

June 28, 2012

**FILED VIA ECFS TRANSMISSION ONLY**

Ms. Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 – 12<sup>th</sup> Street, SW  
Washington, DC 20554

**Re: WC Docket No. 10-90  
Lumos Networks, LLC (f/k/a FiberNet, LLC)  
Annual Reporting Requirements pursuant to § 54.313(a)(2)-(6)**

Dear Ms. Dortch:

Enclosed for filing please find Lumos Network, LLC's (f/k/a FiberNet, LLC) Annual Reporting Requirements for high cost recipients pursuant to Section 54.313(a)(2)-(6) of the Federal Communications Commission's rules and regulations. This Annual Report is also being submitted to the Universal Service Administrative Company.

Please address any inquiries or further correspondence regarding this filing to my attention at 1200 Greenbrier Street, Charleston, WV 25311. Should you need to contact me directly, I may be reached by telephone at (304) 720-2159, by facsimile at (304) 720-2121, or by e-mail at [hamulas@lumosnet.com](mailto:hamulas@lumosnet.com).

Sincerely,



STEVEN HAMULA  
Director of Regulatory Affairs  
Lumos Networks, LLC

SH/s  
Enclosures

**Annual Reporting Requirements pursuant to § 54.313(a)(2)-(6)**

**WC Docket No. 10-90**

§ 54.313(a)(2) – Outage reporting

My company was not required to collect this information in 2011.

My company collected this information pursuant to state utility commission requirement.  
A copy of the report is attached.

§ 54.313(a)(3) – Unfulfilled service requests

My company was not required to collect this information in 2011.

My company collected this information pursuant to state utility commission requirement.  
A copy of the report is attached.

§ 54.313(a)(4) – Customer complaints per 1000 connections

My company was not required to collect this information in 2011.

My company collected this information pursuant to state utility commission requirement.  
A copy of the report is attached.

§ 54.313(a)(5) – Service quality standards and consumer protection rules

I certify that the reporting carrier is in compliance with applicable service quality standards and consumer protection rules.

§ 54.313(a)(6) – Ability to function in emergency situations

I certify that the reporting carrier can function in emergency situations as set forth in 47 CFR §54.202(a)(2). Specifically, the reporting carrier has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

I am authorized to make this certification on behalf of the company named above and, to the best of my knowledge the information reported on this form is accurate. This certification is for the study area(s) listed below. **(Please enter your Company Name, State and Study Area Code)**

Company Name	State	Study Area Code
Lumos Networks LLC	West Virginia	209002

(If necessary, attach a separate list of additional study areas and check this box.)

Signed,

  
[Signature of Corporate Officer]

**Mary McDermott**

[Printed Name of Corporate Officer]

**Sr. VP - Legal & Regulatory Affairs**

[Title of Corporate Officer]

Date: June 26, 2012

Carrier's Name Lumos Networks LLC  
Carrier's Address 1200 Greenbrier Street  
Carrier's Telephone Number (304) 720-2100

# Lumos Networks LLC Wireline Outage Report 2011

Date	Markets Impacted / Location	Total Duration	High Level Root Cause	Customers Affected
1/20/2011	Madison, WV Logan, WV Williamson, WV	12h, 30m	Fiber cut	200+
1/27/2011	Logan, WV Williamson, WV	8h, 37m	Fiber cut	200+
3/1/2011	All FBNT Markets	1h, 38m	Switch programming change	200+
3/9/2011	Clarksburg, WV	7h	Hardware failure	200+
3/21/2011	Williamson, WV	1h, 38m	Leased Facilities OOS	200+
4/4/2011	Fairmont, WV	3h	Faulty cabling	200+
4/11/2011	Kingwood, WV	5h, 7m	Leased Facilities OOS	200+
4/11/2011	Morgantown, WV	2h, 15m	Leased Facilities OOS	200+
4/29/2011	Wheeling, WV	8h, 20m	Hardware failure	200+
5/3/2011	Madison, WV Logan, WV Williamson, WV	1h, 1m	Fiber cut	200+
5/13/2011	Keyser, WV	16 hours	Leased Facilities OOS	200+
5/17/2011	Weston, WV	3h, 36m	Hardware failure	200+
5/27/2011	White Sulphur Springs, WV Bluefield, WV Hinton, WV Princeton, WV	14 hours	Fiber cut	200+
5/29/2011	All FBNT Markets served by SIP	8h, 30m	DNS Issue	200+
6/7/2011	Madison, WV Logan, WV Williamson, WV	6h, 37m	Fiber cut	200+
6/7/2011	Elkview, WV Clendenin, WV	5h, 14m	Fiber cut	200+
7/6/2011	New Martinsville, WV	2h, 51m	Hardware failure	200+
7/12/2011	Glenville, WV Buckhannon, WV Weston, WV Burnsville, WV	3h, 30m	Two fiber cuts disrupting primary and diverse paths	200+
7/17/2012	Sutton, WV Gassaway, WV	14h, 20m	Power plant issue at Frontier Colo	200+
7/22/2011	Northern LATA WV	1h, 30m	Two fiber cuts disrupting primary and diverse paths	200+
8/7/2011	Elkins, WV	6 hours	Failure on leased IOF DS3 (Frontier)	200+
8/25/2011	Fairmont, WV Clarksburg, WV Morgantown, WV Kingwood, WV	2h, 37m	Hardware failure	200+
8/26/2011	Martinsburg, WV Innwood, WV Berkeley Springs, WV	4h, 48m	Two fiber cuts disrupting primary and diverse paths	200+
9/5/2011	Logan, WV Madison, WV Williamson, WV	13h, 45m	Fiber cut	200+
9/19/2011	Belle, WV	2h, 15m	Failed hardware	200+
9/26/2011	Grafton, WV	15h, 40m	Failure on leased IOF DS3 (Frontier)	200+
10/4/2011	Williamson, WV	2h, 52m	Failure on leased IOF DS3 (Frontier)	200+
11/19/2011	Beckley, WV Pineville, WV Mullens, WV	12h, 34m	ILEC to CLEC trunks OOS on Frontier Network	200+
11/22/2011	Glenville, WV	5h, 52m	Hardware failure	200+

## Lumos Networks LLC Unfulfilled Orders Summary 2011

Orders Cancelled at Customer Request	442
Orders Cancelled due to incorrect information	55
Duplicate Orders	24
Orders Cancelled due to inability to contact Customer	18
Customer decided to use another carrier	27
Customer service disconnected or not current	10
<u>Replacement Circuit Not Needed</u>	<u>12</u>
<b>Grand Total CY 2011</b>	<b>588</b>

# Lumos Networks, LLC Wireline Complaint Summary Report 2011

Product Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
CLEC	22	25	25	27	21	17	21	9	11	14	14	8	214
Directory						1			1				2
Internet, DSL, PBB			1		1	3		1					6
T1 PRI	4												4
Business												1	1
Residential		1			4			2			1	3	11
Video													
VoIP													0
<b>Total</b>	<b>26</b>	<b>26</b>	<b>26</b>	<b>27</b>	<b>26</b>	<b>21</b>	<b>21</b>	<b>12</b>	<b>12</b>	<b>14</b>	<b>15</b>	<b>12</b>	<b>238</b>

Root Cause Summary	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
<b>Billing/Payment Issues</b>													
Acct Maint. - Billing	4	2	2		1	3	1	1			4	2	20
Acct Maint. - Disconnect	1		1									1	3
Acct Maint. - Refund Delay					1			1					2
Acct Maint. - Other										1			1
Bill Educ-Add'l Acct Charges					1								1
Bill Education - Fraud													0
Bill Education - Other	1	1	1	1			2						6
Bill Education - Rate plan													0
Bill Education - Refund	1		2										3
<b>Total Bill/Payment Issues</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>36</b>

## Cust Relations Issues

Cust Care - Cust Service	1												1
Cust Care - Misinformation													0
Cust Care - Mistreatment													0
Cust Care - Policy Dispute	3	17	12	12	4	5	2	1	5	3		1	65
Retail - Customer Service													0
Retail - Misinformation													0
Retail - Mistreatment													0
Retail - Policy Dispute													0
Other			1	2	5		1	1			1	1	12
<b>Total Cust Relation Issue</b>	<b>4</b>	<b>17</b>	<b>13</b>	<b>14</b>	<b>9</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>78</b>

## Product/Serv/Tech Issues

Wireline Equip - Hardware		1	1	1	3	1	1	1	1	1	1	1	13
Wireline Equip - Software													0
Other LEC Facilities	12	4	5	8	10	12	10	5	3	6	8	5	88
Other	3	1	1	3	1		4	2	3	3	1	1	23
<b>Total Product/Serv/Tech</b>	<b>15</b>	<b>6</b>	<b>7</b>	<b>12</b>	<b>14</b>	<b>13</b>	<b>15</b>	<b>8</b>	<b>7</b>	<b>10</b>	<b>10</b>	<b>7</b>	<b>124</b>

<b>TOTAL ALL ROOT CAUSES</b>	<b>26</b>	<b>26</b>	<b>26</b>	<b>27</b>	<b>26</b>	<b>21</b>	<b>21</b>	<b>12</b>	<b>12</b>	<b>14</b>	<b>15</b>	<b>12</b>	<b>238</b>
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