

West Virginia 2012 Filings (Annual Recertification)

6. Certification Regarding Emergency Functionality

The Commission requires an ETC to certify that it is able to function in emergency situations and to include a description of the emergency facilities of the ETC. The standards set forth in FCC Rule 54.202(a)(2) require providers to maintain (1) a reasonable amount of back-up power to ensure functionality without a power source, (2) an ability to reroute traffic around damaged facilities, and (3) a capability to manage traffic spikes resulting from emergency situations. AT&T has a comprehensive emergency response plan in place. Most of AT&T Mobility's cell sites have permanent back-up power in the event that commercial power is lost. For those cell sites that do not have permanent back-up power or for outages that last an extended period of time, AT&T Mobility also has a number of portable generators that can be deployed. In addition, AT&T Mobility has several Cells on Wheels ("COWs") which are portable cell sites that can be used on a temporary basis in an extreme emergency situation. Finally, AT&T Mobility designs its systems so that there is often overlapping coverage from more than one cell site in an area. As such, AT&T Mobility certifies that it is able to function in emergency situations as set forth in FCC Rule 54.202(a)(2).

EXHIBIT I

Mississippi 2012 Filings

(Annual Recertification, Quarterly Reports)

This exhibit includes extracts from reports filed with the Mississippi Public Service Commission covering the calendar year of 2011. These extracts are from quarterly filings showing progressive accumulation during the 2011 calendar year as well as the end of year annual recertification report that summarizes the final data collected for the 2011 calendar year.

Specifically the exhibit includes the following pages.

Page 6	54.313(a)(2) Federal Outages	Federal Outage requirements are certified in the Annual Recertification
Page 2-3	54.313(a)(3) Unfulfilled Service Extension Requests	U-SERs are drawn from Quarterly Reports to the MS-PSC
Page 4-5	54.313(a)(4) Complaints per 1000 handsets/subscribers	Complaints per 1000 are drawn from Quarterly Reports to the MS-PSC
Page 6	54.313(a)(5) Consumer Protection (i.e., CTIA Certification)	CTIA is drawn from the Annual Recertification
Page 6	54.313(a)(6) Emergency Preparedness Plans	Emergency Preparedness Plan is drawn from the Annual Recertification

Mississippi 2012 Filings
(Annual Recertification, Quarterly Reports)

EXHIBIT E:

1st Quarter ETC Service Extension Requests

AT&T Mobility had two (2) service extension request that went unfulfilled.

EXHIBIT E:

2nd Quarter ETC Service Extension Requests

AT&T Mobility had no (0) service extension requests that went unfulfilled.

Mississippi 2012 Filings
(Annual Recertification, Quarterly Reports)

EXHIBIT E:

3rd Quarter ETC Service Extension Requests

AT&T Mobility had no (0) service extension requests that went unfulfilled.

EXHIBIT F:

4th Quarter ETC Service Extension Requests

AT&T Mobility had three (3) service extension requests in 2011 that went unfulfilled.

Mississippi 2012 Filings (Annual Recertification, Quarterly Reports)

EXHIBIT F:

1st Quarter ETC Complaints per 1,000 Handsets Info

AT&T Mobility provides the following information on the complaints it received during the first quarter of 2011. Approximately 0.038 complaints per 1,000 customers were filed.

EXHIBIT F:

2nd Quarter ETC Complaints per 1,000 Handsets Info

AT&T Mobility provides the following information on the complaints it received during the second quarter of 2011. Approximately 0.0386 complaints per 1,000 ETC customers.

Mississippi 2012 Filings

(Annual Recertification, Quarterly Reports)

EXHIBIT F:

3rd Quarter ETC Complaints per 1,000 Handsets Info

AT&T Mobility provides the following information on the complaints it received during the third quarter of 2011. Approximately 0.122 complaints per 1,000 ETC customers.

EXHIBIT G:

4th Quarter ETC Complaints per 1,000 Handsets Info

AT&T Mobility provides the following information on the complaints it received during the Fourth quarter of 2011. Approximately 0.064 complaints per 1,000 customers.

Mississippi 2012 Filings

(Annual Recertification, Quarterly Reports)

AT&T Mobility Annual Certification

MPSC Docket 05-AD-662 requires that as part of the annual plan filing each Eligible Telecommunications Carrier ("ETC") must certify to certain items as delineated in the checklist in Exhibit "A" of the Order. New Cingular Wireless PCS, LLC ("AT&T Mobility") submits the following information to comply with this requirement.

- (a) The ETC is able to function in an emergency;
AT&T Mobility has in place emergency operations procedures so that it can function in an emergency. Backup power is provided at switch locations and cell sites through a combination of batteries, portable generators, and permanent generators. AT&T Mobility also has mobile switches and portable COWs (Cells on Wheels) that it can deploy in the event of an emergency.
- (b) The ETC is complying with applicable service quality standards and consumer protection rules;
AT&T Mobility is complying with the CTIA Code of Consumer Conduct.
- (c) The ETC is complying with the FCC requirements concerning outages;
AT&T Mobility is complying with the federal outage reporting requirements.
- (d) The ETC is offering a local usage plan comparable to that offered by the ILEC in the relevant service areas:
AT&T Mobility is committed to providing its customers with valuable calling plans. Calling plans cannot be compared solely on price, but must also consider calling scope and the additional features and functionalities included. AT&T Mobility's current calling plans offer consumers numerous benefits including the inherent mobile nature of wireless service. For example, customers that choose the AT&T Nation or Family Talk calling plans never pay additional roaming or long distance charges in the United States. Thus, all calls from anywhere on the AT&T mobility network to anywhere else in the United States are "local" calls for these customers. Also, the calling plans currently offered by AT&T Mobility include numerous features that are available at no extra charge, such as: Voicemail, Caller ID, Call Forwarding, Call Waiting, and Three-Way Calling. Moreover, many of the post-paid calling plans currently offered by AT&T Mobility include either unlimited night and weekend minutes or generous night and weekend minute packages, as well as unlimited domestic mobile calling between AT&T Mobility customers, and the ability to Rollover unused minutes for use in subsequent months.

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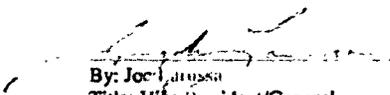
Mississippi 2012 Filings (Annual Recertification, Quarterly Reports)

(e) The ETC acknowledges that the Commission may require it to provide equal access to long distance Carriers in the event that no other ETC is providing equal access within the service area subject to that provider's obligations under federal law;
AT&T Mobility acknowledges that it may be required to provide equal access to long distance carriers in the event that no other ETC is providing equal access within that service area, subject to any limitations under federal law

(f) The ETC is advertising the required supported services throughout its service areas;
AT&T Mobility is advertising the supported services, including Lifeline service, in its ETC designated area. Attached, AT&T Mobility provides examples of print advertising.

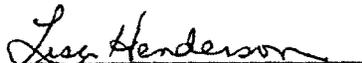
I Joe Larussa, Vice President and General Manager for the Gulf States market for AT&T Mobility LLC and its subsidiary New Cingular wireless PCS, LLC certify that the foregoing information contained above is true and correct to the best of my knowledge and belief.

Executed on May 21, 2012


By: Joe Larussa
Title: Vice President/General -
Manager - Gulf States Market

(Notary Seal)

Subscribed and sworn to before me
This 21st day of May, 2012


Notary Public

Lisa Henderson

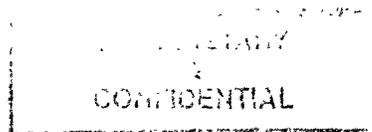


EXHIBIT J

North Dakota 2012 Filings (Annual Recertification)

This exhibit includes information to be filed with the Public Service Commission of North Dakota on or before 8/1/12 for calendar year 2011.

Specifically the exhibit includes the following pages or text:

- | | |
|------------|--|
| Page 2 | 54.313(a)(2) Federal Outages |
| Page 3 & 4 | 54.313(a)(3) Unfulfilled Service Extension Requests
U-SERs are certified in the Recertification Pleading |
| Page 4 | 54.313(a)(4) Complaints per 1000 handsets/subscribers
Complaints per 1000 are certified in the Recertification Pleading |
| Page 5 & 7 | 54.313(a)(5) Consumer Protection (i.e., CTIA Certification)
CTIA certification is certified in the Recertification Pleading |
| Page 6 & 7 | 54.313(a)(6) Emergency Preparedness Plans
Emergency Preparedness Plan is certified in the Recertification Pleading |

North Dakota 2012 Filings (Annual Recertification)

AT&T Mobility Network Outages In North Dakota Designated Area

Section 54.209(a)(2) of the Commission's Rules requires an ETC to annually report network outages within its Designated Area. The Rule specifically requires:

Detailed information on any outage, as that term is defined in 47 C.F.R. 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) [a]t least ten percent of the end users served in a designated service area; or (ii) [a] 911 special facility, as defined in 47 C.F.R. 4.5(e). Specifically, the eligible telecommunications carrier's annual report must include information detailing: (A) [t]he date and time of onset of the outage; (B) [a] brief description of the outage and its resolution; (c) [t]he particular services affected; (D) [t]he geographic areas affected by the outage; (E) [s]teps taken to prevent a similar situation in the future; and (F) [t]he number of customers affected.

AT&T Mobility has provided as **Exhibit B** the qualified outages for 2011. The information provided is for the entire state of North Dakota, not just the Designated Area.

Exhibit B

North Dakota had no outages in calendar year 2011 that exceeded the reporting requirements.

North Dakota 2012 Filings (Annual Recertification)

C. AT&T Mobility's Unfulfilled Requests For Service

Section 54.313(a)(3) of the Commission's rules requires an ETC to report the number of requests for service from potential customers within the ETC's designated service area that were unfulfilled during the past year. The filing must also detail how the ETC attempted to provide service to those potential customers. In response to a request for service, consistent with the prior Commission rule that was in effect in 2011,³ AT&T Mobility takes the following steps:

³ See 47 C.F.R. § 54.202(a)(1) (2011).

North Dakota 2012 Filings (Annual Recertification)

AT&T Mobility's Unfulfilled Requests For Service

Section 54.209(a)(3) of the Commission's Rules require an ETC to annually report the number of requests for service from potential customers within the ETC's designated service area that were unfulfilled during the past year. The filing must also detail how the ETC attempted to provide service to those potential customers as set forth in Section 52.202(a)(1)(i). In response to a request for service,

AT&T Mobility takes the following steps:

- 1) AT&T Mobility will provide service on a timely basis to requesting customers within AT&T Mobility's service area where AT&T Mobility's network already passes the potential customer's premises;
- 2) If a customer cannot be served by AT&T Mobility's existing facilities, AT&T Mobility will provide service within a reasonable period of time, if service can be provided at reasonable cost by:
 - a) Modifying or replacing the requesting customer's equipment;
 - b) Deploying a roof-mounted antenna or other equipment;
 - c) Adjusting the nearest cell tower;
 - d) Adjusting network or customer facilities
 - e) Reselling services from another carrier's facilities to provide service; or
 - f) Employing, leasing or constructing an additional cell site, cell extender, repeater, or other similar equipment.

If, after these steps, the customer cannot be served, AT&T Mobility will notify the customer and provide the Commission with an annual report of how many requests for service could not be filled. In

2011 AT&T Mobility had zero (0) unfulfilled service extension request.

AT&T Mobility's Complaints Per 1,000 Handsets Or Lines

AT&T Mobility has identified the number of complaints received from the Public Service Commission of North Dakota, the Commission, the North Dakota Attorney General, and the Better Business Bureau (BBB), per 1,000 handsets during the 2011 calendar year as 0.4632 per 1,000 handsets. AT&T Mobility believes that this information best represents customer complaints, which is the requirement. Calls into customer care can be for a large variety of reasons and do not necessarily constitute a complaint, but could instead be an inquiry about service, a question about a bill or so forth. However, customers that send a letter to a state or federal agency, the BBB or an AT&T executive more often than not have a complaint and are not contacting the company with an inquiry.

North Dakota 2012 Filings

(Annual Recertification)

E. **AT&T Mobility's Certification Regarding Applicable Service Quality Standards And Consumer Protection Rules**

Section 54.313(a)(5) of the Commission's rules requires an ETC to certify it is complying with applicable service quality standards and consumer protection rules.

AT&T Mobility's compliance with the terms and conditions of the CTIA Consumer Code for Wireless Service meets this requirement. AT&T Mobility certifies that it has complied and will continue to comply with the principles set forth therein.

North Dakota 2012 Filings (Annual Recertification)

F. AT&T Mobility's Certification Regarding Its Ability To Function In Emergency Situations

Section 54.313(a)(6) of the Commission's rules requires an ETC to certify an ability to function in emergency situations as set forth in section 54.202(a)(2) of the Commission's rules. The standards set forth in section 54.202(a)(2) include a reasonable amount of back-up power to ensure functionality without an external power source, an ability to reroute traffic around damaged facilities and a capability to manage traffic spikes resulting from emergency situations. AT&T Mobility has in place emergency operation procedures so that it can function in an emergency. Backup power is provided at switch locations and cell sites through a combination of batteries, portable and permanent generators. AT&T Mobility also has mobile switches and portable COWs (Cells on Wheels) that it can deploy in the event of an emergency. Based on the

foregoing, AT&T Mobility certifies it is able to function in emergency situations as set forth in section 54.202(a)(2).

EXHIBIT K

Texas 2012 Filings (Annual Recertification)

This exhibit includes information to be filed with the Public Utilities Commission Texas on or before 9/1/12 covering calendar year 2011.

Specifically the exhibit includes the following information:

Page 2-3 54.313(a)(4) Complaints per 1000 handsets/subscribers

Complaints per 1000 are attached as Exhibit 3 to the Annual Recertification

Texas 2012 Filings
(Annual Recertification)

EXHIBIT 3

**Customer Complaints per 1,000 Handsets for
January 1, 2011 to December 31, 2011**

Study Area	Study Area Name	Complaints Per 1,000
442059	Colorado Valley Tel. Coop. Inc.	0
442093	Industry Telephone Co.	0
442060	Comanche County Tel. Co. Inc.	0.17
442076	Ganado Telephone Company Inc.	0
442080	GTE SW DBA Verizon SW Inc. – TX	0.16
442154	GTE SW DBA Verizon SW Inc. – TX	0
445216	Southwestern Bell	0.08

EXHIBIT L

Washington 2012 Filings (Annual Recertification)

This exhibit includes information to be filed with the Washington Utilities and Transportation Commission on or before 9/1/12 covering calendar year 2011.

Specifically the exhibit includes the following pages or text:

Note: AT&T does submit outage information to the Washington Commission. However, the 2011 WA Outages Report will not be completed by 7/2/12. The WA Outage Report differs from the Section 54.313(a)(2) requirements. Therefore, AT&T will submit an addendum to this filing with 30 days (8/2/12) that will include the WA Outage Report.

Page 2 54.313(a)(3) Unfulfilled Service Extension Requests
U-SERs are attached as Exhibit D to the Annual Recertification

Page 3 54.313(a)(4) Complaints per 1000 handsets/subscribers
Complaints per 1000 are attached as Exhibit E to the Annual Recertification

Page 4 54.313(a)(5) Consumer Protection (i.e., CTIA Certification)

Page 5 54.313(a)(6) Emergency Preparedness Plans

Washington 2012 Filings

(Annual Recertification)

3. Report on failure to provide service (WAC 480-123-070(3))

AT&T Mobility's report on the number of requests for service that were unfulfilled for calendar year 2011 is included as **Exhibit D**. The exhibit also describes in detail how AT&T Mobility attempted to provide service to those customers. AT&T Mobility has employed the standard adopted by the Federal Communication Commission ("FCC") in 47 C.F.R. §54.202(a)(1)(B) for evaluating requests for service.

Exhibit D

Requests for Service

For all requests for service that AT&T Mobility received through its Service Extension Process, outlined below, AT&T Mobility only had 0 request that went unfulfilled.

Address of request: N/A

Description of attempt to provide service: AT&T Mobility first determined that the customer was in an ETC designated area and then followed the following steps to determine whether it could reasonably provide service to the customer.

1. Modifying or replacing customer equipment: N/A
2. Adjusting other network or customer equipment: N/A
3. Adjusting nearest cell site: N/A
4. Reselling another carrier's service: N/A
5. Constructing a repeater or extender: N/A
6. Construct a cell site: N/A

Washington 2012 Filings

(Annual Recertification)

4. Report on complaints per 1,000 handset/lines (WAC 480-123-070(4))

AT&T Mobility's report with separate totals for the numbers of complaints from customers in Washington made to the FCC and the consumer protection division of the office of the attorney general of Washington is attached hereto as Exhibit E. This exhibit also generally describes the nature of the complaint and AT&T Mobility's efforts to resolve the matter.

It should be noted that due to system limitations the information provided in this report is for the entire state of Washington and not just the areas in which AT&T Mobility is designated as an ETC.

Exhibit E

Section 54.209(a)(4) of the Commission's Rules require an ETC to annually report the number of complaints per 1,000 handsets or lines.

AT&T Mobility has identified the number of complaints received from the Public Service Commission of Washington, the Commission, the Washington Attorney General, and the Better Business Bureau (BBB), per 1,000 handsets during the 2011 calendar year as 0.2584 per 1,000 handsets. AT&T Mobility believes that this information best represents customer complaints, which is the requirement. Calls into customer care can be for a large variety of reasons and do not necessarily constitute a complaint, but could instead be an inquiry about service, a question about a bill or so forth. However, customers that send a letter a state or federal agency, the BBB or an AT&T executive more often than not have a complaint and are not contacting the company with an inquiry. The information provided is for the entire state of Washington and is not limited to the Designated Area.

Washington 2012 Filings

(Annual Recertification)

5. Compliance with applicable service quality standards (WAC 480-123-070(5))

For wireless carriers the rule requires a commitment to comply with the Cellular Telecommunications and Internet Association's ("CTIA") Consumer Code for Wireless Service ("Code"). On an annual basis AT&T Mobility completes a certification process with CTIA. For 2011, AT&T certified to CTIA that it had adopted the principals, disclosures and practices set

forth in the CTIA Code.

Washington 2012 Filings (Annual Recertification)

6. Certification of the ability to function in emergency situations (WAC 480-123-070(6))

To comply with this requirement an ETC must certify that it has adhered to the requirements in WAC 480-123-030(1)(g). WAC 480-123-030(1)(g) requires wireless providers that are ETCs to have “four hours of back up battery power at each cell site, back up generators at each microwave hub, and at least five hours back up battery power and back up generators at each switch.”

AT&T Mobility complies with the backup power requirement for its switches and microwave hubs within its ETC designated area. With respect to the requirement regarding four hours of battery backup at all cell sites, on February 15, 2007, the Commission issued Order 01 (Docket UT-063060) which required that by February 15, 2009 AT&T Mobility have four hours of backup power at its priority and coverage cell sites within its ETC designated area using a reliable alternate power sources (battery, fixed generators or fuel cells). On March 6, 2009, AT&T Mobility submitted a Compliance Report and Request for Limited Extension of Partial Exemption (“Back-up Power Report”)⁴ which showed that all but three of its priority and coverage cell sites had been augmented to comply with the 4-hour backup power requirement. In that same filing, AT&T Mobility requested a one year extension for the three priority and coverage cell sites that due to various reasons were not able to be upgraded by February 15, 2009. In Order 02, Ordering Paragraph 4, the Commission granted AT&T Mobility a one-year extension for these three cell sites⁵ and the upgrades were completed.

On August 3, 2009, AT&T Mobility filed with the Commission a Request for Clarification or in the Alternate an Extension for Compliance with the 4-hour back-up power requirement for its non-priority sites. The Commission in Order 02 (Docket UT-063060) decided that all of AT&T Mobility’s cell sites within its ETC designated area must meet the 4-hour back-up power requirement; however, the Commission granted AT&T Mobility until July 1, 2012 to meet this requirement for its non-priority sites, subject to certain conditions. One condition was that AT&T Mobility must include a compliance status report on back-up power upgrades in its annual ETC filing with the Commission.