

DOCKET NO. UM 1375

**Required Cover Sheet for Submission of
2008 Annual ETC Recertification Reports**

Filing Deadline: Tuesday, July 15, 2008

Name of Eligible Telecommunications Carrier: Eagle Telephone System Inc.

Filing date: July 8, 2008

Is this: Original submission? X

OR

Revised submission? _____ If revised, please identify which reports
are being revised _____

Person to contact for questions:

Name: Rusti A. Lattin

Phone number: (541) 893-6111

E-mail address: comco@eagletelephone.com

Filing instructions: Please file reports under Docket No. UM 1375. File reports electronically via the PUC Filing Center; see the PUC website for instructions. Also send one original and 2 hard copies to the PUC Filing Center. If selected portions of reports, e.g., network improvement plans, are to receive confidential treatment, those portions should not be filed electronically. Hard copies of confidential material should be filed in accordance with confidential designation requirements described in OAR 860-011-0080. Regular delivery methods may be used to send all hard copy documents; overnight or express delivery is not necessary. Send documents to the Filing Center using one of the two following addresses, depending on the delivery carrier used:

For US mail: Public Utility Commission of Oregon
Attn: Filing Center
PO Box 2148
Salem, OR 97308-2148

For other carriers: Public Utility Commission of Oregon
Attn: Filing Center
550 Capitol St. NE #215
Salem, OR 97308-2148

If you have any questions on these reports, please call Kay Marinos at 503-378-6730, or Celeste Hari at 503-378-6628.

2008 Annual Recertification Reports for ETCs in Oregon

Docket No. UM 1375

Report Formats to Satisfy Requirements of Order No. 06-292 for 2008

Report #1 Supported Services Offerings

- 1.1. Basic Local Usage Service Offerings – **All ETCs**
- 1.2. Comparable Local Usage Plan – **CETCs only**
- 1.3. Supported Services Not Provided – **CETCs only**
- 1.4. Equal Access Acknowledgement – **CETCs only**

Report #2 Unfulfilled Service Requests

- 2.1. Unfulfilled Service Requests/Held Orders – **All ETCs**
- 2.2. Service Request Processing – **CETCs only**

Report #3 Evidence of Advertising for Basic Supported Services - All ETCs

Report #4 Low-income Services – All ETCs

- 4.1. Number of Lifeline Customers
- 4.2. Advertising of Low-income Program Service Offerings

Report #5 Outage Report – All ETCs

Report #6 Trouble Report – All ETCs

Report #7 Network Improvement Plan – CETCs only

Report #8 Special Commitments/Requirements – CETCs only

Report #9 Certifications – All ETCs

- 9.1. IAS or ICLS Certification Copy – **All ETCs Receiving IAS or ICLS**
- 9.2. Certification of Use of Universal Service Funds – **All ETCs Receiving Traditional High-Cost Support (HCL, LSS)**
- 9.3. Certification of Emergency Functionality and Compliance with Service Quality/Consumer Protection Measures – **All ETCs**

Report #1 – Supported Services Offerings

1.1. Basic Local Usage Service Offerings – All ETCs

Choose **either A. or B.** below, as applicable:

A. Basic local usage service offerings are filed under tariff with the Oregon PUC. The specific tariff references (with *company name, tariff number, section and page numbers*) for the basic local usage offerings and corresponding rates are:

1. residence:

2. business:

B. Basic local usage service offerings are **not** filed under tariff with the Oregon PUC. Submit the following information for each basic service offering that includes local usage allowances (unlimited or limited): 1) plan’s name, 2) advertised public description, 3) number of local minutes included, 4) calling area included, and 5) rates and charges. Include basic offerings for both residence and business services. *See Attachment #1-B*

1.2. Comparable Local Usage Plan – CETCs only

The carrier certifies that it offers at least one basic local usage plan that is comparable to those offered by the ILECs in its designated service area: yes no

Identify which of the plans in 1.1.B above are “comparable” to the ILEC local usage offerings, and explain the basis for the comparability. _____

1.3. Supported Services Not Provided – CETCs only

Identify any supported services that were not available at designation, but were to be provided as a condition of ETC designation (e.g., toll restriction for qualifying low-income consumers, E911): _____

Are these services provided currently? yes no

If no, explain why not: _____

1.4. Equal Access Acknowledgement – CETCs only

The carrier acknowledges that it may be required to provide equal access if it is the only remaining ETC in an area: yes no

Report #2 – Unfulfilled Service Requests

2.1. Unfulfilled Service Requests/Held Orders – All ETCs

Choose **either A. or B.** below, as applicable:

- A. ___ Service quality reports for “primary held orders over 30 days” were filed with the Oregon PUC for calendar year 2007. No additional submission is required for recertification purposes.
- B. Service quality reports for “primary held orders over 30 days” were **not** filed with the Oregon PUC for calendar year 2007. In this case, choose **one** of the following alternatives for reporting:
1. The number of customer requests for supported services that were not fulfilled during calendar year 2007: 0
If greater than zero, include an attachment noting for each such request, the location (address) of the request and a description of attempts to provide service.
 2. ___ The number of “primary held orders over 30 days” (as defined in Section 860-034-0390 of the Oregon Commission rules) for calendar year 2007: _____.
If greater than zero, include attachment noting for each such held order, the reason the order was held and the original commitment date.

2.2. Service Request Processing - CETCs only

Submit a description of how the carrier ensures that every request for service that cannot be immediately fulfilled is recorded and processed under the 6-step process set forth in 47 CFR Section 54.202(a)(1)(i).

Report #3 – Evidence of Advertising for Basic Supported Services (excluding low-income/lifeline) – All ETCs

Describe how basic supported services were advertised during calendar year 2007 throughout the designated service area. List the types of media used, advertising frequencies and geographic coverage. Attach examples of actual advertisements, noting dates, specific distribution methods, and target geographical populations, sufficient to demonstrate that basic supported services and rates were advertised **throughout** the designated service area in 2007.

See Attachment #3 : Eagle Telephone System Inc.; advertises annually in the Hells Canyon Journal as well as maintaining display ads in the Richland – Halfway telephone exchange phone book.

Report #4 – Low-income Services – All ETCs

4.1. Number of Lifeline Customers – All ETCs

The total number of customers receiving Lifeline discounts during the month of December 2007 in the designated service area: 7

CETCs only - also list counts by ILEC service area as follows:

<u>ILEC Svc Area</u>	<u>No. of Lifeline customers</u>
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

4.2. Advertising of Low-Income Program Service Offerings – All ETCs

Submit copies of all advertisements (for all media) for Lifeline, LinkUp, and OTAP service offerings that were run during calendar year 2007, noting media (newspaper name, radio station, bill inserts, internet postings, etc.), run/distribution dates, and geographic coverage area.

See attachment #4 : Eagle Telephone System Inc.; advertises it's low income programs in both the Hells Canyon Journal and the Richland – Halfway exchange phone book annually.

Report #5 – Outage Report – All ETCs

Choose **either A. or B.** below, as applicable:

A. Carrier was required to report service outages (as defined in Oregon PUC Rules at Sections 860-034-0390(9) for small telecom utilities, 860-023-0055(9) for large telecom utilities, and 860-032-0012(9) for competitive telecom providers) to the Oregon PUC during year 2007. No additional submission is required for recertification purposes.

B. Carrier was *not* required to report service outages (as defined in Oregon PUC Rules at Sections 860-034-0390(9) for small telecom utilities, 860-023-0055(9) for large telecom utilities, and 860-032-0012(9) for competitive telecom providers) to the Oregon PUC during year 2007. Select #1 (wireline carriers) or #2 (wireless carriers) below.

1. The number of service outages, as defined in Oregon PUC rules, that occurred during calendar year 2007 was _____.

If the number was greater than zero, attach a report that lists for each such outage the following: the date and time of onset, a brief description of the outage and its resolution, the particular services affected, the geographic areas affected, steps taken to prevent a similar future occurrence, and the number of customers affected.

2. The number of service outages, as defined in FCC rules at 47 CFR Section 54.209(a)(2), that occurred during calendar year 2007 was _____.

If the number was greater than zero, attach a report that lists for each such outage the following: the date and time of onset, a brief description of the outage and its resolution, the particular services affected, the geographic areas affected, steps taken to prevent a similar future occurrence, and the number of customers affected.

Report #6 – Trouble Report – All ETCs

Choose **either A. or B.** below, as appropriate:

A. X Trouble reports were filed with the Oregon PUC for calendar year 2007 per Oregon PUC service quality rules. No additional submission is required for recertification purposes.

B. ____ Trouble reports were **not** filed with the Oregon PUC during calendar year 2007. In this case, choose **one** of the following alternatives for reporting:

1. ____ The average monthly number of customer trouble reports received per 100 wireless handsets for supported services during calendar year 2007, for each company switch.

<u>Trouble Type</u>	<u>Switch A (location)</u>	<u>Switch B (location)</u>
No service	_____	_____
Network busy	_____	_____
Interruption of service	<u> X </u>	_____
Poor reception	_____	_____

2. X The average monthly number of customer trouble reports, as defined in Section 860-034-0390 (5) of the Oregon PUC rules, per 100 access lines, received during calendar year 2007: 1 per month, per 100 working access lines.

Report #7 – Network Improvement Plan – CETCs Only

Per Docket No. UM 1217, Order No. 06-292, competitive ETCs (CETCs) must file network improvement plans annually for recertification purposes. Appendix A of the order details the information that must be included in such plans. Only CETCs must file these plans for annual recertification purposes; ILECs are not required to file such plans. CETCs that receive *only* low-income program support (no high-cost or access-related support) do not have to file network improvement plans. CETCs are strongly encouraged to use the template in the attached Excel worksheets for their network improvement plans. This template incorporates all the items of information required by the order.

Report #8 – Special Commitments/Requirements – CETCs only

Did the Oregon PUC impose any special commitments or requirements at initial designation or during the previous annual recertification process? yes ____ no ____.

If yes, identify the commitments or requirements and explain if, and how, they have been met.

Report #9 – Certifications - All ETCs

9.1. IAS or ICLS Certification Copy – All ETCs Receiving IAS and/or ICLS

All ETCs receiving interstate access-related support (IAS or ICLS) must submit a copy of the certification for the use of IAS or ICLS support that was sent to USAC and the FCC in June 2008. *See Attachment #9; Copy of ICLS Certification for 2008*

9.2. Certification of Use of Universal Service Funds – All ETCs receiving HCL and/or LSS (Rural ILECs and CETCs Designated in Rural ILEC Areas)

To continue receiving traditional high cost support (HCL, LSS), ETCs must submit a notarized affidavit signed by a responsible company official certifying that the carrier will use the high cost support funds only for the intended purposes. Use of the sample affidavit form displayed on the following page is recommended. *Attached*

9.3. Certification of Emergency Functionality and Compliance with Service Quality and Consumer Protection Measures – All ETCs

Each ETC must submit a notarized affidavit signed by a responsible company official certifying that the carrier: 1) is able to remain functional in an emergency, and 2) is complying with all service quality and consumer protection measures in either the applicable Oregon Commission rules (for wireline carriers), the CTIA Consumer Code (for wireless carriers), or some other specific set of standards. All ETCs must submit this affidavit. A copy of an acceptable affidavit form follows the affidavit for high cost support. *Attached*

AFFIDAVIT CERTIFYING USE OF UNIVERSAL SERVICE FUNDS

I, Mike Lattin being of lawful age and duly sworn, on my oath, state that I am the Vice President [an officer] of: Eagle Telephone System, Inc. ("Company") and that I am authorized to execute this Affidavit on behalf of the Company, and the facts set forth in this Affidavit are true to the best of my knowledge, information and belief.

Pursuant to the rules of the Federal Communications Commission, 47 C.F.R. § 54.314, there must be annual certification that funds received under the federal Universal Service Fund programs will be used only for the provision, maintenance and upgrading of facilities and services for which the support is intended. The Company hereby certifies to the Public Utility Commission of Oregon that pursuant to 47 C.F.R. § 54.7, and for purposes of the certification required under 47 C.F.R. § 54.314, the company will use all federal high-cost support provided to it only for the provision, maintenance and upgrading of facilities and services for which the support is intended, consistent with the principles of universal service set forth in 47 U.S.C. 254. This includes, but is not limited to, trying to meet the goal of the provision of services that are properly supported by the high-cost funds at rates that are reasonably comparable to rates charged for similar services in urban areas.

DATED this _____ day of _____, 2008.

Eagle Telephone System Inc. _____ (Company)

By: _____ (Name)

Its: _____ (Title)

SUBSCRIBED AND SWORN to before me this ____ day of _____, 2008.

Notary public in and for the State of Oregon

My Commission Expires: _____

AFFIDAVIT CERTIFYING EMERGENCY FUNCTIONALITY AND COMPLIANCE WITH SERVICE QUALITY AND CONSUMER PROTECTION MEASURES

I, Mike Lattin, being of lawful age and duly sworn, on my oath, state that I am the: Vice President [an officer] of: Eagle Telephone System Inc. (“Company”) and that I am authorized to execute this Affidavit on behalf of the Company, and the facts set forth in this Affidavit are true to the best of my knowledge, information and belief.

The Company hereby certifies to the Public Utility Commission of Oregon, pursuant to the requirements of Commission Order No. 06-292, that it:

- 1) is able to remain functional in emergencies, and,
- 2) complies with service quality and consumer protection measures in (check one):
 - applicable Oregon Commission rules, or
 - the CTIA Consumer Code for Wireless Carriers, or
 - other (describe and explain conformance with requirements of Order No. 06-292): _____

DATED this _____ day of _____, 2008.

Eagle Telephone System Inc. _____ (Company)

By: _____ (Name)

Its: _____ (Title)

SUBSCRIBED AND SWORN to before me this ____ day of _____, 2008.

Notary public in and for the State of Oregon

My Commission Expires: _____

Attachment: #1



P.O. BOX 178
RICHLAND, OR 97870
(541) 893-6111

July 8, 2008

Re: Report #1 – B

Eagle Telephone System Inc. provides unlimited basic residential and business voice grade service.

Advertised: Residential Local Service

Number of local minutes: Unlimited

Calling Area: Richland Exchange

Rates:

Residential	\$11.60
Business	\$16.95

Note: these rates reflect only the basic rates that Eagle imposes on service.

Attachment #3

CONSUMER RIGHTS AND RESPONSIBILITIES

This entire brochure for services to home service (not any utility company in Oregon) provides certain rights and obligations following the ratification of those rights and obligations prepared by the Consumer Services Division of the Public Utilities Commission. The Rules described here apply only to electric, natural gas, telephone and water services regulated by the PUC.

The utility company's main obligation is to provide you with reliable service of water supplied by the PUC. Your main obligations are to pay for the services you use, to not damage or tamper with the company's facilities, and to notify the company when you want to make any change in the way you use service or if you have a problem.

- **DEPOSITS** - The utility may ask you to pay a deposit. If a deposit is required, you have the right to pay it in several small installments.
- **THIRD-PARTY-NOTICES** - You have the option to ask that another person receive your bills and notices if, for some reason, you are unable to receive or understand these bills and notices. Also, you may ask that a utility company furnish you with notices in another language if you do not understand English.
- **FINANCIAL ASSISTANCE** - Several programs provide financial help, depending on your income. The Low Income Energy Assistance Program (LEAP) provides money to qualified customers who need help with winter heating bills. Also, the major energy utility companies have their own financial assistance programs to help their customers. The Oregon Telephone Assistance Program (OTAP) provides reduced phone bills for qualified low-income customers. The Link-Up Assistance program provides financial help with telephone installation charges for qualified persons.
- **DISCONNECTION NOTICES** - Before a utility company can disconnect your service, the company must notify you. Electric and gas companies are required to give you a 15-day notice, and for water, at least 5 days before disconnection, and must try to contact you the day disconnection is scheduled. Telephone and water utilities must provide written notice at least 5 days before service is disconnected.
- **MEDICAL CERTIFICATES** - If you or a member of your family has a serious health problem and your utility service is interrupted, you may obtain a medical certificate from your doctor or other medical professional who provides your health care. A medical certificate will prevent immediate disconnection of your service and require your utility to allow you to set up a payment plan to pay any overdue bill. (Medical certificates do not apply to water utilities.)
- **PAYMENT PLANS** - You may take advantage of one of several special payment systems designed to make it easier to pay your electricity or natural gas utility bills. You may pay your bills on an equal-payment plan which will spread out your payments over the year. If you are unable to pay your electricity or gas bills for a period of time one year or less, you may also enter into a special agreement to pay the overdue amount over a period of time.
- **LATE CHARGES** - Customers are responsible for paying their utility bills on time. Utility companies' rules may add a late payment charge to bills not paid on time.
- **TELEPHONE SOLICITATION** - Several laws and rules protect telephone customers against unsolicited phone calls. Certain programs or companies trying to sell products or services. To opt out of telephone solicitations, call the National Do Not Call Registry 1-888-382-1222.
- **RESOLVING DISPUTES** - If you have a dispute with your utility company that is not resolved by contacting the company, the PUC's Consumer Services Division is available to help you. You may contact the PUC by calling toll-free 1-800-522-2494.
- **CONSUMER ORGANIZATIONS** - If you wish to join one of several organizations which often help to consumers, the PUC Consumer Services Division maintains a list of organizations and how to contact them. That list is available by calling the same toll free number, 1-800-522-2494.

If you have questions about any of the information described here, please contact your local utility company or the PUC Consumer Services Division. If you do not speak English, please try to arrange to obtain the assistance to help you. Written notices are the "Notice" section in special books of papers which are available to all. In other languages, the notices may not be accurate. You may also print your primary language.

Front Cover Picture: Highway Vol by Photo.
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Attachment#3.2

Whitnah Calvin & Emma.....	893-8938
Whitnah Tymonera.....	893-8939
Whitnah Warner.....	893-8912
WIDEYE COFFEE ROASTING.....	742-7827
WIL HOWE RANCH.....	893-8835
Williams Bill.....	893-8830
Williams Dae.....	893-8838
Williams Opel.....	893-8865
Wilson James.....	893-8829
Wilson Kingsley & Rebecca.....	893-3229
Wilson Ray & Karen.....	893-8127
Wilson Wayne & Gora.....	893-3238
WINDY RIDGE RANCH.....	893-8012
Wright Dennis & Mary.....	893-6447
Wright Kim.....	893-6433
Y	
Yager Ralph & Carolyn.....	893-3008
Young Robert L & Dale.....	893-6321
Yowell Perry.....	893-8798
Z	
Ziegler Sid & Alma.....	893-8970

**RURAL UTILITY SERVICE
(RUS)**

Eagle Telephone System, Inc. is the recipient of Federal financial assistance from the Rural Utility Service, an agency of the U.S. Department of Agriculture and is subject to the provisions of Title VII of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, as amended, and the rules and regulations of the U.S. Department of Agriculture which provide that no person in the United States on the basis of race, color, national origin, age or handicap shall be excluded from participation in, admission or access to, denied the benefits of, or otherwise be subjected to discrimination under any of the organization's programs or activities.

The person responsible for coordinating the organization's nondiscrimination compliance efforts is Michael L. Luttin, Manager. Any individual, or specific class of individuals, who feels that this organization has subjected them to discrimination may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or the Secretary, U.S. Department of Agriculture, Washington, D.C. 20250; or the Administrator, Rural Utility Service, Washington, D.C. 20250. Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.

Attachment#3.3

**The following features are available at Eagle Telephone System, Inc.
Please call 893-6111 for more information.**

Voice Messaging

- A. To set number of rings for voice mail, dial *92. As you hear beeps (sounds like busy signal) enter the number of rings that you want your phone to pick up on. Keep in mind that the caller will hear one more ring than you hear, so if you want them to hear four rings set for three, ect. and then enter 893-6980.
- B. To cancel number of rings and to change number of rings, dial *93. Wait for a few minutes and repeat steps for setting number of rings.
- C. Follow voice prompts and enter 0000 for personal identification numbers the first time through. Enter your personal choice the second time it is required.
- D. To retrieve voice messages, dial 893-3960. Press # when your greeting starts or any time during your greeting. Follow voice prompts. Input four digit personal code. Press 1 to retrieve and after listening to message press either 1 to save or 3 to erase.
- E. Press 4 for personal options to make changes
 - To change ph. number
 - To change name
 - To change greeting
- F. To set for busy forward to voicemail, dial *90. Enter 893-6080
- G. To retrieve messages from home phone when away, dial 893-6980 (in local area) or 1-641-893-6980 (if long distance)
 - 1. Enter user box number, which is your home phone number.
 - 2. Upon hearing your own greeting on your voice mail begin, press # sign.
 - 3. Enter I.D. number
 - 4. Follow voice prompts

Call Forwarding

To forward calls, listen for dial tone, press *72 and number you want calls forwarded to. If someone answers, call forwarding is activated. If no one answers, follow the above procedure again and call forwarding will be activated.

To cancel call forwarding, listen for dial tone and press *75.

Call Waiting

To cancel call waiting, press *70 before making call.

Rural Utility Service (RUS)

Eagle Telephone System, Inc. is a recipient of Federal financial assistance from the U.S. Department of Agriculture, and is subject to the provisions of Title VII of the Civil Rights Act of 1964 as amended, Section 504 of the Rehabilitation Act of 1973 as amended, the Age Discrimination Act of 1975 as amended, and the rules and regulations of the U.S. Department of Agriculture, which provide that no person in the United States, on the basis of race, sex, marital status, age, or handicap, shall be excluded from participation in, admission or access to, denied the benefits of, or otherwise be subjected to discrimination under any of this organization's programs or activities.

The person responsible for coordinating this organization's non-discrimination compliance efforts is Michael J. Lott, manager. Any individual or specific class of individuals who feels that this organization has subjected them to discrimination may either file their discrimination claim with the state or federal agencies listed above or may also file a written complaint with this organization, or the Secretary, U.S. Department of Agriculture, Washington, D.C. 20250; or the Administrator, Rural Utility Service, Washington, D.C. 20250. Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.

EAGLE TELEPHONE SYSTEM, INC.



Post Office Box 178

Richland, OR 97870

541-893-6111 Fax 893-6202

Public Notice of Basic Telephone Service Available from Eagle Telephone System, Inc.

Eagle Telephone System, Inc. is designated as an Eligible Telecommunications Carrier by meeting the guidelines of the Federal Communications Commission and the Oregon Public Utility Commission. We have been offering quality, reliable telephone service since 1975, and are better than ever at providing a quality of emergency life.

Basic service from Eagle Telephone System, Inc. includes:

- Single party service (unattended)
- Touch-tone service
- Wake-up delay access to the public switched network
- Access to emergency services (including 911 and enhanced 911)
- Access to operator services, inter-exchange centers, and directory assistance

Eagle Telephone System, Inc. spreads the basic service to all its members in our serving territory. Our rate for residential basic service is \$7.60 monthly, and our rate for business basic service is \$76.95 monthly. Low-income individuals may be eligible for Lifeline and Link-Up telephone assistance programs, which provide discounts from these basic rates. Also available to Lifeline customers is call blocking, which lets customers block out-going long-distance calls free of charge.

If you have any questions, or would like to become a customer of Eagle Telephone System, Inc., please contact us at 541-893-6111 or visit our business office at 215 First Street, Richland, Oregon.

A message from
Eagle Telephone System, Inc.
541-893-6111



Attachment #4

CONSUMER RIGHTS AND RESPONSIBILITIES

If you are applying for service or have service with an utility company, it is your utility's certain rights and obligations. This notice is a summary of those rights and obligations required by the Consumer Services Division of the Public Utility Commission. An English translation is available in Spanish, Vietnamese, Chinese, Korean, and other languages. For more information, call the PUC.

The utility company's main obligation is to provide you with reliable service at rates approved by the PUC. Your main obligation is to pay for the services you use. It is an advantage to accept the company's offer of a rate and to pay for the services you use. This can be changed over time only if you know a problem.

- **DEPOSITS** - The utility may ask you to pay a deposit. If a deposit is required, you have the right to pay it in several installments.
- **THIRD-PARTY NOTICES** - You have the option to ask that another person receive your bills and notices. If, for some reason, you are unable to receive or understand these bills and notices. Also, you may ask your utility company to translate your notices in another language if you do not understand English.
- **FINANCIAL ASSISTANCE** - Several programs provide financial help, depending on your income level. The Low-Income Energy Assistance Program (LEAP) provides money to qualified customers who need help with winter heating bills. Also, the major energy utility companies have their own financial assistance programs to help their customers. The Oregon Telephone Assistance Program (OTAP) pays discounted long distance bills to qualified low-income customers. The Lifeline Assistance program provides financial help with telephone services and other charges for qualified persons.
- **DISCONNECTION NOTICES** - Before a utility company can disconnect your service, the company must notify you. Electric and gas companies are required to give you a 15-day notice, another notice 3 days before disconnection, and must try to contact you the day its connection is scheduled. Telephone and water utilities must provide written notice at least 5 days before service is discontinued.
- **MEDICAL CERTIFICATES** - If you or a member of your family has a serious health problem and your utility service is threatened, you may obtain a medical certificate from your doctor or other medical professional, who provides your health care. A medical certificate will prevent immediate disconnection of your service and require your utility to allow you to set up a payment plan to pay any service bill. (Medical certificates do not apply to water utilities.)
- **PAYMENT PLANS** - You may take advantage of one of several special payment options designed to make it easier to pay your electricity or natural gas utility bills. You may pay your bills on an equal-payment plan which will spread out your payments over the year. If you are unable to pay your electricity or gas bills for a period of time and your utility stands in line of your service, you may also enter into a special agreement to pay the overdue amount over a period of time.
- **LATE CHARGES** - Customers are responsible for paying their utility bills on time. Under certain circumstances, utilities may add a late payment charge to bills not paid on time.
- **TELEPHONE SOLICITATION** - Several laws and rules protect telephone customers against unwanted phone calls. If you persons or companies trying to sell products or services, to opt out of telephone solicitations, call the National Do Not Call Registry - 1-888-383-1222.
- **RESOLVING DISPUTES** - If you have a dispute with your utility company that is not resolved by contacting the company, the PUC's Consumer Services Division is available to help you. You may contact the PUC by calling toll-free 1-800-522-2434.
- **CONSUMER ORGANIZATIONS** - If you visit our web site at several organizations which offer help to consumers. The PUC's Consumer Services Division maintains a list of organizations and how to contact them. This list is available by calling the same toll free number, 1-800-522-2434.

If you have questions about any of the notices described in this notice, please visit our web site or contact the PUC Consumer Services Division. If you do not speak English, please visit our website for information in other languages. While utilities and the PUC are working to provide needs of persons who do not speak English, the offices and resources are not available 24 hours a day, 7 days a week.

Attachment #4.1

Whitnah Calvin & Emma	833-8838
Whitnah Tymmera	833-8838
Wilush Warner	833-8012
WIDEYE COFFEE ROASTING	742-7627
WIL HOWE RANCH	833-8635
Williams Bill	833-8220
Williams Leo	833-8638
Williams Opal	833-8365
Wiscor James	833-8825
Wiscor Kingsley & Rebecca	833-8229
Wiscor Roy & Karen	833-8121
Wiscor Wayne & Cora	833-8235
WINDY RIDGE RANCH	833-8012
Wright Danna & Mary	833-8447
Wright Kim	833-8434
Y	
Yaeger Ralph & Carolyn	833-8033
Young Robert L. & Dale	833-8331
Yonah Party	833-8789
Z	
Ziegler Ed & Elma	833-8973

**RURAL UTILITY SERVICE
(RUS)**

Rural Utility Service, Inc. is the recipient of Federal financial assistance from the Rural Utility Service, an agency of the U.S. Department of Agriculture and is subject to the provisions of Title VII of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, as amended, and the rules and regulations of the U.S. Department of Agriculture which provide that no person in the United States on the basis of race, color, national origin, age or handicap shall be excluded from participation in, admission or access to, denied the benefits of, or otherwise be subjected to discrimination as to any of this organization's programs or activities.

The person responsible for coordinating the organization's non-discrimination compliance efforts is Michael L. Lattin, Manager. Any individual, or specific class of individuals, who feels that this organization has subjected him or her to discrimination may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or the Secretary, U.S. Department of Agriculture, Washington, D.C. 20250, or the Administrator, Rural Utility Service, Washington, D.C. 20250. Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.

Attachment #4.2

**The following features are available at Eagle Telephone System, Inc.
Please call 893-6111 for more information.**

Voice Messaging

- A. To set number of rings for voice mail, dial *52. As you hear beeps (sounds like busy signal) enter the number of rings that you want your phone to pick up on. Keep in mind that the caller will hear one more ring than you hear, so if you want them to hear four rings, set for three, ect. and then enter 893-6980.
- B. To cancel number of rings and to change number of rings, dial *93. Wait for a few minutes and repeat steps for setting number of rings.
- C. Follow voice prompts and enter 0000 for personal identification numbers the first time through. Enter your personal choice the second time it is required.
- D. To retrieve voice messages, dial 893-5980. Press 4 when your greeting starts or any time during your greeting. Follow voice prompts. Input four digit personal code. Press 1 to retrieve and after listening to message press either 1 to save or 3 to erase.
- E. Press 4 for personal options to make changes
 - To change pin number
 - To change name
 - To change greeting
- F. To set for busy forward to voicemail, dial *90. Enter 893-6080
- G. To retrieve messages from home phone when away, dial 893-6980 (in local area) or 1 541 893-6980 (if long distance)
 - 1. Enter user box number, which is your home phone number.
 - 2. Upon hearing your own greeting on your voice mail begin, press 4 sign.
 - 3. Enter I.C. number
 - 4. Follow voice prompts

Call Forwarding

To forward calls, listen for dial tone, press *72 and number you want calls forwarded to. If someone answers, call forwarding is activated. If no one answers, follow the above procedure again and call forwarding will be activated.

To cancel call forwarding, listen for dial tone and press *73.

Call Waiting

To cancel call waiting, press *70 before making call.

**Rural Utility Service
(RUS)**

Eagle Telephone System, Inc. is a recipient of Federal financial assistance from the U.S. Department of Agriculture, and is subject to the provisions of Title VII of the Civil Rights Act of 1964 as amended, Section 504 of the Rehabilitation Act of 1973 as amended, the Age Discrimination Act of 1975 as amended, and the rules and regulations of the U.S. Department of Agriculture, which provide that no person in the United States, on the basis of race, color, national origin, age, or handicap, shall be excluded from participation in, admission or access to, or denied the benefits of, or otherwise be subjected to discrimination under any of this organization's programs or activities.

The person responsible for coordinating this organization's nondiscrimination workplace affairs is Michael L. Latta, manager. Any individual, or specific class of individuals, who feels that this organization has subjected them to discrimination may desire further information about the statutes and regulations listed above from and/or file a written complaint with this organization, or the Secretary, U.S. Department of Agriculture, Washington, D.C. 20250, or the Administrator, Rural Utility Service, Washington, D.C. 20024. Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.

EAGLE TELEPHONE SYSTEM, INC.



Post Office Box 375 Richland, OR 97870
541-893-6111 Fax 893-6102

**Public Notice of
Basic Telephone Service
Available from
Eagle Telephone System, Inc.**

Eagle Telephone System, Inc. is designated as an Eligible Telecommunications Carrier by meeting the guidelines of the Federal Communications Commission and the Oregon Public Utility Commission. We have been providing quality, reliable telecommunication services since 1973, and we look forward to service to fundamental aspects of everyday life.

Basic service from Eagle Telephone System, Inc. includes:

- Single party service (unlimited)
- Touch-tone service
- Yellow-page access to the public switched network
- Access to emergency services (including 911 and enhanced 911)
- Access to operator service, inter-exchange transfers, and directory assistance

Eagle Telephone System, Inc. provides after hours service to all customers in our serving territory. Our rate for residential basic service is \$11.80 monthly, and our rate for business basic service is \$16.75 monthly. Low income individuals may be eligible for Lifeline and Low-Income Lifeline assistance programs, which provide discounts from these basic rates. Also available to Lifeline customers is toll blocking, which lets customers block out-going long-distance calls free of charge.

If you have any questions, or would like to become a customer of Eagle Telephone System, Inc., please contact us at 541-893-6111 or visit our business office at 349 First Street, Richland, Oregon.

A message from:
Eagle Telephone System, Inc.
541-893-6111



Attachment #9

INTERSTATE COMMON LINE SUPPORT (ICLS)
2008 - 2009

Date: 6/10/2008

To: Marlene H. Dorch
Office of Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Karen Macher
Vice President - High Cost and Low Income Division
Universal Service Administrative Company
2000 L Street, NW, Suite 200
Washington, DC 20036

Re: CC Docket No. 05-45
Interstate Common Line Support - ICLS
Annual Certification Filing

ICLS

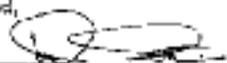
FILE COPY

This is to certify that EAGLE TELEPHONE SYSTEM, INC.
will use its INTERSTATE COMMON LINE SUPPORT - ICLS only for the provision, maintenance
and upgrading of facilities and services for which the support is intended.

I am authorized to make this certification on behalf of the company named above. This certification is for the
study area(s) listed below. (Please enter your Company Name, State and Study Area Code)

ICLS		
Your Company Name	State	Your Study Area Code
EAGLE TELEPHONE SYSTEM, INC.	OREGON	023389

(If necessary, attach a separate list of additional study areas and check this box)

Signed: 
[Signature of Authorized Representative]

Date: 6/10/2008

MKFLATTIN
[Printed Name of Authorized Representative]

VICE PRESIDENT - G.V.
[Title of Authorized Representative]

Carrier's Name: **EAGLE TELEPHONE SYSTEM**
Carrier's Address: **P.O. BOX 176-RICHLAND, OR 97870**
Carrier's Telephone Number: **541-893-6111**

Date Received
(For office use only)

USAC

Attachment #9.1

AFFIDAVIT CERTIFYING USE OF UNIVERSAL SERVICE FUNDS

I, Mike Lattin being of lawful age and duly sworn, on my oath, state that I am the Vice President _____ [an officer] of Eagle Telephone System, Inc. ("Company") and that I am authorized to execute this Affidavit on behalf of the Company, and the facts set forth in this Affidavit are true to the best of my knowledge, information and belief.

Pursuant to the rules of the Federal Communications Commission, 47 C.F.R. § 54.314, there must be annual certification that funds received under the federal Universal Service Fund programs will be used only for the provision, maintenance and upgrading of facilities and services for which the support is intended. The Company hereby certifies to the Public Utility Commission of Oregon that pursuant to 47 C.F.R. § 54.7, and for purposes of the certification required under 47 C.F.R. § 54.314, the company will use all federal high-cost support provided to it only for the provision, maintenance and upgrading of facilities and services for which the support is intended, consistent with the principles of universal service set forth in 47 U.S.C. 254. This includes, but is not limited to, trying to meet the goal of the provision of services that are properly supported by the high-cost funds at rates that are reasonably comparable to rates charged for similar services in urban areas.

DATED this 8th day of July, 2008.

Eagle Telephone System Inc. (Company)

By: [Signature] (Name)

Its: V.P. as to (Title)

SUBSCRIBED AND SWORN to before me this 8th day of July, 2008.

[Signature]
Notary public in and for the State of Oregon

My Commission Expires: 01/11/2009



Attachment#9.2

AFFIDAVIT CERTIFYING EMERGENCY FUNCTIONALITY AND COMPLIANCE WITH SERVICE QUALITY AND CONSUMER PROTECTION MEASURES

I, Mike Lamin, being of lawful age and duly sworn, on my oath, state that I am the Vice President (an officer) of Eagle Telephone System Inc. ("Company") and that I am authorized to execute this Affidavit on behalf of the Company, and the facts set forth in this Affidavit are true to the best of my knowledge, information and belief.

The Company hereby certifies to the Public Utility Commission of Oregon, pursuant to the requirements of Commission Order No. 06-292, that it:

- 1) is able to remain functional in emergencies, and,
- 2) complies with service quality and consumer protection measures in (check one):
 - applicable Oregon Commission rules, or
 - the CTIA Consumer Code for Wire less Carriers, or
 - other (Describe and explain conformance with requirements of Order No. 06-292): _____

DATED this 9 day of July, 2008

Eagle Telephone System Inc. (Company)

By: [Signature] (Name)

Its: V.P. Ops. C.M. (Title)

SUBSCRIBED AND SWORN to before me this 9 day of July, 2008.

Candace L. Roberts
Notary public in and for the State of Oregon

My Commission Expires Nov. 9, 2008

