

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



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

**REDACTED FOR PUBLIC INSPECTION**

June 11, 2014

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: Connect America Fund, 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 enclosed is the 2014 annual report and certifications for Windstream Study Area Code 230476 located in North Carolina. A copy of this report is also being filed with the Universal Service Administration Company (USAC), relevant state public service commissions, and tribal governments.

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](mailto: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

<010> Study Area Code 230476

<015> Study Area Name WINDSTREAM NC

<020> Program Year 2015

<030> Contact Name: Person USAC should contact Jeff Heacox  
with questions about this data

<035> Contact Telephone Number: 5017485390 ext.  
Number of the person identified in data line <030>

<039> Contact Email Address: Jeff.J.heacox@windstream.com  
Email of the person identified in data line <030>

**ANNUAL REPORTING FOR ALL CARRIERS**

54.313 Completion Required	54.422 Completion Required
(check box when complete)	

<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) 0 (complete attached worksheet)

<310> Detail on Attempts (voice) (attach descriptive document)

<320> Unfulfilled Service Requests (broadband) 0 (complete attached worksheet)

<330> Detail on Attempts (broadband) (attach descriptive document)

<400> Number of Complaints per 1,000 customers (voice) (complete attached worksheet)

Fixed	2.12	<input type="checkbox"/>	<input type="checkbox"/>
Mobile	0.0	<input type="checkbox"/>	<input type="checkbox"/>

<410>

<420>

<430> Number of Complaints per 1,000 customers (broadband) (complete attached worksheet)

Fixed	1.3	<input type="checkbox"/>	<input type="checkbox"/>
Mobile	0.0	<input type="checkbox"/>	<input type="checkbox"/>

<440>

<450>

<500> Service Quality Standards & Consumer Protection Rules Compliance (check to indicate certification)

230476NCS10.pdf  (attach descriptive document)

<510>  (attach descriptive document)

<600> Functionality in Emergency Situations (check to indicate certification)

230476NCS10.pdf  (attach descriptive document)

<610>  (attach 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)

230476NCS1010.pdf  (attach descriptive document)

<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)

<3000>  (check to indicate certification)

<3005>  (complete attached worksheet)

**Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet**

<3000>  (check to indicate certification)

<3005>  (complete attached worksheet)

<b>(100) Service Quality Improvement Reporting</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	230476
<015> Study Area Name	WINDSTREAM NC
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035> Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.
<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) <input type="radio"/> <input checked="" type="radio"/>
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) <input type="radio"/> <input type="radio"/>

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.

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.










**(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	230476
<015>	Study Area Name	WINDSTREAM NC
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.
<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

<921>

- <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.

Select (Yes, No, NA)

<b>(1100) No Terrestrial Backhaul Reporting Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	230476
<015>	Study Area Name	WINDSTREAM NC
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.
<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)

<b>(1200) Terms and Condition for Lifeline Customers</b> <b>Lifeline</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	230476
<015>	Study Area Name	WINDSTREAM NC
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.
<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	230476NC1210.doc
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<1220> Link to Public Website	HTTP <a href="http://www.windstream.com/About-Us/Lifeline-Applications/">http://www.windstream.com/About-Us/Lifeline-Applications/</a>
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- |  |                                     |
|--|-------------------------------------|
| <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, | <input checked="" type="checkbox"/> |
|--|-------------------------------------|
- |   |                                     |
|---|-------------------------------------|
| <1222> Details on the number of minutes provided as part of the plan, | <input checked="" type="checkbox"/> |
|---|-------------------------------------|
- |   |                                     |
|---|-------------------------------------|
| <1223> Additional charges for toll calls, and rates for each such plan. | <input checked="" type="checkbox"/> |
|---|-------------------------------------|

**(2000) Price Cap Carrier Additional Documentation**

FCC Form 481

**Data Collection Form**

OMB Control No. 3060-0986/OMB Control No. 3060-0819

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

July 2013

<010>	Study Area Code	230476
<015>	Study Area Name	WINDSTREAM NC
<020>	Program Year	2015
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<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.
<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>

- <2021> Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

<b>(3000) Rate Of Return Carrier Additional Documentation</b> Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	230476
<015>	Study Area Name	WINDSTREAM NC
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.
<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.

(3010) Progress Report on 5 Year Plan  
Milestone Certification (47 CFR § 54.313(f)(1)(i))

Name of Attached Document Listing Required Information

(3011)

(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))  
 (3014) If yes, does your company file the RUS annual report

(Yes/No)    
 (Yes/No)

(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)  
 (3016)

(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?  
 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

(Yes/No)

(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)

(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)

(3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

<010> Study Area Code	230476
<015> Study Area Name	WINDSTREAM NC
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Jeff Haacox
<035> Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext. .
<039> Contact Email Address - Email Address of person identified in data line <030>	Jeff.L.haacox@windstream.com

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

<b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>	
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 NC
Signature of Authorized Officer:	CERTIFIED ONLINE Date 06/19/2014
Printed name of Authorized Officer:	Tim Loxen
Title or position of Authorized Officer:	Director Regulatory Reporting
Telephone number of Authorized Officer:	5017487442 ext.
Study Area Code of Reporting Carrier:	230476 Filing Due Date for this form: 06/30/2014
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.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	230476
<015> Study Area Name	WINDSTREAM_NC
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035> Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	Jeff.J.heacox@windstream.com

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

<b>Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier</b>	
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 Carrier: _____	
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:**

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



**(700) Price Offerings including Voice Rate Data  
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	2015
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<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.
<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	1/1/2014
<702>	Single State-wide Residential Local Service Charge	

<703>

<a1>	<a2>	<a3>	<b1>	<b2>	<b3>	<b4>	<b5>	<c>
State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fees
NC	ABERDEEN		FR	13.99	0.0	0.0	0.0	13.99
NC	ANSONVILLE		FR	13.99	0.0	0.0	0.0	13.99
NC	BROADWAY		FR	13.99	0.0	0.0	0.0	13.99
NC	COLUMBUS		FR	13.99	0.0	0.0	0.35	14.34
NC	DENTON		FR	13.99	0.0	0.0	0.0	13.99
NC	GRANITE QUARRY		FR	13.99	0.0	0.0	0.0	13.99
NC	GREEN CREEK		FR	13.99	0.0	0.0	0.39	14.38
NC	HEMBY BRIDGE		FR	13.99	0.0	0.0	0.0	13.99
NC	INDIAN TRAIL		FR	13.99	0.0	0.0	0.0	13.99
NC	KING		FR	13.99	0.0	0.0	0.0	13.99
NC	LAUREL HILL		FR	13.99	0.0	0.0	0.0	13.99
NC	LEWISVILLE		FR	13.99	0.0	0.0	0.0	13.99
NC	LILESVILLE		FR	13.99	0.0	0.0	0.0	13.99
NC	MARSHVILLE		FR	13.99	0.0	0.0	0.0	13.99
NC	MATTHEWS		FR	13.99	0.0	0.0	0.0	13.99
NC	MOORESVILLE		FR	13.99	0.0	0.0	0.0	13.99
NC	MORVEN		FR	13.99	0.0	0.0	0.0	13.99
NC	NEW SALEM		FR	13.99	0.0	0.0	0.0	13.99
NC	NORWOOD		FR	13.99	0.0	0.0	0.0	13.99
NC	OLD TOWN		FR	13.99	0.0	0.0	0.0	13.99
NC	OLIVIA		FR	13.99	0.0	0.0	0.0	13.99



**(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	230476
<015> Study Area Name	WINDSTREAM NC
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035> Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.
<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		Broadband Service - Download Speed (Mbps)			
	NC	ABERDEEN	49.99	0.0	49.99	24.0	4.0	0.0	Other, No limit on usage allowance
	NC	GREEN CREEK	59.99	0.0	59.99	24.0	4.0	0.0	Other, No limit on usage allowance
	NC	HEMBY BRIDGE	49.99	0.0	49.99	24.0	4.0	0.0	Other, No limit on usage allowance
	NC	INDIAN TRAIL	49.99	0.0	49.99	12.0	1.5	0.0	Other, No limit on usage allowance
	NC	INDIAN TRAIL	49.99	0.0	49.99	24.0	1.5	0.0	Other, No limit on usage allowance
	NC	INDIAN TRAIL	49.99	0.0	49.99	24.0	4.0	0.0	Other, No limit on usage allowance
	NC	KING	49.99	0.0	49.99	24.0	4.0	0.0	Other, No limit on usage allowance
	NC	LEWISVILLE	49.99	0.0	49.99	24.0	4.0	0.0	Other, No limit on usage allowance
	NC	MATTHEWS	49.99	0.0	49.99	12.0	1.5	0.0	Other, No limit on usage allowance
	NC	MATTHEWS	49.99	0.0	49.99	24.0	1.5	0.0	Other, No limit on usage allowance
	NC	MATTHEWS	49.99	0.0	49.99	24.0	4.0	0.0	Other, No limit on usage allowance
	NC	MOORESVILLE	49.99	0.0	49.99	12.0	1.5	0.0	Other, No limit on usage allowance
	NC	MOORESVILLE	49.99	0.0	49.99	24.0	1.5	0.0	Other, No limit on usage allowance
	NC	MOORESVILLE	49.99	0.0	49.99	24.0	4.0	0.0	Other, No limit on usage allowance
	NC	OLD TOWN	49.99	0.0	49.99	24.0	4.0	0.0	Other, No limit on usage allowance
	NC	OLIVIA	59.99	0.0	59.99	24.0	4.0	0.0	Other, No limit on usage allowance
	NC	RURAL HALL	49.99	0.0	49.99	24.0	4.0	0.0	Other, No limit on usage allowance
	NC	SANFORD	59.99	0.0	59.99	12.0	1.5	0.0	Other, No limit on usage allowance
	NC	SANFORD	59.99	0.0	59.99	24.0	1.5	0.0	Other, No limit on usage allowance
	NC	SANFORD	59.99	0.0	59.99	24.0	4.0	0.0	Other, No limit on usage allowance
	NC	WAXHAW	49.99	0.0	49.99	12.0	1.5	0.0	Other, No limit on usage allowance



