WINDSTREAM COMMUNICATIONS ANNUAL REPORT

FOR THE STATE OF

Nebraska

State of Respondent

6/26/2012

ETC's Included In This Report

	LEGAL ENTITY NAME	SAC
ETC#1:	Windstream Nebraska, Inc.	371568
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
hcfilings@usac.org

Ms. Sue Vanicek, Director
Nebraska Telecommunications Infrastructure & Public Safety Department
1200 "N" Street
Lincoln, NE 68509-4927

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
371568	02-Feb-11	9:11 PM	NE_LNCL0: CBSY RCC GENV 10	Transport tech reseated the transmit common card in the 828 MUX in the central office & restored the DS3 102/T3Z/LNCLNEXLK01/YORK NEXL	Local	GENVNEXL	Replaced faulty hardware	1,692
371568	20-May-11	5:40 PM	NE_LNCL0: Seward County 911 Outage	Per SSTC, power supply reseated in e911 system and cleared issue .	E911	LNCLNEXL	Connecting company replaced faulty equipment	6,738
371568	15-Jul-11	3:31 AM	NE_LNCL0:_MLFR - PM107: CBSY RCC2 MLFR 16	RCC2 MLFR 16 CBSY- OUTAGE- OUTAGE OVER - DURATION WAS 54 MINS MOP WORK - # 071211161052	Local	MLFRNEXL	Scheduled Outage	2,051
371568	15-Jul-11	3:31 AM	NE_LNCLP_PLDL-: PM107: CBSY LCM PLDL 00 0	RLCM PLDL 0 0 CBSY- MOP 071211161052 CAUSED OUTAGE	Local	PLDLNEXL	Scheduled Outage	300

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
371568	02-Feb-11	9:11 PM	NE_LNCL0: CBSY RCC GENV 10	Transport tech reseated the transmit common card in the 828 MUX in the central office & restored the DS3 102/T3Z/LNCLNEXLK01/YORK NEXL	Local	GENVNEXL	Replaced faulty hardware	1,692
371568	25-Aug-11	8:42 AM	NE_LNCLP: PM107: CBSY ESA PCKR 28	?110825113805 37 PM 181 3855 INFO LCM PCKR 00 0 Unit 0 Node: ManB, Unit0 : ManB, Unit1 : ManB Loaded with XLCM18AW Loading method: Regular loading , Elapsed time: 00:02:32 Summary : single plane, bundle	Local	PCKRNEXL	Replaced faulty hardware	240

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
371568	02-Feb-11	9:11 PM	NE_LNCL0: CBSY RCC GENV 10	Transport tech reseated the transmit common card in the 828 MUX in the central office & restored the DS3 102/T3Z/LNCLNEXLK01/YORK NEXL	Local	GENVNEXL	Replaced faulty hardware	1,692
371568	04-Sep-11	10:30 AM	NE_LNCL0: 911 Outage for Seward Co (Seward, Garland)	Date/Time Outage repaired (Central Time): 13:26 CDT Detailed Description of what was done to repair the Outage: Per WIN Switch Manager Drew Silva (402)436-4246 a Switch outage due to software related issues affected approx 2,335 lines. At this time D	E911	SWRDNEXL	Reviewed procedures with Telco employee	5,923

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
371568	02-Feb-11	9:11 PM	NE_LNCL0: CBSY RCC GENV 10	Transport tech reseated the transmit common card in the 828 MUX in the central office & restored the DS3 102/T3Z/LNCLNEXLK01/YORK NEXL	Local	GENVNEXL	Replaced faulty hardware	1,692
371568	16-Sep-11	7:44 AM	NE_LNCLP: NEMAHA COUNTY 911 OUTAGE	The trunk and station module was replaced 9-17-11 - site still down, problem still occuring. replaced module at dcm fixed again per nebraska noc	E911	NEMHNEXL	Replaced faulty hardware	135
371568	04-Dec-11	9:52 PM	WAHONEWAHOYHN00 (172.31.28.84)	SHELF REPLACED AND RECONFIGURED	Special	LNCLNEXL	Replaced faulty hardware	2,016

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
371568	CRETNEXL	1	Cable full, added new plant
371568	DVCYNEXL	1	Cable full, added new plant
371568	GRLDNEXL	1	Cable full, added new plant
371568	UTICNEXL	1	Cable full, added new plant
371568	WAHONEXL	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
371568	ADMSNEXL	1
371568	ALXNNEXL	3
371568	ASLDNEXL	2
371568	AUBNNEXL	1
371568	AVOCNEXL	1
371568	BLWDNEXL	2
371568	BNDCNEXL	2
371568	BNNTNEXL	2
371568	BOCKNEXL	2
371568	BRCHNEXL	2
371568	BRDSNEXL	3
371568	BRNGNEXL	1
371568	BRNRNEXL	2
371568	BRTNNEXL	2
371568	BRUNNEXL	2
371568	BTRCNEXL	1
371568	BURRNEXL	2
371568	BVRCNEXL	2
371568	BWVLNEXL	2
371568	CATNNEXL	2
371568	CDBLNEXL	2
371568	CLATNEXL	2
371568	CLCTNEXL	1
371568	COLNNEXL	2
371568	COOKNEXL	1
371568	CRBONEXL	3
371568	CRDVNEXL	2
371568	CRETNEXL	1
371568	CRLDNEXL	1
371568	CRSCNEXL	1
371568	DAVYNEXL	1
371568	DEWSNEXL	2
371568	DGLSNEXL	1
371568	DNTNNEXL	1
371568	DRCHNEXL	1
371568	DUBSNEXL	2
371568	DUNBNEXL	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
371568	DVCYNEXL	1
371568	DVPTNEXL	1
371568	DWGHNEXL	2
371568	DWSNNEXL	2
371568	DWTTNEXL	1
371568	DYKNNEXL	1
371568	EAGLNEXL	1
371568	EDGRNEXL	2
371568	EKCKNEXL	2
371568	EMWDNEXL	2
371568	EXTRNEXL	1
371568	FAMTNEXL	1
371568	FLLYNEXL	1
371568	FRBRNEXL	1
371568	FRFDNEXL	2
371568	FRNDNEXL	1
371568	FRTHNEXL	1
371568	GDRKNEXL	2
371568	GENVNEXL	1
371568	GFTNNEXL	1
371568	GLNVNEXL	2
371568	GNWDNEXL	2
371568	GRHMNEXL	2
371568	GRLDNEXL	1
371568	HANSNEXL	2
371568	HBRNNEXL	1
371568	HCMNNEXL	2
371568	HLLMNEXL	2
371568	HMBLNEXL	1
371568	HRDYNEXL	2
371568	HRVRNEXL	1
371568	HSNGNEXL	1
371568	ITHCNEXL	2
371568	JHSNNEXL	1
371568	JNSNNEXL	2
371568	JULNNEXL	3
371568	JUNTNEXL	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
371568	KNSWNEXL	1
371568	LBRTNEXL	2
371568	LNCLNEXA	1
371568	LNCLNEXB	0
371568	LNCLNEXD	0
371568	LNCLNEXL	0
371568	LNCLNEXS	4
371568	LSVLNEXL	1
371568	MCJTNEXL	2
371568	MEADNEXL	1
371568	MLCLNEXL	1
371568	MLFRNEXL	2
371568	MLGNNEXL	1
371568	MRDCNEXL	1
371568	MRRYNEXL	2
371568	MRTLNEXL	2
371568	NBCYNEXL	1
371568	NEMHNEXL	3
371568	NHWKNEXL	1
371568	NLSNNEXL	1
371568	OCTVNEXL	3
371568	OHIWNEXL	2
371568	ONG NEXL	3
371568	OSCLNEXL	1
371568	OTOENEXL	3
371568	PANMNEXL	2
371568	PCKRNEXL	2
371568	PERUNEXL	1
371568	PLDLNEXL	2
371568	PLMONEXL	1
371568	PLMYNEXL	2
371568	PLTSNEXL	2
371568	POLKNEXL	2
371568	PWCYNEXL	1
371568	RSCYNEXL	1
371568	RSKNNEXL	2
371568	RYMNNEXL	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
371568	SHCKNEXL	1
371568	SHLBNEXL	1
371568	SPRRNEXL	1
371568	SRPSNEXL	2
371568	STBGNEXL	1
371568	STCYNEXL	3
371568	STNGNEXL	1
371568	STNRNEXL	1
371568	STTNNEXL	1
371568	SWRDNEXL	1
371568	SWTNNEXL	2
371568	SYRCNEXL	1
371568	TAMRNEXL	2
371568	TBRKNEXL	2
371568	TCMSNEXL	1
371568	TLMGNEXL	2
371568	TOBSNEXL	1
371568	UNADNEXL	1
371568	UNINNEXL	2
371568	UTICNEXL	1
371568	VLPRNEXL	2
371568	WACONEXL	1
371568	WAHONEXL	1
371568	WLBRNEXL	1
371568	WPWRNEXL	1
371568	WSTRNEXL	1
371568	WVRLNEXL	1
371568	WYMRNEXL	1
371568	YORKNEXL	1
371568	YUTNNEXL	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 Nebraska.

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 21 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 21 day of June, 2012

Sandra D Blade

Notary Public : Sandra Blade

My Commission Expires: 8-2-16

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