

**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: Canby Telephone Association, dba  
Canby Telcom

Filing date: 7-1-2008

Is this: Original submission?  X

OR

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

Person to contact for questions:

Name: Sharon Adams

Phone number : 503-266-8275

E-mail address [adamss@canbytel.com](mailto:adamss@canbytel.com)

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

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

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

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

**2008 Annual Recertification Reports for ETCs in Oregon**

Docket No. UM 1375

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

- Report #1 Supported Services Offerings  
1.1. Basic Local Usage Service Offerings – **All ETCs**  
1.2. Comparable Local Usage Plan – **CETCs only**  
1.3. Supported Services Not Provided – **CETCs only**  
1.4. Equal Access Acknowledgement – **CETCs only**
- Report #2 Unfulfilled Service Requests  
2.1. Unfulfilled Service Requests/Held Orders – **All ETCs**  
2.2. Service Request Processing – **CETCs only**
- Report #3 Evidence of Advertising for Basic Supported Services - All ETCs
- Report #4 Low-income Services – All ETCs  
4.1. Number of Lifeline Customers  
4.2. Advertising of Low-income Program Service Offerings
- Report #5 Outage Report – All ETCs
- Report #6 Trouble Report – All ETCs
- Report #7 Network Improvement Plan – CETCs only
- Report #8 Special Commitments/Requirements – CETCs only
- Report #9 Certifications – All ETCs  
9.1. IAS or ICLS Certification Copy – **All ETCs Receiving IAS or ICLS**  
9.2. Certification of Use of Universal Service Funds – **All ETCs Receiving Traditional High-Cost Support (HCL, LSS)**  
9.3. Certification of Emergency Functionality and Compliance with Service Quality/Consumer Protection Measures – **All ETCs**

**Report #1 – Supported Services Offerings**

**1.1. Basic Local Usage Service Offerings – All ETCs**

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

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

\_\_\_\_\_

2. business:

\_\_\_\_\_

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

**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. X 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: NONE.  
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: NONE.  
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 supported services are advertised in a Public Notice included in the Canby Herald which is the local general circulation bi-weekly newspaper service for Canby Oregon. The target population is all residents of the Canby area. It has a circulation of about 5,100. A copy of the advertisement is included for reference.

Additional advertising is available on our website and in brochures available on all our services in our office and by mail to individuals requesting such information. Samples are included for reference.

**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:   170  .

**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.

We advertise low-income program services in the Canby Herald as part of the advertising of our basic supported services. A copy is included as an example as part of the response to item #3.

We provide information on our low-income program services in a brochure format to anyone visiting our Customer Care office asking about telephone service. We also provide this information to anyone who inquires about telephone service in general by phone, US mail, or e-mail. A copy of this brochure is included for reference.

We advertise information on our low-income program service offerings in the North Willamette Valley telephone directory that cover Canby and the surrounding communities. A copy of this is included for reference.

We post information about the assistance program on our website and provide our Customer Care phone number for further information. A copy is included for reference.

Canby Telephone Association, dba Canby Telcom is also listed on USAC's website. A copy of the listing is included for reference.

**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. \_\_\_ 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: .65 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.

# Business Telephone | PRICE LIST |

## Business Telephone Lines

Flat rate service (unlimited calling)

Business Network Access Charge.....	\$12.60
Business Extended Area Service Charge.....	\$16.92
Business Local Switching Charge.....	\$5.60
Total per line.....	\$35.12

## Measured Service

Measured rate service is a reduced monthly rate for customers who don't make many local or EAS telephone calls. You are charged per minute for local and EAS calls.

Business Network Access Charge (per line).....	\$12.60
Business Extended Area Service Charge .....	7¢ per minute
Business Local Switching Charge.....	2¢ per minute

## Hunt Groups

Hunt groups are an enhancement available to customers with multiple business lines. When a phone number that is part of a hunt group is dialed, each line connected with the hunt group is tested until either an idle line is found

or the end of the list is reached. If the end of the list is reached and no idle line is available, the caller will then hear a busy signal or voice mail greeting (if voice mail is active on the line).

Hunt Groups (per line).....	\$2.00
-----------------------------	--------

## Business Packages

### Office Triple Play

Includes 1 business single line, (30) minutes of free Long Distance per month (after that, pay just 6¢ per minute to call anytime, anywhere in

the U.S.), Web-ster Broadband Internet Access, and Canby Digital Essentials Television with 2 set top boxes and 2 remotes.

Office Triple Play with Web-ster Broadband Power Plan.....	\$110.00
Office Triple Play with Web-ster Broadband Internet .....	\$101.00
Office Triple Play Add-Ons 4 in 1 Movie Package.....	\$40.00

Latin Essentials (13 Spanish language channels) .....	\$4.95
SimpleChoice.....	\$5.80
Switching Charge.....	\$5.60
Voice Mail.....	\$4.35

## Office Gold

Includes business line, 4 SimpleChoice calling features, voice mail, and Web-ster Broadband Internet. Customer has the option to select

Long Distance and receive 30 free minutes per month (after that, pay just 6¢ per minute to call anytime, anywhere in the U.S.).

Gold with Web-ster Broadband Internet.....	\$79.00
Gold with Web-ster Broadband Power Plan.....	\$99.00

continued on back

  
**CanbyTelcom**

faster higher farther

[www.canbytel.com](http://www.canbytel.com)

Report 1.1B



# Home Telephone | PRICE LIST |

## Home Telephone Lines

### Flat rate service (unlimited calling)

Home Network Access Charge.....	\$10.00
Home Extended Area Service Charge.....	\$11.28
Home Local Switching Charge.....	\$2.80
<b>Total per line.....</b>	<b>\$24.08</b>

## Measured Service

Measured rate service is a reduced monthly rate for customers who don't make many local or EAS telephone calls. You are charged per minute for local and EAS calls.

Home Network Access Charge (per line).....	\$10.00
Home Extended Area Service Charge.....	7¢ per minute
Home Local Switching Charge ...	2¢ per minute

## Home Packages

### Triple Play

Includes home line, 30 minutes free CTA Long Distance per month (after that, pay just 6¢ per minute to call anytime, anywhere in the U.S.),

Triple Play with Web-ster Power Plan.. \$104.95

Web-ster Broadband Internet Access, and Canby Digital Essentials Television with 2 set top boxes & remotes.

Triple Play with Web-ster Broadband.....\$94.95

## Triple Play Add-Ons

4 in 1 Movie Package.....	\$40.00
Latin Essentials (13 Spanish language channels) .....	\$4.95

SimpleChoice.....	\$5.80
Voice Mail.....	\$4.35

## Gold

Includes home line, 4 SimpleChoice calling features, voice mail, Web-ster Internet Access, and 30 free minutes of CTA Long Distance per

Gold with Web-ster Power Plan.....\$89.00

month (after that, pay just 6¢ per minute to call anytime, anywhere in the U.S.).

Gold with Web-ster Broadband.....\$69.00

Gold with Web-ster Dial-Up Access.....\$49.00

*continued on back*



[www.canbytel.com](http://www.canbytel.com)

Report 1.1 B

is and for

# Number to Canby

Cancer Research Foundation  
 Since the program began in 2004, more than \$450,000 has been raised for the cause.  
 McClartens is located at 24403 S. Highway 99E, just south of downtown Canby. For more information, call 503-266-4095.

## Yoder's Pond & Garden 2007 SEASON

& Goldfish  
 g Annals  
 f Pond Supplies  
 Liner — 55¢ sq. ft.  
 tuary at Reasonable Prices  
 m-6pm & Sun 10am-4pm  
 PE — 1 mi. north of Aurora from Top-O-Hill Restaurant  
**503-263-2628**

# Plash?

uffering from headaches, neck or back pain following an automobile accident?  
 Numerous studies have shown chiropractic & massage therapy effective in treating whiplash injuries.



for the project with

FLOOR COVERING  
 21717 HWY 99E AURORA

# PUBLIC NOTICE

Canby Telecom is a quality telecommunications service provider that provides basic and enhanced telecommunications services at reasonable rates within its service territory.

Basic Services are offered at the following rates:

<b>Monthly Service Charge for Dial Tone</b>	\$10.00
Single Party Residence Service	\$19.99
Single Party Business Service	\$19.99
Federal Subscriber Line Charge - Single Line	\$6.50
<b>Service Charge for Local Calls Measured</b>	\$ .02 per minute
Residential Flat Rate	\$2.80 per month
Business Flat Rate	\$5.60 per month
<b>Service Charge for EAS Calls Measured</b>	\$ .07
Residential Flat Rate	\$1.28 per month
Business Flat Rate	\$1.692 per month

Basic services are offered to all consumers in Canby Telecom's service area at the rates, terms and conditions specified in Canby Telecom's tariff.

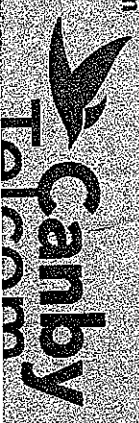
**Directory Assistance:** Local and national directory assistance calls are \$.75 per call.

**Touch Tone Service:** Touch Tone Service is provided as part of local service rate.

**Emergency 911 Services:** Surcharges for 911 are assessed according to government policy.

**Financial Assistance:** Low income individuals may be eligible for Federal and State Lifeline and Link-Up telephone assistance programs which include discounts from the above basic local service charges. If you have any questions regarding these services, please contact Canby Telecom at 503.266.8111, or visit our Customer Care Center at 190 SE 2nd Avenue in Canby.

www.canbytel.com



*Canby Herald*  
 7/14/07

Report 3

Every person in America should have access to quality, affordable telecommunications service. This principle of "Universal Service" has been the goal of the telecommunications industry for decades. In 1934, the federal government codified the goal and reaffirmed it in 1996 by establishing policies for the "preservation and advancement of Universal Service."

To achieve the Universal Service goal, carriers have access to a fund that is generated by contributions from the telecommunications providers in the United States. Telecommunications companies draw from the fund to provide four programs that support telecommunications services nationwide. Link-Up America (Link-Up) and the Lifeline Assistance Program (Lifeline) are part of the Fund's Low-Income Program and are described in detail below. Toll Limitation Service is another program available to low income subscribers to help them control what they spend on telephone service.

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

## What type of discount is available?

**Lifeline** assistance lowers the cost of basic monthly local telephone service. Eligible consumers can receive up to \$10 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 \$25 in Lifeline support, but must pay at least \$1 for basic monthly service.

**Link Up** reduces the cost of initiating new telephone service. Eligible consumers can receive a 50% discount off of the one-time costs associated with initiating telephone service, up to a maximum of \$30. 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 incurring large 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 guidelines:

### 2006 Estimated Income Requirements for a Household at or Below 135% of the Federal Poverty Guidelines

Persons in Family Unit	48 Contiguous States and D.C.	Alaska	Hawaii
1	\$13,784	\$17,240	\$15,863
2	18,482	23,112	21,263
3	23,180	28,985	26,663
4	27,878	34,857	32,063
5	32,576	40,730	37,463
6	37,274	46,602	42,863
7	41,972	52,475	48,263
8	46,670	58,347	53,663
For each additional person, add	4,698	5,873	5,400

Report  
4.2



## 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](http://www.frs.org). This advocacy campaign also is supported by the Rural Telephone Finance Cooperative, based in Herndon, VA.

# Lifeline/Link-Up AMERICA

Everyone should have access to quality, affordable telecommunications services.

Oregonians at or below the current federal poverty level and on a state public assistance program may receive a reduction



in their monthly bill for local residential telephone service. Eligible customers receive this special reduction as part of the **Oregon Telephone Assistance Program (OTAP)**.

**Lifeline and Link Up-America** are other programs available for those who require aid in affording telecommunications service. With Lifeline, qualifying parties receive up to a \$10 monthly credit on their bill and Link-Up reduces the cost of initiating new telephone service by up to 50% on one-time set up fees.

**For more information on OTAP and Lifeline/Link-Up America, please contact Canby Telcom's Customer Care Office at 503.266.8111.**

All inquiries and applicant information will be kept strictly confidential.

## Federal/State Working Group Formed

A federal/state Working Group was formed in 2005 to address the problem of how to reach consumers who may be eligible for Lifeline and Link-Up and ensure they have access to information about the programs and how to apply.

The members of the Working Group were chosen from the Federal Communications Commission (FCC), the National Association of Regulatory Utility Commissioners (NARUC), and the National Association of State Utility Consumer Advocates (NASUCA).

Canby Telcom, your local telecommunications provider, is here to help you access information and apply for service.



  
**CanbyTelcom**

Report 4.2



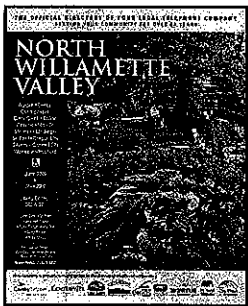
# Canby Connections



503.266.8111  
www.canbytel.com

P.O. Box 880 | 190 SE 2nd Avenue | Canby, Oregon 97013

## Advertise your business in the Official Yellow Pages



Yellow page advertising space is available in the **North Willamette Valley Directory**. This is the official directory for Canby Telcom and nine other telephone companies with delivery to approximately 9,000 homes in Aurora, Beaver Creek, Canby, Charbonneau, Colton, Gervais, Hubbard, Molalla, Monitor, Mt. Angel, Redland, Scotts Mills, Silverton, St. Paul, and Woodburn. In addition, to the aforementioned towns, Oregon City white page listings will be included as a result of customer requests.

User surveys confirm that the **North Willamette Valley Directory** is the most widely used directory in Canby—making Yellow Page advertising a convenient and effective way to market your business.

Contact Windstream Publishing to arrange for advertising in the 2007 Directory at 800.428.0185.

Advertising space closes on March 31, 2007.

---

## Telephone Assistance Program and Lifeline/Link Up America

Everyone should have access to quality, affordable telecommunications services. Oregonians at or below the current federal poverty level and on a state public assistance program may receive a reduction in their monthly bill for local residential telephone service. Eligible customers receive this special reduction as part of the Oregon Telephone Assistance Program (OTAP).

Lifeline and Link Up America are other programs available for those who require aid in affording telecommunications service. With Lifeline, qualifying parties receive up to a \$10 monthly credit on their bill and Link Up reduces the cost of initiating new telephone service by up to 50% on one-time set up fees.

For more information on OTAP and Lifeline/Link Up America, please contact our Customer Care Office at 503.266.8111. All inquiries and applicant information will be kept strictly confidential.

*Report 4.2*

# Telephone Information

## Customer Information

### Rights & Responsibilities Summary

For Oregon Utility Consumers: 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

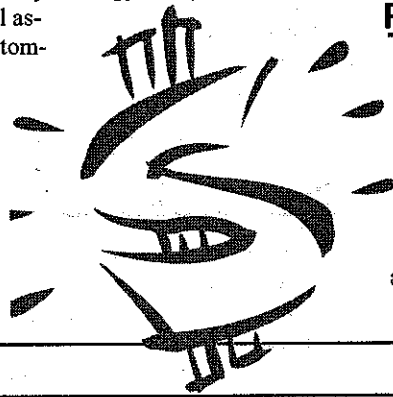
The utility may ask you to pay a deposit. If a deposit is required, you may have the right to pay it in several installments.

### 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 (LIEAP) 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.



### 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.)

### Payment Plans

You may take advantage of one of several special payment options designed to make it easier to pay your electricity or natural gas utility bills. You may pay your bills on an equal-payment plan which will spread out your payments over the year. If you are unable to pay your electricity or gas bills for a period of time and your utility intends to cut off your service, you may also enter into a special agreement to pay the overdue amount over a period of time.

En esta impresión, en esta lengua, del sumario de los derechos del usuario y sus responsabilidades está a su disposición llamando al:

Если вы хотите получить инструкцию о правах и обязанностях потребителя, документацию на русском языке, звоните по следующему телефону:

Để biết thêm chi tiết về quyền lợi và bổn phận của khách hàng đã được in bằng tiếng Việt và được cung cấp bằng cách lên lạc về:

အသေးစိတ်အချက်အလက်များကို သိရှိလိုပါက အောက်ဖော်ပြပါ ဖုန်းနံပါတ်ကို ခေါ်ဆိုပါ။

အသေးစိတ်အချက်အလက်များကို သိရှိလိုပါက အောက်ဖော်ပြပါ ဖုန်းနံပါတ်ကို ခေါ်ဆိုပါ။

အသေးစိတ်အချက်အလက်များကို သိရှိလိုပါက အောက်ဖော်ပြပါ ဖုန်းနံပါတ်ကို ခေါ်ဆိုပါ။

အသေးစိတ်အချက်အလက်များကို သိရှိလိုပါက အောက်ဖော်ပြပါ ဖုန်းနံပါတ်ကို ခေါ်ဆိုပါ။

**PUC**  
**Consumer Services Division**  
**1-800-522-2404**

continued on next page

Directory June 2007 - May 2008 Report 4.2

# Canby Telcom

---

Everyone should have access to quality, affordable telecommunications services. Oregonians at or below the current federal poverty level and on a state public assistance program may receive a reduction in their monthly bill for local residential telephone service. Eligible customers receive this special reduction as part of the Oregon Telephone Assistance Program (OTAP).

Lifeline and Link Up America are other programs available for those who require aid in affording telecommunications service. With Lifeline, qualifying parties receive up to a \$10 monthly credit on their bill and Link Up reduces the cost of initiating new telephone service by up to 50% on one-time set up fees.

For more information on OTAP and Lifeline/Link Up America, please contact our Customer Care Office at 503-266-8111. All inquiries and applicant information will be kept strictly confidential.

© 1997-2007 Canby Telcom. All Rights Reserved.

*Report 4.2*



## Telephone Assistance Programs for Low Income Households

Selected state:

Oregon

Please select your local phone company from the list below.

(Not all phone companies are listed. Please call your local phone company for more information if they are not listed here.)

Canby Telcom

Go

### Lifeline and Link Up Information for Canby Telcom Customers in Oregon

#### Landline Service

**Lifeline (a.k.a Oregon Telephone Assistance Program (OTAP))** is a government program that offers qualified low income households a discount on their monthly local telephone bill. Each state has its own guidelines to qualify. The application and qualification process differs by state and sometimes by individual phone company.

- **How much can I save?**

You will pay \$13.50 on your basic monthly bill. These benefits apply to your local telephone service charges that you purchase as measured service (including local usage), or as part of a service, or as flat rate service. These benefits will also cover your subscriber line charge.

- **How do I know if I am eligible?**

Program based eligibility:

- Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
  - Oregon Health Plan
  - Some Medicaid Programs
- Low Income Home Energy Assistance Program (LIHEAP) - Link-Up Only
- Additional eligibility criteria may apply to residents of federally recognized tribal lands

Income based eligibility:

- Eligibility based on Program Participation only.

- **Are there any restrictions?**

Lifeline can only be used for the primary telephone line in a household. You may purchase additional services available to a non-Lifeline customer. You must establish phone service prior to applying for the Lifeline discount. The name on the phone bill must match the name of the household member participating on the eligible program.

- **How do I apply?**

To apply for Lifeline call Oregon Public Utility Commission directly at 800-848-4442. You may find more information about Lifeline and other telephone services available from Canby Telcom at <http://www.canbytel.com>. An application can be obtained via phone, or from Oregon Public Utility Commission.

- **What proof of eligibility do I need to provide?**

You will be asked for proof of your eligibility by submitting a form signed under penalty of perjury that you receive benefits from or a copy of any dated document which verifies your participation in one of the qualifying programs listed above. Proof of total household income may be required for income based qualification. Your Lifeline

Report 4.2

# Trouble Ticket Information 2007

Monthly	Monthly												Total	Monthly Avg
	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec		
Accountable	102	48	67	59	69	60	81	65	75	99	84	83	892	74.3
Trouble Index Per 100	0.91	0.43	0.60	0.53	0.43	0.54	0.73	0.59	0.68	0.9	0.77	0.76		0.65
Access Line	11222	11190	11159	11136	11123	11095	11048	11025	11005	10940	10925	10889		

Trouble Class	Monthly												Total	Monthly Avg
	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec		
Digital Center Office	5	2	2	2	4	3	5	2	2	6	2	5	40	3.33
Subscriber Carrier														
OSP	24	12	20	15	13	16	17	19	13	33	33	19	234	18
Sub end Apr	6	9	12	15	21	14	17	11	16	13	13	8	155	12.91
Data special equipment														
Misc	46	12	13	7	13	9	15	13	11	14	11	22	186	15.5
NTF	21	13	20	20	18	18	27	20	33	33	25	29	277	23.08

**Class of Misc includes**

- 0008 Came clear while testing
- 0011 Error in wiring
- 0012 Assignment error
- 0013 Contractor
- 0017 Company Workmen
- 0020 Communication Cause
- 0099 Other
- 5002 Carrier Toll
- 5003 Carrier FAS

\*Subscriber carrier no longer used  
 \*Data special equipment no longer tracked

*Report 6*

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

**ICLS**

Date June 24, 2008

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 Canby Telephone Association  
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
Canby Telephone Association	Oregon	532362

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

Signed,

  
[Signature of Authorized Representative]

Date: June 24, 2008

Sharon Adams  
[Printed Name of Authorized Representative]

Controller  
[Title of Authorized Representative]

**Carrier's Name: Canby Telephone Association**  
**Carrier's Address: PO Box 880, Canby OR 97013**  
**Carrier's Telephone Number: (503) 266-8111**

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

*Report 9.1*

AFFIDAVIT CERTIFYING USE OF UNIVERSAL SERVICE FUNDS

I, Keith Galitz, being of lawful age and duly sworn, on my oath, state that I am the President/General Manager [an officer] of Canby Telephone Association ("Company") and that I am authorized to execute this Affidavit on behalf of the Company, and the facts set forth in this Affidavit are true to the best of my knowledge, information and belief.

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

DATED this 1<sup>st</sup> day of July, 2008.

Canby Telephone Association (Company)

By: [Signature] (Name)

Its: President/General Manager (Title)

SUBSCRIBED AND SWORN to before me this 1<sup>st</sup> day of July, 2008.

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

My Commission Expires: October 24, 2009



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

I, Keith Galitz, being of lawful age and duly sworn, on my oath, state that I am the President/General Manager [an officer] of Canby Telephone Association ("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 1<sup>st</sup> day of July, 2008.

Canby Telephone Association \_\_\_\_\_ (Company)

By: [Signature] (Name)

Its: President/General Manager \_\_\_\_\_ (Title)

SUBSCRIBED AND SWORN to before me this 1<sup>st</sup> day of July, 2008.

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

My Commission Expires: October 24, 2009

