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PUBLIC REFERENCE COPY

June 28, 2012

VIA ELECTRONIC FILING

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, S.W., Room TW-A306
Washington, DC 20554

VIA HAND DELIVERY

Karen Majcher
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2000 L Street, N.W., Suite 200
Washington, D.C. 20036

VIA HAND DELIVERY

Washington Utilities and Transportation Commission
1300 S. Evergreen Park Drive, S.W.
Olympia, WA 98504-7250

Re: Connect America Fund, WC Docket No. 10-90
Report for Services Provided in the State of Washington

Dear Secretary Dortch:

On behalf of United States Cellular Corporation (SAC 529001) ("U.S. Cellular") a wireless service provider designated as an Eligible Telecommunications Carrier by the Washington Utilities and Transportation Commission, please find attached a redacted public version of a Report submitted by U.S. Cellular in compliance with requirements specified by the Wireline

PUBLIC REFERENCE COPY

Competition Bureau and the Wireless Telecommunications Bureau in the *CAF Clarification Order.*[1] The redacted public version of the Report has been marked **"REDACTED – FOR PUBLIC INSPECTION."**

U.S. Cellular is also submitting to the Commission, under separate cover, a confidential version of the Report. The confidential version is marked **"CONFIDENTIAL – NOT FOR PUBLIC INSPECTION."**

Please contact the undersigned at 703-584-8666 if any questions arise concerning the above-referenced enclosures or if you require any additional information.

Sincerely,

/s/ Steven M. Chernoff

David A. LaFuria
Steven M. Chernoff
John Cimko

Attorneys for:
United States Cellular Corporation

Attachment

[1] *Connect America Fund*, WC Docket No. 10-90, *et al.*, Order, 27 FCC Rcd 605 (Wireline Comp. Bur., Wireless Telecom. Bur. 2012) ("*CAF Clarification Order*").

REDACTED – FOR PUBLIC INSPECTION

Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, D.C. 20554

In the Matter of	)	
	)	WC Docket No. 10-90
Connect America Fund	)	

UNITED STATES CELLULAR CORPORATION

REPORT

United States Cellular Corporation ("U.S. Cellular"), a wireless service provider designated as an Eligible Telecommunications Carrier ("ETC") in the State of Washington, hereby submits this Report to the Commission in accordance with recent directives issued by the Commission.

Specifically, the *CAF Clarification Order*[1] requires any entity designated as an ETC by a state or territorial regulatory authority pursuant to Section 214(e) of the Communications Act of 1934[2] to file with the Commission in 2012 some or all of the information described in Section 54.313(a)(2)-(6) of the Commission's Rules,[3] as it pertains to voice service provided by the ETC during 2011, to the extent the ETC is required to

[1] *Connect America Fund*, WC Docket No. 10-90, *et al.*, Order, 27 FCC Rcd 605 (Wireline Comp. Bur., Wireless Telecom. Bur. 2012) ("*CAF Clarification Order*").

[2] 47 U.S.C. § 214(e).

[3] 47 C.F.R. § 54.313(a)(2)-(6). This information relates to system outages, unfulfilled requests for service, customer complaints, certification of compliance with service quality standards and consumer protection rules, and certification of an ETC's ability to function in emergency situations.

submit such information in annual reports to the designating state or territorial regulatory authority.[4]

The Wireline Competition Bureau subsequently notified ETCs that information filed pursuant to Section 54.313(a)(2)-(6) of the Commission's Rules must be filed not later than July 2, 2012, with the Commission, and with the Administrator of the Universal Service Administrative Company, the relevant state commission, the relevant authority in a U.S. Territory, or Tribal governments, as appropriate.[5]

Information that was submitted by U.S. Cellular to the state commission earlier this year and that is within the parameters of the filing requirements adopted in the *CAF Clarification Order* and contained in Section 54.313(a)(2)-(6) of the Commission's Rules is hereby reported to the Commission in the following sections.

1. Outage Reporting.

An ETC must report any outages of at least 30 minutes in duration on the facilities it owns, operates, leases, or otherwise utilizes that potentially affect at least ten percent of the end users served in its designated service area or affect a 911 special facility.[6] U.S. Cellular's outage report is attached hereto as Exhibit A.

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[4] *CAF Clarification Order*, 27 FCC Rcd at 607-08.

[5] *Wireline Competition Bureau Announces Filing Deadline of July 2, 2012, for Eligible Telecommunications Carriers To File Reports Pursuant to Section 54.313(a)(20 Through (a)(6) of the Commission's Rules*, WC Docket No. 10-90, *et al.*, Public Notice, DA 12-729 (rel. May 8, 2012) (citing 47 C.F.R. § 54.313(i).

[6] *See* 47 C.F.R. § 54.313(a)(2). With regard to 911 special facilities, Section 4.5(e) of the Commission's Rules provides as follows:

> An outage that potentially affects a 911 special facility occurs whenever:
>
> (1) There is a loss of communications to PSAP(s) potentially affecting at least 900,000 user-minutes and: The failure is neither at the PSAP(s) nor on the

2. Service Requests.

U.S. Cellular attaches as Exhibit B its report of unfulfilled requested for service from customers within its Washington ETC service area during the reporting period.[7]

3. Consumer Complaints.

For the period from January 1, 2011, through December 31, 2011, the ratio of consumer complaints filed with either the Commission or the Washington Utilities and Transportation Commission regarding U.S. Cellular's service in the designated ETC service area was **[begin confidential information]** [redacted] **[end confidential information]** complaints per 1,000 handsets.[8]

4. Ability To Remain Functional in Emergencies.

An ETC must demonstrate its ability to function in emergency situations as required under the FCC's rules.

U.S. Cellular hereby certifies that it is capable of functioning in emergency situations as set forth in 47 C.F.R. § 54.202(a).

---

premises of the PSAP(s); no reroute for all end users was available; and the outage lasts 30 minutes or more; or

(2) There is a loss of 911 call processing capabilities in one or more E–911 tandems/selective routers for at least 30 minutes duration; or

(3) One or more end-office or MSC switches or host/remote clusters is isolated from 911 service for at least 30 minutes and potentially affects at least 900,000 user-minutes; or

(4) There is a loss of ANI/ALI (associated name and location information) and/or a failure of location determination equipment, including Phase II equipment, for at least 30 minutes and potentially affecting at least 900,000 user-minutes (provided that the ANI/ALI or location determination equipment was then currently deployed and in use, and the failure is neither at the PSAP(s) or on the premises of the PSAP(s)). 47 C.F.R. 4.5(e).

[7] *See* 47 C.F.R. § 54.313(a)(3).

[8] *See* 47 C.F.R. § 54.313(a)(4).

5. Commitment to CTIA's Consumer Code of Wireless Service.

An ETC must commit to abide by the CTIA Code or other consumer protection and service quality standards. U.S. Cellular certifies that it will continue to abide by the CTIA Code, as it may be amended from time to time, for all of its operations in Washington.

6. Conclusion.

U.S. Cellular trusts that the Commission will find this Report responsive to the reporting requirements specified in the *CAF Clarification Order*.

Should the Commission have any questions or require any additional information, please contact:

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Respectfully submitted,

/s/ Steven M. Chernoff

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(703) 584-8670

Attorneys for:
United States Cellular Corporation

Dated: June 28, 2012

Exhibit B

Unfulfilled Service Requests

[Withheld in its entirety]

DECLARATION

I, John C. Gockley, hereby declare as follows:

1. I am the Vice President, Legal and Regulatory Affairs of United States Cellular Corporation ("U.S. Cellular").

2. This Declaration is submitted in support of U.S. Cellular's Report, which is being filed with the Commission pursuant to the requirements specified in *Connect America Fund*, WC Docket No. 10-90, *et al.*, Order, 27 FCC Rcd 605 (Wireline Comp. Bur., Wireless Telecom. Bur. 2012).

3. I declare that the statements contained in the foregoing Report are true and correct to the best of my knowledge.

Executed on June 26, 2012

John C. Gockley

Vice President, Legal and Regulatory Affairs
United States Cellular Corporation

SUBSCRIBED, SWORN TO, AND ACKNOWLEDGED before me this 26 day of June, 2012.

OFFICIAL SEAL
KAREN F WIERER
NOTARY PUBLIC - STATE OF ILLINOIS
MY COMMISSION EXPIRES:01/04/13

Karen F Wierer

NOTARY PUBLIC

My Commission Expires: 01/04/13