

8300 Greensboro Dr.
Suite 1200
McLean, VA 22102
(703) 584-8678
WWW.FCCLAW.COM

Brooks E. Harlow
(703) 584-8680 direct
(206) 650-8206 mobile
bharlow@fcclaw.com
NOT ADMITTED IN VA

LNGS | LUKAS,
NACE,
GUTIERREZ
& SACHS, LLP

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
June 25, 2013

ORIGINAL

Via Overnight Mail

PUBLIC COPY

Illinois Commerce Commission
Chief Clerk
527 East Capitol Avenue
Springfield, IL 62701

Report
04-0653

Dear Sir or Madam:

Attached for filing on behalf of U.S. Cellular Corporation ("U.S. Cellular") is the redacted public copy of the annual report to the Illinois Commerce Commission pursuant to the Part 736 Wireless ETC Rules, approved November 13, 2008, in Docket No. 06-0468, and the Commission's Order dated February 28, 2008, in Docket 04-0653.

Please date-stamp the enclosed copy of the filing and return it in the enclosed envelope. Should any questions arise with regard to this report, please contact me directly.

Sincerely,

Brooks E. Harlow

Brooks E. Harlow

Enclosure

cc: Bud Green, Chief Telephone Engineer
James Zolnierok, Director, Telecommunications Division

CHIEF CLERK'S OFFICE

JUN 26 P 2:04

[Handwritten signature]
Illinois Commerce Commission

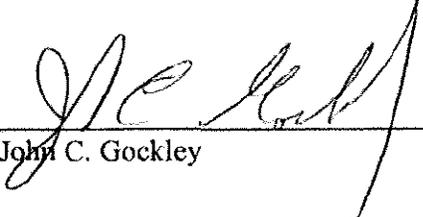
**AFFIDAVIT OF UNITED STATES CELLULAR CORPORATION
REGARDING USE OF FEDERAL HIGH-COST SUPPORT FUNDS**

STATE OF ILLINOIS)
) ss.
COUNTY OF COOK)

I, the undersigned, being duly sworn, state as follows:

1. I am the Vice President, Legal and Regulatory Affairs of United States Cellular Corporation, the parent company of USCOC of Central Illinois, LLC ("Carrier"), FCC service area number 349007.
2. I am responsible for certifying Carrier's use of Federal High Cost Support Funds.
3. Carrier is a competitive eligible telecommunications carrier within the meaning of Sec.214(e) of the Federal Telecommunications Act of 1996, and is eligible to receive universal service support pursuant to Sec.254(e) of the Act.
4. U.S. Cellular was certified as an ETC, effective February 27, 2008, by the Illinois Commerce Commission ("Commission") in Docket No. 04-0653 ("Order") and recertified on September 25, 2008, September 29, 2009, September 16, 2010, September 20, 2011, and September 28, 2012.
5. Carrier files this affidavit in compliance with the Federal Communications Commission's order of May 23, 2001, in Docket No. 96-45, which requires states to certify to the Federal Communications Commission that all Federal High-Cost Support within this state be used only for the provision, maintenance, and upgrading of facilities and services for which the support is intended, and the Illinois Commerce Commission Part 736 Wireless ETC Rules, approved November 13, 2008 in Docket No. 06-0468 ("rules").
6. Carrier hereby states the following:
 - a. that it will use the Federal High Cost Support Funds only for the provision, maintenance, and upgrading of facilities and services for which the support is intended pursuant to Sec.254(e) of the Federal Telecommunications Act of 1996,
 - b. that the average answer time, calculated on a monthly basis, in its operator offices, did not exceed ten seconds in accordance with Section 736.505a of the rules.
 - c. that the average answer time, calculated on a monthly basis, in its business and repair offices, did not exceed 60 seconds other than as noted in the monthly report provided to the Illinois Commerce Commission in accordance with Section 736.505b of the rules.

- d. that Exhibits 1a and 1b provides information on carrier's service coverage and dropped calls. This information, in accordance with Section 736.515 of the rules, depicts planned development that will provide tangible benefit to end users in areas where signal strength results in dropped calls or poor service.
- e. that it reported service outages, in accordance with Section 736.520 of the rules.
- f. that Exhibit 2 provides information, in accordance with Section 736.525 of the rules, on installation requests – failure to provide service.
- g. that Exhibit 3 provides information, in accordance with Section 736.530 of the rules on trouble reports.
- h. that it
 - i. is in compliance with the CTIA Consumer Code for Wireless Carriers,
 - ii. will be able to function in emergency situations,
 - iii. continues to offer a local usage plan comparable to that offered by the incumbent local exchange telecommunications carrier in the relevant service areas,
- i. that it acknowledges that the Commission may require it to provide equal access to long distance carriers in the event that no other eligible telecommunications carrier is providing equal access within the service area.

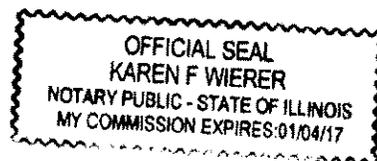


 John C. Gockley

Subscribed and sworn to before me
 this 17th day of June, 2013.

, Notary Public
 Cook County, Illinois

My Commission Expires: 01/04/17



Federal Universal Service High-Cost Support

STATE OF ILLINOIS)
) SS
COUNTY OF COOK)

AFFIDAVIT

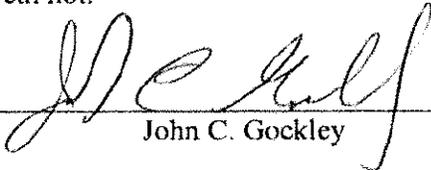
I, John C. Gockley, being first duly sworn, depose and state that:

1. I am employed by and an officer of USCOC of Central Illinois, LLC, and that I am authorized by USCOC of Central Illinois, LLC to execute this Affidavit.

2. I certify that USCOC of Central Illinois, LLC receives federal universal service high-cost support.

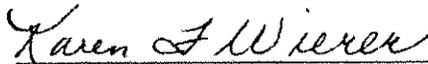
3. I further certify that such support was used in the preceding calendar year and will be used in the coming calendar year only for the provision, maintenance, and upgrading of facilities and services for which the support is intended, consistent with 47 U.S.C. § 254(e) and 47 C.F.R. §54.7.

Further affiant sayeth not.

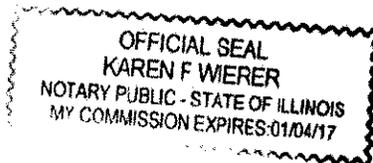


John C. Gockley

Subscribed and sworn to before me,
this 17th day of June, 2013.



Notary Public



My Commission Expires: 01/04/17

Exhibit 1A

[Public Copy]

Exhibit 1B

[Public Copy]

Page 11 of 11

Public Copy

U.S. Cellular
Exhibit 1B: Dropped Calls Report 2012

	Data				EOY '12	EOY '12
Team Cluster	IAs	Attempts	LCs	Completes	IA%	LC%
ETC						

IAs = Ineffective Attempts
Attempts = Successful Attempts
LCs = Lost Calls
Completes = Calls completed without a drop

PUBLIC COPY

Exhibit 2

[Public Copy]

PUBLIC COPY

U.S. Cellular®
EXHIBIT 2 - Unfulfilled Requests for Service - Calendar Year 2012

PUBLIC COPY

CTN	BAN	Subscriber	Adr-City	Zip	State	Resolution
					IL	Current coverage in customer area is not adequate for customer needs. Providing customer with request level of coverage would require major network modifications.
					IL	Current coverage in customer area is not adequate for customer needs, however our evaluation shows very good coverage. Providing customer with request level of coverage would require major network modifications.
					IL	Current coverage in customer area is not adequate for customer needs, however our evaluation shows good coverage. Providing customer with request level of coverage would require major network modifications.
					IL	Current coverage in customer area is not adequate for customer needs, however our evaluation shows good coverage. Providing customer with request level of coverage would require major network modifications.
					IL	Current coverage in customer area is not adequate for customer needs, however our evaluation shows good coverage. Providing customer with request level of coverage would require major network modifications.
					IL	Current coverage in customer area is not adequate for customer needs, however our evaluation shows good coverage. Providing customer with request level of coverage would require major network modifications.
					IL	Current coverage in customer area is not adequate for customer needs, however our evaluation shows good coverage. Providing customer with request level of coverage would require major network modifications.
					IL	Current coverage in customer area is not adequate for customer needs, however our evaluation shows very good coverage. Providing customer with request level of coverage would require major network modifications.
					IL	Current coverage in customer area is not adequate for customer needs. Providing customer with request level of coverage would require major network modifications.
					IL	Current coverage in customer area is not adequate for customer needs, however our evaluation shows very good coverage. Providing customer with request level of coverage would require major network modifications.
					IL	Current coverage in customer area is not adequate for customer needs. Providing customer with request level of coverage would require major network modifications.
					IL	Current coverage in customer area is not adequate for customer needs, however our evaluation shows very good coverage. Providing customer with request level of coverage would require major network modifications.

PUBLIC COPY

Exhibit 3

[Public Copy]

**EXHIBIT 3
TROUBLE REPORT 2012**

PUBLIC COPY

<u>Month</u>	<u>Trouble tickets/1000 lines</u>	<u>FCC Complaints/1000 lines</u>
January		
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		

There were a total of [REDACTED] customer service tickets in the US Cellular Illinois ETC area (Please keep in mind this data includes both ETC and Non-ETC sites in this area.).

The majority of the customer service tickets that we saw in 2012 fell into the cause code category of Could Not Duplicate [REDACTED]%). **Investigations into these tickets did not reveal network issues and can be attributable to many factors such as customer hardware issues (although not identified), other wireless carrier issues, customer confusion, and poor in-building coverage/interference (i.e. metal roof/walls, hospital basement, etc.).**

Network issues made up [REDACTED] % of our customer service tickets. **Network issues can be defined as hardware failures, software failures, or network created interference. Hardware failures are corrected by resetting, reseating, or replacing faulty hardware. Software issues are corrected either by reloading, installing patches, or upgrading. Network created interference is corrected by adjusting gains/losses, antenna down-tilts, or through software changes to neighbor lists, etc.**

We saw approximately [REDACTED] % of our customer service tickets closed with the cause code of Landline/Telco Problem. **These issues are generally caused by loss of trunk groups between USCC and LEC, LEC number routing errors, or fiber cut. Loss of trunking groups is joint effort between USCC and the appropriate LEC. The circuits are tested by both parties, and the responsible party repairs/replaces the failed hardware/software. Incorrect LEC routing is corrected by the Telco provider as are fiber cuts.**

Approximately [REDACTED] % of our customer issues can be attributed to poor coverage areas. **An example of a poor coverage area complaint would be when customer is having an issue making or receiving calls in a precise geographical area. In this case our RF Engineering team either uses coverage maps or actually goes to site of the complaint to troubleshoot. Upon troubleshooting they would come to the conclusion that their area of the complaint is not adequately covered by a cell site. The areas are investigated for future site builds.**

The remaining [REDACTED] % of complaints were varied, ranging from 3rd party vendors to provisioning. **An Example of a 3rd Party Vendor complaint would be around some of our easyedgeSM applications. A customer may be trying to access a third party application and receive a failure message. This type of complaint may indicate a problem with the Brew Server and would be investigated by the USCC 1xDataEnhancedServices Team. The final fix maybe a problem with the USCC server or sever belonging to the vendor. Customer's may not have functionality or proper functionality of certain features (i.e. VM, SMS, MMS) if the proper SOCs are not entered in the billing system. To correct the issue the current SOCs for the customer's price plan must be corrected.**

PUBLIC COPY