

**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: Pioneer Telephone Cooperative

Filing date: July 1, 2008

Is this: Original submission? Yes

OR

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

Person to contact for questions:

Name: Randy Morgan

Phone number: 541-929-3135

E-mail address: randymorgan@pioneer.net

**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:

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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.

Our basic service offering, known as “Local Service” has unlimited usage and no local minute of use restrictions. This service is provided to both residential and business entities in the same manner. There is only a \$1.00 additional differential for business service reflecting their extra business listing in the yellow pages of the phone directory. Rates for “Local Service” are \$12.50 for residential service and \$13.50 for business service. Local Service calling areas are restricted to the local exchange where service is provided.

**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: \_\_\_\_\_.  
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: -0-.  
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).

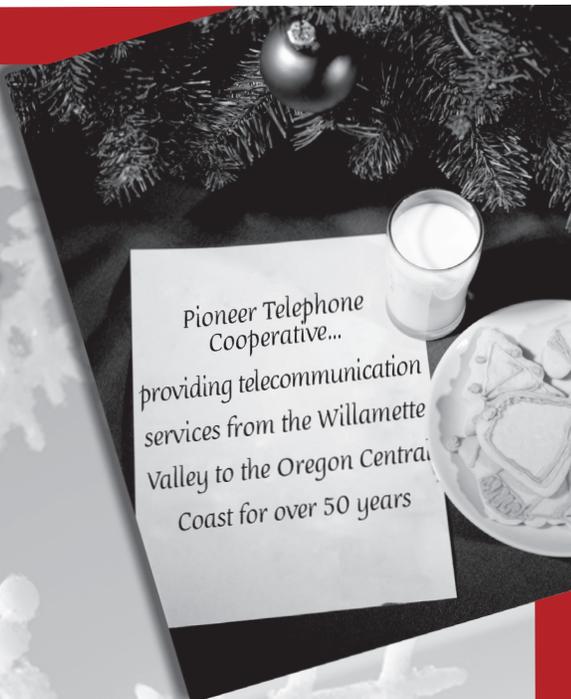
## **Report #3 – Evidence of Advertising for Basic Supported Services (excluding low-income/lifeline) – All ETCs**

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.

### **Basic Service is advertised via:**

1. ***Newspapers*** – Full page newspaper advertisements in two different newspapers, the Corvallis Gazette-Times and Newport News-Times. Between the two newspapers, they can virtually cover our entire service area.
  - a. Ads were placed in March, November and December of 2007.
2. ***Company Website*** – Our website, which is available to all members.  
[www.pioneer.net](http://www.pioneer.net)
  - a. This is available 24hrs and day, 365 days a year.
3. ***Telephone Directory*** – Our telephone directory, which is given to and is available to all members.
  - a. This was delivered to all members the first week of January 2007. New members after that time-frame were given a directory at installation.
4. ***Brochures*** – Our brochure collateral material, which is given to each new member.
  - a. It is also available in “point-of-presence” displays in each business office and can be mailed upon request.
5. ***Newsletter*** – Our company newsletters provide members with information about rates, OTAP/Linkup and 900 calls.

# Merry Christmas & Happy Holidays



Pioneer Telephone  
 Cooperative...  
 providing telecommunication  
 services from the Willamette  
 Valley to the Oregon Central  
 Coast for over 50 years

From

# Pioneer

telephone cooperative

## We Offer →

Basic Local Rate(s) — \$13.50 Local Business Rate and \$12.50 Local Residential Rate (basic rates do not include long distance, taxes, fees, or surcharges)  
 Extended Area Service (local toll free calling area) • DSL • Data Services • DS3 • Basic Rate ISDN • Primary Rate ISDN • ERate • E911 • OTAP • Link Up America

Pioneer Telephone Cooperative is  
 locally owned by its members and  
 provides "state-of-the-art" services  
 in the following exchanges:  
 424-438-453-456-486-487-528-547  
 563-867-875-925-927-964-929

## Calling Features

Call Forwarding.....	redirects calls to another phone number or VoiceMail system. \$2.50/mo.
Call Rejection.....	rejects calls from a list of phone numbers which you do not wish to receive calls from. \$2.50/mo.
Call Trace.....	traces unwanted calls such as obscene, threatening or harassing calls. You may be charged \$1.00 each time this feature is used.
Call Transfer w/ Three-Way Calling.....	transfer any call to another number. \$5.00/mo.
Call Waiting.....	informs you someone is trying to call while you're on another call. \$2.50/mo.
Caller ID.....	reveals who is calling before you answer your phone. \$6.50/mo.
Caller ID with Call Waiting.....	see who's calling while you're on another call. \$2.00/mo.
Continuous Redial.....	automatically redials the last number dialed. \$2.50/mo.
Distinctive Ringing.....	telephone will ring with a special ring tone so you'll know which number is calling. \$2.50/mo.
Last Call Return.....	automatically dials back the last incoming call. \$2.50/mo.
Line Blocking.....	block your name and number from appearing on Caller ID for ALL calls you make. No Charge.
Market Expansion.....	have a Pioneer Telephone prefix and forward incoming calls to another number. Price Varies.
NetProtect.....	provides protection that covers your home/office wiring from the telephone company box up to, and including, the telephone jacks. \$1.00/mo.
Per Call Blocking.....	block your name and number from appearing on Caller ID for just that ONE call. No Charge.
Personal Ringing.....	have up to two telephone numbers with unique rings. \$5.00/mo.
Remote Call Forwarding.....	activate and deactivate Call Forwarding from another location. \$2.50/mo.
Selective Call Forwarding.....	callers on your list are forwarded to another number. \$2.50/mo.
Special Call Acceptance.....	accept calls only from people on your list. \$2.50/mo.
Speed Dialing.....	dial selected numbers quickly. \$2.50/mo.
Three-Way Calling.....	allows you to add a third party to an existing phone conversation. \$2.50/mo.
Toll Control.....	PIN must be entered to make a long distance call. \$4.00/mo.
Vacation Service.....	reduce your monthly phone service rate when you're away from home for an extended period of time.
VoiceMail.....	answers your calls when you can't. No answering machine needed! \$8.75/mo. There are many options to add to VoiceMail. Additional features include: additional message boxes, additional announcement boxes, longer message retention, and more message storage.

## Calling Packages

	Teen Choice	Classic Choice	Total Choice
Anonymous Call Rejection	✓	✓	✓
Call Forwarding			✓
Caller ID & Box	✓	✓	✓
Call Rejection			✓
Call Waiting	✓	✓	✓
Distinctive Ringing			✓
Last Call Return	✓		✓
Local Service	✓	✓	✓
NetProtect	✓	✓	✓
Selective Call Forwarding			✓
Special Call Acceptance			✓
Three-Way Calling	✓		✓
VoiceMail		✓	✓
Teen Choice	Residential — \$21.00	Business — \$22.00	
Classic Choice	Residential — \$23.45	Business — \$24.45	
Total Choice	Residential — \$29.45	Business — \$30.45	

*Packages do not include taxes and surcharges*

Pioneer Telephone Cooperative is locally owned by its  
 members and provides "state-of-the-art" services in  
 the following exchanges: 424-438-453-456-486-487-528  
 547-563-867-875-925-927-964-929

We're proud of our many "firsts" ...like placing the first digital switch on the Oregon Coast or building the first fiber optic network ring from the Willamette Valley to the Coast. We are equally proud of being one of the first companies in Oregon to provide High Speed Internet connections. Today, Pioneer is a national leader as virtually 100% of our members can enjoy the benefits of blazing fast Internet service.



But to us, our most important first is our commitment to our members. Our "member first" philosophy is demonstrated daily by employees who take ownership in providing solutions to our members' needs.

From the cities to the most rural of homes ...*Pioneer delivers.*

## We Offer →

Basic Local Rate(s) — \$13.50 Local Business Rate and \$12.50 Local Residential Rate (basic rates do not include long distance, taxes, fees, or surcharges)  
 Extended Area Service (local toll free calling area) • DSL • Data Services • DS3 • Basic Rate ISDN • Primary Rate ISDN • ERate • E911 • OTAP • Link Up America

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Call Rejection.....	rejects calls from a list of phone numbers which you do not wish to receive calls from. \$2.50/mo.
Call Trace.....	traces unwanted calls such as obscene, threatening or harassing calls. You may be charged \$1.00 each time this feature is used.
Call Transfer w/Three-Way Calling.....	transfer any call to another number. \$5.00/mo.
Call Waiting.....	informs you someone is trying to call while you're on another call. \$2.50/mo.
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Market Expansion.....	have a Pioneer Telephone prefix and forward incoming calls to another number. Price Varies.
NetProtect.....	provides protection that covers your home/office wiring from the telephone company box up to, and including, the telephone jacks. \$1.00/mo.
Per Call Blocking.....	block your name and number from appearing on Caller ID for just that ONE call. No Charge.
Personal Ringing.....	have up to two telephone numbers with unique rings. \$5.00/mo.
Remote Call Forwarding.....	activate and deactivate Call Forwarding from another location. \$2.50/mo.
Selective Call Forwarding.....	callers on your list are forwarded to another number. \$2.50/mo.
Special Call Acceptance.....	accept calls only from people on your list. \$2.50/mo.
Speed Dialing.....	dial selected numbers quickly. \$2.50/mo.
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Toll Control.....	PIN must be entered to make a long distance call. \$4.00/mo.
Vacation Service.....	reduce your monthly phone service rate when you're away from home for an extended period of time.
VoiceMail.....	answers your calls when you can't. No answering machine needed! \$8.75/mo. There are many options to add to VoiceMail. Additional features include: additional message boxes, additional announcement boxes, longer message retention, and more message storage.

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Distinctive Ringing			✓
Last Call Return	✓		✓
Local Service	✓	✓	✓
NetProtect	✓	✓	✓
Selective Call Forwarding			✓
Special Call Acceptance			✓
Three-Way Calling	✓		✓
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Packages do not include taxes and surcharges

Pioneer Telephone Cooperative is locally owned by its members and provides "state-of-the-art" services in the following exchanges: 424 - 438 - 453 - 456 - 486 - 487 - 528 - 547 - 563 - 867 - 875 - 925 - 927 - 964 - 929



For More Information Call:  
 541-929-3135  
 or 541-563-3135

enhance

your

phone

line

Let Pioneer  
make your life  
easier with the  
following  
options

# Feature Descriptions

- **Call Forwarding**... redirects calls to another phone number or VoiceMail system. \$2.50/mo.
- **Call Rejection**... rejects calls from a list of phone numbers which you do not wish to receive calls from. \$2.50/mo.
- **Call Trace**... traces unwanted calls such as obscene, threatening or harassing calls. You may be charged \$1.00 each time this feature is used.
- **Call Waiting**... informs you someone is trying to call while you're on another call. \$2.50/mo.
- **Caller ID**... reveals who is calling before you answer your phone. \$6.50/mo.
- **Caller ID with Call Waiting**... see who's calling while you're on another call. \$2.00/mo.
- **Continuous Redial**... automatically redials the last number dialed. \$2.50/mo.
- **Distinctive Ringing**... telephone will ring with a special ring tone so you'll know which number is being called. \$2.50/mo.
- **Last Call Return**... automatically dials back the last incoming call. \$2.50/mo.
- **Line Blocking**... block your name and number from appearing on Caller ID for ALL calls you make. No Charge.
- **Market Expansion**... have a Pioneer Telephone prefix and forward incoming calls to another number. Contact a Customer Service Representative for pricing.
- **NetProtect**... provides protection that covers your home/office wiring from the telephone company box up to, and including, the telephone jacks. \$1.00/mo.
- **Per Call Blocking**... block your name and number from appearing on Caller ID for just that ONE call. No Charge.
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- **Vacation Service**... reduce your monthly phone service rate when you're away from home for an extended period of time. Contact a Customer Service Representative for pricing.
- **VoiceMail**... answers your calls when you can't. No answering machine needed! \$8.75/mo.  
  
There are many options to add to VoiceMail. Additional features include: additional message boxes, additional announcement boxes, longer message retention, and more message storage.

Call a Customer Service Representative to help you choose the VoiceMail package that best meets your needs.

## SAVE MONEY!

Ask About Member's Choice Packages

All Prices Subject to Change. Additional services may be available. Call a Customer Service Rep. for more information.



# *Calling Features*

*calling features for  
every lifestyle*

1304 Main St • Philomath  
541.929.3135 • 888.929.1014

575 West Willow • Waldport  
541.563.3135 • 888.968.3135



# *Calling Features*

enhancing your  
telephone service



With Pioneer's broadband network, you can turn your existing telephone line into a **High Speed Internet** Connection. No more need for that second line anymore!

**High Speed Internet** is the most efficient way to download large multimedia files, music, games, video, software and email. Pioneers DSL

**With High Speed Internet you will enjoy...**

- Flexibility to "Talk and Surf"...You can be on the telephone and online **at the same time**. Never miss a call again!
- High Speed Internet access with speeds up to 6 Mb...up to **100 times faster than dial up**.
- Download and upload large files at lightning fast speeds.
- Instant connection to the Internet....High Speed Internet provides an "always on" connection so there is no need to dial-up to the Internet and wait for a connection.
- Great value...Low flat monthly fee for unlimited Internet access and no Internet usage charges.

**SHOP, CHAT, DOWNLOAD MUSIC OR WORK ON THE  
WEB AS LONG AS YOU WANT!**

## How does High Speed Internet work?

Pioneer has built a sophisticated broadband network that allows High Speed Internet access to work over your existing telephone line. The technology, Digital Subscriber Line (DSL), sends voice calls to your regular phone and, at the same time, sends data up to 6 Mb to the DSL modem, which connects to your computer. So, while you're surfing the Internet and sending email, you can still be talking on the phone. DSL is sold at different speeds giving you the flexibility to choose the High Speed Internet connection that best meets your needs.



## How do I get High Speed Internet?

Getting High Speed Internet is as simple as calling your local Internet provider or calling Pioneer Telephone.

**Pioneer Telephone**

Philomath  
541.929.3135  
1.888.929.1014

Waldport  
541.563.3135  
1.888-968.3135

*High Speed*  
**INTERNET**

**blazing fast  
Internet access**

Philomath • 1304 Main St  
541.929.3135 • 888.929.1014  
Repair • 541.929.1212 • 1.866.929.1212

575 West Willow • Waldport  
541.563.3135 • 888.968.3135  
Repair • 541.563.1212 • 1.866.929.1212

a leader in Oregon's  
telecommunications  
industry



*High Speed*  
**INTERNET**

## Convenience, Options, Choices and Solutions...

That's what members can expect from Pioneer Telephone Cooperative.

Pioneer has created three packages for you to choose from. **YOU** get the **CHOICE** ...Plus you'll save money.

1

### Teen CHOICE

Teenagers and telephones...now the teenagers in your house can have their own telephone line with the features that make sense for their active lifestyles. With Teen Choice, you get 6 popular features and your local service at one great low price. Add VoiceMail with Teen Choice for a small monthly fee!



3

### Total CHOICE

It's never been easier to simplify your life...or save money! Pioneer's Total Choice Package gives you all the calling features you need for a complete communication tool. For our advanced users, this package has taken the guesswork out of choosing the right features, because all the features you need are there!

2

### Classic CHOICE

Classic Choice is a perfect combination of features for those of us who don't need every advanced communication service, but still need something more than a simple phone line. We have found that these time-tested features are the ones that make sense for most people, which truly makes this package a "Classic Choice."



## Package Comparison

	Teen	Classic	Total
Anonymous Call Rejection	✓	✓	✓
Call Forwarding			✓
Caller ID & Box	✓	✓	✓
Call Rejection			✓
Call Waiting	✓	✓	✓
Distinctive Ringing			✓
Last Call Return	✓		✓
Local Service	✓	✓	✓
NetProtect	✓	✓	✓
Selective Call Forwarding			✓
Special Call Acceptance			✓
Three-Way Calling	✓		✓
VoiceMail		✓	✓

*Packages do not include taxes and surcharges*

## FEATURE DESCRIPTIONS

**Anonymous Call Rejection...** informs callers who have blocked their name and number, that you do not accept blocked calls.

**Call Forwarding...** redirects calls to another phone number or VoiceMail system.

**Caller ID...** reveals who is calling before you answer your phone.

**Call Rejection...** rejects calls from a list of phone numbers, which you do not wish to receive calls from.

**Call Waiting...** informs you with a short tone during a phone conversation that another call is waiting to be answered.

**Distinctive Ringing...** allows your telephone to ring with a special ringing pattern, whenever you are called from a select list of phone numbers.

**Last Call Return...** automatically dials back the last incoming call.

**NetProtect...** provides protection that covers your home/office wiring from the telephone company box up to and including, the telephone jacks.

**Selective Call Forwarding...** allows you to create a list of phone numbers that are to be forwarded.

**Special Call Acceptance...** screens incoming calls by creating a list of phone numbers from which you are willing to accept calls.

**Three-Way Calling...** allows you to add a third party to an existing phone conversation.

**VoiceMail...** turns your touch-tone phone into a complete answering machine without having to purchase any equipment.



Pioneer Telephone Cooperative

# Member's Choice

a leader in Oregon's  
telecommunications  
industry

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[www.pioneer.net](http://www.pioneer.net)

## **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: 397.

**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.

#### **OTAP/Linkup Service is advertised via:**

1. ***Newspapers*** – Full page newspaper advertisements in two different newspapers, the Corvallis Gazette-Times and Newport News-Times. Between the two newspapers, they can virtually cover our entire service area.
  - a. Ads were placed in March, November and December of 2007.
2. ***Company Website*** – Our website, which is available to all members.  
[www.pioneer.net](http://www.pioneer.net)
  - a. This is available 24hrs and day, 365 days a year.
3. ***Telephone Directory*** – Our telephone directory, which is given to and is available to all members.
  - a. This was delivered to all members the first week of January 2007. New members after that time-frame were given a directory at installation.
4. ***Brochures*** – Our brochure collateral material, which is given to each new member.
  - a. It is also available in “point-of-presence” displays in each business office and can be mailed upon request.

5. **Newsletter** – Our company newsletters provide members with information about rates, OTAP/Linkup and 900 calls. In particular our 2007, 3<sup>rd</sup> quarter edition.
  - a. Distributed to all members, unless directed by a member not to receive information quarterly.
  - b. Current and archived editions are available 24hrs a day, 365 days a year on our website as well.
  
6. **Point-of-Presence** – Our Customer Service offices have signage in lobby areas as well as in designated customer contact areas.

# We Thought You Should Know

## OREGON TELEPHONE ASSISTANCE PROGRAM (OTAP)

In 1987, the Oregon Legislature passed into law a bill as part of the state's public policy that provides that adequate and affordable residential telephone service be available to all Oregonians. Based on that legislation, the Oregon Public Utility Commission (PUC) implemented three special assistance programs: the Telecommunications Devices Access Program (TDAP), the Oregon Telecommunications Relay Service (OTRS), and the Oregon Telephone Assistance Program (OTAP). These programs are funded by a surcharge applied to the monthly bill of each retail subscriber who has telecommunications services with access to the OTRS.

### TELECOMMUNICATION DEVICES ACCESS PROGRAM (TDAP)

The Telecommunication Devices Access Program (TDAP) purchases and loans (at no cost to eligible recipients) special telecommunication devices to Oregonians who are deaf, hearing- and/or speech-impaired, or who have other physical disabilities that would prevent them from using a telephone. Special telecommunication devices such as a TTY (text telephone), visual signal, large visual display, telebraille, remote-controlled speaker phone and voice-activated cellular phone are examples of the telecommunications equipment distributed under the program. It enables these Oregonians to communicate more fully with family and friends, as well as businesses, and to play a more active role in society.

### THE OREGON TELECOMMUNICATIONS RELAY SERVICE (OTRS)

The Oregon Telecommunications Relay Service (OTRS) was implemented to allow those utilizing the Telecommunication Devices Access Program to communicate with the hearing public, and vice versa.

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Public Utility Commission of Oregon • RSPF  
PO Box 2148 • Salem OR 97308-2148

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**Pioneer**  
telephone cooperative

541.929.3135  
541.563.3135

Information taken from the Oregon Public Utility Board's website:  
<http://www.puc.state.or.us/PUC/rspf/summary.shtml>

03/07

# We Thought You Should Know

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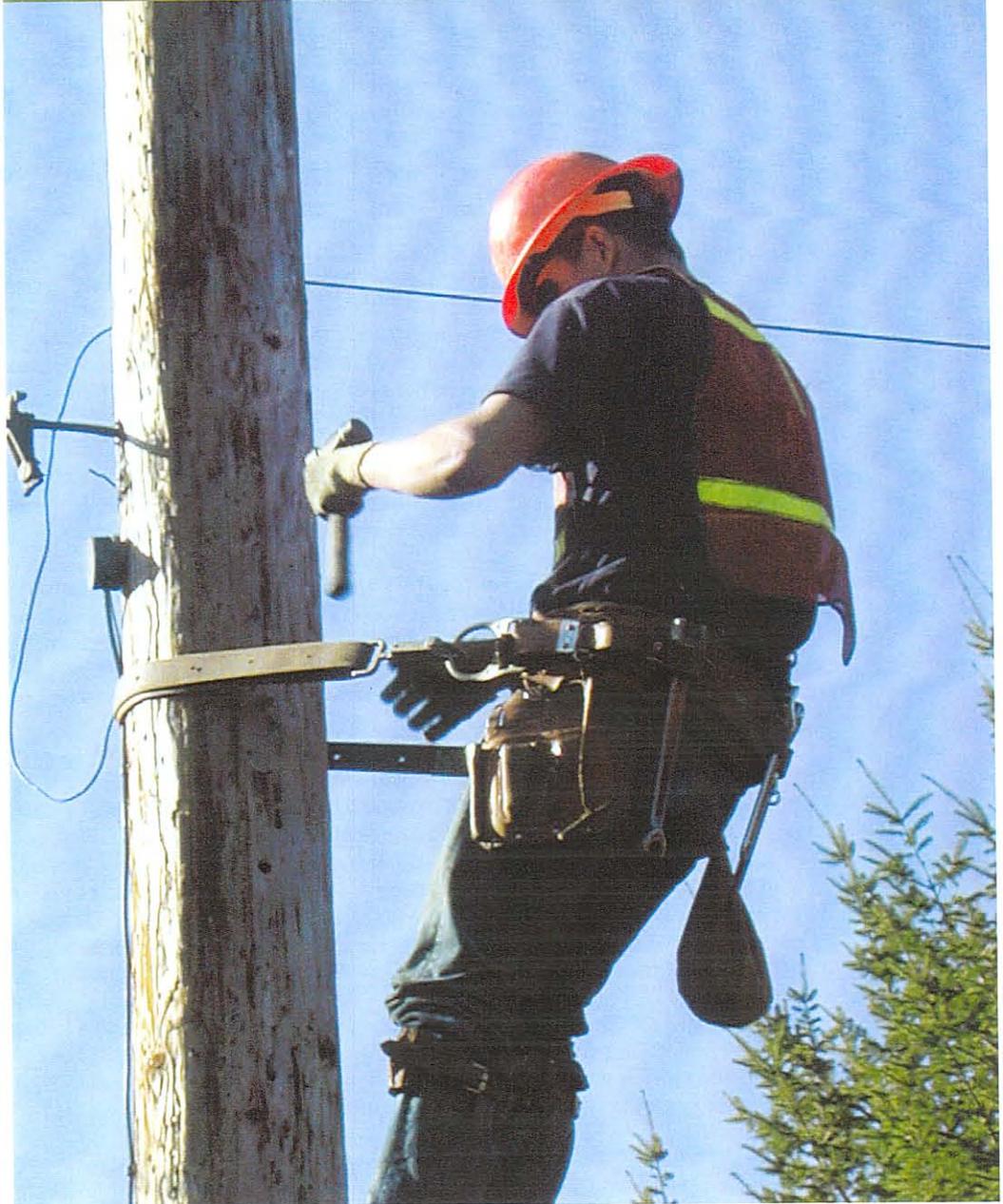
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## Pioneer Rate Changes Coming

Effective October 1, 2007, Cooperative Members will see their first local rate increase in over ten years, and only the second increase in twenty-one years. We have worked diligently on your behalf to keep your local telecommunication rates reasonable throughout the years. However, there are industry trends developing which have provided the final catalyst for this increase. While rate increases are common occurrences, and certainly something we have evaluated from time to time, until now, we have not deemed it necessary. After careful consideration, the decision to raise rates was approved by the Board of Directors during the August board meeting. Rates effective October 1st will be \$12.50 for Residential Accounts and \$13.50 for Business Accounts.

Why a rate increase? Well, the reasoning is clear, but the answers are not necessarily easy. However, the bottom line is there is a growing deficit or gap between what it costs to deliver your service and what the Cooperative charges for local service. To fully understand the need for the increase, you must first understand where the Cooperative's revenues come from.

Like other businesses you may be familiar with, our industry works a little differently. While we bill and collect funds for many services, we typically only keep the funds from our local service charge. The remainder of the funds we collect are submitted to different state and interstate



*Pioneer employee...making the connection*

organizations. We call these organizations pools as they "pool" the funds we send them with those funds submitted by other telephone companies across the country. Pools are not government agencies, rather, they are organization set up by the telecommunications industry to help average the costs of all telephone companies, big and small.

**cont'd on pg 4**

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# How Fast Did You Say?

*go full throttle!*

with Pioneer's Great Prices & Fast Speeds

**6 Mb** — \* \$35.95 per month for 3 months  
**1.5 Mb** — \* \$25.95 per month for 3 months  
**256 K** — \* \$15.95 per month for 3 months

powered by Peak

*Also Get...*

- **FREE\*** Installation
- **FREE\*** VoiceMail
- **FREE\*** Caller ID

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\*New DSL customers only. Promotional period ends October 31, 2007. Installation charge of \$129 is waived with a one year service agreement. If cancelled prior to one year commitment, you will be billed the \$129 installation charge. Promotional discounts end 90 days after sign up. Thereafter, pay only \$29.95 for 256K, \$44.95 for 1.5Mb and \$54.95 for 6Mb. 6 Mb is not available in all Pioneer serving areas. Please contact a Customer Service Representative for availability. Modem is required — purchase \$59.95 or lease \$5.00 per month. Free VoiceMail and Caller ID ends 90 days after sign up for DSL Broadband. Thereafter, pay only \$8.75 per month for VoiceMail and \$6.50 per month for Caller ID.

**GO FULL THROTTLE**  
*just because you can!*

# Protect Yourself From 900 #'s

The Federal Telephone Disclosure and Dispute Resolution Act provides specific rights to you related to payment for 900 service calls. These are calls that you make by dialing 1-900 such as: audio information services or audio entertainment, simultaneous voice services (like chat lines), or services where charges are assessed on the basis of the completion of the call. You should not be charged for services that are not offered in compliance with federal laws and regulations.

To obtain information about a specific 900 service billed on your Pioneer Telephone Cooperative bill, contact our Philomath or Waldport business office.

To dispute a 900 service charge appearing in a Pioneer Telephone Cooperative bill, you must call our office within 60 days from the date of the bill. Verbally communicating your dispute to our office is sufficient notification of a billing error.

If your dispute cannot be resolved while you are on the phone, you will be advised of the outcome of the investigation within 90 days of your notification of the alleged error. Upon request, a written response will be provided. While the dispute is being reviewed, you may withhold payment of the disputed 900 service charge and no collection activity may occur.

If it is agreed to remove the charge from your Pioneer Telephone Cooperative bill and if the provider of the service or its agent later determines that the charge is valid, the provider of the 900 service or its agent, may use their own collection process and additional third party collection companies to collect the amount due.

Failure to comply with these dispute resolution rules by the entity providing the dispute resolution will result in forfeiture by the entity of up to \$50.00 per transaction of the disputed amount.

900 services are noncommunications services. Your local or long distance service cannot be disconnected for nonpayment of 900 charges. Failure to pay legitimate charges, however, may result in involuntary blocking of your access to 900 services.

If you want to have your access to 900 services blocked, you can request this service by contacting Pioneer Telephone Cooperative. This blocking service can be obtained, at no charge, within 60 days of connection of telephone service. Blocking of 900 services can be obtained at other times for a nominal fee.

For more information, please visit, <http://ftp.fcc.gov/cgb/consumerfacts/900Fact.html>



## Mark Your Calendars

Member Appreciation Day is scheduled for October 31st, from 11:00 am to 3:00 pm in both the Waldport and Philomath Business Offices.

Member Appreciation Day is our way of saying " *We value you as our member and are grateful for your continued patronage.*"

Be sure to bring your ghosts and goblins by for some Halloween treats.

*rate increase cont'd.*

At the beginning of each year, like most businesses, we prepare a budget of costs. When we review our revenue resources to cover those costs of doing business, we find that our local rates provide approximately 25% of what is needed. The remainder of our costs needs to be recovered from the pools. The compensation from the pools has worked well and has allowed the Cooperative to subsidize the local service rates for many years. An obvious question then comes to mind, "If the rates are being subsidized now, why can't we just continue in the same manner?" The answer is that the pools, which have provided this additional support, are now "under-performing." This simply means the monies we anticipated receiving will be less than usual. This places more emphasis on the monthly "Local Rate" you are charged to help pay for the overall cost of doing business. This is not a unique problem for Pioneer alone, as all the companies across the nation that participate in the "pooling" organizations will face a similar revenue shortfall. Many companies have already raised their rates as they have not enjoyed the same financial strength that Pioneer has. However, in comparing our rates to other telecommunications companies in Oregon, our local rate has remained one of the lowest, if not the lowest in the state. With that said, we need to balance how much we charge for local service with how much we rely on the "pools" to recover our costs.

When evaluating our low rate, the performance of the pools, as well as increasing uncertainty of the pools' longevity and unpredictable rule making by the regulators, we believe that being proactive is the best strategy to ensure that we may continue our promise of bringing you state-of-the-art service at affordable rates.

Even though Pioneer's rates will be increasing, your rates will still be among the lowest rates in the state. This is truly remarkable when you consider the capabilities and high quality of service our members enjoy. We truly feel that our members are getting a tremendous value for their dollar. These are the attributes of a non-profit cooperative organization – quality services provided at reasonable rates.

## National Night Out

### Making Your Neighborhood a Safer Place

This past August 7th, Pioneer Employees joined their fellow Philomath neighbors and law enforcement agencies in participating in the "National Night Out" event. Almost 11,000 communities across the country also participated in the unique event designed to strengthen neighborhood and police-community partnerships. This also served as a fundraiser for Philomath's drug dog, Ilox.

Pioneer employees were on hand to provide parents with free Child Safety ID kits that included height and weight measurements, a color photo and fingerprints. Over 70 children received ID kits. "Pioneer has been an advocate for child safety for many years and is known for providing the safety ID kits at similar events. This is a great way for our employees to make a positive impact on the community where they live and work," said Virginia Smith, Pioneer's Marketing Supervisor.

Those who came out to enjoy the night of fun and safety were treated to live music, food and a chance to try out their pitching arm at the dunk tank featuring their favorite city or school official.



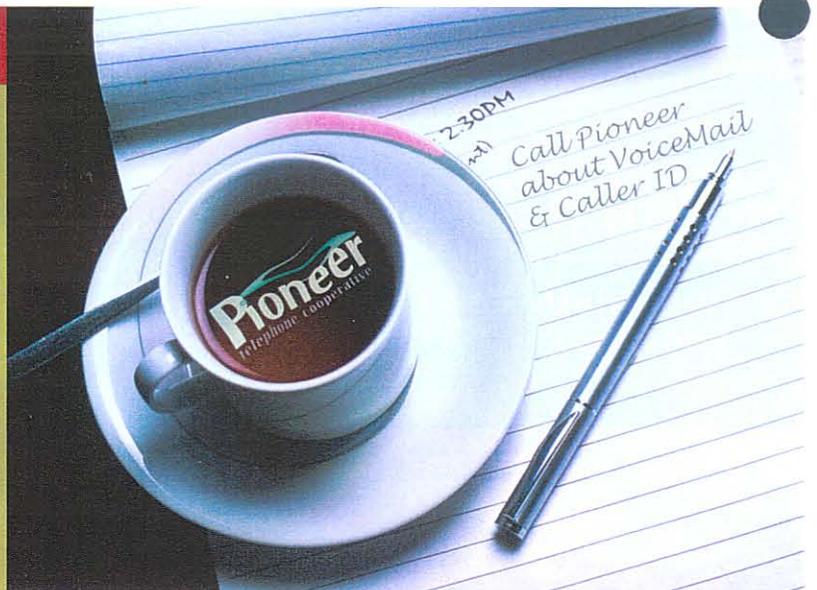


1304 Main St. • P.O. Box 631  
Philomath, OR 97370

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## What's Inside

- Rate Increase
- Oregon Telecommunications Assistance Program
- National Night Out
- Protection from 900#'s
- Member Appreciation



## Information

### PHILOMATH OFFICE

1304 Main Street  
PO Box 631  
Philomath, OR 97370  
(541) 929-3135  
(888) 929-1014

### WALDPORT OFFICE

575 West Willow Street  
PO Box 504  
Waldport, OR 97394  
(541) 563-3135  
(888) 968-3135

### REPAIR

(866) 929-1212

### WEBSITE

[www.pioneer.net](http://www.pioneer.net)



## **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 -0-.

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.      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.  X  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	_____	_____
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:  0.75%  per month, per 100 working access lines.

**PIONEER TELEPHONE COOPERATIVE**  
**USF ZONES 2007**

WIRECENTER NAME	ZONE 1	ZONE 2	Access Lines	Annual Trouble	Trouble Index
ALSEA	ALSEA	LOBSTER VALLEY	612	121	1.65%
BLODGETT	BLODGETT	SUMMIT	471	68	1.20%
		HARLAN			
BELLFOUNTAIN	BELLFOUNTAIN	TRIANGLE LAKE / DEADWOOD	953	96	0.84%
		HORTON			
CHITWOOD	CHITWOOD		294	71	2.01%
PHILOMATH	PHILOMATH		4,472	339	0.63%
SOUTH BEACH	SOUTH BEACH		1,289	103	0.67%
WALDPORT	WALDPORT	TIDEWATER	4,801	363	0.63%
YACHATS	YACHATS		1,698	156	0.77%
<b>TOTAL</b>			<b>14,590</b>	<b>1,317</b>	<b>0.75%</b>

J:\tripp\puc Report\puc Report Wrap Up.xlsx\Zones

## **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.

### **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.

### **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.

**Interstate Common Line Support (ICLS)  
2008 - 2009**

**ICLS**

Date 10-Jun-08

To: Office of Secretary  
Federal Communications Commission  
445 - 12th Street, SW  
Washington, DC 20554

Karen Majcher  
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. 96-45  
**Interstate Common Line Support - ICLS**  
Annual Certification Filing

This is to certify that PIONEER TELEPHONE COOPERATIVE  
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**

Company Name	State	Study Area Code
PIONEER TELEPHONE COOPERATIVE	OREGON	532393

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

Signed,

Michael Whalen  
[Signature of Authorized Representative]

Date: 6/10/2008

MICHAEL WHALEN  
[Printed Name of Authorized Representative]

ASSISTANT TREASURER  
[Title of Authorized Representative]

\_\_\_\_\_  
**Date Received**  
(For official use only)

**Carrier's Name:** PIONEER TELEPHONE COOPERATIVE  
**Carrier's Address:** PO BOX 631 PHILOMATH, OR 97370  
**Carrier's Telephone Number:** 541-929-3135

AFFIDAVIT CERTIFYING USE OF UNIVERSAL SERVICE FUNDS

I, Jerome I. Schlachter, being of lawful age and duly sworn, on my oath, state that I am the Executive Vice-President of Pioneer Telephone Cooperative 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 25<sup>TH</sup> day of JUNE, 2008.

Pioneer Telephone Cooperative (Company)

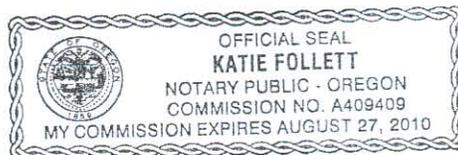
By: Jerome I. Schlachter (Name)

Its: Executive Vice-President (Title)

SUBSCRIBED AND SWORN to before me this 25<sup>th</sup> day of June, 2008.

Katie Follett  
Notary public in and for the State of Oregon

My Commission Expires: 8-27-10



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

I, Jerome I. Schlachter, being of lawful age and duly sworn, on my oath, state that I am the Executive Vice-President of Pioneer Telephone Cooperative 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 25<sup>th</sup> day of JUNE, 2008.

Pioneer Telephone Cooperative (Company)

By: Jerome I. Schlachter (Name)

Its: Executive Vice-President (Title)

SUBSCRIBED AND SWORN to before me this 25<sup>th</sup> day of June, 2008.

Katie Follett  
Notary public in and for the State of Oregon

My Commission Expires: 8-27-10

