

Sandra D Blade

Notary Public : Sandra Blade

My Commission Expires: 8-2-16