

**Windstream Florida, Inc. Responses to
Data Request No. Windstream – 1 (Nos. 1-8)
Docket No. 100039-TL**

REDACTED

1. The definition of Basic Local Telecommunications Service in Section 364.02, F.S., in part requires that access be provided to all locally available interexchange companies. Please identify all of the method(s) (dialing pattern) that consumers may use to gain access to locally available interexchange companies.

Response: Below is a list of the methods Windstream believes customers may use to gain access to available interexchange companies.

1. 1+ 10 digit number (subscription to IXC service)
2. 1+ 8XX NXX-XXX
3. 1010XXX + 1+ 10 digit number
4. 0+ 10 digit number
5. Calling Cards

2. For each example provided in the table below, please state, using Y (Yes) or N (No), if the Windstream customer is eligible for protection under the Commission's SQRs. Assume the customer has Windstream's dial tone service and only has the specific feature or only completes a specific action as presented in the table.

| No. | Feature | SQR Eligible | Rationale Label |
|-----|--|--------------|-----------------|
| a. | Inside wire maintenance | N | A |
| b. | Caller ID | N | B |
| c. | Call Forwarding | N | B |
| d. | Call Waiting | N | B |
| e. | Any combination of Caller ID/Call Forwarding/Call Waiting | N | B |
| f. | Caller ID Blocking | N | B |
| g. | Anonymous Call Rejection | N | B |
| h. | Three-way calling | N | B |
| i. | Return Call | N | B |
| j. | Repeat Dial | N | B |
| k. | Call Trace | N | B |
| l. | User-ordered third party product submitted by a clearinghouse and billed via the LEC | Y | |
| m. | Windstream Internet Service | N | A |
| n. | Windstream Unlimited toll calling plan (With LPIC/PIC) | N | A |
| o. | PIC and LPIC to Windstream LD without selection of a Windstream LD calling plan | N | A |
| p. | PIC and LPIC to Windstream LD with selection of a Windstream LD calling plan | N | A |
| q. | Completes a 911 call | Y | D |
| r. | Completes 0+ call billed via the LEC | Y | D |
| s. | Completes 0+ call not billed via the LEC | Y | D |

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| t. | Completes Relay Call via 711 billed via the LEC | Y | E |
| u. | Completes Relay Call via 711 not billed via the LEC | Y | F |
| v. | Completes Relay Call via toll-free access billed via the LEC | Y | E |
| w. | Completes Relay Call via toll-free access not billed via the LEC | Y | F |
| x. | Completes DA Call – service provided and billed by the LEC | Y | D |
| y. | Completes DA Call – service not provided by the LEC but billed via the LEC | Y | D |
| z. | Completes DA Call – service not provided by the LEC and not billed via the LEC | Y | E |
| aa. | No LPIC/No PIC | Y | G |
| ab. | No LPIC/No PIC and Local Toll Call completed by dial around code, billed by LEC. | Y | D |
| ac. | No LPIC/No PIC and Local Toll Call completed by dial around code, not billed by LEC. | Y | F |
| ad. | No LPIC/No PIC and LD Toll Call completed by dial around code, billed by LEC. | Y | D |
| ae. | No LPIC/No PIC and LD Toll Call completed by dial around code, not billed by LEC. | Y | F |
| af. | No LPIC/With PIC | N | H |
| ag. | No LPIC/With PIC – LD calls billed by LEC | N | H |
| ah. | No LPIC/With PIC – LD calls not billed by LEC | N | H |
| ai. | No LPIC/with PIC and Local Toll Call completed by dial around code, billed by LEC. | N | H |
| aj. | No LPIC/with PIC and Local Toll Call completed by dial around code, not billed by LEC. | N | H |
| ak. | No LPIC/with PIC and LD Toll Call completed by dial around code, billed by LEC. | N | H |
| al. | No LPIC/With PIC and LD Toll Call completed by dial around code, not billed by LEC. | N | H |
| am. | With LPIC/No PIC and Local Toll Call completed by dial around code, billed by LEC. | N | H |
| an. | With LPIC/No PIC and Local Toll Call completed by dial around code, not billed by LEC. | N | H |
| ao. | With LPIC/No PIC and LD Toll Call completed by dial around code, billed by LEC. | N | H |
| ap. | With LPIC/No PIC and LD Toll Call completed by dial around code, not billed by LEC. | N | H |
| aq. | With LPIC/With PIC | N | H |
| ar. | With LPIC/With PIC and Local Toll Call completed by dial around code, billed by LEC. | N | H |
| as. | With LPIC/With PIC and Local Toll Call completed by dial around code, not billed by LEC. | N | H |
| at. | With LPIC/With PIC and LD Toll Call completed by | N | H |

| | | | |
|-----|---|---|---|
| | dial around code, billed by LEC. | | |
| au. | With LPIC/With PIC and LD Toll Call completed by dial around code, not billed by LEC. | N | H |
| av. | With LPIC/With PIC – all toll calls billed via LEC | N | H |
| aw. | With LPIC/With PIC – all toll calls not billed via LEC | N | H |
| ax. | Collect Call billed via the LEC | Y | D |
| ay. | Collect Call not billed via the LEC | Y | F |
| az. | 900 Service Calls billed via the LEC | Y | D |
| ba. | PIC and LPIC to an IXC other than Windstream affiliate | N | H |

3. Please provide Windstream’s legal and/or policy rationale for why each example in the table above is or is not SQR eligible. Assuming some of the examples may have the same rationale, please list the various rationales as a response to this question, assign each rationale a label, and identify the rationale label in the column titled “Rationale Label” in the above table.

Rationale Labels

- A. The service added is an unregulated service.**
- B. The service added is a nonbasic service.**
- C. The service added is unregulated, however, Windstream does not have the capability to distinguish these customers from basic customers and therefore would include them in SQR reporting.**
- D. The service added is a nonbasic service.**
- E. The service added is a nonbasic service, resulting in the line being classified as nonbasic. However, for purposes of SQR reporting, Windstream will treat the line as basic. It should be noted that Windstream provides this service at no charge to the customer so the scenario would not occur.**
- F. The service added is a nonbasic service, resulting in the line being classified as nonbasic. However, Windstream is not aware of any instances where other carriers are billing these services; these services are typically billed by the LEC. Windstream would include customers as basic for SQR reporting purposes.**
- G. Meets definition of basic service per statute.**
- H. The scenario identifies a PIC and/or LPIC, which indicate the customer has long distance service on their account, and therefore makes the line nonbasic as concluded by the Commission in Docket No. 090461-TL. Windstream will exclude any customer with a PIC and/or LPIC from SQR reporting consistent with the Commission’s findings regardless of how the customer chooses to dial. Whether a customer chooses to dial a carrier other than the one selected by the PIC or LPIC does not change the fact that the customer has a nonbasic or unregulated service combined with their basic service.**

4. Please add any combination of dial tone service, along with a feature or specific action that is not listed that Windstream believes should be listed in the table.

Response: Any additional combinations would include any nonbasic service offered by Windstream, billed on a monthly basis, and/or any unregulated service billed to the customer.

5. If a Windstream customer is not eligible for the SQRs due to some combination(s) of dial tone services and feature(s), and the service is changed to a status that qualifies for the SQRs, will Windstream automatically qualify the customer for SQR eligibility?

Response: Yes.

6. Does a Windstream customer stay nonbasic if there is a one time use of a non-SQR eligible feature or service?

Response: No. While one time use features are nonbasic and would qualify the customer as nonbasic, for purposes of SQR reporting, Windstream will treat these customers as basic service customers.

7. Please estimate the number of residential customers that will be covered by the SQRs based on Windstream's interpretation of the definition of Basic Local Telecommunications Service in Section 364.02 F.S.

Response: Windstream concurs with the Commission's findings in Docket No. 090461-TL in concluding that basic local telecommunications service as defined in Section 364.02, F.S. does not include a PIC/LPIC. As of 12/31/09, Windstream had [REDACTED] customers that fit this definition of basic local telecommunications service.

8. How many residential customers will or would be covered by the SQRs if Windstream concludes that residential customers with the PIC/LPIC are SQR eligible?

Response: See response to question 7 for number of customers Windstream considers SQR eligible. Windstream does not consider customers with a PIC and/or LPIC SQR eligible. However, for Windstream the difference between residential customers with no other combination of nonbasic and/or unregulated service (basic service) with a PIC/LPIC and basic service customers with no PIC/LPIC is immaterial.