

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

In the Matter of an Investigation in which to	)	
Gather Information about the Facility	)	
Extension Practices of ETCs Eligible to	)	File No. TO-2016-0184
Receive High Cost USF Support	)	

**WINDSTREAM MISSOURI, LLC'S RESPONSES**

1. Provide a direct link to the specific portion of a company's website or alternatively cite the specific portion of a company's tariff that describes the charges, allowances and other relevant information for line extensions or situations where facilities are not in place to fulfill an applicant's request for service.

RESPONSE: Windstream Missouri, LLC ("Windstream") maintains this information on its website at <http://www.windstream.com/Terms-and-Conditions/> more specifically Section 13 of the Terms and Conditions.

2. Does your company not apply any construction or similar one-time charges if the distance to extend facilities is within a certain distance? If yes, what is the maximum distance whereby the company will not apply any special charges to extend facilities?

RESPONSE: Windstream may request aid to construction for builds where there are no existing facilities over one-half (1/2) mile or over 2,640 feet.

3. Does your company provide the customer with a certain dollar allowance for construction costs to extend facilities? If yes, what is the allowance?

RESPONSE: Yes, Windstream divides the actual job cost by the footage and only charges the customer for the cost of extending facilities that exceed 2,640 feet.

4. Are charges for extending facilities applied based on a set formula (i.e., \$100 per 1/10 mile) or alternatively are charges determined on an individual case basis?

(a) If charges are based on a set formula then identify the formula.

(b) If charges are based on an ICB basis then:

(1) Explain what types of costs are identified to form the basis for these charges.

(2) Approximately what percent of all costs for extending facilities is the customer expected to pay?

RESPONSE: Yes, Windstream divides the actual job cost by the footage and only charges for the amount over 2,640 feet. Included in the cost but not an exhaustive list is labor, materials, and rental equipment.

5. If a customer agrees to pay special construction charges and facilities are installed, does the company generally install sufficient facilities to serve other neighboring customers in the subdivision or nearby area? If yes, explain what happens, if anything, to the initial customer as well as any subsequent customers requesting service in that area. For example are subsequent customers assessed any special construction charges? Can the initial customer receive a credit or refund? Explain how the company handles such situations.

**RESPONSE:** The initial customer would pay the aid to construction charges, any subsequent customer requesting services is not charged to connect to the existing facilities. Windstream does not charge aid to construction for subdivisions.

6. If the company lacks facilities to provide service is the customer required to agree to any special terms or conditions for obtaining service (i.e., subscribe to service for a minimum length of time) that typically are not applied to other customers where sufficient facilities are in place? If yes, describe such any terms or conditions.

**RESPONSE:** Windstream does not require any special terms or conditions for customer obtaining services as a result of special construction. Windstream's standard terms and conditions would apply.

7. Does your company apply any termination charge(s) if a customer fails to subscribe to service for a certain length of time? If yes, identify the charge(s).

**RESPONSE:** Windstream does not apply any termination charges if the customer fails to subscribe for a certain length of time. As stated previously, no special terms or conditions are required for these customers.

8. How long have the existing policies in response to Questions 1 thru 7 been in place in Missouri?

**RESPONSE:** These policies and procedures have been in place since at least July 3, 2006.

9. If your company operates in other states besides Missouri does the company apply the same policies (as provided in responses to Questions 1 thru 7) in these other states for service requests in areas where the company lacks sufficient facilities to provide service? If yes, identify the states. If no, identify the states and explain how and why the company's policies differ.

**RESPONSE:** Windstream's service operations is limited to Missouri.

10. Describe or provide a script of what information is provided by the company to the customer if the company lacks facilities to respond to the customer's service request.

**RESPONSE:** Please see Attachment A.

11. Please provide the following information for your company's Missouri operations for the most recent 12 month time period:

- (a) Total requests for service.
- (b) Service requests for an area where the company lacks sufficient facilities to provide service. Among these requests break this number down into the following categories:
  - (1) Number of requests where the company installed facilities without applying special construction or similar charges.
  - (2) Number of requests where the customer paid the construction charges.
  - (3) Number of request where the customer declined to pay the construction charges and service was not installed.
  - (4) Other. Explain.

**RESPONSE:** In the most recent 12 month time period, Windstream has received 5,020 new requests for service. None of these requests required new facilities to be constructed.

12. Does the company consider an unfilled service request as reported in Form 489 (481) to include a customer who requests service but ultimately declines to pay construction or similar charges? If no, explain why not.

**RESPONSE:** When completing the Form 481, Windstream does consider unfilled service requests to include a customer who requests service but ultimately declines to pay construction or similar charges.

13. Please provide the following information for any customer requesting service in the past 12 months whereby the company attempted to apply construction or similar charges in order to have service be extended to the customer:

- (a) Name of applicant.
- (b) Location of applicant.
- (c) Total amount of construction charges.
- (d) Indicate whether the customer paid the charges and service was installed.

**RESPONSE:** Windstream has not received any such requests in the past 12 months.

14. If a company has detariffed is the link provided in response to Question No. 1 a link to the company's rates and charges for all other retail services or is the link to some other separate document?

**RESPONSE:** The link provided is Windstream's general Terms & Conditions.

## **Attachment A**

In the event a customer calls Windstream for new service and Windstream does not have the facilities or equipment in place to provide immediate service this is the communication received:

Good morning/afternoon Mr/Mrs. \_\_\_\_\_,

Last week, you placed an order for broadband service. Unfortunately, due to lack of facilities we are not able to install your service tomorrow. We apologize for any inconvenience this will cause you. We also understand your need for this service and would like to keep you updated with any new information that we receive on your order.

Would you like to receive your updates via telephone call or email?

In the event a customer contacts Windstream via our website or if the customer chooses to receive updates via email below is the language used:

Hello {{customer.first\_name}},

Thank you for contacting Windstream Communications. We appreciate your business and want to resolve your concerns.

Please accept our sincere apologies for the inconvenience you have experienced in respect to your request for service not being completed.

At Windstream, we take pride in ensuring our customer's satisfaction. Unfortunately, we did not meet your—or our own—expectations. Upon thorough review of the situation, I discovered that our facilities are unable to accommodate any additional service at this time. Please understand that we are striving to fulfill your request quickly and we will contact you to schedule the installation.

Due to this inconvenience we are going to waive the activation fee. While we know this may not completely resolve your concern, we hope that you will receive it as a gesture of goodwill regarding our business relationship. We certainly want to be an excellent provider for you and I understand that our service is critical for your business.

Again, Windstream will contact you when the services are able to be installed. Until then, if you have any further questions or comments regarding this matter, please feel free to reply back to this email.