

Voice | Data | Internet | Wireless | Entertainment



**EMBARQ™**

Embarq  
Mailstop: ORHDRA0412  
902 Wasco Street  
Hood River, OR 97031-3103  
embarq.com

July 14, 2008

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

Re: Annual Recertification for ETCs

Enclosed for filing are an original and two copies of United Telephone Company of the Northwest d/b/a Embarq Annual Recertification Reports for ETCs pursuant to Order No. 06-292.

If you have any questions, please do not hesitate to contact Becky Sandercock at 541 387-9289 or by email at [becky.sandercock@embarq.com](mailto:becky.sandercock@embarq.com)

Sincerely

Barbara C Young

STATE EXECUTIVE OR/WA  
Voice: (541) 387-9850  
Fax: (541) 387-9753  
[barbara.c.young@embarq.com](mailto:barbara.c.young@embarq.com)

**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: United Telephone Company of the Northwest d.b.a Embarq

Filing date: **July 15, 2008**

Is this: Original submission?  X

OR

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

Person to contact for questions:

Name **Becky Sandercock**

Phone number **(541) 387-9289**

E-mail address

**Becky.Sandercock@Embarq.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.  X  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- **United Telephone Company of the Northwest d.b.a Embarq P.U.C. OR. 3 Schedule AE-1 Sheet 3.1 and Sheets 4-5.3**

2. business: **United Telephone Company of the Northwest d.b.a Embarq P.U.C. OR. 3 Schedule AE-1 Sheet 3 and Sheets 4-5.3**

\_\_\_\_\_

\_\_\_\_\_

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 – 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: \_\_\_\_\_.  
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**

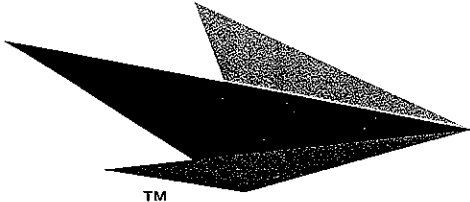
Submit a description of how the carrier ensures that every request for service that cannot be immediately fulfilled is recorded and processed under the 6-step process set forth in 47 CFR Section 54.202(a)(1)(i).

**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.

**The “Information” pages of all Embarq local telephone directories contain a description of Embarq’s Universal Services offered. See Attachments: Report 3 Pages 1-2**

**Annual advertising of Universal Services Embarq provides can also be found in public service announcement ads found in attachments of Report 4.2 pages 4-8.**



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**EMBARQ**™

June 2008

# The Columbia Gorge

Area Codes 541 Oregon & 509 Washington

- |               |                  |                       |
|---------------|------------------|-----------------------|
| Appleton      | Klickitat        | Stevenson             |
| Arlington     | Lyle             | The Dalles            |
| Carson        | Maupin           | Trout Lake            |
| Cascade Locks | Moro             | Tygh Valley           |
| Dallesport    | Mosier           | Wasco                 |
| Dufur         | North Bonneville | White Salmon - Bingen |
| Glenwood      | Odell            | Willard               |
| Goldendale    | Parkdale         | Wishram               |
| Grass Valley  | Roosevelt        |                       |
| Hood River    | Rufus            |                       |

**LOOK INSIDE FOR:**  
Directory Coverage Map  
Government Pages  
Restaurant Menu Guide



*"Skamania" - Columbia Gorge*



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## Customer Care

### Correspondence Address:

EMBARQ-ACS  
P.O. Box 7086  
London, KY 40742

### Internet Address:

embarq.com

### Payment Address:

EMBARQ  
P.O. Box 660068  
Dallas, TX 75266-0068

## EMBARQ™ Customer Care Call Centers

Residential/Residencial Customers.....	1-800-877-1125
Residential Repair.....	1-800-788-3600
Business Customers (Sales, Service & Repair).....	1-800-786-6272
Oregon Relay Service for TTY Users*.....	711 or 1-800-735-2900
Washington Relay Service for TTY Users*.....	711 or 1-800-833-6388

*\*TTY Users: Please use this TTY number to connect you with EMBARQ at one of the above numbers.*

## Consumer Affairs

**Unresolved Problems:** If you still need help after calling one of our EMBARQ™ Customer Care Centers, please call:  
Special Consumer Representative.....1-800-877-3345

## Directory Assistance

### Dial 411 for Local and National Directory Assistance:

Telephone numbers for anywhere in the United States can be obtained by dialing 411. A maximum of two numbers may be requested on each call. This includes numbers within your area code, outside your area code, and toll-free numbers. Appropriate charges will apply to each of these calls.

TTY Users with Hearing or Speech Impairment.....1-800-855-1155

## Annoyance Calls

EMBARQ is concerned about obscene and harassing calls and is trying to help stop them. You do not have to talk or listen to such calls - just hang up. If the calls persist, contact our EMBARQ™ Annoyance Call Center directly. If a threat is made at any time, also contact your local law enforcement agency. Malicious, threatening and abusive calls, including those in which false reports concerning destructive devices (bomb threats) are made, are unlawful. The making of such calls may constitute cause for disconnecting service and possible criminal prosecution and civil action by the person receiving the calls.

EMBARQ™ Annoyance Call Center .....1-877-451-1980

## Universal Service

EMBARQ offers the following Universal Services within its exchanges:

- Voice Grade Access to the public switched network
- Local Usage
- Touch Tone
- Access to Emergency, Operator, Interexchange, and Directory Assistance Services
- Toll Blocking for qualifying low-income customers

Rates for these Universal Services vary, depending on whether your service is residential or business, which geographic area your account is in, whether you have Extended Area Service, as well as a variety of other factors. Call your EMBARQ™ Customer Care Call Center for further details.

**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:   1648  .

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

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

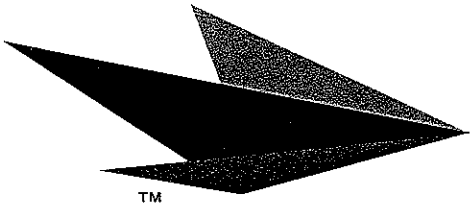
**4.2. Advertising of Low-Income Program Service Offerings – All ETCs**

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.

**Advertising of low-income programs such as Oregon Telephone Assistance Program (OTAP) and Link-Up America are found in the “General Information” pages of Embarq’s local telephone directories. See Attachments: Report 4.2 page 1-2**

**Embarq advertised low-income service offering in 2007 in the following ways:  
See Attachments Report 4.2 page 3-8**

- **Public Service Announcements in area news publications**
- **Oregon Lifeline/ Link-up bill message to all Oregon residential customers August 2007**



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June 2008

# The Columbia Gorge

Area Codes 541 Oregon & 509 Washington

- |               |                  |                       |
|---------------|------------------|-----------------------|
| Appleton      | Klickitat        | Stevenson             |
| Arlington     | Lyle             | The Dalles            |
| Carson        | Maupin           | Trout Lake            |
| Cascade Locks | Moro             | Tygh Valley           |
| Dallesport    | Mosier           | Wasco                 |
| Dufur         | North Bonneville | White Salmon - Bingen |
| Glenwood      | Odell            | Willard               |
| Goldendale    | Parkdale         | Wishram               |
| Grass Valley  | Roosevelt        |                       |
| Hood River    | Rufus            |                       |

**LOOK INSIDE FOR:**  
Directory Coverage Map  
Government Pages  
Restaurant Menu Guide



*"Skamania" - Columbia Gorge*



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# GENERAL INFORMATION

Report 4.2 - Page 2  
UM 1375  
UTNW - 2008

## Rights and Responsibilities for Oregon Utilities Customers

*The following summary was prepared by the Oregon Public Utility Commission.*

*If you are applying for service or have service with a utility company in Oregon, you have certain rights and obligations. Following is a summary of those rights and obligations prepared by the Consumer Services Division of the Public Utility Commission. The matters described here apply only to electricity, natural gas, telephone and water services regulated by the PUC.*

*The utility company's main obligation is to provide you with reliable services at rates approved 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 if you move, if you wish to change your service, or if you have a problem.*

### Deposits

The utility may ask you to pay a deposit. If a deposit is required, you may 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 those bills and notices. Also, you may ask your utility company to furnish you with notices in another language if you do not understand English.

### Financial Assistance

Several programs provide financial help, depending on your circumstances. 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 America** program provides financial help with telephone service installation charges for qualified persons. Additional financial assistance is available for qualifying low-income customers who reside on federally-recognized Indian reservations.

### 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 5 days before disconnection, and must try to contact you the day the 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 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 requires your utility to allow you to set up a payment plan to pay any overdue bill. (Medical certificates do not apply to water utilities.)

### Late Charges

Customers are responsible for paying their utility bills on time. Under certain circumstances, utilities may add late-payment charges to bills not paid on time.

### Telephone Solicitation

A telecommunications company may not make telephone solicitation or telemarketing calls using its list of customers with nonpublished or unlisted numbers unless it has notified each such customer at least once in the past year that the company makes such calls to its customers with nonpublished or unlisted numbers and that the customer has a right to request that the company make no such calls.

### Resolving Disputes

If you have a dispute with your utility company that is not resolved by contacting the company, the PUC Consumer Services Division is available to help you. You may contact the PUC toll free, by calling: **1-800-522-2404 (voice)** or **1-800-648-3458 (TTY)**.

Monthly Statement  
August 21, 2007

Customer Service  
1-800-877-1125

Internet Address  
EMBARQ.com/residential

Page 10 of 11  
Account Number

### Important Information and News You Can Use (continued)

#### \* Oregon Telephone Assistance Program and Link-Up America Program \*

The Oregon Telephone Assistance Program (OTAP) makes it possible for Oregonians whose income is at or below the current federal poverty level and are on a state public assistance program to receive a reduction in their monthly bill for local residential telephone service. Eligible customers receive a reduction in their monthly phone bill for as long as they qualify.

EMBARQ offers Lifeline and Link-Up services to qualified customers who meet certain eligibility requirements established by the Oregon Public Utility Commission. Lifeline service includes a monthly discount of up to \$13.50 for basic phone charges. Also available to Lifeline customers is the Link-Up America Program, which provides a 50-percent discount (up to \$30) on the installation charges for new service. In addition, EMBARQ can provide Lifeline customers with free toll blocking to help them control long-distance charges.

Individuals who meet the income guidelines and currently have an open file with any one of the following low-income, public assistance programs also qualify for OTAP or Link-Up America:  
Food Stamps, Welfare Medical ID Card, Oregon Health Plan, Supplemental Security Income and Low-Income Energy Assistance Program (LIEAP)

EMBARQ also offers low-cost Lifeline service to residents of federally-recognized tribal lands. Tribal residents who qualify for the discounts can receive their basic telephone service for as low as \$1 per month and are eligible for Link-Up discounts of up to \$100. Tribal Lifeline recipients must contact EMBARQ directly to submit Link-Up applications.

If you have questions regarding the Lifeline/Link-Up programs, please call EMBARQ at 800-877-1125 or visit [embarq.com](http://embarq.com). To obtain an application for OTAP, Lifeline and/or Link-Up America, or for more information about the Residential Service Protection Fund (RSPF) Programs, please contact the RSPF staff toll free at 800-848-4442 in Salem; TTY users call 800-648-3458; or write to: Public Utility Commission of Oregon, RSPF, P.O. Box 2148, Salem, OR 97308-2148.

#### \* WELCOME TO YOUR IMPROVED EMBARQ™ BILL!

We've made improvements to make your EMBARQ™ bill easier to understand. Specifically, we have either clarified existing information or added new sections to the bill. For additional information, please visit us at [embarq.com](http://embarq.com).

If you subscribe to one of our bundles, you will see the name of the bundle on the summary page of your bill, as well as throughout the new "Bundle" section. We have improved the display of all bundle components to ensure you know exactly which products and services are included. Additional EMBARQ™ products that you may have purchased from us will continue to be displayed in the "Local" section of your bill.

If you subscribe to EMBARQ™ High-Speed Internet you will see those charges displayed under the Internet column of the Summary page, as well as in the new "Internet" section of the bill.

We have moved all Taxes and Surcharges to a separate column row on the Summary page, and have created a new "Taxes and Surcharges" section of the bill. We will continue to display "explanations" for each tax or surcharge as we do today.

If you have charges from another company for which EMBARQ provides billing, you will see those totals displayed under the new "Third Party Charges" column on the Summary page. Details of those charges will be in the new section of the bill titled "Third Party Charges."

Finally, under our new "Special Offers" section, we will identify offers and products which may be available in your area.

#### EMBARQ™ Personal Messenger discontinued

Beginning August 6, 2007, the EMBARQ™ Personal Messenger feature will be discontinued from the EMBARQ™ portfolio and your callers will be unable to leave messages for you using this product. However, EMBARQ™ Voicemail offers you the ability to receive voicemail messages 24/7, check messages anytime from any location, and forward and reply to messages, mark a message urgent, schedule future delivery, request confirmation when the message is played, and check/listen and respond to messages online. If you would like to sign up for EMBARQ™ Voicemail, please contact the customer service number listed at the top of this page. We apologize for any inconvenience and value you as a customer. We look forward to continuing to serve your telecommunications needs.

#### Pay Per Use charges corrected

EMBARQ recently identified that you may have used one or more of the Home Phone Pay Per Use features, such as Repeat Dialing (\*66), Return Calling (\*69), and Call Trace (\*57), but were not charged for this usage. Please note that you will not be charged for this previous usage. However starting July 19, 2007, any usage of the Pay Per Use features will be billed to your account on a per use basis.

We value you as a customer and look forward to continuing to serve your communications needs. If you have questions, or would like information about subscribing to any of the services listed above on an unlimited use basis, please contact the customer service number listed at the top of this page.

Award Winning  
Journalist of the  
**Hood River News**



- **Whitewater Kayaker**
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- **Willing Hiker**

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**Hood River News**  
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**The Book Stop**  
1st & Oak St. • Downtown Hood River

**Klindts Booksellers & Stationers**  
312 E. 2nd St. • The Dalles

**Important Notice to EMBARQ™ Customers**

The Oregon Public Utility Commission designated EMBARQ as an Eligible Telecommunications Carrier, or ETC, within its service area for universal service purposes. The goal of universal service is to provide all Oregon citizens access to essential telecommunications service at reasonable rates to high-cost rural areas and to low-income customers.

EMBARQ provides single-party residential and business services at rates from \$7.07 to \$13.43 per month for residential customers and from \$13.35 to \$24.00 per month for business customers. This includes access to long-distance carriers, emergency services, operator services, directory assistance and toll blocking. Use of these services will be provided upon request. Specific rates for your areas will be provided to qualified EMBARQ offers Lifeline and Link-Up service to qualified customers who meet certain eligibility requirements established by the Oregon Public Utility Commission. Lifeline service includes a monthly discount of up to \$13.50 for basic phone charges. Also available to Lifeline customers is Link-Up, which provides a 50% (up to \$30.00) discount on the installation charges for new service. In addition, EMBARQ can provide Lifeline customers with free toll blocking to help them control long-distance charges.

EMBARQ also offers low-cost Lifeline service to residents of federally-recognized tribal lands. Tribal residents who qualify for the discounts can receive their basic telephone service for as low as \$1.00 per month and are eligible for Link-Up discounts of up to \$100.00. If you have questions regarding the Lifeline/Link-Up programs, please call EMBARQ at 1-800-877-1125 or visit [www.embarq.com](http://www.embarq.com).



*Hood River News*  
6-23-07

Upper Robue will be paid in De- that dam safety procedures have - the second Tuesday of each month  
ember of this year. changed drastically from the time at the District Office at 2:30 p.m.

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UPPER ROBUE INDEPENDENT  
06/20

contractor successfully operating  
give any quote based on our zero-  
Stank stressed that it is premature  
the request would be a "foot's  
the answers will take time and

27 credits,  
udies

f Directors decided to continue  
ever, they revised their social  
the class their senior year when  
government and one-half credit  
o be required to take personal

contract to remove asbestos in  
will be constructed. The award  
as including one that adds to the  
iring a person to be designated

assistant to fill the position held  
ition with a banking firm.  
ly 16, because a quorum would

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Medford  
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Point.  
eat you right!

the Post Office  
pointments

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Although Sanchez is quick to admit that he doesn't win many races, he is equally quick to share the reason he participates in racing events. Sanchez loves to interact with the kids, handing out candy and sharing the message painted on his truck: "Get high on life -- not drugs."

The Race Against Drug program does not teach kids about drugs, said teacher Tim Hart. "It teaches them about a lifestyle that has to be drug free."



Air National Guard pilot Michael Jolina gives Justin Taylor, his Carol Clark's class check out the helicopter used to locate n

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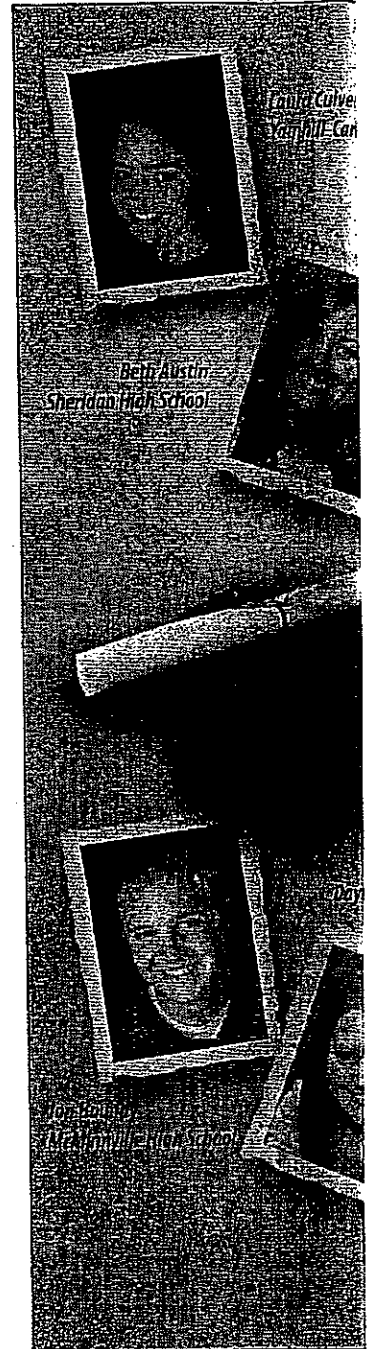


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## Business Cards!

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SHERIDAN SUN

06/20



community, all with an unanswered response from our city officials.

The Wheeler Visioning Committee published a well-documented public survey of livability standards that should be used as a backbone in city planning. This document, coupled with a "Waterfront Revitalization Plan" prescribed by the City of Wheeler Comprehensive Plan would go a long way in satisfying both the need for development as well preserving livability in our community.

A city's comprehensive plan is a legal document that city officials are bound to observe when managing city affairs. Wheeler's officials must utilize this document and adopt a "Waterfront Revitalization Plan" prior to making any land use decisions that affect the waterfront.

Karen M. Matthews  
Citizen for Responsible Growth  
Wheeler

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2-1157  
- 7 p.m. & Sat. 9 a.m. - 4 p.m.

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Report 4.2 - Page 7  
UM 1375  
UTNW - 2008

## Important Notice to EMBARQ™ Customers

The Oregon Public Utility Commission designated EMBARQ as an Eligible Telecommunications Carrier, or ETC, within its service area for universal service purposes. The goal of universal service is to provide all Oregon citizens access to essential telecommunications service at reasonable rates to high-cost rural areas and to low-income customers.

EMBARQ provides single-party residential and business services at rates from \$7.07 to \$13.43 per month for residential customers and from \$13.35 to \$24.00 per month for business customers. This includes access to long-distance carriers, emergency services, operator services, directory assistance and toll blocking. Use of these services may result in added charges. Specific rates for your areas will be provided upon request.

EMBARQ offers Lifeline and Link-Up service to qualified customers who meet certain eligibility requirements established by the Oregon Public Utility Commission. Lifeline service includes a monthly discount of up to \$13.50 for basic phone charges. Also available to Lifeline customers is Link-Up, which provides a 50% (up to \$30.00) discount on the installation charges for new service. In addition, EMBARQ can provide Lifeline customers with free toll blocking to help them control long-distance charges.

EMBARQ also offers low-cost Lifeline service to residents of federally-recognized tribal lands. Tribal residents who qualify for the discounts can receive their basic telephone service for as low as \$1.00 per month and are eligible for Link-Up discounts of up to \$100.00. If you have questions regarding the Lifeline/Link-Up programs, please call EMBARQ at 1-800-877-1125 or visit [www.embarq.com](http://www.embarq.com).



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\*Includes 20-Point  
on any lube, oil.  
Expires

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**COM**

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Service Hours: Monde

TILLAMOOK  
HEADLIGHT HERALD  
06/20/07

include the five-course Mediterranean dinner (lamb, hummus, smoked salmon appetizer).

Raffle tickets are also being sold for \$25 each — only 100 tickets are being sold, according to Shae Lambert, and you don't need

a.m. to 4 p.m. Call: 765-2889.

## Anchor Inn dinner to benefit Relay for Life

Mayor Lori Hollingsworth's Relay for Life team will host a

Report 4.2 - Page 8  
UM 1375  
UTNW - 2008

## PUBLIC MEETINGS

*Special accommodations for physical, language or other needs are often available at meetings of city, county or state agencies.*

*For more information, call the local agency.*

### Wednesday, June 20

Depoe Bay Urban Renewal / Feasibility Study Steering Committee — 6 p.m., Depoe Bay City Hall, 570 S.E. Shell Ave., Depoe Bay.

Lincoln City Parks Board — 7 p.m., Community Center, 2150 N.E. Oak Place, Lincoln City.

### Thursday, June 21

North Lincoln Health District Board of Directors — 8:30 a.m., Education Conference Room, Samaritan North Lincoln Hospital, 3043 N.E. 28th St., Lincoln City.

Depoe Bay Near-Shore Action Team — 6 p.m., Depoe Bay City Hall, 570 S.E. Shell Ave., Depoe Bay.

### Monday, June 25

Lincoln City Urban Renewal Agency — 5:30 p.m., Third Floor Council Chambers, City Hall, 801 S.W. Highway 101, Lincoln City.

Lincoln County Board of Commissioners & County Counsel / Community Forum on Wave Energy — 6:30 p.m., Boone Center, Newport High School, 322 N.E. Eads St., Newport.

Lincoln City City Council — 7 p.m., Third Floor Council Chambers, City Hall, 801 S.W. Highway 101, Lincoln City.



Julie McEldowney, Esthetician  
994-4247

# Ah.....

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NEWS GUARD - Lincoln City  
06/20/07

**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	_____	_____
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 – 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.



**EMBARQ**

**David W. Zesiger**

Sr. Vice President, Reg Affairs/Ext Affairs  
Embarq Corporation  
MAILSTOP: KSOPKJ1001 - 1008  
5454 W. 110<sup>th</sup> St.  
Overland Park KS 66211  
PH: 913-345-6838  
FAX: 913-397-3531  
Email: David.Zesiger@embarq.com

June 18, 2008

Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 – 12<sup>th</sup> Street, S.W.  
Washington, DC 20554

Karen A. Majcher  
Vice President, High Cost & Low Income  
Universal Service Administrative Company  
2000 L Street, NW, Suite 200  
Washington, D. C. 20036

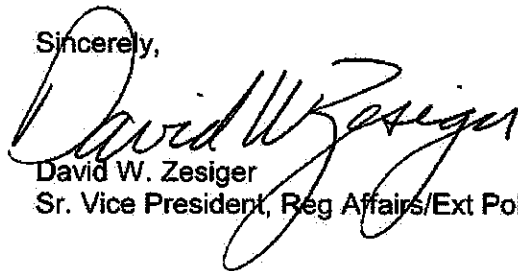
**Re: CC Docket No. 96-45  
Interstate Access Universal Service Support (IAS)  
Annual Certification**

Pursuant to 47 C.F.R. section 54.809, Embarq Corporation, on behalf of its local exchange telephone companies (Embarq LTCs), hereby certifies that the Interstate Access Universal Service Support provided to Embarq LTCs pursuant to section 54.807 of the Commission's Rules will be used 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 Embarq Corporation LTC's, all of which are eligible telecommunications carriers (ETCs) consistent with section 254(e) of the Telecommunications Act of 1996. A listing of Embarq LTC's being certified is attached.

We request that the FCC Secretary acknowledge receipt of this letter by stamping and returning the attached copy.

Sincerely,



David W. Zesiger  
Sr. Vice President, Reg Affairs/Ext Policy



## Embarq Local Telephone Companies for IAS Certification - 2008

COMPANY NAME	COMPANY / STUDY AREA		FCC 499 Filer ID	Federal Registration Number (FRN)
	CODES (COSA)			
	ARMIS & TRP	NECA ID		
<b>(Non-Rural Study Area)</b>				
Embarq Florida, Inc.	UCFL	210341	822076	0001-8252-98
Embarq/Carolina Telephone and Telegraph Co. LLC	UTNC	230470	822076	0001-9523-40
Embarq/Central Telephone Co. - North Carolina	CENC	230471	822076	
Embarq/United Telephone – Southeast LLC	UTIM	N/A	822076	0001-7701-22
- Tennessee	UTTN	290567		
- Virginia	UTVA	190567		
Embarq/Central Telephone Co. of Virginia	CEVA	190254	822076	0004-1839-19
Embarq/United Tel. Co. of the Carolinas LLC - So.Carolina	UTSC	240506	822076	0001-7770-36
Embarq/United Telephone Co. of Ohio	UTOH	300661	822076	0002-9388-43
Embarq/United Telephone Co. of Indiana, Inc.	UTIN	320832	822076	0002-9015-51
Embarq/United Telephone of New Jersey, Inc.	UTNJ	160138	822076	0004-1465-85
Embarq/United Telephone of Pennsylvania LLC	UTPA	170209	822076	0004-1404-22
Embarq/Central Telephone Co. – Nevada	CENV	552348	822076	
Embarq/United Telephone Co. - So.Central Kansas	UTKS	411317	822076	0005-0517-43
Embarq/United Telephone Co. - Eastern Kansas	UTKS	411317	822076	0002-5952-47
Embarq/United Telephone Co. of Kansas	UTKS	411842	822076	0002-3420-38
Embarq Minneosta, Inc.	UTMN	361456	822076	0002-6434-35
Embarq Missouri, Inc.	UTMO	N/A	822076	0002-3372-44
- Missouri	UTMO	421957		
- Kansas dba UTC of SE Kansas	UTMO	411957		
Embarq/United Telephone Co. of the West			822076	0002-3916-39
- Nebraska	UTNE	371595		
- Wyoming	UTWY	511595		
Embarq/United Telephone Co. of Texas, Inc	UTTX	442084	822076	0005-0517-68
Embarq/Central Telephone Co. of Texas	CETX	442114	822076	0001-6851-48
Embarq/United Telephone Co. of the Northwest	UTNW		822076	0001-5666-94
- Oregon	UTOR	532400		
- Washington	UTWA	522400		
Embarq Corporation	UTTC		822076	0014-7911-64

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

I, BARBARA YOUNG, being of lawful age and duly sworn, on my oath, state that I am the STATE EXECUTIVE [an officer] of \* EMBARR ("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 14 day of July, 2008.

\* EMBARR (Company)

By: BARBARA YOUNG (Name)

Its: State Executive (Title)

SUBSCRIBED AND SWORN to before me this 14<sup>th</sup> day of July, 2008.

Ronda K. Snyder  
Notary public in and for the State of Oregon

My Commission Expires: 6-28-2011

