



Community • Quality • Service • Value

July 7, 2009

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

RE: Docket UM 1426

Dear Filing Center:

On behalf of Colton Telephone Company, enclosed please find the original and two (2) copies of its Annual Recertification Reports for ETC's in Oregon. This information was also filed electronically through the PUC Filing Center on July 7, 2009.

If you have any questions, please contact me at stephanie@coltontel.com or 503-824-5863.

Sincerely,

A handwritten signature in black ink that reads "Stephanie N. Sauvageau". The signature is written in a cursive, flowing style.

Stephanie Sauvageau
Accountant
Colton Telephone Company

Enclosure

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

Name of Eligible Telecommunications Carrier: __Colton Telephone Company_____

Filing date: ____July 7, 2009_____

Is this: Original submission? ____X_____

OR

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

Person to contact for questions:

Name __Stephanie Sauvageau_____

Phone number __503-824-5863_____

E-mail address __stephanie@coltontel.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**

Report #1 – Supported Services Offerings

1.1. Basic Local Usage Service Offerings – All ETCs

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

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

1. residence:

2. business:

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

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 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. X The number of customer requests for supported services that were not fulfilled during calendar year 2008: 0.
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: _____.
If greater than zero, include attachment noting for each such held order, the reason the order was held and the original commitment date.

2.2. Service Request Processing - CETCs only

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

Report #3 – Evidence of Advertising for Basic Supported Services (excluding low-income/lifeline) – All ETCs

Describe how basic supported services were advertised during calendar year 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.

Colton Telephone Advertises basic supported services through the local phone directory and on the company website as detailed below.

North Willamette Valley Phone Directory

Printed Annually

Geographic Coverage includes the Colton Wire Center and virtually all neighboring telephone wire centers.

The Directory is distributed annually to all Colton Telephone customers by postal mail and is available to anyone upon request at the business office.

This advertisement does not include rate information.

Attachment 2 is a copy of the actual advertisement.

Colton Telephone Website – www.colton.com

Continually available to anyone with access to the Internet. This address is printed on virtually all of our company advertising.

Geographic coverage is unlimited.

The target population is anyone who currently resides in Colton, OR, or who is moving or considering moving to the area.

Rate information is included on the website.

Attachment 2A is a printed page from the website.

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: 19 .

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.

Colton Telephone promotes Lifeline, LinkUp and OTAP services in the following manner.

Brochures available in the Colton Telephone business office.

Brochures are continually available to anyone who visits the business office.

This brochure is periodically posted on the bulletin board outside of the business office and also distributed to each of the local schools in the fall of each year.

See Attachment 3

Printed Information in the North Willamette Valley Directory

The directory is printed annually in June and is mailed to all Colton Telephone subscribers and also available in the business office.

See Attachment 3A

Fact Sheet included with new all customer application packages.

See Attachment 3B

An information sheet is included on the company website at www.colton.com and included at least annually as a bill insert to all customers.

See Attachment 3C

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. X 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. X 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.

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: less than 1 per month, per 100 working access lines.

This information for 2008 was tracked by three classifications; trouble reports which resulted from an issue with customer owned equipment, trouble report where no trouble was found with telephone company equipment or service and trouble reports which could be applicable to Colton Telephone Company. In the entire year of 2008 there were 10 trouble reports in the last category and an average of 1084 working access lines in any given month. This averages to .83 reports per month per 1084 access lines, or .08 reports per 100 lines. Colton Telephone feels that the number of trouble reports is insignificant enough that further research to determine the exact number would be over burdensome and would not provide any additional meaningful information to the Commission.

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 2009. Submitted as Attachment

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. Submitted as Attachment

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. Submitted as Attachment.

Attachment 1 for Report #1 – Supported Service Offerings

1.1.B.

	Residential Service	Business Service
1) Plan Name -	Residential 1 Party	Business 1 Party
2) Advertised Public Description	Local Service	Local Service
3) Local Minutes Included	Unlimited	Unlimited
4) Calling Area Included	Colton, OR Wire Center	Colton, OR Wire Ctr
5) Rate and Charges	\$16.50 + \$6.50 SLC and all applicable taxes/ government fees	\$28.40 + \$6.50 Single Line SLC or \$9.20 Multiple Line SLC and all applicable taxes/government fees

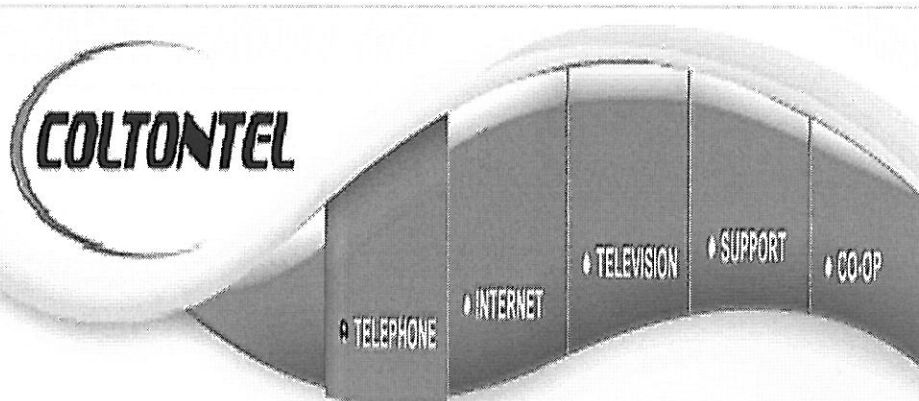
If you're looking to make great connections, connect here.
Great finishes start with COLTONTEL.
Fast • Dependable • Team Player



More Than Just Your Phone Company
Voice • Video • Data

503.824.3211 **colton.com**
20983 S. Hwy 211 • PO Box 68 • Colton, Oregon 97017





Taxes, Fees, & Surcharges

PHONE FEATURES

Taxes, Fees, & Surcharges Explained

FEATURE DETAIL

- **Federal Tax** is a percentage of all phone, and internet/DSL. It is also on any late penalties or fees.

MISC PHONE INFO

- **State E-911** is a flat rate per access line charge.

ONLINE DIRECTORY

APPLICATION

This surcharge, levied by your local government, funds the cost of Providing emergency services communications systems in your community.

- **Federal Universal Service Charge (FUSC)** changes quarterly, but is a percentage of the Access Charge, Interstate long distance on your phone and all Broadband Charges.

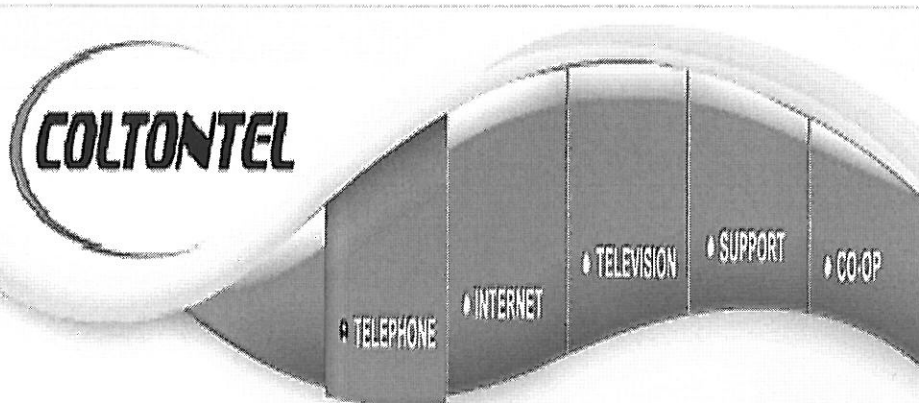
This charge recovers the amount Colton Telephone contributes to the Federal Universal Service Fund. This fund helps keep local phone rates affordable for all Americans.

- **Oregon Universal Service Fund (OUSF)** is a percentage of all phone charges except the Access Charge and the State E-911. It also applies to any Intra-State long distance calls. This charge recovers the amount Colton Telephone contributes to the Oregon Universal Service Fund.

This fund helps keep basic exchange rates affordable.

- **Service Assistance Charge** also known as the Residential Service Protection Fund. This is a per access line charge.





Taxes, Fees, & Surcharges

PHONE FEATURES

FEATURE DETAIL

MISC PHONE INFO

ONLINE DIRECTORY

APPLICATION

This fund helps keep basic exchange rates affordable.

- **Service Assistance Charge** also known as the Residential Service Protection Fund. This is a flat per access line charge.

This charge funds relay centers that help hearing- and speech- impaired customers to make and receive calls. It also funds programs used to provide telecommunication services to disadvantaged or disabled customers at a reduced rate.

- **Access Charge** also known as the **Federal Access Charge** or **Subscriber Line Charge (SLC)**. This is a flat rate for residential lines and one business line. If you have multi-business lines then the rate is slightly higher.

This charge, allowed by the FCC (Federal Communications Commissions), covers part of the cost for providing access to and maintenance of the local network.

- **Local Service Residential 1 or Business 1 Charge** this is flat rate for residential access lines and slightly higher for business access lines.

- This charge covers some of the cost of providing basic dial tone service.



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

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

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

What type of discount is available?

Lifeline assistance lowers the cost of basic monthly local telephone service. Eligible consumers can receive up to \$10 per month in discounts. Additional state support also may be available.

Eligible residents of Indian reservations or tribal lands can receive up to an additional \$25 in Lifeline support, but must pay at least \$1 for basic monthly service.

Link Up reduces the cost of initiating new telephone service. Eligible consumers can receive a 50% discount off of the one-time costs associated with initiating telephone service, up to a maximum of \$30. Eligible consumers also qualify for a deferred payment schedule for remaining costs of up to \$200.

Eligible low-income consumers living on tribal lands are eligible for an additional discount of up to \$70 to cover 100% of the charges between \$60 and \$130.

Toll Limitation Service (TLS) support allows eligible consumers who wish to avoid incurring large long distance fees to choose toll blocking or toll control at no cost.

How do I know whether I am eligible?

Eligibility for Lifeline, Link Up and TLS support varies by state. Individuals who reside in states that have their own discount programs qualify for federal Lifeline, Link Up and TLS support if they meet the eligibility criteria established by their state. In states that do not provide state support, an individual is eligible if he or she participates in one of the following programs:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Federal Public Housing Assistance or Section 8
- Medicaid
- Food Stamps
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- National School Lunch free lunch program

In addition, a consumer may be eligible if his or her household income is at or below 135% of the federal poverty guidelines:

2005 Estimated Income Requirements for a Household at or Below 135% of the Federal Poverty Guidelines

Persons in Family Unit	48 Contiguous States and D.C.	Alaska	Hawaii
1	\$12,920	\$16,133	\$14,864
2	17,321	21,641	19,926
3	21,722	27,149	24,989
4	26,123	32,657	30,051
5	30,524	38,165	35,114
6	34,925	43,673	40,176
7	39,326	49,181	45,239
8	43,727	54,689	50,301
For each additional person, add	4,401	5,508	5,063



Foundation for Rural Service

This brochure was produced by the Foundation for Rural Service, the philanthropic arm of the National Telecommunications Cooperative Association. Its mission is to promote, educate and advocate rural telecommunications in order to sustain and enhance the quality of life within communities throughout rural America. For additional information on the Foundation, visit www.frs.org. This advocacy campaign also is supported by the Rural Telephone Finance Cooperative, based in Herndon, VA.

Attachment 3 Page 1 of 4

Residents of Indian reservations or tribal lands qualify if they participate in any of the programs listed above, have a household income that is at or below 135% of the federal poverty guidelines, or participate in one of these programs:

- Bureau of Indian Affairs (BIA) general assistance
- Head Start (income eligible)
- Tribal TANF

How do I apply to receive Lifeline, Link Up and TLS support discounts?

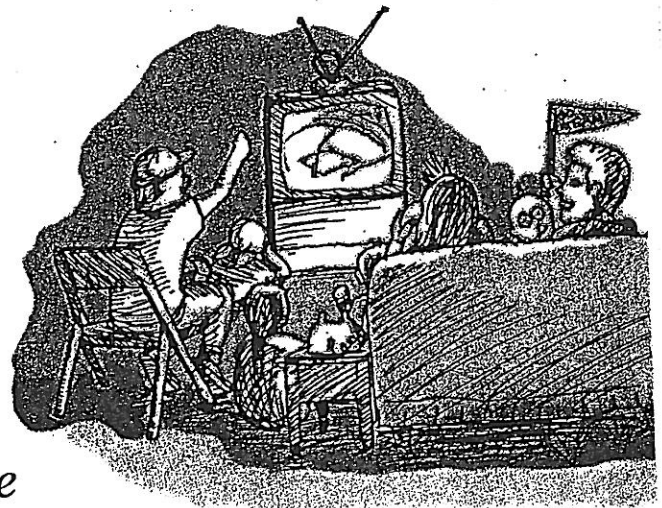
Contact your local telephone company. Consumers must apply for Lifeline, Link Up and TLS discounts through their local telephone company. The Universal Service Administrative Company's (USAC) web site contains state specific Lifeline contact information for many companies at www.lifelinesupport.org. You also may call USAC toll free at 1-888-641-8722 with any questions about Lifeline, Link Up and TLS discounts.

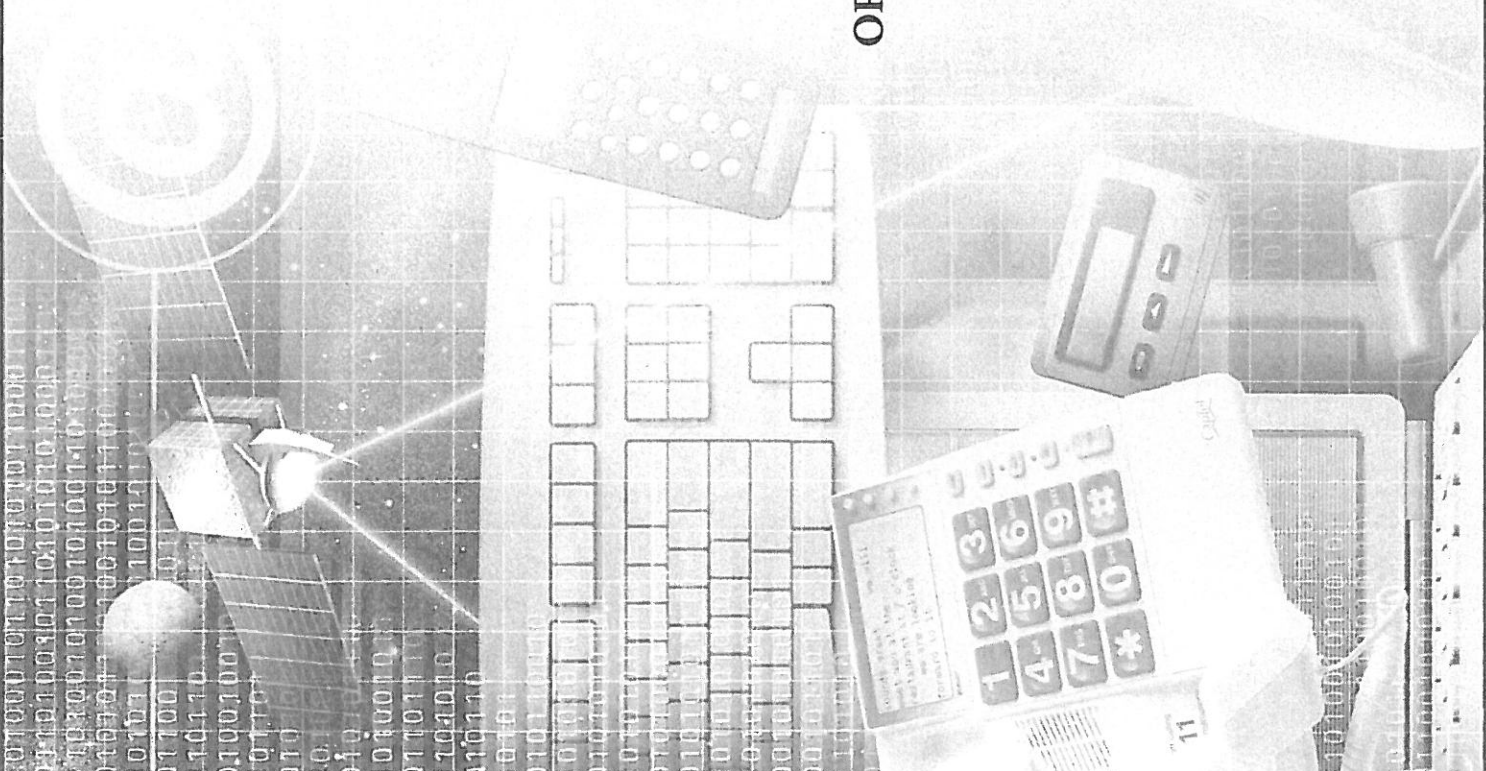
AN IMPORTANT MESSAGE FROM YOUR
COMMUNITY BASED TELECOM PROVIDER

AN IMPORTANT MESSAGE FROM YOUR
COMMUNITY BASED TELECOM PROVIDER

Yes,
You Can Afford
Telephone Service

Page 2 of 4





RESIDENTIAL SERVICE PROTECTION FUND PROGRAMS

In 1987, Oregon Legislature passed a law that supports the state's public policy that adequate and affordable residential telephone service be available to all Oregonians.

Based on that legislation, the Oregon Public Utility Commission (PUC) implemented three telecommunication assistance programs.

- Oregon Telephone Assistance Program (OTAP)
- Telecommunication Devices Access Program (TDAP)
- Oregon Telecommunications Relay Service (OTRS)

OREGON PUBLIC UTILITY COMMISSION

P.O. BOX 2148
SALEM, OR 97308-2148

www.rspf.org
puc.otap@state.or.us
puc.tdap@state.or.us

Monday – Friday
8:00 a.m. – 5:00 p.m.

1-800-848-4442 (Voice)
1-800-648-3458 (TTY)

OREGON TELEPHONE ASSISTANCE PROGRAM (OTAP)

Oregonians who receive one of the following qualifying benefits may receive up to a \$13.50 reduction in their monthly bill for local residential telephone service.

- Food Stamps
- Temporary Assistance to Needy Families (TANF)
- Supplemental Security Income
- Certain State Medical Programs or State Medicaid

Link-Up America:

The Link-Up America Program helps qualified individuals by paying for one-half (up to \$30) of the line connection charges for new residential telephone service.

Download or complete applications at:

www.rspf.org
E-mail: puc.otap@state.or.us
or call: 1-800-848-4442 (Voice)
1-800-648-3458 (TTY).

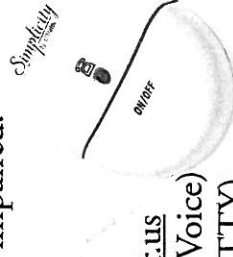
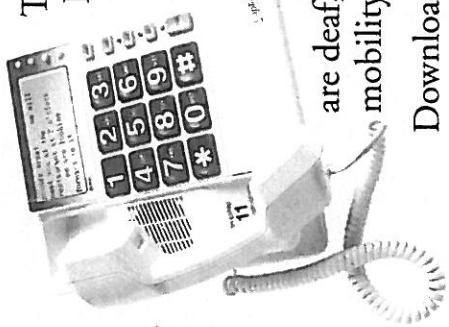
RSFP programs are funded by a surcharge applied to the monthly bill of each retail subscriber who has telecommunications services with access to the OTRS.

TELECOMMUNICATION DEVICES ACCESS PROGRAM (TDAP)

The Telecommunication Devices Access Program (TDAP) loans specialized telecommunication equipment at no cost and with no income restrictions to eligible Oregonians who are deaf, hearing, vision, speech and mobility (upper extremities) impaired.

Download applications at:

www.rspf.org
E-mail: puc.tdap@state.or.us
or call: 1-800-848-4442 (Voice)
1-800-648-3458 (TTY)



OREGON TELECOMMUNICATIONS RELAY SERVICE (OTRS)

Traditional Relay Service: Consumers who have TTY (text telephone for the deaf, hearing, or speech impaired) may call 711 to reach a relay operator. The relay operator types the conversation to the TTY user. Voice, or standard, users may also use this service to contact their deaf, hard of hearing or speech disabled family or friends.

Available Services:

CapTel
Spanish
Hearing Carry Over (HCO)
Voiced Carry Over (VCO)
Speech to Speech (STS)

COMMUNICATE



TTY Relay User



Communications Assistant



Telephone User

TALK

TYPE

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 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.



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 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 está a su disposición llamando al:

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

Bản giải thích tóm 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:

សេចក្តីសង្ខេបស្តីពីសិទ្ធិនិងការទទួលខុសត្រូវគ្រប់យ៉ាងសំរាប់អ្នកប្រើប្រាស់

មានសរសេរជាភាសានេះ សូមទាក់ទងទូរស័ព្ទ:

มีบริการแปลสรุปสิทธิ และ ความรับผิดชอบของผู้ใช้บริการงานบริการตามต้นฉบับเป็นภาษาไทย

โดยติดต่อตามโทรศัพท์ข้างต้น:

PUC
Consumer Services Division
1-800-522-2404

Residential Service Protection Fund

Fact Sheet

Residential Service Protection Fund

In 1987, the Oregon legislature passed a law that supports the state's public policy 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)
- ◆ 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 service with access to the OTRS.

Telecommunications Devices Access Program (TDAP)

The Telecommunications 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, telebraille, remote-controlled speakerphone and amplified phones are examples of the telecommunications equipment distributed under the program. It enables Oregonians to communicate more fully with family and friends, as well as with businesses, and to play a more active role in society.

Note: Under the current law, special telecommunications devices that are designed to be used by a person whose only disability is blindness are not provided by TDAP.

The Oregon Telecommunication Relay Service (OTRS)

The Oregon Telecommunications Relay Service (OTRS) was implemented to allow those using special telecommunication devices to communicate with the hearing public, and vice versa.

The American with Disabilities Act of 1990 (ADA) mandates that the 26 million persons who are

deaf, hard-of-hearing, or speech-impaired must 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 requirements. Although Oregon was already providing relay services, compliance with Federal Communications Commission (FCC) regulations occurred in 1992, and the relay service is operating very effectively.



Oregon Telephone Assistance Program (OTAP) & Link-Up America

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. This program is called the Oregon Telephone Assistance Program (OTAP).

Eligible customers receive a reduction in their monthly phone bill for as long as they qualify. The legislatively approved telecommunications service surcharge covers \$3.50 of the reduction, and the remainder is reimbursed by the Federal Communications Commission.

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 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.

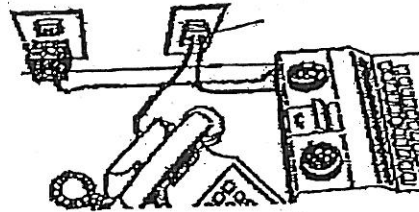
Customers are responsible for the other half, as well as providing a telephone and paying for any installation charges, deposits, unpaid phone bills, labor, service calls or other costs of acquiring phone service.

Eligibility: Individuals must meet the income guidelines and currently participate in an approved public assistance program to qualify for OTAP or Link-Up America.*

*Note: If a person qualifies only for the low-income Energy Assistance Program, he/she will only be eligible for Link-Up America, and not for OTAP.

General

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 (503) 378-6962 in Salem. Correspondence may be sent to.



Oregon Public Utility Commission
550 Capitol Street N.E., Suite 215
Salem, Oregon 97301-2551

How to get copies of the rules: Copies of Oregon Administrative Rules 860-33-005 through 860-33-560 governing the Telecommunications Devices Access Program, the Oregon Telecommunications Relay Service, and Oregon Telephone Assistance program are available upon request.



6-10402

Oregon Public Utility Commission, 550 Capitol St. NE., Salem, OR 97301-2551 503 378-8962;
TTY users call through the Oregon Relay 1-800-735-2900. Agency Web site puc.state.or.us
OPUC does not discriminate on the basis of race, color, national origin, gender, sexual orientation, religion, age or disability in employment or the provision of services.

Attachment 3B
Page 23 of 22

Need Help?



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

*For a \$10.50, \$11.35 or \$12.00 per month reduction of your telephone bill....

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

1-800-648-3458 TTY (Text Telephone only)

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

Public Utility Commission
Oregon Telephone Assistance Program (OTAP)

*Your reduction will depend on which phone company you subscribe to.

Attachment 3C On website and sent as bill insert.



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May 26, 2009

Mailed Certified
w/ Return Receipt
5/26/09

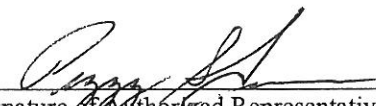
To: Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554
Karen Majcher
Vice President – High Cost & Low Income Division
Universal Service Administrative Company
2000 L Street, N.W., Suite 200
Washington, D.C. 20036

Re: **Interstate Common Line Support - ICLS**
Annual Certification Filing
CC Docket No. 96-45

This is to certify that Colton Telephone Company will use its **Interstate Common Line Support** only for the provision, maintenance, and upgrading of facilities and service 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:

Company Name	State	Study Area Code
Colton Telephone Company	OR	532364

 Date: 5-26-09
[Signature of Authorized Representative]

Peggy S. Turner
General Manager

Colton Telephone Company
PO Box 68
Colton, OR 97017
503-824-3211



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

I, Peggy Turner, being of lawful age and duly sworn, on my oath, state that I am the General Manager [an officer] of Colton 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 _____ day of _____, 2009.

__ Colton Telephone Company _____ (Company)

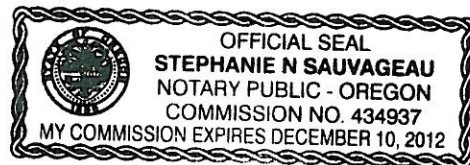
By: Peggy Turner (Name)

Its: General Manager (Title)

SUBSCRIBED AND SWORN to before me this 8th day of July, 2009.

Stephanie N Sauvageau
Notary public in and for the State of Oregon, County of Clackamas

My Commission Expires: 12-10-2012





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AFFIDAVIT CERTIFYING USE OF UNIVERSAL SERVICE FUNDS

I, Peggy Turner, being of lawful age and duly sworn, on my oath, state that I am the General Manager [an officer] of Colton 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 7th day of July, 2009.

Colton Telephone Company (Company)

By: *Peggy Turner* (Name)

Its: General Manager (Title)

SUBSCRIBED AND SWORN to before me this 8th day of July, 2009.

Stephanie N Sauvageau
Notary public in and for the State of Oregon, County of Clackamas.

My Commission Expires: 12-10-2012

