

AFFIDAVIT CERTIFYING USE OF UNIVERSAL SERVICE FUNDS

I, James A. Smith, being of lawful age and duly sworn, on my oath, state that I am the President [an officer] of City Telephone Company ("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. § 54.312, 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.

Signed: _____ (Title)

SUBSCRIBED AND SWORN to before me this 12 day of June, 2008.

Conie R. Reger
Notary public in and for the State of Oregon

My Commission Expires: 12/04/2010

HELIX TELEPHONE COMPANY

Helix Telephone Company is a quality telecommunications services provider who provides basic and enhanced services at reasonable rates within its service territory. Basic services are offered at the following rates:

Services Offered	Monthly Charge	
	Residence	Business
Single-Party	\$13.80	\$16.60
Federal Subscriber Line Charge single line	\$6.50	
Federal Subscriber Line Charge Business multi-line		\$9.20
Directory Assistance no additional charge by Helix Telephone Company		
Touch Tone Service	\$1.00	\$1.00
Call Blocking	Available at no charge for low-income customers that qualify.	
Emergency 911 Services	Surcharges for 911 services are assessed according to government assessments.	
Low-income individuals eligible for Lifeline and Link-Up telephone assistance programs may be eligible for discounts from these basic local service charges through state specified telephone assistance plans.		

Basic services are offered to all consumers in the Helix Telephone Company Service territories at the rates, terms and conditions specified in the Company's tariffs. If you have any questions regarding the Company's services, please call us at 541-657-2385, or visit our business office at 200 Concord, Helix, Oregon for further information regarding our services.

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

I, James A. Smith, being of lawful age and duly sworn, on my oath, state that I am the President [an officer] of Cellular Telephone Company ("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 CTA Consumer Code for Wireless Carriers, or
 other (describe and explain conformance with requirements of Order No. 06-292): _____

Cellular Telephone Company (Company)

By: James A. Smith (Name)

Es. President (Title)

SUBSCRIBED AND SWORN to before me this 21 day of June, 2008.

George R. Rogers
Notary public in and for the State of Oregon

My Commission Expires: 12/03/2010

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: Helix Telephone Company

Filing date: 06/13/08

Is this: Original submission? X

OR

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

Person to contact for questions:

Name: Julia Smith

Phone number: 503-457-2385

E-mail address: and@helixtel.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 860-011-0035. 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 7148
Salem, OR 97308-2148

For other carriers: Public Utility Commission of Oregon
Attn: Filing Center
550 Capitol St. NE 9215
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.

A. Support funds received in CY 2007 (thous. \$)
 (From any of the lines from USAC coursement report only)

	<u>BC Loan</u>	<u>LSS</u>	<u>ITG</u>	<u>SNA</u>	<u>ICL</u>	<u>WS</u>	<u>Total</u>
\$	\$	\$	\$	\$	\$	\$	\$

B. Use of Support Funds received in CY 2007 (thous. \$)

Project Description from Previous Plan	Location & W/r Center	Support \$\$ Planned for Use in 2007	Support \$\$ Spent in 2007		Support \$\$ Planned Minus \$\$ Spent	Explanation of Difference	Project Status	Consumer Benefits	
			Capital Exp.	Operation Exp				Quantitative	Qualitative
Project A							complete		
Project B							conting		
Project C							pending		
Project D							cancelled		
Total Project \$\$		Total col. \$\$	Total col. \$\$	Total col. \$\$	Total col. \$\$	Total col. \$\$			

C. 2007 Support Remainder Amount (thous. \$):

Total Support funds received (from A) : \$ _____

Minus support funds spent (from B) : \$ _____

Remainder (carry over to 2008 Plan) : \$ _____

Telephone Company

206 Concord
PO Box 326
Helix, Or 97835
541-457-2385

Office hours: 8am to 12pm Monday, Wednesday, Friday
8am to 12pm & 1pm to 5pm Tuesday and Thursday

PHONE SERVICE

		Zone 1	Zone 2
Residence Basic	\$13.80	+ \$2.00	+ \$1.00
Inter SLIC	6.50	same	same
Touch Tone Line	1.00	same	same
OR RSPF	.05	same	same
9-1-1	.75	same	same
Total	\$23.10	\$24.10	\$26.10
Plus tax & Surchage			

		Zone 1 - \$2.50	Zone 2 - \$5.00
Business Basic	\$16.60	same	same
Inter SLIC	9.20	same	same
Touch Tone Line	1.00	same	same
OR RSPF	.05	same	same
911	.75	same	same
Total	\$27.60	\$29.60	\$31.60
Plus tax & Surchage			

CALLING FEATURES

Call Forward	\$5.00
Auto Callback	\$1.00
Calling Number Delivery Block	\$1.00
Last Number Re-Dial	\$1.00
Call Forward	\$1.00
Call Waiting	\$1.00
Distinctive Ring	\$1.00

INTERNET SERVICE

Internet Service	\$10.00	
Mailbox	\$5.00	
Residential DSL	256 speed	\$76.00
	512 speed	\$46.00
	1024 speed	\$66.00
Business DSL	256 speed	\$46.00
	512 speed	\$66.00
	1024 speed	\$86.00
Modems	\$70.00	
Modems Lease \$10/mo 7 mo	\$70.00	
Phone filter for DSL (desk) addl	\$2.25	2 provided with modem
Phone filter for DSL (wall)	\$12.16	

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.

1.2. Comparable Local Usage Plan – CEETCs only

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

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

1.3. Supported Services Not Provided – CEETCs 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, 8911). _____

Are these services provided currently? yes no

If no, explain why not: _____

1.4. Equal Access Acknowledgement – CEETCs 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: 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 - ETCs 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.

Advertisement 13 displayed in Basic Office.

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 is: 2,000.

CEETCs only - also list counts by ETC service area as follows:

<u>ETC Svc Area</u>	<u>No. of Lifeline customers</u>
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4.2. Advertising of Low Income Program Service Offerings – All ETCs

Submit copies of all advertisements (for all media) for Lifeline, LinkUp, and OFAP 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.

Billings inserts for all customers on exchange 407 & 983.

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 860-034-0350(9) for small telecom utilities, 860-023-0655(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 860-034-0350(9) for small telecom utilities, 860-023-0655(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 PUC rules at 47 CFR Section 91.269(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. _____ 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.

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

2. _____ 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: _____ per month, per 100 working access lines.

Report #7 -- Network Improvement Plan – CEFCs Only

Per Docket No. UM 1317, Order No. 06-292, competitive LECs (CEFCs) 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 CEFCs must file these plans for annual recertification purposes; ILEC's are not required to file such plans. CEFCs that receive *only* low-income program support (no high cost or access-related support) do not have to file network improvement plans. CEFCs 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 – CEFCs only

Did the Oregon PUC impose any special commitments or requirements at initial designation or during the previous annual re-certification 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 ICIS Certification Copy – All ETCs Receiving IAS and/or ICIS

All ETCs receiving interstate access related support (IAS or ICIS) must submit a copy of the certification for the use of IAS or ICIS 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 CLECs 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 CTA 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.

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**

PHONE # 1 2 3 4

TROUBLE CODES

DATE TIME DATE TIME

TAKEN TAKEN RESPONSE 1 2 3

CLEARING

DATE TIME TRBL REP CLEARID TICP BY RESPOND CLEAR

PHONE #	1	2	3	4	TRUBLE CODES	DATE TAKEN	TIME TAKEN	DATE RESPONSE	TIME RESPONSE	CLEARING	DATE CLEARID	TIME TRBL REP	TRBL REP CLEARID	TICP BY RESPOND	CLEAR	NAME										
457-2566-0	01	CAN'T	01	NO DIA	02	CAN'T	01	ALL TH	7/20/07	8:40	0/00/00	04	STATED 01	LINE C 12	UNKNOWN	2/20/07	13:58	00816	999	99	1	58	WATT & CINDY WOOD			
989-2284-0	01	CAN'T	01	NO DIA	02	CAN'T	01	ALL TH	5/23/07	8:25	0/00/00	05	MISCEL 39	OTHER	11	CUSTOM	5/23/07	13:48	02806	999	99	7	20	REEST DAKO		
457-6102-0	01	CAN'T	01	NO DIA	02	CAN'T	01	ALL TH	6/20/07	10:22	0/00/00	04	STATED 06	CONNFC	01	MANMAD	6/28/07	10:03	02097	999	99	999	99	99	ROBERT TOLMAN	
457-6568-0	01	CAN'T	01	NO DIA	02	CAN'T	01	ALL TH	7/23/07	9:33	0/00/00	03	CABLET 27	INSIDR	03	MANMAD	7/23/07	10:34	02863	999	99	1	1	1	SATELLITE DISK PROBLEM	
457-2641-0	01	CAN'T	01	NO DIA	02	CAN'T	01	ALL TH	7/26/07	11:16	0/00/00	03	CABLET 27	INSIDR	09	DETERI	8/01/07	13:05	02866	999	99	40	50	STEPHANNE HUTCHIN		
983-2261-0	01	CAN'T	01	NO DIA	02	CAN'T	01	ALL TH	8/05/07	9:31	0/00/00	03	CABLET 19	AERIAL	03	MANMAD	8/05/07	13:33	02867	999	99	3	42	POMER W. PETERSON		
457-2370-0	01	CAN'T	01	NO DIA	02	CAN'T	01	ALL TH	8/16/07	9:13	0/00/00	03	CABLET 27	INSIDR	09	DETERI	8/16/07	15:26	02870	999	99	6	3	INCORRECT WIRE HOOKED UP		
943-2920-0	01	CAN'T	01	NO DIA	02	CAN'T	01	ALL TH	8/22/07	8:09	0/00/00	05	MISCEL 34	HANDSE 11	CUSTOM	8/22/07	13:48	02872	999	99	5	39	JICE MELING			
457-2563-0	01	CAN'T	01	NO DIA	02	CAN'T	01	ALL TH	8/22/07	12:12	0/00/00	05	MISCEL 37	OTHER	12	UNKNOWN	8/22/07	17:49	02873	999	99	7	37	WORKS TO HOUSE		
943-2263-0	01	CAN'T	01	NO DIA	02	CAN'T	01	ALL TH	9/06/07	16:55	0/00/00	03	CABLET 27	INSIDR	09	DETERI	9/07/07	11:30	02875	999	99	18	54	PARY DRONDAHL BEI		
457-2204-0	01	CAN'T	01	NO DIA	02	CAN'T	01	ALL TH	10/02/07	7:53	0/00/00	03	CABLET 25	HURTD	01	MANMAD	10/22/07	10:23	02878	999	99	2	30	REC NEW POLE DIDN T PUT BACK		
00	00	00	00	TOTAL	11	CAN'T	CALL	OUT	NO	DIAL	TONR	CAN'T	RECEIVE	CALLS	ALL	THE	TIME	999	99	0	3	0	0	JILLIARY SULL		
457-2033-0	01	CAN'T	01	NO DIA	02	CAN'T	03	NONE	2/06/07	9:29	0/00/00	03	CABLET 27	INSIDR	01	MANMAD	2/26/07	9:12	02835	999	99	0	3	0	BNG IN HAD PUT 2 SPICES IN TA	
01	01	02	03	TOTAL	3	CAN'T	CALL	OUT	NO	DIAL	TONR	CAN'T	RECEIVE	CALLS	NONE	0	0	0	0	0	0	0	0	0		
01	01	02	03	TOTAL	12	CAN'T	CALL	OUT	NO	DIAL	TONR	CAN'T	RECEIVE	CALLS	NONE	0	0	0	0	0	0	0	0	0		
01	01	02	03	TOTAL	12	CAN'T	CALL	OUT	NO	DIAL	TONR	CAN'T	RECEIVE	CALLS	NONE	0	0	0	0	0	0	0	0	0		
457-2608-0	01	CAN'T	02	CAN'T	01	ALL	TH	8/27/07	18:00	0/00/00	01	CENTRA	01	LINE C 03	LIGHTE	8/07/07	15:05	02869	999	99	0	0	0	0	0	
01	02	02	01	TOTAL	1	CAN'T	CALL	OUT	CAN'T	BREAK	DIAL	TONR	CAN'T	RECEIVE	CALLS	ALL	THE	TIME	999	99	0	0	0	0	0	
01	02	02	01	TOTAL	1	CAN'T	CALL	OUT	CAN'T	BREAK	DIAL	TONR	CAN'T	RECEIVE	CALLS	ALL	THE	TIME	999	99	0	0	0	0	0	
01	02	02	01	TOTAL	1	CAN'T	CALL	OUT	CAN'T	BREAK	DIAL	TONR	CAN'T	RECEIVE	CALLS	ALL	THE	TIME	999	99	0	0	0	0	0	
983-2228-0	01	CAN'T	03	BETS	8	01	CAN	RE	03	ALL	TH	5/09/07	8:28	0/00/00	02	SUSSCR 39	OTHER	05	MINMFA	5/09/07	10:14	02884	999	99	1	46
01	03	01	01	TOTAL	1	CAN'T	CALL	OUT	GETS	BUSY	SIGNAL	CAN	RECEIVE	CALLS	ALL	THE	TIME	999	99	0	0	0	0	0		
01	03	01	01	TOTAL	3	CAN'T	CALL	OUT	GETS	BUSY	SIGNAL	CAN	RECEIVE	CALLS	ALL	THE	TIME	999	99	0	0	0	0	0		
01	03	01	01	TOTAL	3	CAN'T	CALL	OUT	GETS	BUSY	SIGNAL	CAN	RECEIVE	CALLS	ALL	THE	TIME	999	99	0	0	0	0	0		
01	03	01	01	TOTAL	3	CAN'T	CALL	OUT	GETS	BUSY	SIGNAL	CAN	RECEIVE	CALLS	ALL	THE	TIME	999	99	0	0	0	0	0		
903-2281-0	02	CAN'T	04	REPCH	03	CAN	RE	01	ALL	TH	1/31/07	8:37	0/00/00	05	MISCEL 05	CARRIE 12	UNKNOWN	7/01/07	9:13	02834	999	99	24	36		
02	04	01	01	TOTAL	1	CAN'T	CALL	OTHERS	REACHES	RECORDING	CAN	RECEIVE	CALLS	ALL	THE	TIME	999	99	0	0	0	0	0	0		
457-2715-0	02	CAN'T	04	REPCH	01	CAN	RE	02	SOME	1	7/19/07	14:58	0/00/00	05	MISCEL 37	OTHER	03	MANMAD	7/19/07	15:58	02802	999	99	1	0	
02	04	01	02	TOTAL	3	CAN'T	CALL	OTHERS	REACHES	RECORDING	CAN	RECEIVE	CALLS	SOME	TIMES	0	0	0	0	0	0	0	0	0		
02	04	01	02	TOTAL	2	CAN'T	CALL	OTHERS	REACHES	RECORDING	CAN	RECEIVE	CALLS	SOME	TIMES	0	0	0	0	0	0	0	0	0		
02	04	01	02	TOTAL	2	CAN'T	CALL	OTHERS	REACHES	RECORDING	CAN	RECEIVE	CALLS	SOME	TIMES	0	0	0	0	0	0	0	0	0		
02	04	01	02	TOTAL	2	CAN'T	CALL	OTHERS	REACHES	RECORDING	CAN	RECEIVE	CALLS	SOME	TIMES	0	0	0	0	0	0	0	0	0		
983-2520-0	03	CAN'T	01	BELL	0	01	CAN	RE	01	ALL	TH	6/18/07	11:48	0/00/00	05	MISCEL 34	HANDSE 09	DETERI	6/19/07	14:46	02850	999	99	26	58	
03	01	01	01	TOTAL	3	CAN'T	BE	CALLED	BELL	DOV'T	RING	CAN	CALL	OUT	ALL	THE	TIME	999	99	0	0	0	0	0		
03	01	01	01	TOTAL	3	CAN'T	BE	CALLED	BELL	DOV'T	RING	CAN	CALL	OUT	ALL	THE	TIME	999	99	0	0	0	0	0		
03	01	01	01	TOTAL	3	CAN'T	BE	CALLED	BELL	DOV'T	RING	CAN	CALL	OUT	ALL	THE	TIME	999	99	0	0	0	0	0		
407-2373-0	03	CAN'T	02	DEAD	0	02	CAN	Y	02	SOME	T	10/31/07	9:52	0/00/00	05	MISCEL 34	HANDSE 11	CUSTOM	11/01/07	10:05	02884	999	99	24	37	
03	02	02	02	TOTAL	1	CAN'T	BE	CALLED	DEAD	ON	ANSWER	CAN'T	CALL	OUT	SOME	TIMES	0	0	0	0	0	0	0	0		
03	02	02	02	TOTAL	1	CAN'T	BE	CALLED	DEAD	ON	ANSWER	CAN'T	CALL	OUT	SOME	TIMES	0	0	0	0	0	0	0	0		

WALTER DANES
AT&T/ONEST-BUSY CIRCUITS
JANET WAGDM

WALTER DANES
AT&T/ONEST-BUSY CIRCUITS
JANET WAGDM

UNPLUGGED CORDESS & BACK IN
T O. FARWELL
SOME TIMES

UNPLUGGED CORDESS & BACK IN
T O. FARWELL
SOME TIMES

UNPLUGGED CORDESS & BACK IN
T O. FARWELL
SOME TIMES

UNPLUGGED CORDESS & BACK IN
T O. FARWELL
SOME TIMES

TROUBLE CODE	PHONE #	1	2	3	4	DATE TAKEN	TIME TAKEN	DATE	TIME	CLEARING CODES	1	2	3	CLEARED	TIME RESPOND	CLEAR	NAME
457-2366-0	03	02	03	04	05	9/25/07	9:32	0/30/00	01	CENTRA 01 LINE C 05 MANUFA	0/26/07	13:40	00876	999 99	4 11	KYLE L. RILSON BAD DSL CARD (NEA)	
457-2390-0	03	01	01	01	01	6/26/07	10:54	0/00/00	01	CENTRA 06 CONVEC 01 MANUAD	6/25/07	15:32	00855	999 99	4 38	ROBERT PARK INCONRECT # DISCONNECTED	
457-2462-0	03	01	01	01	01	4/27/07	10:59	0/00/00	05	MISCEL 39 OTHER 12 UNKNOA	5/21/07	11:01	00839	999 99	86 2	MADE PULLER	
983-2777-0	03	01	01	01	01	11/08/07	8:15	0/20/00	05	MISCEL 32 OTHER 12 UNKNOA	11/30/07	9:52	00687	999 99	999 99	BLUE MOUNTAIN MAN	
457-2377-0	03	01	01	01	01	12/22/07	9:04	0/00/00	05	MISCEL 32 OTHER 01 MANUAD	10/30/07	13:23	00883	999 99	4 39	RONALD RYORCH	
457-6323-0	05	02	03	01	01	3/08/07	16:24	0/00/00	05	MISCEL 05 CARRIE 21 CUSTOM	3/12/07	11:20	00819	999 99	90 59	BYRNES OIL CO	
983-2678-0	05	02	03	01	01	4/12/07	13:06	0/00/00	01	CENTRA 01 LINE C 09 DETERJ	4/20/07	8:42	00826	999 99	187 36	CHARLES B. BIKSON	
457-2053-0	05	02	03	01	01	12/11/07	10:00	0/00/00	03	CABLE/ 27 INSIDE 09 DETERR	12/17/07	10:38	00890	999 99	341 35	JULIANH SULT	
983-2274-0	05	02	03	01	01	4/17/07	15:33	0/00/00	01	CENTRA 01 LINE C 09 DETERJ	4/20/07	8:40	00828	999 99	65 9	BLUE MOUNTAIN MAN	
983-2284-0	05	02	03	01	01	4/17/07	15:33	0/00/00	01	CENTRA 01 LINE C 09 DETERJ	4/20/07	8:43	00829	999 99	65 10	ROBERT TOLMAN	
457-2189-0	05	02	03	01	01	6/22/07	7:57	0/00/00	03	CABLE/ 27 INSIDE 09 DETERR	6/22/07	11:41	02851	999 99	3 44	CASEY & KYLEE EVA	
457-2274-0	05	02	03	01	01	6/22/07	11:34	0/00/00	05	MISCEL 07 PROTEC 01 MANUAD	6/22/07	13:45	02853	999 99	2 11	CARDLYN MCGONNER	
457-2303-0	05	02	03	01	01	10/22/07	10:12	0/00/00	01	CENTRA 01 LINE C 12 UNKNOA	10/22/07	10:14	00860	999 99	0 2	OSL FILTER IN BACKWARDS ROBERT PARK	
457-2150-0	05	02	03	01	01	10/28/07	14:52	0/00/00	04	SIMITO 02 COMMON 09 DETERR	10/29/07	14:53	00861	999 99	0 1	BAD DSL CARD US DEPT OF ENERGY	
457-2028-0	05	02	03	01	01	11/22/07	15:43	0/00/00	03	CABLE/ 27 INSIDE 09 DETERR	11/21/07	11:28	00880	999 99	19 45	JEFF MINTON	
457-2028-0	05	02	03	01	01	11/22/07	9:05	0/00/00	03	CABLE/ 27 INSIDE 02 HEATHE	11/27/07	13:45	02890	999 99	28 40	JEFF MINTON	
457-2285-0	05	02	03	01	01	11/29/07	8:51	0/00/00	03	CABLE/ 26 BURLID 09 DETERR	11/29/07	15:17	00894	999 99	6 26	FRAN REGER	

P-ONE #	TROUBLE CODE	DATE TAKEN	TIME TAKEN	DATE RESPONSE	TIME RESPONSE	CLEANING CODES		DATE CLEARED	TIME RESPOND	CLEAR	NAME
						1	2				
457-6260-0	05 TRANSM 06	9/26/07	11:13	07/07/00	03	03	STATIC (RYING EGGS)	9/27/07	10:15	00877	NEVISON FARRIS
457-2862-0	05 TRANSM 08	10/25/07	13:09	07/00/00	02	02	STATIC (RYING EGGS)				JASON L. ROTZ
983-2764-0	06 DAMAGE 08	8/27/07	9:16	07/07/00	03	03	STATIC (RYING EGGS)	8/29/07	8:11	00874	LELAND MC KINNEY
903-2342-0	07 MISCEL 05	2/28/07	9:33	07/00/00	01	01	STATIC (RYING EGGS)				WAYNE MCENTIRE
457-2727-0	07 MISCEL 05	3/08/07	16:34	07/00/00	01	01	STATIC (RYING EGGS)	4/26/07	9:15	00518	ROBERT FOHLER
457-2122-0	07 MISCEL 05	3/09/07	8:45	07/00/00	01	01	STATIC (RYING EGGS)	3/09/07	9:09	00520	MARGARETTE K MURPH
457-2793-0	07 MISCEL 05	3/19/07	11:19	07/00/00	01	01	STATIC (RYING EGGS)	3/20/07	10:55	00522	LARRY PARKER
457-2082-0	07 MISCEL 06	4/26/07	11:00	07/00/00	01	01	STATIC (RYING EGGS)	4/17/07	14:23	00827	INCORRECT COMPUTER SETTINGS
983-2626-0	07 MISCEL 05	6/10/07	9:44	07/00/00	01	01	STATIC (RYING EGGS)				LES KINGS INC
457-2729-0	07 MISCEL 05	8/06/07	12:54	07/00/00	01	01	STATIC (RYING EGGS)	8/07/07	11:00	00859	COMPUTER WAS NOT COM N-MODEM
457-2793-0	07 MISCEL 05	8/18/07	15:28	07/00/00	01	01	STATIC (RYING EGGS)				SUE HERBERT-HOLDI
983-2494-0	07 MISCEL 05	11/05/07	9:54	07/00/00	01	01	STATIC (RYING EGGS)	11/05/07	11:50	00885	ADSL CARD PROVISIONING WRONG
457-2638-0	07 MISCEL 05	11/29/07	8:58	07/00/00	01	01	STATIC (RYING EGGS)	11/29/07	10:10	00892	ANGIEY HARRISON
457-2297-0	07 MISCEL 06	4/12/07	8:12	07/00/00	01	01	STATIC (RYING EGGS)				NOT INSTALLED
457-2528-0	07 MISCEL 06	4/18/07	9:28	07/00/00	01	01	STATIC (RYING EGGS)				MANCY NYBERG
457-6271-0	07 MISCEL 06	4/19/07	8:12	07/00/00	01	01	STATIC (RYING EGGS)				RESET MODEMS
983-2593-0	07 MISCEL 06	4/19/07	9:28	07/00/00	01	01	STATIC (RYING EGGS)				RESET ROUTER
457-2663-0	07 MISCEL 05	4/23/07	9:23	07/00/00	01	01	STATIC (RYING EGGS)				CHANGED USER NAME
457-2390-0	07 MISCEL 05	4/23/07	10:37	07/00/00	01	01	STATIC (RYING EGGS)				JULIE HENDREN
457-2078-0	07 MISCEL 06	4/26/07	9:28	07/00/00	01	01	STATIC (RYING EGGS)				CHANGED COMPUTER SETTINGS
457-2130-0	07 MISCEL 06	4/27/07	11:46	07/00/00	01	01	STATIC (RYING EGGS)				STEVEY RUSHMAN
983-2468-0	07 MISCEL 05	5/01/07	11:10	07/00/00	01	01	STATIC (RYING EGGS)				STARTED WORKING
											MARK & LYNN DABUL
											COMPUTER SETTINGS
											JORRY KJODER
											SPRKE APPLICATION
											ROBERT PARK
											COMPUTER SETTINGS
											ROBERT & COLLEEN
											QUANTUM 9 DIST
											WAGGENTIRE TOWING
											HELPED PROGRAM COMPUTER

PHONE #	TROUBLE CODES	DATE TAKEN	TIME TAKEN	DATE RESPONSE	TIME RESPONSE	CLEARING CODES	DATE CLEARED	TIME CLEARED	TRBL REP	TICKETS	BY RESPOND	CLEAR	NAME	
														1
457-2050-0	07 MISCEL 06 NONE	5/22/07	10:47	0/00/00	05	MISCEL 32 OTHER 01 MANPAD	5/22/07	10:57	00842	999	99	999	99	ROCKAL NEWSON
457-2050-0	07 MISCEL 06 NONE	5/24/07	10:24	0/00/00	05	MISCEL 32 OTHER 01 MANPAD	5/24/07	10:05	00843	999	99	999	99	MUST ADDR, NEVER CALL BACK BRETT RONALD LEAK
457-2050-0	07 MISCEL 06 NONE	5/11/07	9:13	0/00/00	05	MISCEL 32 SOFTWARE 01 MANPAD	5/11/07	9:45	00845	999	99	999	99	PUT IN IP ADDRESS TERRY & PATTY CAS
457-2050-0	07 MISCEL 06 NONE	5/29/07	8:45	0/00/00	05	MISCEL 08 SOFTWARE 12 UNKNOWN	5/30/07	11:37	00847	999	99	999	99	PUT NEW SETTINGS IN COMPUTER DONALD RYDNYCH
457-2050-0	07 MISCEL 06 NONE	5/05/07	8:23	0/00/00	07	STATID 07 PROTECT 03 LIGHTS	5/06/07	9:38	00848	999	99	999	99	LARRY WINK TERRY & PATTY CAS
457-2050-0	07 MISCEL 06 NONE	6/22/07	10:04	0/00/00	05	MISCEL 08 SOFTWARE 01 MANPAD	7/06/07	11:02	00850	999	99	999	99	COMPUTER SETTINGS PROBLEM CUSTIN LINDSEY
457-2050-0	07 MISCEL 06 NONE	6/26/07	9:46	0/00/00	05	MISCEL 08 SOFTWARE 01 MANPAD	6/27/07	10:22	00854	999	99	999	99	CORRECTED SETTINGS WALTER JOHNSON CALISTA BERG
457-2050-0	07 MISCEL 06 NONE	6/28/07	8:49	0/00/00	05	MISCEL 32 OTHER 12 UNKNOWN	6/27/07	8:28	00856	999	99	999	99	ERROR CODE FIXED MARK & LYNN BARRIL JACK & SUSAN BASC SPOKE APPLICATION SALU SHANNON CALISTA BERG
457-2050-0	07 MISCEL 06 NONE	7/17/07	8:37	0/00/00	05	MISCEL 32 OTHER 02 WEATHE	7/17/07	9:21	00859	999	99	999	99	NUMBERS CHG IN COMPUTER \$35.09 STEVE & SONYA VOS
457-2050-0	07 MISCEL 06 NONE	7/17/07	9:50	0/00/00	05	MISCEL 06 COMMIC 32 UNKNOWN	7/18/07	9:12	00860	999	99	999	99	CSL SPEED SET AT 512 NOT 1024 THOMAS LEITRANS
457-2050-0	07 MISCEL 06 NONE	7/17/07	12:54	0/00/00	05	MISCEL 06 COMMIC 32 UNKNOWN	7/18/07	9:15	00861	999	99	999	99	RESIT MODEMS
457-2050-0	07 MISCEL 06 NONE	7/23/07	9:53	0/00/00	05	MISCEL 32 OTHER 12 UNKNOWN	7/23/07	10:57	00864	999	99	999	99	
457-6100-0	07 MISCEL 06 NONE	7/24/07	13:25	0/00/00	05	MISCEL 32 OTHER 11 CUSTOM	7/25/07	9:27	00865	999	99	999	99	
457-2867-0	07 MISCEL 06 NONE	10/08/07	11:13	0/00/00	03	CABLE 27 INADMT 09 CETER1	10/11/07	8:28	00879	999	99	999	99	
984-0560-0	07 MISCEL 06 NONE	11/05/07	10:26	0/00/00	04	STATID 05 CONNCT 12 UNKNOWN	11/05/07	11:49	00885	999	99	999	99	
07	06	TOTAL	26	MISCELLANEOUS		NONE			NONE					
07	06	TOTAL	26	MISCELLANEOUS		NONE			NONE					
07	06	TOTAL	26	MISCELLANEOUS		NONE			NONE					
07	06	TOTAL	36	MISCELLANEOUS										

GRAND TOTAL 74 3,082.7 AVG HRS TO RESPOND 105.3 AVG HRS TO CLEAR

the availability of "Universal Service" has been the most of the telecommunication industry for decades. In 1994, the federal government took the first step and reaffirmed in 1996 by establishing policies for the universal service program for the universal broadband.

To address the Universal Service program, there is a process to allow that is generated by contributions from the telecommunications providers in the United States. Telecommunications companies draw from the fund to provide the program for support telecommunications services. Link Up and Toll Limitation Service are part of the universal service program and are described in categories. Toll Limitation Service is a set of programs available to low-income subscribers to assist consumers who do not spend on telephone service.

Lifeline, Link Up, and Toll Limitation Service support provide consumers to eligible low-income consumers to help them access and maintain telephone service.

What type of discount is available?

Lifeline assistance covers the cost of basic monthly local telephone service. Eligible consumers can receive up to \$7.50 per month in discounts. Additional state support also may be available.

Eligible residents of Indian reservations or tribal lands can receive up to an additional \$20 in Lifeline support, but must pay at least \$1 for basic monthly service.

Link Up reduces the cost of installing new telephone service. Eligible consumers can receive a 50% discount off of the one-time cost associated with installing telephone service, up to a maximum of \$50. Eligible consumers also qualify for a deferred payment schedule for remaining costs of up to \$200.

Eligible low-income consumers living on tribal lands are eligible for an additional discount of up to \$70 to cover 100% of the charges between \$60 and \$130.

Toll Limitation Service (TLS) support allows eligible consumers who wish to avoid long long distance fees to choose toll blocking or toll control at no cost.

How do I know whether I am eligible?


Eligibility for Lifeline, Link Up and TLS support varies by state. Individuals who reside in states that have their own discount programs qualify for federal Lifeline, Link Up and TLS support if they meet the eligibility criteria established by their state. In states that do not provide state support, an individual is eligible if he or she participates in one of the following programs:

- Low Income Home Energy Assistance Program (LIHEAP)
- Federal Public Housing Assistance or Section 8
- Medicaid
- Food Stamps
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- National School Lunch free lunch program

In addition, a consumer may be eligible if his or her household income is at or below 135% of the federal poverty guideline.

2007 Estimated Income Requirements for a Household at or Below 135% of the Federal Poverty Guidelines

Household Size	Alabama	Arkansas	Mississippi	Nebraska	North Carolina	South Carolina	Texas	Virginia
1	\$13,754	\$14,240	\$13,865					
2	18,452	23,112	21,268					
3	23,180	28,989	26,663					
4	27,878	34,857	32,063					
5	32,576	40,720	37,463					
6	37,274	46,592	42,863					
7	41,972	52,475	48,263					
8	46,670	58,347	53,663					
For each additional person, add	4,698	5,273	5,400					



Foundation for Rural Service

This brochure was produced by the Foundation for Rural Service, the philanthropic arm of the National Telecommunications Cooperative Association. Its mission is to promote, educate and advocate rural telecommunications in order to sustain and enhance the quality of life within communities throughout rural America. For additional information on the Foundation, visit www.frs.org. This advocacy campaign is also supported by the Rural Telephone Exchange Cooperative, based in Herndon, VA.

