WINDSTREAM COMMUNICATIONS ANNUAL REPORT

FOR THE STATE OF

Florida

State of Respondent

6/26/2012

ETC's Included In This Report

	LEGAL ENTITY NAME	SAC
ETC#1:	Windstream Florida, Inc.	210336
ETC#2:		
ETC#3:		
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

TABLE OF CONTENTS

Schedule

-	General Information
#1	Five Year Progress Report
#2	Detailed Outage Report
#3	Unfulfilled Request Report
#4	Number of Complaints per 1,000 Report
#5	Service Quality and Emergency Situation Certification
#6	Company Price Offering Report
#7	Holding and Operating Company Report
#8	Tribal Land Information
#9	Areas With No Terrestial Backhaul Certification
#10	Residential Local Service Rates Report
-	Annual Report Certification

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

Ms. Ann Cole, Division of the Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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
210336	09-Jan-11	6:17 PM	FL_LVOK RCC BRFR 2 PM107: CBSY	Reset 2 Main Breakers to 5 TA3000 shelves	Local	BRFRFLXA	Replaced faulty hardware	6,929
210336	10-Jan-11	1:01 AM	FL_LVOK PM107 CBSY RCC LRVL 5	SUSPECTED MOP WORK AS CAUSE. MOP 123010153416. POWER WORK.	Local	LRVLFLXA	Scheduled Outage	1,614
210336	09-Feb-11	12:06 PM	FL_LKBT: E911	Further changes at this PSAP will be tracked on future tickets.	E911	LKBTFLXA	Connecting company replaced faulty equipment	6,660
210336	24-Feb-11	9:59 AM	FL_LVOK PM107: CBSY LCM BORA 00 0	tech curtis called to close//stts that he was re-wiring circuits which shorted out pins that caused the outage.	Local	BORAFLXA	Reviewed procedures with Telco employee	226
210336	24-Mar-11	5:00 AM	GA_STPA/FL_FLRH ALM031: CAT SET FLRH CCS7	Links are stable.	Local	FLRHFLXA	Scheduled additional testing	1,370

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210336	24-Mar-11	9:04 PM	FL_FLRH ALM031: CAT SET FLRH CCS7	Mike replaced the timing card.	Local	FLRHFLXA	Replaced faulty hardware	1,370
210336	28-Mar-11	9:49 AM	FL_LKBT SITE ISOLATED	Fiber has been spliced, call processing restored	Local	LKBTFLXA	Repaired or replaced cut cable	6,660
210336	27-May-11	1:33 AM	FL_BRKR toll isolated	This outage was due to mop 052411151508.	Local	BRKRFLXA	Scheduled Outage	1,516
210336	24-Aug-11	3:08 AM	FL_BRKR ALM031: MAJ SET HSNG CCS7 FL_HGSP: ALM031: MAJ SET LKBT CCS7	The mop has been completed.	Local	BRKRFLXA	Scheduled Outage	1,485

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210336	23-Sep-11	8:46 PM	FL_LKBT: E911 Outage / Union County, FL	Per WIN Tech Mike Ronquille, trouble reported in error, this is PSAP eq trouble and vendor will replace 2 modems on Monday	E911	LKBTFLXA	Connecting company replaced faulty equipment	8,348

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
210336	ALCHFLXA	2	Needed additional plant
210336	BRFRFLXA	1	Needed additional plant
210336	BRKRFLXA	1	Needed additional plant
210336	CLHNFLXA	3	Needed additional plant
210336	FTWHFLXA	2	Needed additional plant
210336	HGSPFLXA	2	Needed additional plant
210336	JNGSFLXA	1	Needed additional plant
210336	LKBTFLXA	1	Needed additional 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
210336	ALCHFLXA	2
210336	BORAFLXA	3
210336	BRFRFLXA	2
210336	BRKRFLXA	2
210336	CITRFLXA	3
210336	CLHNFLXA	2
210336	CRCYFLXA	2
210336	DWPKFLXA	2
210336	FLRHFLXA	2
210336	FTWHFLXA	2
210336	HGSPFLXA	2
210336	HLRDFLXA	2
210336	HSNGFLXA	2
210336	INTRFLXA	2
210336	JNGSFLXA	3
210336	JSPRFLXA	2
210336	LKBTFLXA	2
210336	LRVLFLXA	2
210336	LVOKFLXA	2
210336	MAYOFLXA	2
210336	MCINFLXA	2
210336	MLRSFLXA	2
210336	ORSPFLXA	2
210336	RAFRFLXA	1
210336	WALDFLXA	2
210336	WHSPFLXA	2
210336	WLBRFLXA	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.

SAC	SPIN#	Exchange	Res Local Service Charge	State SLC	State USF	Manditory EAS Fee	Loops
210336	143030766	HILLIARD	9.75	0.00	0.00	0.00	1,880
210336	143030766	JASPER	9.75	0.00	0.00	0.00	1,333
210336	143030766	JENNINGS	9.75	0.00	0.00	0.00	1,297

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

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

Sandra D Blade

Notary Public : Sandra Blade

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

My Commission Expires: August 2, 2016