Annual Reporting for High-Cost Recipients
47 C.F.R. §54.313(a)(2) through (a)(6) and (h)

DOCKET FILE COPY ORIGINAL

windstream

4001 Rodney Parham Drive • Little Rock, Arkansas 72212
(501) 748-7000

Received & Inspected

OCT 24 2013

FCC Mail Room

Jeff Heacox
Staff Manager Compliance Reporting
Jeff.l.heacox@windstream.com
(501) 748-5390
(501) 748-6583 (fax)

REDACTED FOR PUBLIC INSPECTION

October 11, 2012

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington, D.C. 20554

Ms. Karen Majcher
Vice President – High Cost Low Income Division
Universal Service Administrative Company
2000 L Street NW, Suite 200
Washington, D.C. 20036

RE: WC Docket No. 10-90: Lifeline and Link Up Reform and Modernization, WC Docket No. 11-42

Pursuant to Section 54.313 and 54.422 of the Federal Communications Commission's rules and in accordance with the guidance of the Public Notice issued August 6, 2013, enclosed is the 2013 annual report and certifications for Windstream Study Area Code 421885 located in Missouri.

This filing contains a redacted (200) Service Outage Reporting (Voice) form. The information that was redacted is considered Confidential by the FCC and would cause Windstream to reveal proprietary information and trade secrets and cause damage to its competitive position.

Should you have any questions, please contact me via email at jeff.l.heacox@windstream.com or by phone at 501-748-5390.

Sincerely,

Jeff Heacox
Staff Manager Compliance Reporting

Enclosures

Cc: Applicable State Public Utilities Commissions, State Public Service Commissions, and Tribal Governments

No. of Copies rec'd 0
List ABCDE

FCC Form 481 - Carrier Annual Reporting Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

Received & Inspected
OCT 24 2013
FCC Mail Room

<010>	Study Area Code	421885
<015>	Study Area Name	WINDSTREAM MO
<020>	Program Year	2014
<030>	Contact Name: Person USAC should contact with questions about this data	Jeff Heacox
<035>	Contact Telephone Number: Number of the person identified in data line <030>	501-748-5390
<039>	Contact Email Address: Email of the person identified in data line <030>	jeff.l.heacox@windstream.com

ANNUAL REPORTING FOR ALL CARRIERS

(check box when complete)

				54.313 Completion Required	54.422 Completion Required
<100>	Service Quality Improvement Reporting		(complete attached worksheet)		
<200>	Outage Reporting (voice)		(complete attached worksheet)	✓	✓
<210>		☐ <-- check box if no outages to report			
<300>	Unfulfilled Service Requests (voice)	1		✓	
<310>	Detail on Attempts (voice)	421885MO310	(attach descriptive document)	✓	
<320>	Unfulfilled Service Requests (broadband)				
<330>	Detail on Attempts (broadband)		(attach descriptive document)		
<400>	Number of Complaints per 1,000 customers (voice)			✓	✓
<410>	Fixed	2.4			
<420>	Mobile				
<430>	Number of Complaints per 1,000 customers (broadband)				
<440>	Fixed				
<450>	Mobile				
<500>	Service Quality Standards & Consumer Protection Rules Compliance		(check to indicate certification)	✓	✓
<510>	421885MO510		(attached descriptive document)	✓	✓
<600>	Functionality in Emergency Situations		(check to indicate certification)	✓	✓
<610>	421885MO610		(attached descriptive document)	✓	✓
<700>	Company Price Offerings (voice)		(complete attached worksheet)		
<710>	Company Price Offerings (broadband)		(complete attached worksheet)		
<800>	Operating Companies and Affiliates		(complete attached worksheet)	✓	✓
<900>	Tribal Land Offerings (Y/N)?	○ ◉	(if yes, complete attached worksheet)		
<1000>	Voice Services Rate Comparability		(check to indicate certification)		
<1010>			(attach descriptive document)		
<1100>	Terrestrial Backhaul (Y/N)?	◉ ○	(if not, check to indicate certification)		
<1110>			(complete attached worksheet)		
<1200>	Terms and Condition for Lifeline Customers		(complete attached worksheet)		✓

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	✓	
<2005>	(complete attached worksheet)	✓	

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	(check to indicate certification)		
<3005>	(complete attached worksheet)		

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(100) Service Quality Improvement Reporting Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	421885
<015>	Study Area Name	WINDSTREAM MO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	501-748-5390
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com

<110>	Has your company received its ETC certification from the FCC?	(yes / no)	○ ◉
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no)	○ ○

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document (.pdf)

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<113>	Maps detailing progress towards meeting plan targets	☐
<114>	Report how much universal service (USF) support was received	☐
<115>	How (USF) was used to improve service quality	☐
<116>	How (USF)was used to improve service coverage	☐
<117>	How (USF) was used to improve service capacity	☐
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.	☐

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(200) Service Outage Reporting (Voice)
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
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<015>	Study Area Name	WINDSTREAM MO
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<035>	Contact Telephone Number - Number of person identified in data line <030>	501-748-5390
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com

<220>

<a> NORS Reference Number	<b1> Outage Start Date	<b2> Outage Start Time	<b3> Outage End Date	<b4> Outage End Time	<c1> Number of Customers Affected	<c2> Total Number of Customers	<d> 911 Facilities Affected (Yes / No)	<e> Service Outage Description (Check all that apply)	<f> Did This Outage Affect Multiple Study Areas (Yes / No)	<g> Service Outage Resolution	<h> Preventative Procedures

-- See attached worksheet --

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(200) Price Offerings Including Voice Rate Data
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	421885
<015>	Study Area Name	WINDSTREAM MO
<020>	Program Year	2014
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<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com

<701>	Residential Local Service Charge Effective Date	1/1/2013
<702>	Single State-wide Residential Local Service Charge	

<703>

<a1> State	<a2> Exchange (ILEC)	<a3> SAC (CETC)	<b1> Rate Type	<b2> Residential Local Service Rate	<b3> State Subscriber Line Charge	<b4> State Universal Service Fee	<b5> Mandatory Extended Area Service Charge	<c> Total per line Rates and Fees
				-- See attached worksheet				
				--				

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(710) Broadband Price Offerings
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	421885
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<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com

<711>

<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>
State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rate and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached {*select*}

-- See attached worksheet --

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(800) Operating Companies
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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<020>	Program Year	2014
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<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com

<810>	Reporting Carrier	Windstream Missouri, Inc.
<811>	Holding Company	Windstream Corporation
<812>	Operating Company	Windstream Missouri, Inc.

<813>

<a1> Affiliates	<a2> SAC	<a3> Doing Business As Company or Brand Designation

-- See attached worksheet --

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(900) Tribal Lands Reporting Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	421885
<015>	Study Area Name	WINDSTREAM MO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	501-748-5390
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document (.pdf)

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

		Select (Yes,No, NA)
<921>	Needs assessment and deployment planning with a focus on Tribal community anchor institutions;	
<922>	Feasibility and sustainability planning;	
<923>	Marketing services in a culturally sensitive manner;	
<924>	Compliance with Rights of way processes	
<925>	Compliance with Land Use permitting requirements	
<926>	Compliance with Facilities Siting rules	
<927>	Compliance with Environmental Review processes	
<928>	Compliance with Cultural Preservation review processes	
<929>	Compliance with Tribal Business and Licensing requirements.	

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(1100) No Terrestrial Backhaul Reporting Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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<015>	Study Area Name	WINDSTREAM MO
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<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	501-748-5390
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) ☐

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G) ☐

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(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	421885
<015>	Study Area Name	WINDSTREAM MO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	501-748-5390
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

421885MO1210

Name of attached document (.pdf)

<1220> Link to Public Website

HTTP http://www.windstream.com/About-Us/Lifeline-Applications/

"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☑

<1222> Details on the number of minutes provided as part of the plan, ☑

<1223> Additional charges for toll calls, and rates for each such plan. ☑

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(2000) Price Cap Carrier Additional Documentation
Data Collection Form
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

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July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<2010>	2nd Year Certification {47 CFR § 54.313(b)(1)}	☐
<2011>	3rd Year Certification {47 CFR § 54.313(b)(2)}	☐

Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}

<2012>	2013 Frozen Support Certification	☑
<2013>	2014 Frozen Support Certification	☐
<2014>	2015 Frozen Support Certification	☐
<2015>	2016 and future Frozen Support Certification	☐

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016>	Certification Support Used to Build Broadband	☑

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017>	3rd year Broadband Service Certification	☐
<2018>	5th year Broadband Service Certification	☐
<2019>	Interim Progress Certification	☐
<2020>	Please check the box to confirm that the attached PDF , on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	☐
<2021>	Interim Progress Community Anchor Institutions — Name of Attached Document Listing Required Information	_____

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(3000) Rate of Return Carrier Additional Documentation
Data Collection Form

FCC Form 481
OMB Control No. 3060-0819/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	421885
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<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
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<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

Progress Report on 5 Year Plan

(3010)	Milestone Certification {47 CFR § 54.313(f)(1)(i)} Please check this box to confirm that the attached PDF , on line 3012,	Name of Attached Document Listing Required Information	☐
(3011)	contains the required information pursuant to § 54.313 (f)(1)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.		
(3012)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	Name of Attached Document Listing Required Information	
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}		☐ (Yes/No)
(3014)	If yes, does your company file the RUS annual report		☐ (Yes/No)
	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:		
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		☐
(3016)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		☐
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information	
(3018)	If the response is no on line 3014, Is your company audited?		☐ (Yes/No)
	If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains :		
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications		☐
(3020)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		☐
(3021)	Management letter issued by the independent certified public accountant that performed the company's financial audit.		☐
	If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:		
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,		☐
(3023)	Underlying information subjected to a review by an independent certified public accountant		☐
(3024)	Underlying information subjected to an officer certification.		☐
(3025)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		☐
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	

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Certification - Reporting Carrier
Data Collection Form

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<035>	Contact Telephone Number - Number of person identified in data line <030>	501-748-5390
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients

I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.

Name of Reporting Carrier: WINDSTREAM MO

Signature of Authorized Officer: CERTIFIED ONLINE Date 10/11/2013

Printed name of Authorized Officer: Tim Loken

Title or position of Authorized Officer: Director Regulatory Reporting

Telephone number of Authorized Officer: 501-748-7442

Study Area Code of Reporting Carrier: 421885 Filing Due Date for this form: 10/15/2013

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

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Certification - Agent / Carrier
Data Collection Form

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<035>	Contact Telephone Number - Number of person identified in data line <030>	501-748-5390
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier

I certify that (Name of Agent)_____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.

Name of Authorized Agent:

Name of Reporting Carrier:

Signature of Authorized Officer: Date:

Printed name of Authorized Officer:

Title or position of Authorized Officer:

Telephone number of Authorized Officer:

Study Area Code of Reporting Carrier: Filing Due Date for this form:

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier

I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.

Name of Reporting Carrier:

Name of Authorized Agent or Employee of Agent:

Signature of Authorized Agent or Employee of Agent: Date:

Printed name of Authorized Agent or Employee of Agent:

Title or position of Authorized Agent or Employee of Agent

Telephone number of Authorized Agent or Employee of Agent:

Study Area Code of Reporting Carrier: Filing Due Date for this form:

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

Attachments

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(200) Service Outage Reporting (Voice)
Data Collection Form

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<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com
<220>		

<a>	<b1>	<b2>	<b3>	<b4>	<c1>	<c2>	<d>	<e>	<f>	<g>	<h>
NORS Reference Number	Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures
[redacted]											

FCC Form 481
Line 310 - Unfulfilled Voice Telephony Service Requests Resolution

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OCT 24 2013
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Study Area Code: 421885
Study Area Name: Windstream Missouri, Inc.
Year: 2012

Date the Request was Held	Name of Exchange	How service was attempted/Reason it was Unfulfilled (If fulfilled, the date it was fulfilled)
12/5/2012	Pleasant Hope	Unfulfilled due to lack of cable facilities. Engineered, WO issued, waiting for contractor to finish construction. Completed:1/9/2013

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Line 510- Description of Compliance with Service Quality Standards and Consumer Protection:

The Windstream ILEC companies certify that they comply with applicable state and FCC service quality standards.

1. Service quality metrics are monitored and reviewed each month

2. Windstream is founded on integrity. All employees are required to complete a course on integrity each year.

3. Windstream employees have at their disposal our People Practices Overview Course which is a general overview of the guidelines that govern all Windstream employees.

4. Windstream's CPNI training manual documents when personnel are, and are not, authorized to use CPNI. This Manual constitutes Windstream's policies and procedures related to CPNI. All employees are required to follow the policies and procedures specified in this manual.

5. Windstream IT has in place numerous measures to insure the integrity of the network and the customer data that resides on the network. The network is monitored 24/7 and periodic reviews of the security processes are performed.

6. Windstream makes every attempt to achieve one-call resolution on customer invoice issues.

7. Windstream has developed a program to help spot the Red Flags of identity theft, which is consistant with the FTC's guidelines, and has procedures in place to mitigate the potential damage of identy theft.

8. Windstream has implemented our Customer Account Protection Plan (CAPP) to provide increased security against unauthorized changes (cramming) to customer accounts. This plan requires third-party carriers to have a customers passcode to change the customers service or or access the customers account information.

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Line 610 – Description of Functionality in Emergency Situations

Windstream certifies that it is compliant with applicable rules on service provision in emergency situations. Windstream central offices are designed to withstand limited commercial power failures through the use of emergency batteries supplemented by on site or portable generators. Windstream personnel perform routine maintenance on this essential equipment based on the manufacturer's service recommendations and Windstream service practices. The backup batteries are load tested routinely and the on site generators are tested monthly.

Windstream's network is engineered to handle traffic spikes that can occur as the result of emergency situations. The network is monitored 24/7 by our Network Operations Center ensuring quick response whenever and where ever it is needed. Network redundancy is built into our network where ever possible to ensure alternate routing is available when necessary.

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(800) Operating Companies
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	421885
<015>	Study Area Name	WINDSTREAM MO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	501-748-5390
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com

<810>	Reporting Carrier	Windstream Missouri, Inc.
<811>	Holding Company	Windstream Corporation
<812>	Operating Company	Windstream Missouri, Inc.

<813>

<a1> Affiliates	<a2> SAC	<a3> Doing Business As Company or Brand Designation
Georgia Windstream, LLC	223036	
Oklahoma Windstream, LLC	432011	
Texas Windstream, Inc.	442153	
Valor Telcommunications of Texas, LLC	431165	DBA: Windstream Communications Southwest
Valor Telcommunications of Texas, LLC	441163	DBA: Windstream Communications Southwest
Valor Telcommunications of Texas, LLC	441181	DBA: Windstream Communications Southwest
Valor Telcommunications of Texas, LLC	491164	DBA: Windstream Communications Southwest
Valor Telcommunications of Texas, LLC	491193	DBA: Windstream Communications Southwest
Windstream Accucomm Telecommunications, LLC	220395	
Windstream Alabama, LLC	250302	
Windstream Arkansas, LLC	401691	
Windstream Buffalo Valley, Inc.	170151	
Windstream Communications Kerrville, LLC	442097	
Windstream Concord Telephone, Inc.	230474	
Windstream Conestoga, Inc.	170162	
Windstream D & E, Inc.	170165	
Windstream Florida, Inc.	210336	
Windstream Georgia Communications, LLC	223037	
Windstream Georgia Telephone, LLC	220364	
Windstream Georgia, LLC	220357	
Windstream Iowa Communications, Inc.	351170	
Windstream Iowa-Comm, Inc.	351167	
Windstream Iowa-Comm, Inc.	351178	

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<813>

<a1> Affiliates	<a2> SAC	<a3> Doing Business As Company or Brand Designation
Windstream Kentucky East, LLC	269690	
Windstream Kentucky East, LLC	269691	
Windstream Kentucky West, LLC	260402	
Windstream Lakedale, Inc.	361414	
Windstream Lakedale, Inc.	361482	
Windstream Lexcom Communications, Inc.	230483	
Windstream Mississippi, LLC	280453	
Windstream Missouri, Inc.	421885	
Windstream Montezuma, Inc.	351248	
Windstream Nebraska, Inc.	371568	
Windstream New York, Inc.	150106	
Windstream New York, Inc.	150109	
Windstream New York, Inc.	150113	
Windstream Norlight, Inc.	269004	
Windstream Norlight, Inc.	269008	
Windstream North Carolina, LLC	230476	
Windstream Ohio, Inc.	300665	
Windstream Oklahoma, LLC	431965	
Windstream Pennsylvania, LLC	170176	
Windstream South Carolina, LLC	240517	
Windstream Standard, LLC	220386	
Windstream Sugar Land, Inc.	442147	
Windstream Western Reserve, Inc.	300666	

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<a1> Affiliates	<a2> SAC	<a3> Doing Business As Company or Brand Designation
Access One Communications Corp.		
Allworx Corp.		
Atlanta Data Link, LLC		
Birmingham Data Link, LLC		
Bishop Communications Corporation		
Buffalo Valley Management Services, Inc.		
Carolina Personal Communications, Inc. (dba CTC Wireless)		DBA: Windstream Wireless
Cavalier IP TV, LLC		
Cavalier Services, LLC		
Cavalier Telephone Corporation		
Cavalier Telephone Mid-Atlantic, L.L.C.		DBA: PAETEC Business Services
Cavalier Telephone, L.L.C.		DBAs: PAETEC Business Services, Windstream Communications
CavTel Holdings, LLC		
Chattanooga Data Link, Inc.		
Cincinnati Data Link, Inc.		
Cinergy Communications Company of Virginia		
Communications Sales & Leasing, Inc.		
Compco, Inc.		DBA: Compco-My Soft Company
Conestoga Enterprises, Inc.		
Conestoga Management Services, Inc.		
Conestoga Wireless Company		
CT Cellular, Inc.		
CT Communications, Inc.		

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<813>

<a1> Affiliates	<a2> SAC	<a3> Doing Business As Company or Brand Designation
CT Wireless Cable, Inc.		
CTC Video Services, LLC		
D & E Communications, Inc.		
D & E Investments, Inc.		
D & E Networks, Inc.		
D & E Wireless, Inc.		
D&E Management Services, Inc.		
Elantic Networks, Inc.		
Equity Leasing, Inc.		
FDN Supra, LLC		
Gabriel Communications Finance Company		
Heart of the Lakes Cable Systems, Inc.		
Hosted Solutions Charlotte, LLC		
Hosted Solutions Raleigh, LLC		
Huntsville Data Link, LLC		
Indianapolis Data Link, Inc.		
Infocore, Inc.		
Intellifiber Networks, Inc.		DBAs: Cavalier Wholesale Services, Cavalier Telephone
Iowa Telecom Data Services, L.C.		
Iowa Telecom Technologies, LLC		
IWA Services, LLC		
KDL Communications Corporation		
KDL Holdings, LLC		

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<a1> Affiliates	<a2> SAC	<a3> Doing Business As Company or Brand Designation
Kerrville Cellular, LLC		
Kerrville Communications Corporation		
Kerrville Mobile Holdings, LLC		
Kerrville Wireless Holdings, LLC		
Lakedale Communications, LLC		
LDMI Telecommunications, Inc.		DBAs: Cavalier Business Communications, PAETEC Business Services, Cavalier Telephone, LDMI, LDMI Telecommunications
Lexcom, Inc.		
Lexington Data Link, Inc.		
Louisville Data Link, Inc.		
McLeodUSA Information Services LLC		
McLeodUSA LLC		
McLeodUSA Purchasing, L.L.C.		
McLeodUSA Telecommunications Services, L.L.C.		DBAs: Cavalier, Cavalier Telephone, PAETEC Business Services
Memphis Data Link, Inc.		
MPX, Inc.		
Nashville Data Link, Inc.		
Network Services Group, LLC		
Network Telephone Corporation		DBAs: PAETEC Business Services, Cavalier Business Communications, Cavalier Telephone
NewSouth Communications of Virginia, Inc.		
Norlight Communications, Inc.		
Norlight Information Services, LLC		
Norlight Telecommunications of Virginia, Inc.		
NT Corporation		

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<813>

<a1> Affiliates	<a2> SAC	<a3> Doing Business As Company or Brand Designation
NuVox, Inc.		
OmniCall, Inc.		
PaeTec Communications of Virginia, Inc.		
PaeTec Communications, Inc.		
PAETEC Corp.		
PAETEC Holding Corp.		
PAETEC iTel, L.L.C.		DBA: Starnet
PAETEC Realty LLC		
PaeTec Softward Corp.		
PaeTec Software Corp Sucursal		
PCS Licenses, Inc.		
Progress Place Realty Holding Company, LLC		
RevChain Solutions, LLC		
RPK (B.V.A.) Limited Co. No. 258382		
Shreveport Data Link, LLC		
SM Holdings, LLC		
Southwest Enhanced Network Services, LP		
Talk America Holdings, Inc.		
Talk America of Virginia, Inc.		DBA: Cavalier Telephone
Talk America, Inc.		DBAs: Cavalier Business Communications, PAETEC Business Services, Cavalier Telephone, The Phone Company, Network Services
TC Services Holding Co., Inc.		
Teleview, LLC		
The Other Phone Company, Inc.		DBAs: PAETEC Business Services, Cavalier Business Communications, Cavalier Telephone

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<813>

<a1> Affiliates	<a2> SAC	<a3> Doing Business As Company or Brand Designation
TriNet, LLC		
US LEC Communications LLC		DBAs: PAETEC Business Services, US LEC of Rhode Island
US LEC LLC		
US LEC of Alabama LLC		DBA: PAETEC Business Services
US LEC of Florida LLC		DBA: PAETEC Business Services
US LEC of Georgia LLC		DBA: PAETEC Business Services
US LEC of Maryland LLC		DBA: PAETEC Business Services
US LEC of North Carolina LLC		DBA: PAETEC Business Services
US LEC of Pennsylvania LLC		DBA: PAETEC Business Services
US LEC of South Carolina LLC		DBA: PAETEC Business Services
US LEC of Tennessee LLC		DBA: PAETEC Business Services
US LEC of Virginia LLC		DBA: PAETEC Business Services
Valor Telecommunications Enterprises Finance Corp		
Valor Telecommunications Enterprises II, LLC		
Valor Telecommunications Enterprises, LLC		
Valor Telecommunications Investments, LLC		
WaveTel NC License Corporation		
Wavetel TN, LLC		
Wavetel, LLC		
Webserve, Inc.		
Windstream Accucomm Networks, LLC		
Windstream Baker Solutions, Inc.		
Windstream Communications Telecom, LLC		

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<813>

<a1> Affiliates	<a2> SAC	<a3> Doing Business As Company or Brand Designation
Windstream Communications, Inc.		
Windstream Corporation		
Windstream CTC Internet Services, Inc.		
Windstream D & E Systems, Inc.	179009	
Windstream Direct, LLC		
Windstream EN-TEL, LLC		
Windstream Holding of the Midwest, Inc.		
Windstream Holdings, Inc.		
Windstream Hosted Solutions, LLC		
Windstream Intellectual Property Services, Inc.		
Windstream Iowa-Comm, Inc.		
Windstream IT-Comm, LLC		
Windstream KDL, Inc.		
Windstream KDL-VA, Inc.		
Windstream Kerrville Long Distance, LLC		
Windstream Knoxville Data, Inc.		
Windstream Lakedale Link, Inc.		
Windstream Leasing, LLC		
Windstream Lexcom Entertainment, LLC		
Windstream Lexcom Long Distance, LLC		
Windstream Lexcom Wireless, LLC		
Windstream Network Services of the Midwest, Inc.		
Windstream NorthStar, LLC		

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FCC Mail Room

[800] Operating Companies
Data Collection Form

FCC Form 457
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	421885
<015>	Study Area Name	WINDSTREAM MO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	501-748-5390
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com

<810>	Reporting Carrier	Windstream Missouri, Inc.
<811>	Holding Company	Windstream Corporation
<812>	Operating Company	Windstream Missouri, Inc.

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<a1> Affiliates	<a2> SAC	<a3> Doing Business As Company or Brand Designation
Windstream NTI, Inc.		
Windstream NuVox Arkansas, Inc.		
Windstream NuVox Illinois, Inc.		
Windstream NuVox Indiana, Inc.		
Windstream NuVox Kansas, Inc.		
Windstream NuVox Missouri, Inc.		
Windstream NuVox Ohio, Inc.		
Windstream NuVox Oklahoma, Inc.		
Windstream NuVox, Inc.		
Windstream of the Midwest, Inc.		
Windstream SHAL Networks, Inc.		
Windstream SHAL, LLC		
Windstream Southwest Long Distance, LP		
Windstream Supply, LLC		
Windstream Systems of the Midwest, Inc.		
Wireless One of North Carolina, LLC		
XETA Technologies, Inc.		

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LIFELINE SERVICE

Definition

A. Lifeline Service is a retail local service offering available to qualifying low-income residential customers and is provided pursuant to the FCC Order 12-11 released on February 6, 2012.

Discounts

A. The following credits will apply for customers deemed eligible for Lifeline assistance:
Monthly Credit

Federal Credit	$9.25
State Credit to Residential Access Line	Varies by state

B. The monthly discounted residential rate for qualified low-income customers may not be reduced below zero. Therefore, the credit amount defined in A. above shall not exceed the total of the subscriber line charge and the customer's normal residential local exchange service rate.

General

A. The Company shall offer toll blocking to all qualifying low income customers at no charge at the time such customers subscribe to Lifeline service. If the customer voluntarily elects to receive toll blocking, the service shall become part of the customer's Lifeline service and all service deposits will be waived.

B. Lifeline program rate reductions do not apply to long distance service or any other services (i.e., Custom Calling, CLASS, construction charges, etc.) which may or may not be tariffed. Customers may obtain such services, where available, at their discretion, although the Lifeline program rate reduction does not apply.

C. Lifeline program service will not be available on a retro-active basis.

Eligibility Requirements

A. The Lifeline program rate reduction shall apply to one (1) telephone line per residential household, at the subscriber's principal place of residence. Service is limited to only one Service per qualified customer or household; within this section, 'household' is defined as "any individual or group of individuals who are living together at the same address as one economic unit," with an 'economic unit' defined as, "all adult individuals contributing to and sharing in the income and expenses of a household."

B. The service must be provided in the eligible customer's name.

C. An applicant whose household income is at or below 135% of the Federal Poverty Guidelines, or who participate in one of the following programs:

Medicaid
Food Stamps
Supplemental Security Income
Federal Public Housing Assistance
Low Income Home Energy Assistance Program
Temporary Assistance to Needy Families
National School Lunch's Free Lunch Program

D. The customer must sign, under penalty of perjury, a document certifying:

He/she is receiving benefits from one of the programs listed in C. above.
Name of the program(s) from which they are receiving benefits.
That he/she will notify the company if he/she no longer participates in the program(s) named in C. preceding.

The applicant must also supply the name of the program(s) from which they are receiving benefits and provide documentation supporting participation in the program(s). That he/she will notify the company if he/she no longer participates in the program(s)named in C. preceding.

E. Customers qualifying for Lifeline Service are offered the services or functionalities enumerated in 47 Code of Federal Regulations §54.101 (a) (1)-(8) (relating to Supported Service for Rural, Insular and High Cost Areas).

F. The Company has certification processes in place which at the time of enrollment requires a documentation review that confirms the consumer's household eligibility. The Company will retain copies of the self-certification records of both the applicant and the Company. A Company officer will attest that these procedures are in place.

G. The Company will annually verify the continued eligibility pursuant to the FCC Order 12-11 released on February 6, 2012.

Credits and Deposits

A. The credit verification procedures available for all applicants who apply for service with the Company will also be used for applicants who apply for service under the Lifeline program.

B. The deposit standards used for all applicants who apply for service with the Company will also be used for applicants who apply for service under the Lifeline Program with the exception that deposit requirements will be waived for Lifeline Service applicants who voluntarily elect to subscribe to toll blocking service.

Service Charges

A. Service charges do not apply when eligible customers with existing residential service convert to Lifeline Service.

B. A service order deposit is not applicable to customers who elect toll blocking when initiating Lifeline service.

C. A service order charge does apply when:

At the time Lifeline Service billing is initiated, eligible residential local exchange access service customers also request additional optional calling features such as Custom Calling Features, CLASS features, etc.

Any subsequent moves or changes after the initial connection to Lifeline service are requested by the customer.

Service is established for new residential applicants (those without existing local exchange access service) eligible for Lifeline Service.

Payments and Disconnection of Service

A. Lifeline service may not be disconnected for non-payment of toll charges. In addition, the Company will not deny re-establishment of local service to customers who are eligible for Lifeline Assistance and have previously been disconnected for nonpayment of toll charges.

B. Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.

Windstream Residential Service Rates by Service Area
Rates shown with and without state and federal Lifeline discounts applied

		Without Lifeline Discounts		With Lifeline Discounts	
Year	**SAC**	**Low**	**High**	**Low**	**High**
2012	421885	$20.59	$24.24	$7.84	$11.49