

**Malheur Bell**  
421 Southwest Oak Street Room 810  
Portland, Oregon 97204  
503-242-5089  
Facsimile 503-242-7243



**Ron L. Trullinger**  
Manager  
Oregon Regulatory

July 14, 2008

Public Utility Commission of Oregon  
Filing Center  
Attention: Ms. Kay Marinos  
550 Capitol St. NE #215  
Salem Oregon 97308-2148

RE: UM 1375                      Malheur Home Telephone Company Eligible Telecommunications Carrier  
(ETC) Recertification Reports for 2008

Dear Ms. Marinos:

Attached are the Eligible Telecommunications Carrier (ETC) Recertification reports for Malheur Home Telephone Company (Malheur Bell) as required by Docket No. 1375. The attached report format was supplied by Commission Staff.

Please do not hesitate in calling me if you have any questions.

Sincerely,

A handwritten signature in blue ink that reads "Ron L. Trullinger".

Attachments

**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: Malheur Home Telephone Company

Filing date: July 14, 2008

Is this: Original submission? Yes

OR

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

Person to contact for questions:

Name: Ron L Trullinger

Phone number: 503-242-5089

E-mail address: ron.trullinger@qwest.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: Malheur Bell Exchange and Network Catalog, Second Edition, Sections 5.2.1 – 5.2.4
  - 2. business: Malheur Bell Exchange and Network Catalog, Second Edition, Sections 5.2.1 – 5.2.4
  
- 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.

\* Malheur Home Telephone Company furnished Held Order reports to the PUC from January 2007, through August 2007. The September through December 2007 held order data was no longer required due to a PUC Order authorizing exemption from reporting. Malheur Home Telephone Company had zero primary held orders over 30 days in September, October, November and December, 2007.

### **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.

- 1) During 2007 all Malheur Home Telephone employees working in the business office provided customers on the rates for basic residential and business telephone service.
- 2) The local telephone directories show customers how to reach Malheur Home Telephone Company to order basic residential and business services. See Attachment 1.
- 3) Customers wanting online information about how to reach Malheur Home Telephone Company to order basic residential and business services can access DexKnows.com. See Attachment 2.
- 4) Malheur Home Telephone Company has an internet home page located at [www.malheurbell.net](http://www.malheurbell.net). The website gives basic rates. See Attachment 3.
- 5) Local advertising has been placed through out the Malheur serving territory to make sure customers are aware of basic telephone service. See Attachment 4.

## **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: 404.

**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.

- 1) Information on Telephone Assistance Programs is located in the DEX telephone books in the “Consumer Tips” section. The services listed and defined are TAP (Telephone Assistance Program), Link-up Program, Tribal Lands benefits and the website for Life Line. See Attachment 5.
- 2) The Malheur Home Telephone business office employees are trained to inquire to see if any customer needs any program when applying for new services. A form is given to the customer to help them in the application process. See Attachment 6.
- 3) Malheur Home Telephone Company has an internet home page located at [www.malheurbell.net](http://www.malheurbell.net). The website gives information relating to low income programs. See Attachment 3.
- 4) Local advertising has been placed through out the Malheur serving territory to make sure customers are aware of low income programs. See Attachment 4.

## **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.

\*Malheur Home Telephone Company furnished Trouble Reports to the PUC from January 2007, through August 2007. The September through December 2007 Trouble Report data was no longer required due to a PUC Order authorizing exemption from reporting.

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 September, October, November and December of 2007: .62 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.

**Interstate Access Support (IAS)  
2008 - 2009**

**IAS**

Date 6/20/2008

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

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

Re: CC Docket No. 96-45  
**Interstate Access Support - IAS**  
Annual Certification Filing

This is to certify that Malheur Home Telephone Company  
will use its **INTERSTATE ACCESS SUPPORT - IAS** 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)**

IAS		
Company Name	State	Study Area Code
Malheur Home Telephone Company	Oregon	532456

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

Signed,

*Philip E. Grate*  
[Signature of Authorized Representative]

Date: 6/20/2008

Philip E. Grate  
[Printed Name of Authorized Representative]

Vice President - Finance/Comptroller  
[Title of Authorized Representative]

**Carrier's Name: Malheur Home Telephone Company**  
**Carrier's Address: 225 SW 2nd St., Ontario, OR 97914**  
**Carrier's Telephone Number: (402) 422-7362**

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

AFFIDAVIT CERTIFYING USE OF UNIVERSAL SERVICE FUNDS

I, David I. Gabica, being of lawful age and duly sworn, on my oath, state that I am the President [an officer] of Malheur Home 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. § 54.314, 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 3rd day of July, 2008.

Malheur Home Telephone Company (Company)

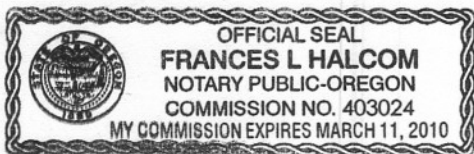
By: David I. Gabica  
David I. Gabica (Name)

Its: President (Title)

SUBSCRIBED AND SWORN to before me this 3rd day of July, 2008.

Frances L. Halcom  
Notary public in and for the State of Oregon

My Commission Expires: March 11, 2010



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

I, David I. Gabica, being of lawful age and duly sworn, on my oath, state that I am the President [an officer] of Malheur Home 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 CTIA Consumer Code for Wireless Carriers, or  
 other (describe and explain conformance with requirements of Order No. 06-292): \_\_\_\_\_

DATED this 3rd day of July, 2008.

Malheur Home Telephone Company (Company)

By: David I. Gabica

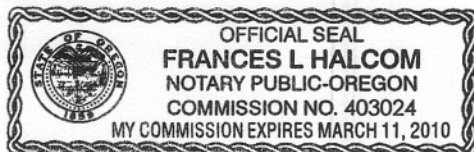
David I. Gabica (Name)

Its: President (Title)

SUBSCRIBED AND SWORN to before me this 3rd day of July, 2008.

Frances L. Halcom  
Notary public in and for the State of Oregon

My Commission Expires: March 11, 2010



# Directory to Phone Service

Telephone subscribers requiring changes to their current directory white pages listings or those subscribers requesting the set-up of new listings to appear in the White Pages should contact their local telephone service provider directly to arrange for such listing services.



## Responsive. Reliable. Local

To order new service, additional service, to change or disconnect service, or questions regarding service:

- Main/Sales .....208 947-5000  
or 877 947-5001
- Customer Service .....208 955-9901  
or 866 434-6834
- Fax .....208 947-5002
- Repair .....208 287-9997  
or 866 434-4683
- Information .....[info@integratelecom.com](mailto:info@integratelecom.com)
- Customer Care .....[idcare@integratelecom.com](mailto:idcare@integratelecom.com)
- ISP Support E-mail .....[support@integra.net](mailto:support@integra.net)

**Integra Telecom of Idaho**  
10452 West Emerald  
Boise, ID 83704

## Malheur Bell

**Administrative Office**  
241 Southwest 3rd Ave.  
Ontario, OR 97914

### Including

Nyssa, Ontario, Oregon Slope, Vale

### Business Office

New service, changing and disconnecting  
service, billing questions, long distance  
and DSL .....889-5321  
TTY Users .....889-5555

### Repair Service

For your home .....889-4900  
For your business .....889-4901

### Directory Assistance

Local .....1 + 4-1-1  
Long Distance .....1 + (area code) + 555-1212

### Buried Cable Location Service

Call two work days in advance  
before you dig .....1 800 332-2344



## New Telephone Services

For Your Business .....1 800 393-1411

## Customer Care Information

Business Services .....1 800 393-1413  
Technical Support .....1 888 849-0640

## New Data Services

Business Internet .....1 800 393-1413

**General Information** .....1 800 393-1413

## Worldwide Web Address

[mcleodusa.com](http://mcleodusa.com)

## Midvale Telephone Exchange, Inc.

**Administrative Office**  
Post Office Box 7  
Midvale, ID 83645

### Including

Midvale

### Business Office

New service, changing and disconnecting  
service and billing questions .....355-2211

**Repair Service** .....355-2211

### Buried Cable - Locating Service

.....8-1-1

### Including

Harper, OR

### Business Office

New service, changing and  
disconnecting service, billing  
questions .....1 800 462-4523  
or 358-2400

### Repair Service

.....1 800 462-4523  
or 358-2400

### Buried Cable - Locating Service

.....8-1-1

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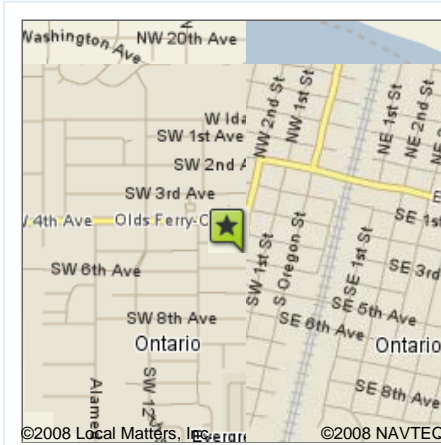
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# Malheur Bell

## (541) 889-5321



**Malheur Bell**  
241 SW 3rd Ave  
Ontario, OR 97914-2725  
**(541) 889-5321**

☆☆☆☆☆ not yet rated

**Hours of Operation**  
Call for hours

[previous ad](#)

ad 1 of 1

[next ad](#)

**MALHEUR BELL**

Nyssa • Ontario • Vale

See Phone Service Guide

Located in the White Page

**241 SW 3rd • 889-5321**

BURIED TELEPHONE CABLE LOCATING

**(800) 332-2344**

TELECOMMUNICATIONS CENTER FOR  
DISABLED CUSTOMERS

**889-5321**

[enlarge](#)

### Services at this Location

#### Products

Cables  
Telephones

#### Services

Cabling

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Additional data provided by [Localeze](#)

May 19, 2008

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## Malheur Bell

### Products and Services

#### Basic Rates and Special Programs

Malheur Bell is your local telephone company providing service to customers from the Oregon Slope down to Adrian and as far west as Brogan. Headquartered in Ontario, we are designated as an Eligible Telecommunications Carrier by meeting the guidelines set forth by the Federal Communications Commission and the Oregon Public Utilities Commission. We are here to provide the absolute best in quality service to you, our valued customers.

#### BASIC SERVICE RATES

At Malheur Bell, we offer basic telephone service to residential customers for a rate of \$13.80 per month, and our rate for basic service to business customers is \$28.99 per month. This basic service rate is available throughout our service area. Basic telephone service allows voice grade access through the public switched network for unlimited local calling minutes. Our basic service includes touch tone service. This service also allows you access to emergency services such as E911, as well as operator services, inter-exchange carriers and directory assistance.

#### LOW INCOME PROGRAMS

Low income customers may be eligible for programs through the Oregon Telephone Assistance Program (OTAP), Lifeline or Link-up program. These programs provide discounts from the basic service rates. Contact our business office to find out how to qualify and apply for these programs.

If you have any questions about these rates and services available at Malheur Bell, call the Malheur Bell business office on 889-5321. Or, feel free to stop by the office at 225 SW 2nd St., Ontario and discuss your questions face-to-face with one of our professional customer service representatives. As always, it is our goal to provide the absolute best quality service to you, our valued customer.

#### CAN I GET DSL

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- [→ Promotions](#)
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Malheurbell.net

### CUSTOMER SERVICE

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Site Designed By Mystiblue.Com

ATTACHMENT 3



# MALHEUR BELL

10/18/07

Malheur Bell is your local telephone company providing service to customers from the Oregon Slope down to Adrian and as far west as Brogan. Headquartered in Ontario, we are designated as a Eligible Telecommunications Carrier by meeting the guidelines set forth by the Federal Communications Commission and the Oregon Public Utilities Commission. We are here to provide the absolute best in quality service to you, our valued customers.

At Malheur Bell, we offer basic telephone service to residential customers for a rate of \$13.80 per month, and our rate for basic service to business customers is \$28.99 per month. This basic service rate is available throughout our service area. Basic telephone service allows voice grade access through the public switched network for unlimited local calling minutes. Our basic service includes touch tone service. This service also allows you access to emergency services such as E911, as well as operator services, inter-exchange carriers and directory assistance.

Low income customers may be eligible for programs through the Oregon Telephone Assistance Program (OTAP), Lifeline or Link-up program. These programs provide discounts from the basic service rates. Contact our business office to find out how to qualify and apply for these programs.

If you have any questions about this ad or any other products and services available at Malheur Bell, call the Malheur Bell business office on 889-5321. Or, feel free to stop by the office at 225 SW 2nd St., Ontario and discuss your questions face-to-face with one of our professional customer service representatives. As always, it is our goal to provide the absolute best quality service to you, our valued customer!

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

## International Area Codes

<b>Singapore 65*</b> .....+15	<b>Tanzania 255</b> .....+10	<b>Uruguay 598</b> .....+4	Antigua & Barbuda .....268
<b>Slovakia 421</b> .....+8	Dar Es Salaam 222	Montevideo 2	Bahamas .....242
Bratislava 2	<b>Thailand 66</b> .....+14	<b>Venezuela 58</b> .....+3	Barbados .....246
Kosice 55	Bangkok 2	Caracas 212	Bermuda .....441
<b>Slovenia 386</b> .....+8	<b>Tunisia 216</b> .....+8	Maracaibo 61	Cayman Islands .....345
Maribor 2	Tunis 1	<b>Viet Nam 84</b> .....+13	Dominica .....767
<b>South Africa 27</b> .....+9	<b>Turkey 90</b> .....+9	Ho Chi Mihn 8	Dominican Republic ....809
Cape Town 21	Ankara 312	Hanoi 4	Grenada .....473
Johannesburg 11	Istanbul Asia 216	<b>Yemen 967</b> .....+10	Guam .....671
Pretoria 12	Istanbul Europe 212	Sana'a 1	Jamaica .....876
<b>Spain 34</b> .....+8	<b>Uganda 256</b> .....+10	<b>Yugoslavia 381</b> .....+8	Montserrat .....664
Barcelona 93	Kampala 41	Belgrade 11	North Mariana Is. ....670
Las Palmas (Canary Is.) 28	<b>Ukraine 380</b> .....+10	<b>Zambia 260</b> .....+9	Puerto Rico .....787
Madrid 91	Kiev 44	Lusaka 1	St. Kitts & Nevis .....869
<b>Sri Lanka 94</b> .....+12	<b>United Arab Emirates 971</b> .....+11	<b>Zimbabwe 263</b> .....+9	St. Lucia .....758
Colombo Central 1	Abu Dhabi 2	Harare 4	St. Vincent .....784
<b>Suriname 597*</b> .....+4	Dubai 4	* City Codes not required.	Trinidad & Tobago .....868
<b>Sweden 46</b> .....+8	<b>United Kingdom 44</b> .....+7	The following Caribbean Islands and other countries are part of the North American Numbering Plan, and do not require country codes. These locales may be reached by dialing 1 + (area code) + (local number).	Turks & Caicos .....649
Goteborg 31	Belfast 2890	American Samoa .....684	Virgin Islands
Stockholm 8	Cardiff 2920	Anguilla .....264	British .....284
<b>Switzerland 41</b> .....+8	Edinburgh 131		U.S. ....340
Berne 31	Glasgow 141		
Geneva 22	Liverpool 151		
Zurich 1	London		
<b>Syria 963</b> .....+9	Inner 207		
Damascus 11	Outer 208		
<b>Taiwan 886</b> .....+15	<b>United States 1</b>		
Taipei 2			

## Consumer Tips

You are protected by state and federal regulations that guide the way telephone companies do business. There are also things you can do to help protect your privacy and safety. Some consumer guidelines are listed here.

### Pay Per Call Service Information

#### What "900" Numbers are

Private companies offer a variety of informational programs using phone numbers that begin with "900." There is a charge for calls to these numbers. Charges for "900" calls appear on the Interexchange Carrier page of your bill. "900" calls contain an introductory disclosure message specifying types of charges, time necessary to complete the call, and an option to disconnect without charge at the end of the introductory message.

The price and content of "900" services are the responsibility of the companies that provide the information.

#### How to Block Calls to "900" Numbers

Your local telephone company will assist you in blocking calls from your line to "900" numbers.

#### Other Questions About "900" Numbers

If you have a complaint or dispute about the "900" services, call the interexchange carrier. Services that contain illegal or sexually explicit material are not allowed. Nor is your telephone service disconnected for disputes about payment of "900" charges.

### 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 customers.

### Telephone Assistance Programs

The Telephone Assistance Program (TAP) provides reduced phone bills for qualified low-income residence customers.

The Link-Up program provides financial help with telephone service connection charges for qualified low-income residence customers.

If you live on Tribal Lands and participate in a qualifying low-income program, you could receive additional benefits.

Call your local telephone company for more information about Telephone Assistance Programs.

You may also contact [www.lifelinesupport.org](http://www.lifelinesupport.org) for more information.



# Oregon Telephone Assistance Program (OTAP) Application

**Online OTAP Applications:** To print or complete an online application please visit: <http://www.rspf.org>

The Oregon Telephone Assistance Program (OTAP) can help you with your phone bill. If you have telephone service and receive one of the qualifying benefits, you can receive the current reduction of up to \$13.50 off your phone bill.

- ⇒ **Food Stamps**
- ⇒ **Supplemental Security Income (SSI)**
- ⇒ **Temporary Aid to Needy Families (TANF)**
- ⇒ **Certain State Medical Programs or State Medicaid**

**The following is a list of residential phone companies that participate**

There are 4 cellular phone companies that participate ~ they are highlighted and marked with an \* below.

ASOTIN BEAVER CREEK CANBY CO-OP CENTURYTEL CITIZENS/FRONTIER CLEAR CREEK COLTON	COMSPAN EAGLE EMBARQ/UNITED GERVAIS HELIX HOME/TDS MALHEUR BELL	MIDVALE TEL. EX. MOLALLA MONITOR MONROE MT. ANGEL NEHALEM NORTH STATE	OREGON TEL. CORP. OREGON/IDAHO PEOPLE'S PINE PHONE CO. PIONEER QWEST RELIANCE CONNECTS	ROOME TEL COM SCIO MUTUAL ST PAUL STAYTON CO. TRANS CASCADE VERIZON
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\*WIRELESS TELEPHONE COMPANIES: \*EDGE WIRELESS \*SNAKE RIVER PCS \*UNICEL \* U S CELLULAR

(Cut on dotted line and mail the bottom portion of the application to the PUC)

## Oregon Telephone Assistance Program (OTAP) Application - Please WRITE clearly.

Applicant's First/Last Name <small>(The applicant's name MUST be on the phone bill)</small>	Applicant's Social Security Number	Date of Birth
Applicant's Home Address	City	Zip
Applicant's Mailing Address <small>(only if different from your home address)</small>	City	Zip
Applicant's Phone Company <small>(eligible phone company from list above)</small>	Applicant's Phone Number	

I want the phone company to reduce my phone bill each month under OTAP. I give PUC permission to verify I receive benefits from a public assistance agency and to share the information on this form with the phone company. **I understand the following:**

- ✓ OTAP benefits start on the date the PUC approves the signed application.
- ✓ OTAP benefits will stop if I no longer receive one of the qualifying benefits. I will call the PUC when I no longer receive the qualifying benefits.
- ✓ My name must be on the telephone bill and I must have phone service in order to receive OTAP benefits.
- ✓ I need to allow 30-90 days for the phone company to apply the credit to my phone bill.

Applicant's Signature	Date	<b>Is this <u>NEW</u> phone service in last 60 days?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
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**Do you have questions? Call the PUC 1-800-848-4442 Voice or 1-800-648-3458 (TTY) [503-373-7171]  
Monday - Friday 8 a.m. to 5 p.m.  
Email Address: [puc.otap@state.or.us](mailto:puc.otap@state.or.us)**

**Please Mail or Fax Application to: PUC, PO Box 2148, Salem OR 97308 or  
Fax to: 503-378-6047  
Toll Free Fax: 1-877-567-1977**

ATTACHMENT 6