

**DOCKET NO. UM 1426**

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

Name of Eligible Telecommunications Carrier: Pioneer Telephone Cooperative

Filing date: July 6, 2009

Is this: Original submission? Yes

OR

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

Person to contact for questions:

Name Randy Morgan

Phone number 541-929-3135

E-mail address randymorgan@pioneer.net

**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:

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2. business:

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- 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.

Our basic service offering, known as “Local Service” has unlimited usage and no local minute of use restrictions. This service is provided to both residential and business entities in the same manner. There is only a \$1.00 additional differential for business service reflecting their extra business listing in the yellow pages of the phone directory. Rates for “Local Service” are \$12.50 for residential service and \$13.50 for business service. Local Service calling areas are restricted to the local exchange where service is provided.

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**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: \_\_\_\_\_.  
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. X 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: -0-.  
If greater than zero, include attachment noting for each such held order, the reason the order was held and the original commitment date.

#### **2.2. Service Request Processing - 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 Service is advertised via:**

1. ***Newspapers*** – Full page newspaper advertisements in three different newspapers, the Corvallis Gazette-Times, Newport News-Times and South Lincoln Courier. Between all three newspapers, they can virtually cover our entire service area.
  - a. Ads were placed in November and December of 2008.
2. ***Company Website*** – Our website, which is available to all members.  
[www.pioneer.net](http://www.pioneer.net)
  - a. This is available 24 hrs. a day, 365 days a year.
3. ***Telephone Directory*** – Our telephone directory, which is given to and is available to all members.
  - a. This was delivered to all members the first week of January 2008. New members after that time-frame were given a directory at installation.

We're proud of our many "firsts"...like placing the first digital switch on the Oregon Coast or building the first fiber optic network ring from the Willamette Valley to the Coast. We are equally proud of being one of the first companies in Oregon to provide High Speed Internet connections. Today, Pioneer is a national leader as virtually 100% of our members can enjoy the benefits of blazing fast Internet service.



Ran on November 19, 2008 in: Newport News-Times, Corvallis Gazette-Times & South Lincoln Courier

But to us, our most important first is our commitment to our members. Our "member first" philosophy is demonstrated daily by employees who take ownership in providing solutions to our members' needs.

From the cities to the most rural of homes ...*Pioneer delivers.*

## We Offer →

Basic Local Rate(s) — \$13.50 Local Business Rate and \$12.50 Local Residential Rate (*basic rates do not include long distance, taxes, fees, or surcharges*)  
 Extended Area Service (*local toll free calling area*) • DSL • Data Services • DS3 • Basic Rate ISDN • Primary Rate ISDN • ERate • E911 • OTAP • Link Up America

## Calling Features

- Call Forwarding .....redirects calls to another phone number or VoiceMail system. \$2.50/mo.
- Call Rejection .....rejects calls from a list of phone numbers which you do not wish to receive calls from. \$2.50/mo.
- Call Trace.....traces unwanted calls such as obscene, threatening or harassing calls. You may be charged \$1.00 each time this feature is used.
- Call Transfer w/ Three-Way Calling .....transfer any call to another number. \$5.00/mo.
- Call Waiting .....informs you someone is trying to call while you're on another call. \$2.50/mo.
- Caller ID .....reveals who is calling before you answer your phone. \$6.50/mo.
- Caller ID with Call Waiting .....see who's calling while you're on another call. \$2.00/mo.
- Continuous Redial .....automatically redials the last number dialed. \$2.50/mo.
- Distinctive Ringing .....telephone will ring with a special ring tone so you'll know which number is calling. \$2.50/mo.
- Last Call Return .....automatically dials back the last incoming call. \$2.50/mo.
- Line Blocking .....block your name and number from appearing on Caller ID for ALL calls you make. No Charge.
- Market Expansion .....have a Pioneer Telephone prefix and forward incoming calls to another number. Price Varies.
- NetProtect .....provides protection that covers your home/office wiring from the telephone company box up to, and including, the telephone jacks. \$1.00/mo.
- Per Call Blocking .....block your name and number from appearing on Caller ID for just that ONE call. No Charge.
- Personal Ringing .....have up to two telephone numbers with unique rings. \$5.00/mo.
- Remote Call Forwarding .....activate and deactivate Call Forwarding from another location. \$2.50/mo.
- Selective Call Forwarding .....callers on your list are forwarded to another number. \$2.50/mo.
- Special Call Acceptance .....accept calls only from people on your list. \$2.50/mo.
- Speed Dialing .....dial selected numbers quickly. \$2.50/mo.
- Three-Way Calling .....allows you to add a third party to an existing phone conversation. \$2.50/mo.
- Toll Control .....PIN must be entered to make a long distance call. \$4.00/mo.
- Vacation Service .....reduce your monthly phone service rate when you're away from home for an extended period of time.
- VoiceMail .....answers your calls when you can't. No answering machine needed! \$8.75/mo. *There are many options to add to VoiceMail. Additional features include: additional message boxes, additional announcement boxes, longer message retention, and more message storage.*

## Calling Packages

Package Comparison				
	Freedom	Total	Classic	Teen
High Speed Internet**	✓			
Long Distance** (unlimited to US & Canada)	✓			
Local Service	✓	✓	✓	✓
Anonymous Call Rejection	✓	✓	✓	✓
Call Forwarding	✓	✓	✓	
Caller ID & Box	✓	✓	✓	✓
Call Rejection		✓		
Call Waiting	✓	✓	✓	✓
Distinctive Ringing		✓		
Last Call Return	✓	✓		✓
NetProtect	✓		✓	✓
Selective Call Forwarding		✓		
Special Call Acceptance		✓		
Three-Way Calling		✓		✓
VoiceMail		✓	✓	
Freedom Choice	Residential — \$89.99		Business — Unavailable	
Total Choice	Residential — \$29.45		Business — \$30.45	
Classic Choice	Residential — \$23.45		Business — \$24.45	
Teen Choice	Residential — \$21.00		Business — \$22.00	

*Packages do not include taxes and surcharges 9/08*

\*Some restrictions apply. Package charge, plus taxes, fees and surcharges.

\*\*Some restrictions apply. Installation charge of \$129 for DSL is waived with a one year service agreement. If cancelled prior to one year commitment, you will be billed the \$129 installation charge. High Speed Internet will be provided at the highest available speed (up to 6mbps) at each residential location. Plus taxes, fees, surcharges and modem charges. Based on current rates which are subject to change. Unrestricted calling is limited to the 50 United States and Canada. Unlimited Long Distance does not apply to Internet Access, 900 calls or facsimiles. A charge of \$0.11 per minute will be applied for calls of this nature. Calls to the Operator, Operator Assisted Calls, Directory Assistance and Third Party calls are not included and are billed at standard rates.

Pioneer Telephone Cooperative is locally owned by its members and provides "state-of-the-art" services in the following exchanges: 424 - 438 - 453 - 456 - 486 - 487 - 528 - 547 - 563 - 867 - 875 - 925 - 927 - 964 - 929



For More Information Call:  
 541-929-3135 or 541-563-3135  
[www.pioneer.net](http://www.pioneer.net)



# Merry Christmas & Happy Holidays

Pioneer Telephone Cooperative...  
providing telecommunication services from the Willamette Valley to the Oregon Central Coast for over 50 years

Ran on December 10, 2008 in: Newport News-Times, Corvallis Gazette-Times & South Lincoln Courier

Pioneer Telephone Cooperative is locally owned by its members and provides "state-of-the-art" services in the following exchanges: 424-438-453-456-486-487-528-547-563-867-875-925-927-964-929

From **Pioneer**  
telephone cooperative

## We Offer

Basic Local Rate(s) — \$13.50 Local Business Rate and \$12.50 Local Residential Rate (basic rates do not include long distance, taxes, fees, or surcharges)  
Extended Area Service (local toll free calling area) • DSL • Data Services • DS3 • Basic Rate ISDN • Primary Rate ISDN • ERate • E911 • OTAP • Link Up America

- Call Forwarding** ..... redirects calls to another phone number or VoiceMail system. \$2.50/mo.
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- Continuous Redial** ..... automatically redials the last number dialed. \$2.50/mo.
- Distinctive Ringing** ..... telephone will ring with a special ring tone so you'll know which number is calling. \$2.50/mo.
- Last Call Return** ..... automatically dials back the last incoming call. \$2.50/mo.
- Line Blocking** ..... block your name and number from appearing on Caller ID for ALL calls you make. No Charge.
- Market Expansion** ..... have a Pioneer Telephone prefix and forward incoming calls to another number. Price Varies.
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### Package Comparison

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Call Forwarding	✓	✓	✓	✓
Caller ID & Box	✓	✓	✓	✓
Call Rejection		✓		
Call Waiting	✓	✓	✓	✓
Distinctive Ringing		✓		
Last Call Return	✓	✓	✓	✓
NetProtect	✓	✓	✓	✓
Selective Call Forwarding		✓		
Special Call Acceptance		✓		
Three-Way Calling		✓		✓
VoiceMail		✓	✓	
Freedom Choice Residential	\$89.99		Business — Unavailable	
Total Choice Residential	\$29.45		Business — \$30.45	
Classic Choice Residential	\$23.45		Business — \$24.45	
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Packages do not include taxes and surcharges. 9/08

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**Pioneer**  
telephone cooperative

For More Information Call:  
541-929-3135 or 541-563-3135  
[www.pioneer.net](http://www.pioneer.net)



**NETPROTECT**

When you call Pioneer about trouble on your line, our service department dispatches a technician to your premise and if the technician discovers the cause of the trouble is customer maintained inside wiring, you will be billed a "trouble charge." This charge covers the work involved in determining that the problem is **NOT** in our access line or network. If you want our service technician to repair the problem you will be billed at our competitive Time and Materials rates.

However, for a small monthly charge per access line, you can subscribe to **NETPROTECT™** and protect yourself from these costly repair charges. **For more information on NETPROTECT™ call your local Business Office.**

There are a few simple things you can do to determine if your modem is working properly. First check another website or two so you can ensure it is not the website itself that is experiencing problems. Also, try using another program that accesses the internet, such as your email program. If your Internet Service is not working, try the following to restore service:

1. Turn the modem off for 30 seconds and then turn the modem back on. It will take a minute or two to sync and restore service.
2. Make a visual inspection to see if your modem is displaying any of its operational lights. If it is not, or only some lights are present, check all your cord connections.
3. If your service is still not working, please call your Internet provider or our repair line.

Telephone Directory

**ONE PARTY RESIDENCE**

**ONE PARTY BUSINESS**

Exchange	ONE PARTY RESIDENCE		ONE PARTY BUSINESS	
	Access Line	Flat EAS	Access Line	Flat EAS
Alea	\$12.50	\$2.95	\$13.50	\$5.90
Bellfountain	\$12.50	\$7.00	\$13.50	\$14.00
Blodgett	\$12.50	\$2.95	\$13.50	\$5.90
Chitwood	\$12.50	\$4.95	\$13.50	\$6.90
Harlan	\$12.50	\$2.95	\$13.50	\$5.90
Horton	\$12.50	\$7.00	\$13.50	\$14.00
Lobster Valley	\$12.50	\$2.95	\$13.50	\$5.90
Philomath	\$12.50	\$3.95	\$13.50	\$6.90
South Beach	\$12.50	\$4.95	\$13.50	\$7.90
Summit	\$12.50	\$2.95	\$13.50	\$5.90
Tidewater	\$12.50	\$2.95	\$13.50	\$5.90
Triangle Lake / Deadwood	\$12.50	\$8.00	\$13.50	\$14.00
Waldport	\$12.50	\$2.95	\$13.50	\$5.90
Yachats	\$12.50	\$2.95	\$13.50	\$5.90

**\*\*\*Measured EAS is available at five cents per minute.**

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**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: 395.

**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.

**OTAP/Linkup Service is advertised via:**

1. ***Newspapers*** – Full page newspaper advertisements in three different newspapers, the Corvallis Gazette-Times, Newport News-Times and South Lincoln Courier. Between all three newspapers, they can virtually cover our entire service area.
  - a. Ads were placed in March 2008.
2. ***Company Website*** – Our website, which is available to all members. [www.pioneer.net](http://www.pioneer.net)
  - a. This is available 24 hrs. a day, 365 days a year.
3. ***Telephone Directory*** – Our telephone directory, which is given to and is available to all members.
  - a. This was delivered to all members the first week of January 2008. New members after that time-frame were given a directory at installation.

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4. **Newsletter** – Our company newsletter, InsideLine, provides members with information about rates, OTAP/Linkup and 900 calls. In particular, our 2008, 3<sup>rd</sup> quarter edition.
  - a. Distributed to all members, unless a member requests not to receive this information.
  - b. Current and archived editions are available 24 hrs. a day, 365 days a year on our website as well.
  
5. **Billing Statements** – Our billing statements, which are sent out monthly to all members.
  - a. A double-sided Special Report was added as a stuffer to our March 2008 billing statements.
  
6. **Point-of-Presence** – Our Customer Service offices have signage in designated customer service areas.

# We Thought You Should Know

## OREGON TELEPHONE ASSISTANCE PROGRAM (OTAP)

In 1987, the Oregon Legislature passed into law a bill as part of the state's public policy that provides that adequate and affordable residential telephone service be available to all Oregonians. Based on that legislation, the Oregon Public Utility Commission (PUC) implemented three special assistance programs: the Telecommunications Devices Access Program (TDAP), the Oregon Telecommunications Relay Service (OTRS), and the Oregon Telephone Assistance Program (OTAP). These programs are funded by a surcharge applied to the monthly bill of each retail subscriber who has telecommunications services with access to the OTRS.

### TELECOMMUNICATION DEVICES ACCESS PROGRAM (TDAP)

The Telecommunication Devices Access Program (TDAP) purchases and loans (at no cost to eligible recipients) special telecommunication devices to Oregonians who are deaf, hearing- and/or speech-impaired, or who have other physical disabilities that would prevent them from using a telephone. Special telecommunication devices such as a TTY (text telephone), visual signal, large visual display, telebraille, remote-controlled speaker phone and voice-activated cellular phones are examples of the telecommunications equipment distributed under the program. It enables these Oregonians to communicate more fully with family and friends, as well as businesses, and to play a more active role in society.

### THE OREGON TELECOMMUNICATIONS RELAY SERVICE (OTRS)

The Oregon Telecommunications Relay Service (OTRS) was implemented to allow those utilizing the Telecommunication Devices Access Program to communicate with the hearing public and vice versa.

The Americans with Disabilities Act of 1990 (ADA) mandates that the 26 million persons who are deaf, hard-of-hearing, and speech-impaired shall have access to the nation's telephone system through a relay service that is functionally equivalent in cost and quality to the service afforded an individual without a hearing or speech impairment. With the passage of the ADA, Oregon was required to provide relay services to meet the new federal requirements. Compliance with Federal Communications Commission (FCC) regulations occurred in 1992, and the relay service is currently operating very effectively.

### OREGON TELEPHONE ASSISTANCE PROGRAM (OTAP) & LINK-UP AMERICA...

**OREGON TELEPHONE ASSISTANCE PROGRAM (OTAP):** Oregonians whose income is at or below the current federal poverty level and are on a state public assistance program may receive a reduction in their monthly bill for local residential telephone service. Eligible customers receive a reduction in their monthly phone bill for as long as they qualify. Half of the amount is funded through the legislatively-approved telecommunications service surcharge, and the other half is the waived portion of the FCC's subscriber line charge. It is important that those enrolled in the program keep OTAP staff informed of any phone number or address changes to insure that their benefits continue. All information is treated as strictly confidential by OTAP staff and the local phone companies.

**LINK-UP AMERICA:** The Link-Up America Program helps qualified low-income individuals by paying for one-half of the line-connection portion of the hook-up charges for new residential telephone service. Customers are responsible for the other half, as well as providing a telephone and paying for any installation charges, deposits, unpaid phone bills, labor, service calls or other costs of acquiring phone service.

**ELIGIBILITY:** Individuals who meet the income guidelines and currently have an open file with any one of the following low-income, public assistance programs also qualify for the OTAP Program or Link-Up America:

- Food Stamps
- Welfare Medical ID Card
- Oregon Health Plan
- Supplemental Security Income
- Low-Income Energy Assistance Program\*

*\*Note: If a person qualifies only for the Low-Income Energy Assistance Program, they will only be eligible for Link-Up America, and not for OTAP.*

**HOW TO APPLY:** To apply for equipment, to obtain an application for OTAP and/or Link-Up America, or for more information about the Residential Service Protection Fund (RSPF) Programs, please contact the RSPF staff TOLL FREE at 1-800-848-4442 or (503) 373-7171 in Salem; TTY users can call 1-800-648-3458; or write to:

Public Utility Commission of Oregon • RSPF  
PO Box 2148 • Salem OR 97308-2148

brought to you by:

**Pioneer**  
telephone cooperative

541.929.3135  
541.563.3135

Information taken from the Oregon Public Utility Board's website:  
<http://www.puc.state.or.us/PUC/rspf/summary.shtml>

## We Thought You Should Know

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#### THE OREGON TELECOMMUNICATIONS RELAY SERVICE (OTRS)

The Oregon Telecommunications Relay Service (OTRS) was implemented to allow those utilizing the Telecommunication Devices Access Program to communicate with the hearing public and vice versa.

The Americans with Disabilities Act of 1990 (ADA) mandates that the 26 million persons who are deaf, hard-of-hearing, and speech-impaired shall have access to the nation's telephone system through a relay service that is functionally equivalent in cost and quality to the service afforded an individual without a hearing or speech impairment. With the passage of the ADA, Oregon was required to provide relay services to meet the new federal requirements. Compliance with Federal Communications Commission (FCC) regulations occurred in 1992, and the relay service is currently operating very effectively.

#### OREGON TELEPHONE ASSISTANCE PROGRAM (OTAP) & LINK-UP AMERICA...

**OREGON TELEPHONE ASSISTANCE PROGRAM (OTAP):** Oregonians whose income is at or below the current federal poverty level and are on a state public assistance program may receive a reduction in their monthly bill for local residential telephone service. Eligible customers receive a reduction in their monthly phone bill for as long as they qualify. Half of the amount is funded through the legislatively-approved telecommunications service surcharge, and the other half is the waived portion of the FCC's subscriber line charge. It is important that those enrolled in the program keep OTAP staff informed of any phone number or address changes to insure that their benefits continue. All information is treated as strictly confidential by OTAP staff and the local phone companies.

**LINK-UP AMERICA:** The Link-Up America Program helps qualified low-income individuals by paying for one-half of the line-connection portion of the hook-up charges for new residential telephone service. Customers are responsible for the other half, as well as providing a telephone and paying for any installation charges, deposits, unpaid phone bills, labor, service calls or other costs of acquiring phone service.

**ELIGIBILITY:** Individuals who meet the income guidelines and currently have an open file with any one of the following low-income, public assistance programs also qualify for the OTAP Program or Link-Up America:

- Food Stamps
- Welfare Medical ID Card
- Oregon Health Plan
- Supplemental Security Income
- Low-Income Energy Assistance Program\*

*\*Note: If a person qualifies only for the Low-Income Energy Assistance Program, they will only be eligible for Link-Up America, and not for OTAP.*

**HOW TO APPLY:** To apply for equipment, to obtain an application for OTAP and/or Link-Up America, or for more information about the Residential Service Protection Fund (RSPF) Programs, please contact the RSPF staff TOLL FREE at 1-800-848-4442 or (503) 373-7171 in Salem; TTY users can call 1-800-648-3458; or write to:

Public Utility Commission of Oregon • RSPF  
PO Box 2148 • Salem OR 97308-2148

brought to you by:

**Pioneer**  
telephone cooperative

541.929.3135  
541.563.3135

Information taken from the Oregon Public Utility Board's website:  
<http://www.puc.state.or.us/PUC/rspf/summary.shtml>

03/08



## OREGON TELEPHONE ASSISTANCE PROGRAM (OTAP)

In 1987, the Oregon Legislature passed into law a bill as part of the state's public policy that provides that adequate and affordable residential telephone service be available to all Oregonians. Based on that legislation, the Oregon Public Utility Commission (PUC) implemented three special assistance programs: the Telecommunications Devices Access Program (TDAP), the Oregon Telecommunications Relay Service (OTRS), and the Oregon Telephone Assistance Program (OTAP).

These programs are funded by a surcharge applied to the monthly bill of each retail subscriber who has telecommunications services with access to the OTRS.

### TELECOMMUNICATION DEVICES ACCESS PROGRAM (TDAP)

The Telecommunication Devices Access Program (TDAP) purchases and loans (at no cost to eligible recipients) special telecommunication devices to Oregonians who are deaf, hearing- and/or speech-impaired, or who have other physical disabilities that would prevent them from using a telephone. Special telecommunication devices such as a TTY (text telephone), visual signal, large visual display, telebraille, remote-controlled speaker phone and voice-activated cellular phone are examples of the telecommunications equipment distributed under the program. It enables these Oregonians to communicate more fully with family and friends, as well as businesses, and to play a more active role in society.

### THE OREGON TELECOMMUNICATIONS RELAY SERVICE (OTRS)

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Information taken from the Oregon Public Utility Board's website:  
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From InsideLine - 3rd  
Quarter 2008

# OREGON TELEPHONE ASSISTANCE PROGRAM (OTAP)

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## THE OREGON TELECOMMUNICATIONS RELAY SERVICE (OTRS)

Oregon Telecommunications Relay Service is a relay service providing full telephone accessibility to people who are deaf, hard of hearing, or speech impaired. Trained specialists, called Communication Assistants (CAs), complete all calls and stay on the line to relay messages electronically over a text telephone, (also called a TTY for "Text telephone"), or verbally to hearing parties. This valuable communication tool gives all individuals who are deaf, hard of hearing, and speech impaired the opportunity to make personal or business calls just like any other telephone user.

**You can use one of the following services offered:** Standard, VCO (Voice Carry Over), HCO (Hearing Carry Over), Spanish Relay and STS (Speech-to-Speech).

Oregon Telecommunications Relay Service is free. Calls can be made to anywhere in the world, 24 hours a day, 365 days a year, with no restrictions on the number, length, or type of calls. OTRS handles calls placed using direct dial, collect, person-to-person, phone debit cards, calling cards, and any participating long distance carrier. These calls are billed at the carrier's designated rates. Local Exchange carrier rates apply for both local and regional calls. OTRS is not a telephone company, and receives no long distance revenue from Relay calls. You always get to choose your long distance carrier.

## OREGON TELEPHONE ASSISTANCE PROGRAM (OTAP) & LINK-UP AMERICA

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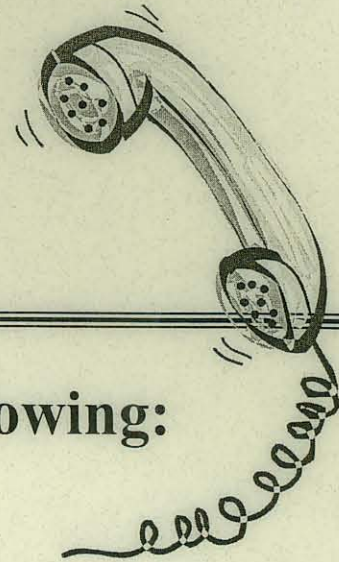
Added as a stuffer to March  
2008 billing statements

Public Utility Commission of Oregon • RSPF  
PO Box 2148 • Salem OR 97308-2148

*Information taken from the Oregon Public Utility Board's website:*



# *Need Help Paying Your Phone Bill?*



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**If you are receiving any of the following:**

- ✓ Food Stamps *or*
- ✓ Temporary Aid to Needy families (TANF) *or*
- ✓ Supplemental Security Income *or*
- ✓ Medical program that determines eligibility at or below 135% of the Federal Poverty Level

\*You may qualify for up to \$13.50 per month reduction of your telephone bill....

**Call 1-800-848-4442**

**1-800-648-3458 or 7-1-1 TTY (Text Telephone only)**

Applicants receiving telephone service through a prepaid telephone service such as Ameritel, Reconex, or Telnet are not eligible.

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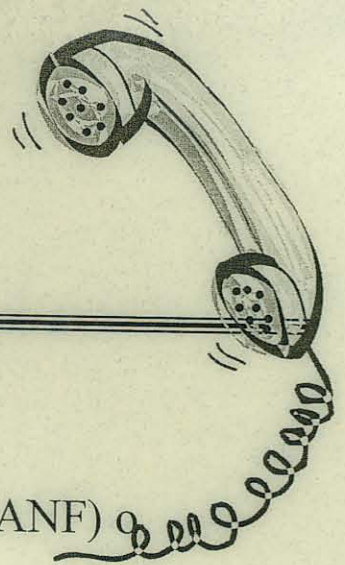
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**Oregon Public Utility Commission  
Oregon Telephone Assistance Program (OTAP)**





# *Necesita Ayuda Económica?*



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**Si usted recibe alguno de los siguientes servicios:**

- ✓ Estampillas de Comida o
- ✓ Asistencia temporal para familias necesitadas (TANF)
- ✓ Asistencia Económica Suplemental o
- ✓ Programa médico que determina acceso a los servicios al nivel 135% o por debajo del nivel del federal de pobreza

\*Usted puede recibir ayuda económica hasta \$13.50 que serán deducidos de su cuenta de teléfono

Para información llame al

**1-800-848-4442**

**(Residentes fuera de la ciudad de Salem)**

**503-373-7171**

**(Residents de la ciudad de Salem)**

**1-800-648-3458 or 7-1-1 (Usuarios TTY)**

Personas que reciben servicio telefonico por medio de "Servicio Telefónico Pre-pagado," por ejemplo Ameritel, Reconex, or Telnet NO califican.

**DOCKET NO. UM 1426**

**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 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       -0-      .

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.



**DOCKET NO. UM 1426**

**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: 0.78% per month, per 100 working access lines.

**PIONEER TELEPHONE COOPERATIVE  
USF ZONES**

**2008 Monthly  
Average**

WIRECENTER NAME	ZONE 1	ZONE 2	12/31/2008		Trouble Index
			Access Lines	Annual Trouble	
ALSEA	ALSEA	LOBSTER VALLEY	625	73	0.97%
BLODGETT	BLODGETT	SUMMIT HARLAN	476	72	1.26%
BELLFOUNTAIN	BELLFOUNTAIN	TRIANGLE LAKE / DEADWOOD HORTON	956	83	0.72%
CHITWOOD	CHITWOOD		298	53	1.48%
PHILOMATH	PHILOMATH		4,383	459	0.87%
SOUTH BEACH	SOUTH BEACH		1,272	91	0.60%
WALDPORT	WALDPORT	TIDEWATER	4,712	379	0.67%
YACHATS	YACHATS		1,625	135	0.69%
<b>TOTAL</b>			<b>14,346</b>	<b>1,345</b>	<b>0.78%</b>

## DOCKET NO. UM 1426

### **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.

**DOCKET NO. UM 1426**

**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.

## DOCKET NO. UM 1426

### **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.



**Interstate Common Line Support (ICLS)  
2009-2010**

**ICLS**

Date 17-Jun-09

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 PIONEER TELEPHONE COOPERATIVE  
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
PIONEER TELEPHONE COOPERATIVE	OREGON	532393

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

Signed,

*Michael Whalen*  
[Signature of Authorized Representative]

Date: 17-Jun-09

MICHAEL WHALEN  
[Printed Name of Authorized Representative]

ASSISTANT TREASURER  
[Title of Authorized Representative]

Carrier's Name: PIONEER TELEPHONE COOPERATIVE  
Carrier's Address: PO BOX 631 PHILOMATH, OR 97370  
Carrier's Telephone Number: 541-929-3135

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

**DOCKET NO. UM 1426**

AFFIDAVIT CERTIFYING USE OF UNIVERSAL SERVICE FUNDS

I, Jerome I. Schlachter, being of lawful age and duly sworn, on my oath, state that I am the Executive Vice-President of Pioneer Telephone Cooperative 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 day of July, 2009.

Pioneer Telephone Cooperative (Company)

By: Jerome I. Schlachter (Name)

Its: Executive Vice-President (Title)

SUBSCRIBED AND SWORN to before me this 1 day of July, 2009.

Katie Follett  
(Notary public in and for the State of Oregon)

My Commission Expires: 8-27-2010



**DOCKET NO. UM 1426**

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

I, Jerome I. Schlachter, being of lawful age and duly sworn, on my oath, state that I am the Executive Vice-President of Pioneer Telephone Cooperative 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 day of July, 2009.

Pioneer Telephone Cooperative (Company)

By: Jerome I. Schlachter (Name)

Its: Executive Vice-President (Title)

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