

**Required Cover Sheet for Submission of
2009 Annual ETC Recertification Reports**
Filing Deadline: Wednesday, July 15, 2009

Name of Eligible Telecommunications Carrier: Canby Telephone Association, dba Canby Telcom

Filing date: June 30, 2009

Is this: Original submission? ☒ **X**
OR

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

Person to contact for questions:

Name Richard Williams

Phone number 503-266-8286

E-mail address rwilliams@canbytel.com

Filing instructions: Please file reports under Docket No. UM 1426. 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. *Please do not send copies of advertising that does not specifically contain advertising for Basic Service or Low Income Programs.* 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.

DOCKET NO. UM 1426

2009 Annual Recertification Reports for ETCs in Oregon

Docket No. UM 1426

Report Formats to Satisfy Requirements of Order No. 06-292 for 2009

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**

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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. X 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 _____

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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 2008. 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 2008. 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 2008: **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 2008: **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).

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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 2008 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 2008.

Basic supported services are advertised in a Public Notice included in the Canby Herald, the local general circulation bi-weekly newspaper service for Canby, Oregon. The target population is all residents within the Canby Area. The Canby Herald has a circulation of approximately 5,100 as reported in 2008 (see enclosed sample).

Additional advertising is available online via Canby Telcom's web site (canbytel.com) and service brochures available within our lobby or by mail upon request (see enclosed sample).

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 2008 in the designated service area: **166**.

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 2008, noting media (newspaper name, radio station, bill inserts, internet postings, etc.), run/distribution dates, and geographic coverage area.

Canby Telcom advertises low-income program services in the Canby Herald as apart of the basic supported services (see enclosed sample in response to section three).

Low-income program services are advertised as apart of basic supported services within the Canby Herald, the local bi-weekly newspaper service for Canby, Oregon (see enclosed sample).

Additional advertising is available online via Canby Telcom's web site (canbytel.com), North Willamette Valley Telephone Directory, Canby Telcom's listing with the USAC website and service brochures available within our lobby or by mail upon request (see enclosed samples of each).

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Report #5 – Outage Report – All ETCs

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

A. X 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 2008. 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 2008. 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 2008 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 2008 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.

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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 2008 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 2008. 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 2008, 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 2008: .71 per month, per 100 working access lines.

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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.

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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.

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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 2009.

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
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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


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Report 1.1 B
Report #13



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
Total per line	\$24.08

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

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

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

Gold with Web-ster Broadband

Gold with Web-ster Dial-Up Access

continued on back


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Report 1.1 B
Report #3

PUBLIC NOTICE

Canby Telcom 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:

Monthly Service Charge for Dial Tone

Single Party Residence Services	\$10.00
Single Party Business Service	\$14.00
Federal Subscriber Line Charge - Single Line	\$6.50

Service Charge for Local Calls

Measured	\$0.02 per minute
Residential Flat Rate	\$2.80 per month
Business Flat Rate	\$5.60 per month

Service Calls for EAS Calls

Measured Calls	\$0.07 per minute
Residential Flat Rate	\$11.28 per month
Business Flat Rate	\$16.92 per month

Basic services are offered to all consumers in Canby Telcom's service area at the rates, terms and conditions specified in Canby Telcom'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 Telcom at 503.266.8111, or visit our Customer Care Center at 190 SE 2nd Avenue in Canby.

www.canbytel.com



CTA 6-18-08

Report #3

canby Herald 6-18-08

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.

Report # 7/2

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.

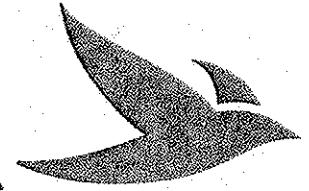



CanbyTelcom

Report # 7/2

July/August 2008

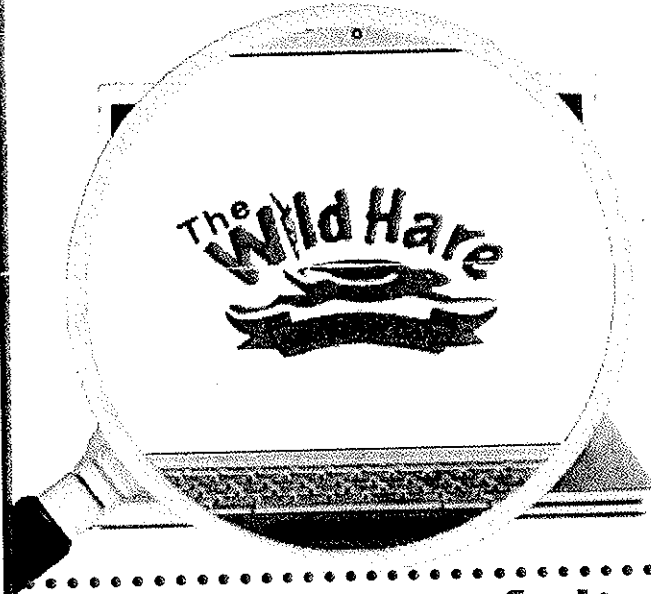
Canby Connections



503.266.8111
www.canbytel.com

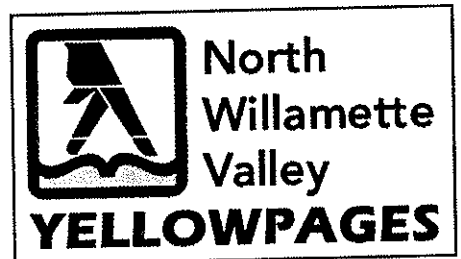
P.O. Box 880 | 190 SE 2nd Avenue | Canby, Oregon 97013

Find Local Businesses Online!



Canby Telcom is proud to announce the new North Willamette Valley Yellow Pages Directory, now available online! With just a few clicks you can find up-to-date information on your favorite local businesses, or search to find something new! The advanced search features make it easy to find exactly what you need.

You can access the North Willamette Valley YellowPages by visiting Canby.com and clicking on the link.



Lifeline and 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 affordable 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 setup fees.

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



Report # 1,115 & Report # 3 & 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

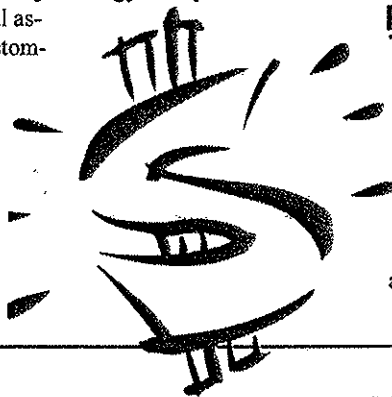
The utility may ask you to pay a deposit. If a deposit is required, you may have the right to pay it in several installments.

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

В этом документе вы можете получить инструкцию о правах и обязанностях потребителя. Если вы не можете читать на русском языке, звоните по следующему телефону:

Trong tài liệu này, quyền lợi và bổn phận của khách hàng đã được in bằng tiếng Việt. Nếu bạn không hiểu bằng cách nào, hãy gọi số:

ក្នុងឯកសារនេះ អ្នកអាចទទួលបានព័ត៌មានអំពីសិទ្ធិរបស់អ្នកប្រើប្រាស់។

အကယ်၍ မြန်မာစာကို မသိပါက ခေါ်ဆိုရန် နံပါတ်မှာ-

အကယ်၍ မြန်မာစာကို မသိပါက ခေါ်ဆိုရန် နံပါတ်မှာ-

အကယ်၍ မြန်မာစာကို မသိပါက

PUC
Consumer Services Division
1-800-522-2404

continued on next page

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Deposits

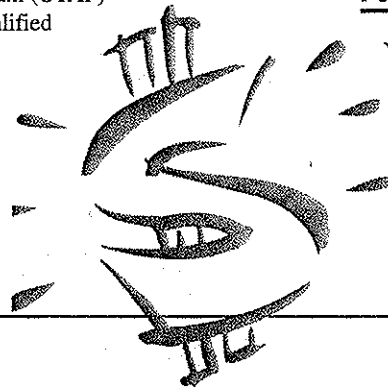
The utility company may ask you to pay a deposit. If a deposit is required, you may have the right to pay it in several installments.

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 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.



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Telephone and water utilities must provide written notice at least 5 days before service is disconnected.

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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 company 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 company intends to disconnect your service, you may also enter into a special agreement to pay the overdue amount over a period of time.

La versión impresa, en esta lengua, del sumario de los derechos del usuario y sus responsabilidades esté a su disposición llamando al:

Если вы желаете получить Инструкцию о правах и обязанностях потребителя, напечатанную на русском языке, звоните по следующему телефону:

Bản ghi biên bản lược về quyền lợi và bổn phận của khách hàng đã được in bằng tiếng Việt và được cung cấp bằng cách liên lạc về:

ប្រសិនបើលោកអ្នកចង់ទទួលបានសៀវភៅសង្ខេបសិទ្ធិប្រើប្រាស់សេវាសាធារណៈ:

សូមទូរស័ព្ទលេខ: ៨០០-៥២២-២៤០៤

ឬស្វែងរកព័ត៌មានលម្អិត អំពីការបង់ប្រាក់ប្រចាំខែរបស់អ្នកជាមួយក្រុមហ៊ុនផ្គត់ផ្គង់សេវាសាធារណៈ:

សូមទូរស័ព្ទលេខ: ៨០០-៥២២-២៤០៤

PUC
Consumer Services Division
1-800-522-2404

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.

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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

2008 Trouble Ticket Information													
Monthly	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	Total
Accountable Trouble Reported	95	89	61	52	85	56	58	60	80	64	58	74	832
Trouble Index Per 100	0.88	0.82	0.56	0.48	0.79	0.53	0.55	0.57	0.76	0.61	0.55	0.71	0.71
Access Lines	10837	10835	10799	10774	10707	10658	10595	10559	10541	10488	10468	10409	
Trouble Class													
Digital Central Office	9	6	2	0	0	0	0	3	0	5	1	3	29
Subscriber Carrier													
OSP	32	20	11	17	21	22	27	12	25	20	17	25	249
Service end Apts	12	16	18	10	16	11	10	13	19	7	7	13	152
Data Special Equipment													
Misc	19	24	9	11	20	13	9	15	13	13	13	8	167
NIF	23	23	21	14	28	10	12	17	23	19	20	25	235

Class of Misc includes:

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

Report #6



faster higher better **Interstate Common Line Support (ICLS)**
2009-2010

ICLS

Date 6/18/2009

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,

Richard Williams
[Signature of Authorized Representative]

Date: 6/18/2009

Richard Williams
[Printed Name of Authorized Representative]

Finance Director
[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**

<div>Date Received (For official use only)</div>
--

Report 9/1

DOCKET NO. UM 1426

AFFIDAVIT CERTIFYING USE OF UNIVERSAL SERVICE FUNDS

I, Richard Williams, being of lawful age and duly sworn, on my oath, state that I am the Finance Director [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 30th day of June, 2009.

Canby Telephone Association (Company)

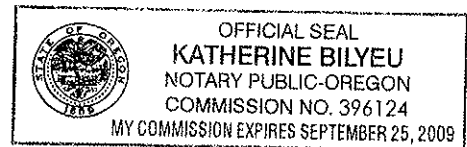
By: Richard Williams (Name)

Its: Finance Director (Title)

SUBSCRIBED AND SWORN to before me this 30th day of June, 2009.

Katherine Bilyeu
Notary public in and for the State of Oregon

My Commission Expires: September 25, 2009



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

DOCKET NO. UM 1426

I, Richard Williams, being of lawful age and duly sworn, on my oath, state that I am the Finance Director [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 30th day of June, 2009.

Canby Telephone Association (Company)

By: Richard Williams (Name)

Its: Finance Director (Title)

SUBSCRIBED AND SWORN to before me this 30th day of June, 2009.

Katherine Bilyeu
Notary public in and for the State of Oregon

My Commission Expires: September 25, 2009

