

**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: Molalla Communications Company

Filing date: 6/3/2009

Is this: Original submission? Yes

OR

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

Person to contact for questions:

Name: Angie Lamb

Phone number: 503-829-1120

E-mail address: alamb@molalla.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**

DOCKET NO. UM 1426

**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.

1. Basic Telephone Service

2. Basic Telephone Service

3. Unlimited and Measured Plan Available

4. Molalla Oregon and Extended Area Service

5. Basic Residential \$14.95/EAS \$13.00 Flat Rate/\$.07 Measured Rate

Basic Business \$19.95/EAS \$18.00 Flat Rate/\$.07 Measured Rate

**1.2. Comparable Local Usage Plan – CETCs only – REPORT DOES NOT APPLY**

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 - REPORT DOES NOT APPLY**

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: \_\_\_\_\_

## DOCKET NO. UM 1426

### **1.4. Equal Access Acknowledgement – CETCs only - REPORT DOES NOT APPLY**

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. \_\_\_\_ 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 - REPORT DOES NOT APPLY**

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.



## DOCKET NO. UM 1426

### **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.

Lifeline Services are advertised and/or disbursed throughout the year in various ways. The bullet points below outline types of media used, advertising/disbursement frequencies and geographic coverage's.

- Attachment 4.2, pages 1 & 2, is a copy of our Lifeline advertisement that is available in our lobby for the Members to take with them. These are presented both in English and Spanish.
- We advertise Lifeline Services in the Molalla Pioneer Newspaper (Attachment 4.2, pages 3 & 4) three (3) times this calendar year 2008. We advertise both in English and Spanish. The geographic coverage of our advertisement in the Molalla Pioneer extends out past our ILEC to surrounding cities, covering both of our exchanges in Molalla and Mulino, Oregon.
- Posted 100 copies of the Lifeline Services advertisement in English and Spanish in the Molalla Adult Center. (Attachment 4.2, pages 5 & 6)
- Posted 100 copies of the Lifeline Services advertisement in English and Spanish in Pheasant Point Retirement Home. (Attachment 4.2, pages 5 & 6)
- Lifeline advertisements are now printed in our Directory Phone Book. The Directory Phone Book is direct mailed to every Member in our ILEC; it is available in our lobby; and given out to new-connects. (Attachment 4.2, pages 7 & 8)
- We advertise our Lifeline Services on our website (Attachment 4.2, page 9 & 10), and the page is accessible by anyone with a computer in and outside our exchange.
- Lifeline Services are available on the USAC website. (Attachment 4.2, page 11)

### **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

**DOCKET NO. UM 1426**

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.

**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: .68 per month, per 100 working access lines.

## DOCKET NO. UM 1426

### **Report #7 – Network Improvement Plan – CETCs Only - REPORT DOES NOT APPLY**

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 - REPORT DOES NOT APPLY**

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 – Attachment 9.1**

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.

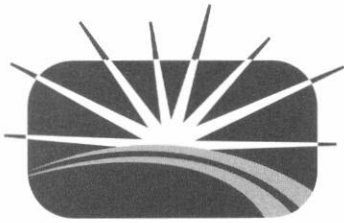
#### **9.2. Certification of Use of Universal Service Funds – All ETCs receiving HCL and/or LSS (Rural ILECs and CETCs Designated in Rural ILEC Areas)– Attachment 9.2**

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 – Attachment 9.3**

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.





# Molalla Communications

211 Robbins St. • P.O. Box 360 • Molalla, OR. 97038  
503-829-1100 • Fax: 503-829-7781 • www.molalla.com

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

Date 05/14/09

# ICLS

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 Molalla Communications Company  
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
Molalla Communications Company	Oregon	532383

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

Signed,

[Signature of Authorized Representative]

Date: 05/14/09

Stephen Jantz  
[Printed Name of Authorized Representative]

Vice President/CFO  
[Title of Authorized Representative]

Carrier's Name: **Molalla Communications Company**  
Carrier's Address: **PO Box 360, Molalla OR 97038**  
Carrier's Telephone Number: **503-829-1100**

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

USAC

9-1

DOCKET NO. UM 1426


AFFIDAVIT CERTIFYING USE OF UNIVERSAL SERVICE FUNDS

I, Stephen Loutzenhiser, being of lawful age and duly sworn, on my oath, state that I am the Chief Executive Officer of Molalla Communications 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.

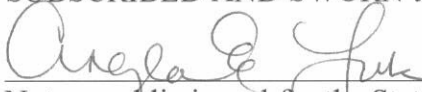
DATED this 28 day of May, 2009.

Molalla Communications Company

By:   
Stephen Loutzenhiser

Its: Chief Executive Officer

SUBSCRIBED AND SWORN to before me this 28 day of May, 2009.

  
Notary public in and for the State of Oregon

My Commission Expires: April 25, 2010



DOCKET NO. UM 1426

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

I, Stephen Loutzenhiser, being of lawful age and duly sworn, on my oath, state that I am the Chief Executive Officer of Molalla Communications 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 28 day of May, 2009.

Molalla Communications Company

By: *Stephen Loutzenhiser*  
Stephen Loutzenhiser

Its: Chief Executive Officer

SUBSCRIBED AND SWORN to before me this 28 day of May, 2009.

*Angela E. Lamb*  
Notary public in and for the State of Oregon

My Commission Expires: April 25, 2010



## Attachment 3, pages 1 & 2



### **Molalla Communications**

211 Robbins St. • P.O. Box 360 • Molalla, OR. 97038  
503 829 1100 • Fax: 503 829 7781 • [www.molalla.com](http://www.molalla.com)

---

### **Public Notice of Basic Telephone Service Available from Molalla Communications Company**

**Molalla Communications Company is designated as an Eligible Telecommunications Carrier by meeting the guidelines of the Federal Communications Commission and the Oregon Public Utility Commission.**

**MCC has offered quality and reliable telephone service since 1913. We understand basic service is a fundamental aspect of everyday life.**

**Basic service from Molalla Communications Company includes:**

- **Single party residential service with “unlimited” local usage**
- **Single party business service with “unlimited” local usage**
- **Single party Universal Lifeline Service\***
- **Touch tone capability**
- **Voice grade access to the public switched network**
- **Access to emergency services (including enhanced 911)**
- **Access to operator services, interexchange carriers and directory assistance**
- **One complimentary directory listing**
- **Complimentary white pages telephone directory**

**Molalla Communications Company is proud to offer basic service to all members in our serving territory. The rate for residential basic service is \$14.95 monthly and our rate for business basic service is \$19.95 monthly. \*Low income individuals may be eligible for Lifeline and Link-up telephone assistance programs, which provide discounts from these basic rates. Lifeline members also have toll blocking availability, which lets customers block outgoing long distance calls free of charge.**

**In addition to the above monthly rates a \$6.50 Federal Subscriber Line Charge applies to business and residential single party lines and \$9.20 for a business with more than one line. For Lifeline members, this \$6.50 charge is paid entirely by the federal lifeline program for Universal Lifeline Service.**

**To qualify for Lifeline assistance please contact the Oregon Public Utility Commission at 1-800-848-4442 for a potential monthly savings of up to \$13.50 on your local phone bill.**

**If you have any questions, or would like to become a member of Molalla Communications Company, please contact us at 503-829-1100, online at [www.molalla.com](http://www.molalla.com) or visit our business office at 211 Robbins Street, Molalla.**



**Molalla Communications**  
211 Robbins St. • P.O. Box 360 • Molalla, OR. 97038  
503 829 1100 • Fax: 503 829 7781 • [www.molalla.com](http://www.molalla.com)

---

## **Una Nota Publica Del Servicio Básico del Teléfono Disponibile de la Compañía de Molalla Communications**

La Compañía de Molalla Communications es designada como un portador elegible de Telecomunicaciones satisfaciendo las pautas de la Comisión Federal de Comunicaciones (FCC) y la Comisión de Utilidad Pública de Oregon. (Oregon Public Utility Commission)

Hemos estado ofreciendo servicio telefónico confiable y de alta calidad desde 1913 y realizamos que el servicio básico es un aspecto fundamental de la vida diaria.

El Servicio Básico de Molalla Communications Company incluye:

- Servicio "Ilimitado" con uso local
- Servicio "Ilimitado" de negocio con uso local
- Servicio Universal de Línea Vital
- Capacidad de Tono de Toque
- Acceso a la red pública a grado de voz
- Acceso al servicio de Emergencia (Incluyendo 911 aumentado)
- El acceso a servicio de operadora, portadores de interés de cambio e asistencia telefónica
- Una lista de directorio complementaria
- Una lista de directorio de páginas blancas complementaria

La compañía de Molalla Communications está orgullosa de ofrecer el servicio básico a todos los clientes en nuestro territorio. Nuestra tarifa para el servicio básico residencial es \$14.95 mensual y nuestra tarifa para negocio básico es \$19.95 mensual. Personas de bajos ingresos pueden obtener ayuda de Lifeline y Link-up. Estos programas proporcionan descuentos de estas tarifas básicas. También el programa de Lifeline proporciona a los clientes Bloqueo total de las llamadas de larga Distancia Gratis sin cargos.

Además de estas tarifas, se aplica \$6.50 mensual por la carga federal de la línea de suscriptor. (Federal Subscriber Line Charge) Esto aplica a negocios y líneas residenciales. Esta tarifa es \$9.20 para negocios con más de una línea. Esta tarifa de \$6.50 es pagada totalmente por el programa del lifeline (Universal Lifeline Service.)

Para calificar para la ayuda por favor de contactar al Oregon Public Utility Commission 1-800-848-4442 El ahorro es un total de \$13.50 en su cuenta de teléfono local.

Si usted tiene cualquier pregunta, o quiere llegar a ser un Cliente de Molalla Communications Company por favor de contactarnos al 503-829-1100 o en la página de Internet [www.molalla.com](http://www.molalla.com) o visita nuestra oficina 211 Robbins Street, Molalla Communications Co.

## PUBLIC NOTICES

Public and legal notices printed in newspapers help fulfill the citizens' Constitutional right of due process of law by putting them on notice of matters which affect them or their property.

### Public Notice of Basic Telephone Service Available from Molalla

#### Communications Company

Molalla Communications Company is designated as an Eligible Telecommunications Carrier by meeting the guidelines of the Federal Communications Commission and the Oregon Public Utility Commission.

MCC has offered quality and reliable telephone service since 1913. We understand basic service is a fundamental aspect of everyday life.

Basic service from Molalla Communications Company includes:

Single party residential service with "unlimited" local usage.

Single party business service with "unlimited" local usage.

Single party Universal Lifeline Service\*.

Touch tone capability.

Voice grade access to the public switched network.

Access to emergency services (including enhanced 911).

Access to operator services, interexchange carriers and directory assistance.

One complimentary directory listing.

Complimentary white pages telephone directory.

Molalla Communications Company is proud to offer basic service to all members in our

residential territory. The rate for residential basic service is \$14.95 monthly and our rate for business basic service is \$19.95 monthly. \*Low income individuals may be eligible for Lifeline and Link-up telephone assistance programs, which provide discounts from these basic rates. Lifeline members also have toll blocking availability, which lets customers block outgoing long distance calls free of charge.

In addition to the above monthly rates a \$6.50 Federal Subscriber Line Charge applies to business and residential single party lines and \$9.20 for a business with more than one line. For Lifeline members, this \$6.50 charge is paid entirely by the federal lifeline program for Universal Lifeline Service.

To qualify for Lifeline assistance please contact the Oregon Public Utility Commission at 1-800-848-4442 for a potential monthly savings of up to \$13.50 on your local phone bill.

If you have any questions, or would like to become a member of Molalla Communications Company, please contact us at 503-829-1100, online at [www.molalla.com](http://www.molalla.com) or visit our business office at 211 Robbins Street, Molalla.

Published in the Molalla Pioneer Feb. 13, Feb. 20 & Feb. 23, 2008.

**Una Nota Publica Del Servicio Básico del Teléfono Disponible de la Compañía de Molalla Communications**  
La Compañía de Molalla

Communications es designada como un portador elegible de Telecomunicaciones satisfaciendo las pautas de la Comisión Federal de Comunicaciones (FCC) y la Comisión de Utilidad Pública de Oregon. (Oregon Public Utility Commission)

Hemos estado ofreciendo servicio telefónico confiable y de alta calidad desde 1913 y realizamos que el servicio básico es un aspecto fundamental de la vida diaria.

El Servicio Básico de Molalla Communications Company incluye:

Servicio "ilimitado" con uso local

Servicio "ilimitado" de negocio con uso local

Servicio Universal de Línea Vital

Capacidad de Tono de Toque Acceso a la red pública a grado de voz

Acceso al servicio de Emergencia (Incluyendo 911 aumentado)

El acceso a servicio de operadora, portadores de interés de cambio e asistencia telefónica

Una lista de directorio complementaria

Una lista de directorio de paginas blancas complementaria

La compañía de Molalla Communications esta orgullosa de ofrecer el servicio básico a todos los clientes en nuestro territorio. Nuestra tarifa para el servicio básico residencial es \$14.95 mensual y nuestra tarifa para negocio básico es \$19.95 mensual. Personas de bajos ingresos pueden obtener ayuda de Lifeline y Link-up. Estos programas proporcionan descuentos

de estas tarifas básicas. También el programa de Lifeline proporciona a los clientes Bloqueo total de las llamadas de larga Distancia Gratis sin cargos.

Además de estas tarifas, se aplica \$6.50 mensual por la carga federal de la línea de suscriptor. (Federal Subscriber Line Charge) Esto aplica a negocios y líneas residenciales. Esta tarifa es \$9.20 para negocios con más de una línea. Esta tarifa de \$6.50 es pagada totalmente por el programa del lifeline (Universal Lifeline Service.)

Para calificar para la ayuda por favor de contactar al Oregon Public Utility Commission 1-800-848-4442 El ahorro es un total de \$13.50 en su cuenta de teléfono local.

Si usted tiene cualquier pregunta, o quiere llegar a ser un Cliente de Molalla Communications Company por favor de contactarnos al 503-829-1100 o en la pagina de Internet [www.molalla.com](http://www.molalla.com) o visita nuestra oficina 211 Robbins Street, Molalla Communications Co.

Published in the Molalla Pioneer Feb. 13, Feb. 20 and Feb. 23, 2008.

### Public Notice provided by Molalla Communications Oregon Telecommunications Relay Service (OTRS)

Are you an Oregonian with a hearing, speech or severe mobility disability?

You may qualify for a loaner phone that meets your needs. Call Telecommunications Devices Access Program (TDAP) at 1-800-848-4442 Voice or 1-800-648-3458 TTY.

AFFIDAVIT OF PUBLICATION

STATE OF OREGON )  
 ) SS  
COUNTY OF CLACKAMAS )

I, William D. Cassel, being first duly sworn, depose and say that I am the publisher of the MOLALLA PIONEER newspaper of general circulation as defined by ORS 193.010 and 193.020; printed and published at Molalla in the aforesaid county and state; that the UNA NOTA PUBLICA DEL SERVICIO printed copy of which is hereto annexed, was published in the entire issue of said newspaper for 2 successive and consecutive week(s) in the following issue(s): February 13 & 20, 2008.

*[Signature]*

Subscribed and sworn to me this 20th day of February, 2008.



*Vickie Upton*  
Notary Public of Oregon  
My commission expires on April 7, 2008

AFFIDAVIT OF PUBLICATION

STATE OF OREGON )  
 ) SS  
COUNTY OF CLACKAMAS )

I, William D. Cassel, being first duly sworn, depose and say that I am the publisher of the MOLALLA PIONEER newspaper of general circulation as defined by ORS 193.010 and 193.020; printed and published at Molalla in the aforesaid county and state; that the UNA NOTA PUBLICA DEL SERVICIO printed copy of which is hereto annexed, was published in the entire issue of said newspaper for 1 successive and consecutive week(s) in the following issue(s): February 23, 2008.

*[Signature]*

Subscribed and sworn to me this 23rd day of February, 2008.



*Vickie Upton*  
Notary Public of Oregon  
My commission expires on April 7, 2008

AFFIDAVIT OF PUBLICATION

STATE OF OREGON )  
 ) SS  
COUNTY OF CLACKAMAS )

I, William D. Cassel, being first duly sworn, depose and say that I am the publisher of the MOLALLA PIONEER newspaper of general circulation as defined by ORS 193.010 and 193.020; printed and published at Molalla in the aforesaid county and state; that the PUBLIC NOTICE OF BASIC TELEPHONE SERVICE printed copy of which is hereto annexed, was published in the entire issue of said newspaper for 2 successive and consecutive week(s) in the following issue(s): February 13 & 20, 2008.

*[Signature]*

Subscribed and sworn to me this 20th day of February, 2008.



*Vickie Upton*  
Notary Public of Oregon  
My commission expires on April 7, 2008

AFFIDAVIT OF PUBLICATION

STATE OF OREGON )  
 ) SS  
COUNTY OF CLACKAMAS )

I, William D. Cassel, being first duly sworn, depose and say that I am the publisher of the MOLALLA PIONEER newspaper of general circulation as defined by ORS 193.010 and 193.020; printed and published at Molalla in the aforesaid county and state; that the PUBLIC NOTICE OF BASIC TELEPHONE SERVICE printed copy of which is hereto annexed, was published in the entire issue of said newspaper for 1 successive and consecutive week(s) in the following issue(s): February 23, 2008.

*[Signature]*

Subscribed and sworn to me this 23rd day of February, 2008



*Vickie Upton*  
Notary Public of Oregon  
My commission expires April 7, 2008

## Attachment 3, pages 5 & 6

### **Public Notice of Basic Telephone Service**

#### **Available from Molalla Communications Company**

**Molalla Communications Company is designated as an Eligible Telecommunications Carrier by meeting the guidelines of the Federal Communications Commission and the Oregon Public Utility Commission.**

**MCC has offered quality and reliable telephone service since 1913. We understand basic service is a fundamental aspect of everyday life.**

**Basic service from Molalla Communications Company includes:**

- **Single party residential service with “unlimited” local usage**
- **Single party business service with “unlimited” local usage**
- **Single party Universal Lifeline Service\***
- **Touch tone capability**
- **Voice grade access to the public switched network**
- **Access to emergency services (including enhanced 911)**
- **Access to operator services, interexchange carriers and directory assistance**
- **One complimentary directory listing**
- **Complimentary white pages telephone directory**

**Molalla Communications Company is proud to offer basic service to all members in our serving territory. The rate for residential basic service is \$14.95 monthly and our rate for business basic service is \$19.95 monthly. \*Low income individuals may be eligible for Lifeline and Link-up telephone assistance programs, which provide discounts from these basic rates. Lifeline members also have toll blocking availability, which lets customers block outgoing long distance calls free of charge.**

**In addition to the above monthly rates a \$6.50 Federal Subscriber Line Charge applies to business and residential single party lines and \$9.20 for a business with more than one line. For Lifeline members, this \$6.50 charge is paid entirely by the federal lifeline program for Universal Lifeline Service.**

**To qualify for Lifeline assistance please contact the Oregon Public Utility Commission at 1-800-848-4442 for a potential monthly savings of up to \$13.50 on your local phone bill.**

**If you have any questions, or would like to become a member of Molalla Communications Company, please contact us at 503-829-1100, online at [www.molalla.com](http://www.molalla.com) or visit our business office at 211 Robbins Street, Molalla.**



## **Una Nota Publica Del Servicio Básico del Teléfono**

### **Disponible de la Compañía de Molalla Communications**

La Compañía de Molalla Communications es designada como un portador elegible de Telecomunicaciones satisfaciendo las pautas de la Comisión Federal de Comunicaciones (FCC) y la Comisión de Utilidad Pública de Oregon. (Oregon Public Utility Commission)

Hemos estado ofreciendo servicio telefónico confiable y de alta calidad desde 1913 y realizamos que el servicio básico es un aspecto fundamental de la vida diaria.

El Servicio Básico de Molalla Communications Company incluye:

- Servicio "Ilimitado" con uso local
- Servicio "Ilimitado" de negocio con uso local
- Servicio Universal de Línea Vital
- Capacidad de Tono de Toque
- Acceso a la red pública a grado de voz
- Acceso al servicio de Emergencia (Incluyendo 911 aumentado)
- El acceso a servicio de operadora, portadores de interés de cambio e asistencia telefónica
- Una lista de directorio complementaria
- Una lista de directorio de páginas blancas complementaria

La compañía de Molalla Communications esta orgullosa de ofrecer el servicio básico a todos los clientes en nuestro territorio. Nuestra tarifa para el servicio básico residencial es \$14.95 mensual y nuestra tarifa para negocio básico es \$19.95 mensual. Personas de bajos ingresos pueden obtener ayuda de Lifeline y Link-up. Estos programas proporcionan descuentos de estas tarifas básicas. También el programa de Lifeline proporciona a los clientes Bloqueo total de las llamadas de larga Distancia Gratis sin cargos.

Además de estas tarifas, se aplica \$6.50 mensual por la carga federal de la línea de suscriptor. (Federal Subscriber Line Charge) Esto aplica a negocios y líneas residenciales. Esta tarifa es \$9.20 para negocios con más de una línea. Esta tarifa de \$6.50 es pagada totalmente por el programa del lifeline (Universal Lifeline Service.)

Para calificar para la ayuda por favor de contactar al Oregon Public Utility Commission 1-800-848-4442 El ahorro es un total de \$13.50 en su cuenta de teléfono local.

Si usted tiene cualquier pregunta, o quiere llegar a ser un Cliente de Molalla Communications Company por favor de contactarnos al 503-829-1100 o en la página de Internet [www.molalla.com](http://www.molalla.com) o visita nuestra oficina 211 Robbins Street, Molalla Communications Co.

# Telephone Information

## Molalla Public Notice



### MOLALLA COMMUNICATIONS PUBLIC NOTICE IMPORTANT NOTICE ABOUT YOUR MCC ACCOUNT

Recent changes in federal law allow us to use information about your current telecommunications services to better inform you of products and services which may best meet your communications needs, unless you notify us you do not wish to be notified.

What is the information? This information is called "Customer Proprietary Network Information" or "CPNI," and it relates to the telecommunications services you currently utilize and have available to you. This information includes service types, the way we provide those services, call volume, call detail, and billing data.

How can MCC use the information? If you consent, this information may be used to advise you about innovative communications service proposals or new communications technology and products that are tailored to meet your telecommunications service needs.

Who will be able to use this information? Currently, we do not share our member information with anyone, except as required by law or state/federal requirements. Only those companies that now or in the future sell our services, including our agents, contractors and joint-venture partners, as well as, our current or future affiliates and subsidiaries will be able to use this information to market communications-related products to you.

Will we protect this information? Absolutely. You have the right, and we have the duty through our mission and under federal law, to protect the confidentiality of this information. Therefore, regardless of whether you consent or not, your account information will be treated confidentially.

What action is necessary on my part to show consent? No action is required. If you do not contact us within 30 days of receipt of this notice, and indicate that we may not use the information, we may use it in the manner described.

What if I don't consent? You may not be able to learn about innovative service proposals, new technology or offerings, or package discounts. However, any denial or withdrawal of consent on your part will not affect the provision of any services we are furnishing you.

If I consent, can I change my mind? Of course. You can contact MCC member service at anytime and indicate you are withdrawing or limiting your approval of use of your CPNI. Until you do so, however, your consent is valid. Any withdrawal or limiting of consent will remain in place until affirmatively changed by you.

How do I contact you? You can reach us at (503) 829-1100 or by mail at 211 Robbins Street, PO BOX 360 Molalla, OR 97038.

Use of the information on your current account will allow us to inform you about services that will best meet your specific telecommunications needs. We look forward to being able to serve you more effectively with new communications products and solutions.

### PUBLIC NOTICE OF BASIC TELEPHONE SERVICE Available from Molalla Communications Company

Molalla Communications Company is designated as an Eligible Telecommunications Carrier by meeting the guidelines of the Federal Communications Commission and the Oregon Public Utility Commission. MCC has offered quality and reliable telephone service since 1913. We understand basic service is a fundamental aspect of everyday life.

Basic service from Molalla Communications Company includes:

- Single party residential service with "unlimited" local usage
- Single party business service with "unlimited" local usage
- Single party Universal Lifeline Service\*
- Touch tone capability
- Voice grade access to the public switched network
- Access to emergency services (including enhanced 911)
- Access to operator services, interexchange carriers and directory assistance
- One complimentary directory listing
- Complimentary white pages telephone directory

Molalla Communications Company is proud to offer basic service to all members in our serving territory. The rate for residential basic service is \$14.95 monthly and our rate for business basic service is \$19.95 monthly. \*Low income individuals may be eligible for Lifeline and Link-up telephone assistance programs, which provide discounts from these basic rates. Lifeline members also have toll blocking availability, which lets customers block outgoing long distance calls free of charge. In addition to the above monthly rates a \$6.50 Federal Subscriber Line Charge applies to business and residential single party lines and \$9.20 for a business with more than one line. For Lifeline members, this \$6.50 charge is paid entirely by the federal lifeline program for Universal Lifeline Service. To qualify for Lifeline assistance please contact the Oregon Public Utility Commission at 1-800-848-4442 for a potential monthly savings of up to \$13.50 on your local phone bill.

If you have any questions, or would like to become a member of Molalla Communications Company, please contact us at 503-829-1100, online at [www.molalla.com](http://www.molalla.com) or visit our business office at 211 Robbins Street, Molalla.

### Una Nota Publica Del Servicio Básico del Teléfono

Disponible de la Compañía de Molalla Communications

La Compañía de Molalla Communications es designada como un portador elegible de Telecomunicaciones satisfaciendo las pautas de la Comisión Federal de Comunicaciones (FCC) y la Comisión de Utilidad Pública de Oregon. (Oregon Public Utility Commission)

Hemos estado ofreciendo servicio telefónico confiable y de alta calidad desde 1913 y realizamos que el servicio básico es un aspecto fundamental de la vida diaria.

El Servicio Básico de Molalla Communications Company incluye:

- Servicio "ilimitado" con uso local
- Servicio "ilimitado" de negocio con uso local
- Servicio Universal de Línea Vital
- Capacidad de Tono de Toque
- Acceso a la red pública a grado de voz
- Acceso al servicio de Emergencia (Incluyendo 911 aumentado)
- El acceso a servicio de operadora, portadores de interés de cambio e asistencia telefónica
- Una lista de directorio complementaria
- Una lista de directorio de páginas blancas complementaria

La compañía de Molalla Communications esta orgullosa de ofrecer el servicio básico a todos los clientes en nuestro territorio. Nuestra tarifa para el servicio básico residencial es \$14.95 mensual y nuestra tarifa para negocio básico es \$19.95 mensual. Personas de bajos ingresos pueden obtener ayuda de Lifeline y Link-up. Estos programas proporcionan descuentos de estas tarifas básicas. También el programa de Lifeline proporciona a los clientes Bloqueo total de las llamadas de larga Distancia Gratis sin cargos.

Además de estas tarifas, se aplica \$6.50 mensual por la carga federal de la línea de suscriptor. (Federal Subscriber Line Charge) Esto aplica a negocios y líneas residenciales. Esta tarifa es \$9.20 para negocios con más de una línea. Esta tarifa de \$6.50 es pagada totalmente por el programa del lifeline (Universal Lifeline Service.)

Para calificar para la ayuda por favor de contactar al Oregon Public Utility Commission 1-800-848-4442. El ahorro es un total de \$13.50 en su cuenta de teléfono local.

Si usted tiene cualquier pregunta, o quiere llegar a ser un Cliente de Molalla Communications Company por favor de contactarnos al 503-829-1100 o en la página de Internet [www.molalla.com](http://www.molalla.com) o visita nuestra oficina 211 Robbins Street, Molalla Communications Co.

# Telephone Information



## Consumer Information

### Member Billing Information

Members' bills are prepared and mailed on the last day of the billing cycle. You should receive your bill approximately one day after the mailing date. The monthly charge for local telephone service is billed one month in advance and long distance calls are billed in the next billing cycle.

Payments for telephone service must be made within 15 days of the postmark on the billing envelope. A late charge of 1.5% per month will be applied to all balances carried forward on monthly statements.

Any member who issues a check to MCC, which is drawn on an account that is closed or does not have sufficient funds to cover such check, shall be required to pay a service charge of \$25.00 for each item returned to MCC. Should MCC, after having properly notified a member of its intent to discontinue service for non-payment of an account, receive such check as payment of delinquent account, it may disconnect service immediately as if no payment had been received. MCC may require payment of such account to be made in cash before service is restored.

For information about any telephone service or broadband service not shown on this page, call our Business Office at 503-829-1100. Your member relations team is here to assist you.

### Establishment of Credit Notice

To establish credit with the Molalla Communications Co., the following criteria must be met:

1. A satisfactory credit record.
2. Three credit references showing prompt monthly payments.
3. If neither of the above is met, a deposit or a co-signer is required. A co-signer must have service with us for a period of at least one year and be in good standing. The deposit will be equal to two months average billing based on previous service.

### Deposits

Deposits are not required if a satisfactory credit record has been maintained or if the member can provide a satisfactory guarantor to secure payment of the telephone bill.

Members requesting business telephone service may be requested to demonstrate satisfactory credit that is appropriate for the service requested.

When a deposit is required, it will average two-twelfths of your estimated annual billing. Interest on deposits shall accrue from the date of deposit to the date of refund. Interest on deposits held shall be accrued at the rate set forth by the Oregon Public Utilities Commission.

### Deposit Refunds

Accounts that have a deposit will be reviewed after twelve months. If service has not been suspended for non-payment or had past due notices, the deposit plus accrued interest will be refunded. The deposit plus accrued interest shall promptly, upon request, be refunded if the member's credit has been subsequently established in accordance with establishment of credit guidelines.

### Past Due Accounts

You will be advised of the past due account by a written notice on the monthly statement.

We will not disconnect your service for non-payment of bill on a Saturday, Sunday, or legal holiday or any other day on which we cannot reestablish service on the same or following day.

If service is disconnected for non-payment of a bill after notification and delinquency period, there will be a reconnect charge and a deposit may be required before restoration of service.

A late charge of 1.5% per month will be applied to all balances carried forward on monthly statements.

### Molalla Communications Company Public Notice

#### NON-DISCRIMINATION STATEMENT

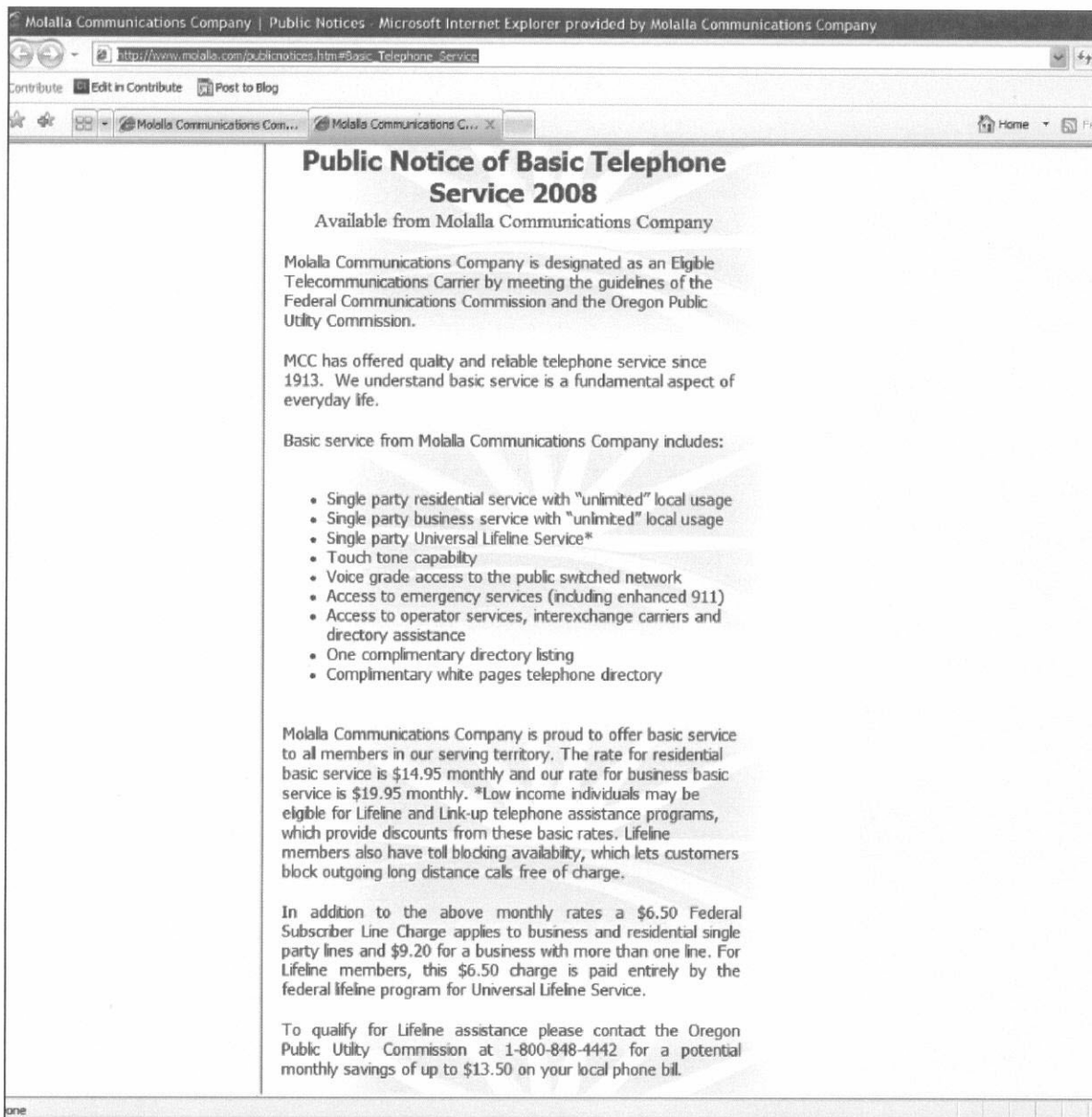
Molalla Communications Company is the recipient of Federal financial assistance from the U. S. Department of Agriculture (USDA).

The U. S. Department of Agriculture (USDA) prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD). To file a complaint of discrimination, write to USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, or call (800) 795-3272 (voice), or (202) 720-6382 (TDD). "USDA is an equal opportunity provider, employer, and lender".

How do I contact Molalla Communications Company? You can reach us at (503) 829-1100 or by mail at 211 Robbins Street, PO BOX 360 Molalla, OR 97038.

## Attachment 3, pages 9 & 10

[http://www.molalla.com/publicnotices.htm#Basic\\_Telephone\\_Service](http://www.molalla.com/publicnotices.htm#Basic_Telephone_Service)



Molalla Communications Company | Public Notices - Microsoft Internet Explorer provided by Molalla Communications Company

Contribute Edit in Contribute Post to Blog

### Public Notice of Basic Telephone Service 2008

Available from Molalla Communications Company

Molalla Communications Company is designated as an Eligible Telecommunications Carrier by meeting the guidelines of the Federal Communications Commission and the Oregon Public Utility Commission.

MCC has offered quality and reliable telephone service since 1913. We understand basic service is a fundamental aspect of everyday life.

Basic service from Molalla Communications Company includes:

- Single party residential service with "unlimited" local usage
- Single party business service with "unlimited" local usage
- Single party Universal Lifeline Service\*
- Touch tone capability
- Voice grade access to the public switched network
- Access to emergency services (including enhanced 911)
- Access to operator services, interexchange carriers and directory assistance
- One complimentary directory listing
- Complimentary white pages telephone directory

Molalla Communications Company is proud to offer basic service to all members in our serving territory. The rate for residential basic service is \$14.95 monthly and our rate for business basic service is \$19.95 monthly. \*Low income individuals may be eligible for Lifeline and Link-up telephone assistance programs, which provide discounts from these basic rates. Lifeline members also have toll blocking availability, which lets customers block outgoing long distance calls free of charge.

In addition to the above monthly rates a \$6.50 Federal Subscriber Line Charge applies to business and residential single party lines and \$9.20 for a business with more than one line. For Lifeline members, this \$6.50 charge is paid entirely by the federal lifeline program for Universal Lifeline Service.

To qualify for Lifeline assistance please contact the Oregon Public Utility Commission at 1-800-848-4442 for a potential monthly savings of up to \$13.50 on your local phone bill.

one

Molalla Communications Company | Public Notices - Microsoft Internet Explorer provided by Molalla Communications Company

http://www.molalla.com/publicnotices.htm#Basico\_del\_telefono

Contribute Edit in Contribute Post to Blog

Molalla Communications C... Molalla Communications Com... Home Feeds

## Una Nota Publica Del Servicio Básico del Teléfono 2008

Disponible de la Compañía de Molalla Communications

La Compañía de Molalla Communications es designada como un portador elegible de Telecomunicaciones satisfaciendo las pautas de la Comisión Federal de Comunicaciones (FCC) y la Comisión de Utilidad Pública de Oregon. (Oregon Public Utility Commission)

Hemos estado ofreciendo servicio telefónico confiable y de alta calidad desde 1913 y realizamos que el servicio básico es un aspecto fundamental de la vida diaria.

El Servicio Básico de Molalla Communications Company incluye:

- Servicio "limitado" con uso local
- Servicio "limitado" de negocio con uso local
- Servicio Universal de Línea Vital
- Capacidad de Tono de Toque
- Acceso a la red pública a grado de voz
- Acceso al servicio de Emergencia (Incluyendo 911 aumentado)
- El acceso a servicio de operadora, portadores de interés de cambio e asistencia telefónica
- Una lista de directorio complementaria
- Una lista de directorio de paginas blancas complementaria

La compañía de Molalla Communications esta orgullosa de ofrecer el servicio básico a todos los clientes en nuestro territorio. Nuestra tarifa para el servicio básico residencial es \$14.95 mensual y nuestra tarifa para negocio básico es \$19.95 mensual. Personas de bajos ingresos pueden obtener ayuda de Lifeline y Link-up. Estos programas proporcionan descuentos de estas tarifas básicas. También el programa de Lifeline proporciona a los clientes Bloqueo total de las llamadas de larga Distancia Gratis sin cargos.

Además de estas tarifas, se aplica \$6.50 mensual por la carga federal de la línea de suscriptor. (Federal Subscriber Line Charge) Esto aplica a negocios y líneas residenciales. Esta tarifa es \$9.20 para negocios con más de una línea. Esta tarifa de \$6.50 es pagada totalmente por el programa del lifeline (Universal Lifeline Service.)

Para calificar para la ayuda por favor de contactar al Oregon Public Utility Commission 1-800-848-4442 El ahorro es un total de \$13.50 en su cuenta de teléfono local.

Si usted tiene cualquier pregunta, o quiere llegar a ser un Cliente de

Done

# Attachment 3, page 11

<http://www.usac.org/li/low-income/lifelinesupport/browser/Default.aspx>

The screenshot shows a Microsoft Internet Explorer browser window displaying the USAC website. The address bar shows the URL: <http://www.usac.org/li/low-income/lifelinesupport/browser/Default.aspx>. The page title is "LifelineSupport.org Home - Low Income - USAC".

The website header includes the USAC logo (Universal Service Administrative Company) with the tagline "Helping Keep Americans Connected". There is a search bar and a "Need Help?" dropdown menu.

The main navigation bar is titled "Low Income" and contains three buttons: "Low Income Households", "Familias de Bajos Ingresos", and "Telecommunications Carriers".

On the left side, there are two sections:

- About Low Income:**
  - Overview of the Program
  - Overview of the Process
  - Site Visits
  - Understanding Audits
  - Filing Appeals
- Low Income Tools:**
  - Latest News
  - Calendar/Reminders
  - Required Forms
  - Disbursement Data
  - Rules and Orders
  - Tips and Best Practices
  - Frequently Asked Questions
  - Program Compliance - Whistleblower Hotline

The main content area is titled "Telephone Assistance Programs for Low Income Households". It features a "Selected state:" dropdown menu with "Oregon" selected. Below this, there is a note: "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.)" A search box contains "Molalla Communications Company" and a "Go" button.

Below the search box, the page is titled "Lifeline and Link Up Information for Molalla Communications Company Customers in Oregon".

There are two columns of information:

- Landline Service:** Lifeline (a.k.a. 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.
- Contact Information:**
  - Website: <http://www.molalla.com>
  - Call for an Application
  - Customer Service: 503-829-1100

Below this, there are two main bullet points:

- How much can I save?** You will save up to \$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)
  - Low Income Home Energy Assistance Program (LIHEAP) - Link Up ONLY
  - Oregon Health Plan
  - Some Medicare Programs
  - Additional eligibility criteria may apply to residents of federally recognized tribal lands

The browser status bar at the bottom shows "Internet" and "100%" zoom level.

## Attachment 4.2, pages 1 & 2



### **Molalla Communications**

211 Robbins St. • P.O. Box 360 • Molalla, OR. 97038  
503 829 1100 • Fax: 503 829 7781 • [www.molalla.com](http://www.molalla.com)

---

### **Public Notice of Basic Telephone Service Available from Molalla Communications Company**

Molalla Communications Company is designated as an Eligible Telecommunications Carrier by meeting the guidelines of the Federal Communications Commission and the Oregon Public Utility Commission.

MCC has offered quality and reliable telephone service since 1913. We understand basic service is a fundamental aspect of everyday life.

Basic service from Molalla Communications Company includes:

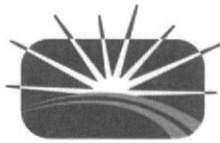
- Single party residential service with “unlimited” local usage
- Single party business service with “unlimited” local usage
- Single party Universal Lifeline Service\*
- Touch tone capability
- Voice grade access to the public switched network
- Access to emergency services (including enhanced 911)
- Access to operator services, interexchange carriers and directory assistance
- One complimentary directory listing
- Complimentary white pages telephone directory

Molalla Communications Company is proud to offer basic service to all members in our serving territory. The rate for residential basic service is \$14.95 monthly and our rate for business basic service is \$19.95 monthly. \*Low income individuals may be eligible for Lifeline and Link-up telephone assistance programs, which provide discounts from these basic rates. Lifeline members also have toll blocking availability, which lets customers block outgoing long distance calls free of charge.

In addition to the above monthly rates a \$6.50 Federal Subscriber Line Charge applies to business and residential single party lines and \$9.20 for a business with more than one line. For Lifeline members, this \$6.50 charge is paid entirely by the federal lifeline program for Universal Lifeline Service.

To qualify for Lifeline assistance please contact the Oregon Public Utility Commission at 1-800-848-4442 for a potential monthly savings of up to \$13.50 on your local phone bill.

If you have any questions, or would like to become a member of Molalla Communications Company, please contact us at 503-829-1100, online at [www.molalla.com](http://www.molalla.com) or visit our business office at 211 Robbins Street, Molalla.



**Molalla Communications**  
211 Robbins St. • P.O. Box 360 • Molalla, OR. 97038  
503 829 1100 • Fax: 503 829 7781 • [www.molalla.com](http://www.molalla.com)

---

## **Una Nota Publica Del Servicio Básico del Teléfono Disponible de la Compañía de Molalla Communications**

La Compañía de Molalla Communications es designada como un portador elegible de Telecomunicaciones satisfaciendo las pautas de la Comisión Federal de Comunicaciones (FCC) y la Comisión de Utilidad Pública de Oregon. (Oregon Public Utility Commission)

Hemos estado ofreciendo servicio telefónico confiable y de alta calidad desde 1913 y realizamos que el servicio básico es un aspecto fundamental de la vida diaria.

El Servicio Básico de Molalla Communications Company incluye:

- Servicio "Ilimitado" con uso local
- Servicio "Ilimitado" de negocio con uso local
- Servicio Universal de Línea Vital
- Capacidad de Tono de Toque
- Acceso a la red pública a grado de voz
- Acceso al servicio de Emergencia (Incluyendo 911 aumentado)
- El acceso a servicio de operadora, portadores de interés de cambio e asistencia telefónica
- Una lista de directorio complementaria
- Una lista de directorio de páginas blancas complementaria

La compañía de Molalla Communications esta orgullosa de ofrecer el servicio básico a todos los clientes en nuestro territorio. Nuestra tarifa para el servicio básico residencial es \$14.95 mensual y nuestra tarifa para negocio básico es \$19.95 mensual. Personas de bajos ingresos pueden obtener ayuda de Lifeline y Link-up. Estos programas proporcionan descuentos de estas tarifas básicas. También el programa de Lifeline proporciona a los clientes Bloqueo total de las llamadas de larga Distancia Gratis sin cargos.

Además de estas tarifas, se aplica \$6.50 mensual por la carga federal de la línea de suscriptor. (Federal Subscriber Line Charge) Esto aplica a negocios y líneas residenciales. Esta tarifa es \$9.20 para negocios con más de una línea. Esta tarifa de \$6.50 es pagada totalmente por el programa del lifeline (Universal Lifeline Service.)

Para calificar para la ayuda por favor de contactar al Oregon Public Utility Commission 1-800-848-4442 El ahorro es un total de \$13.50 en su cuenta de teléfono local.

Si usted tiene cualquier pregunta, o quiere llegar a ser un Cliente de Molalla Communications Company por favor de contactarnos al 503-829-1100 o en la página de Internet [www.molalla.com](http://www.molalla.com) o visita nuestra oficina 211 Robbins Street, Molalla Communications Co.



## PUBLIC NOTICES

**Public and legal notices printed in newspapers help fulfill the citizens' Constitutional right of due process of law by putting them on notice of matters which affect them or their property.**

**Public Notice of  
Basic Telephone Service  
Available from  
Molalla**

**Communications Company**  
Molalla Communications Company is designated as an Eligible Telecommunications Carrier by meeting the guidelines of the Federal Communications Commission and the Oregon Public Utility Commission.

MCC has offered quality and reliable telephone service since 1913. We understand basic service is a fundamental aspect of everyday life.

Basic service from Molalla Communications Company includes:

Single party residential service with "unlimited" local usage.

Single party business service with "unlimited" local usage.

Single party Universal Lifeline Service\*.

Touch tone capability.

Voice grade access to the public switched network.

Access to emergency services (including enhanced 911).

Access to operator services, interexchange carriers and directory assistance.

One complimentary directory listing.

Complimentary white pages telephone directory.

Molalla Communications Company is proud to offer basic service to all members in our

territory. The rate for residential basic service is \$14.95 monthly and our rate for business basic service is \$19.95 monthly. \*Low income individuals may be eligible for Lifeline and Link-up telephone assistance programs, which provide discounts from these basic rates. Lifeline members also have toll blocking availability, which lets customers block outgoing long distance calls free of charge.

In addition to the above monthly rates a \$6.50 Federal Subscriber Line Charge applies to business and residential single party lines and \$9.20 for a business with more than one line. For Lifeline members, this \$6.50 charge is paid entirely by the federal lifeline program for Universal Lifeline Service.

To qualify for Lifeline assistance please contact the Oregon Public Utility Commission at 1-800-848-4442 for a potential monthly savings of up to \$13.50 on your local phone bill.

If you have any questions, or would like to become a member of Molalla Communications Company, please contact us at 503-829-1100, online at [www.molalla.com](http://www.molalla.com) or visit our business office at 211 Robbins Street, Molalla.

Published in the Molalla Pioneer Feb. 13, Feb. 20 & Feb. 23, 2008.

**Una Nota Publica  
Del Servicio Básico  
del Teléfono  
Disponble de la  
Compañía de  
Molalla Communications  
La Companfa de Molalla**

Communications es designada como un portador elegible de Telecomunicaciones satisfaciendo las pautas de la Comisión Federal de Comunicaciones (FCC) y la Comisión de Utilidad Pública de Oregon, (Oregon Public Utility Commission)

Hemos estado ofreciendo servicio telefónico confiable y de alta calidad desde 1913 y realizamos que el servicio básico es un aspecto fundamental de la vida diaria.

El Servicio Básico de Molalla Communications Company incluye:

Servicio "ilimitado" con uso local

Servicio "ilimitado" de negocio con uso local

Servicio Universal de Línea Vital

Capacidad de Tono de Toque Acceso a la red publica a grado de voz

Acceso al servicio de Emergencia (Incluyendo 911 aumentado)

El acceso a servicio de operadora, portadores de interés de cambio e asistencia telefónica

Una lista de directorio complementaria

Una lista de directorio de paginas blancas complementaria

La compañía de Molalla Communications esta orgullosa de ofrecer el servicio básico a todos los clientes en nuestro territorio. Nuestra tarifa para el servicio básico residencial es \$14.95 mensual y nuestra tarifa para negocio básico es \$19.95 mensual. Personas de bajos ingresos pueden obtener ayuda de Lifeline y Link-up. Estos programas proporcionan descuentos

de estas tarifas básicas. También el programa de Lifeline proporciona a los clientes Bloqueo total de las llamadas de larga Distancia Gratis sin cargos.

Además de estas tarifas, se aplica \$6.50 mensual por la carga federal de la línea de suscriptor. (Federal Subscriber Line Charge) Esto aplica a negocios y líneas residenciales. Esta tarifa es \$9.20 para negocios con más de una línea. Esta tarifa de \$6.50 es pagada totalmente por el programa del lifeline (Universal Lifeline Service.)

Para calificar para la ayuda por favor de contactar al Oregon Public Utility Commission 1-800-848-4442 El ahorro es un total de \$13.50 en su cuenta de teléfono local.

Si usted tiene cualquier pregunta, o quiere llegar a ser un Cliente de Molalla Communications Company por favor de contactarnos al 503-829-1100 o en la pagina de Internet [www.molalla.com](http://www.molalla.com) o visita nuestra oficina 211 Robbins Street, Molalla Communications Co.

Published in the Molalla Pioneer Feb. 13, Feb. 20 and Feb. 23, 2008.

**Public Notice provided  
by Molalla Communications  
Oregon Telecommunications  
Relay Service (OTRS)**

Are you an Oregonian with a hearing, speech or severe mobility disability?

You may qualify for a loaner phone that meets your needs. Call Telecommunications Devices Access Program (TDAP) at 1-800-848-4442 Voice or 1-800-648-3458 TTY.

AFFIDAVIT OF PUBLICATION

STATE OF OREGON )  
 ) SS  
COUNTY OF CLACKAMAS )

I, William D. Cassel, being first duly sworn, depose and say that I am the publisher of the MOLALLA PIONEER newspaper of general circulation as defined by ORS 193.010 and 193.020; printed and published at Molalla in the aforesaid county and state; that the UNA NOTA PUBLICA DEL SERVICIO printed copy of which is hereto annexed, was published in the entire issue of said newspaper for 2 successive and consecutive week(s) in the following issue(s): February 13 & 20, 2008.

Subscribed and sworn to me this 20th day of February, 2008.



*Vickie Upton*  
Notary Public of Oregon  
My commission expires on April 7, 2008

AFFIDAVIT OF PUBLICATION

STATE OF OREGON )  
 ) SS  
COUNTY OF CLACKAMAS )

I, William D. Cassel, being first duly sworn, depose and say that I am the publisher of the MOLALLA PIONEER newspaper of general circulation as defined by ORS 193.010 and 193.020; printed and published at Molalla in the aforesaid county and state; that the UNA NOTA PUBLICA DEL SERVICIO printed copy of which is hereto annexed, was published in the entire issue of said newspaper for 1 successive and consecutive week(s) in the following issue(s): February 23, 2008.

Subscribed and sworn to me this 23rd day of February, 2008.



*Vickie Upton*  
Notary Public of Oregon  
My commission expires on April 7, 2008

AFFIDAVIT OF PUBLICATION

STATE OF OREGON )  
 ) SS  
COUNTY OF CLACKAMAS )

I, William D. Cassel, being first duly sworn, depose and say that I am the publisher of the MOLALLA PIONEER newspaper of general circulation as defined by ORS 193.010 and 193.020; printed and published at Molalla in the aforesaid county and state; that the PUBLIC NOTICE OF BASIC TELEPHONE SERVICE printed copy of which is hereto annexed, was published in the entire issue of said newspaper for 2 successive and consecutive week(s) in the following issue(s): February 13 & 20, 2008.

Subscribed and sworn to me this 20th day of February, 2008.



*Vickie Upton*  
Notary Public of Oregon  
My commission expires on April 7, 2008

AFFIDAVIT OF PUBLICATION

STATE OF OREGON )  
 ) SS  
COUNTY OF CLACKAMAS )

I, William D. Cassel, being first duly sworn, depose and say that I am the publisher of the MOLALLA PIONEER newspaper of general circulation as defined by ORS 193.010 and 193.020; printed and published at Molalla in the aforesaid county and state; that the PUBLIC NOTICE OF BASIC TELEPHONE SERVICE printed copy of which is hereto annexed, was published in the entire issue of said newspaper for 1 successive and consecutive week(s) in the following issue(s): February 23, 2008.

Subscribed and sworn to me this 23rd day of February, 2008



*Vickie Upton*  
Notary Public of Oregon  
My commission expires April 7, 2008

## **Public Notice of Basic Telephone Service**

### **Available from Molalla Communications Company**

**Molalla Communications Company is designated as an Eligible Telecommunications Carrier by meeting the guidelines of the Federal Communications Commission and the Oregon Public Utility Commission.**

**MCC has offered quality and reliable telephone service since 1913. We understand basic service is a fundamental aspect of everyday life.**

**Basic service from Molalla Communications Company includes:**

- **Single party residential service with “unlimited” local usage**
- **Single party business service with “unlimited” local usage**
- **Single party Universal Lifeline Service\***
- **Touch tone capability**
- **Voice grade access to the public switched network**
- **Access to emergency services (including enhanced 911)**
- **Access to operator services, interexchange carriers and directory assistance**
- **One complimentary directory listing**
- **Complimentary white pages telephone directory**

**Molalla Communications Company is proud to offer basic service to all members in our serving territory. The rate for residential basic service is \$14.95 monthly and our rate for business basic service is \$19.95 monthly. \*Low income individuals may be eligible for Lifeline and Link-up telephone assistance programs, which provide discounts from these basic rates. Lifeline members also have toll blocking availability, which lets customers block outgoing long distance calls free of charge.**

**In addition to the above monthly rates a \$6.50 Federal Subscriber Line Charge applies to business and residential single party lines and \$9.20 for a business with more than one line. For Lifeline members, this \$6.50 charge is paid entirely by the federal lifeline program for Universal Lifeline Service.**

**To qualify for Lifeline assistance please contact the Oregon Public Utility Commission at 1-800-848-4442 for a potential monthly savings of up to \$13.50 on your local phone bill.**

**If you have any questions, or would like to become a member of Molalla Communications Company, please contact us at 503-829-1100, online at [www.molalla.com](http://www.molalla.com) or visit our business office at 211 Robbins Street, Molalla.**

## **Una Nota Publica Del Servicio Básico del Teléfono**

### **Disponible de la Compañía de Molalla Communications**

La Compañía de Molalla Communications es designada como un portador elegible de Telecomunicaciones satisfaciendo las pautas de la Comisión Federal de Comunicaciones (FCC) y la Comisión de Utilidad Pública de Oregon. (Oregon Public Utility Commission)

Hemos estado ofreciendo servicio telefónico confiable y de alta calidad desde 1913 y realizamos que el servicio básico es un aspecto fundamental de la vida diaria.

El Servicio Básico de Molalla Communications Company incluye:

- Servicio "Ilimitado" con uso local
- Servicio "Ilimitado" de negocio con uso local
- Servicio Universal de Línea Vital
- Capacidad de Tono de Toque
- Acceso a la red pública a grado de voz
- Acceso al servicio de Emergencia (Incluyendo 911 aumentado)
- El acceso a servicio de operadora, portadores de interés de cambio e asistencia telefónica
- Una lista de directorio complementaria
- Una lista de directorio de páginas blancas complementaria

La compañía de Molalla Communications esta orgullosa de ofrecer el servicio básico a todos los clientes en nuestro territorio. Nuestra tarifa para el servicio básico residencial es \$14.95 mensual y nuestra tarifa para negocio básico es \$19.95 mensual. Personas de bajos ingresos pueden obtener ayuda de Lifeline y Link-up. Estos programas proporcionan descuentos de estas tarifas básicas. También el programa de Lifeline proporeiona a los clientes Bloqueo total de las llamadas de larga Distancia Gratis sin cargos.

Además de estas tarifas, se aplica \$6.50 mensual por la carga federal de la línea de suscriptor. (Federal Subscriber Line Charge) Esto aplica a negocios y líneas residenciales. Esta tarifa es \$9.20 para negocios con más de una línea. Esta tarifa de \$6.50 es pagada totalmente por el programa del lifeline (Universal Lifeline Service.)

Para calificar para la ayuda por favor de contactar al Oregon Public Utility Commission 1-800-848-4442 El ahorro es un total de \$13.50 en su cuenta de teléfono local.

Si usted tiene cualquier pregunta, o quiere llegar a ser un Cliente de Molalla Communications Company por favor de contactarnos al 503-829-1100 o en la página de Internet [www.molalla.com](http://www.molalla.com) o visita nuestra oficina 211 Robbins Street, Molalla Communications Co.

# Telephone Information

## Molalla Public Notice



### MOLALLA COMMUNICATIONS PUBLIC NOTICE IMPORTANT NOTICE ABOUT YOUR MCC ACCOUNT

Recent changes in federal law allow us to use information about your current telecommunications services to better inform you of products and services which may best meet your communications needs, unless you notify us you do not wish to be notified.

What is the information? This information is called "Customer Proprietary Network Information" or "CPNI," and it relates to the telecommunications services you currently utilize and have available to you. This information includes service types, the way we provide those services, call volume, call detail, and billing data.

How can MCC use the information? If you consent, this information may be used to advise you about innovative communications service proposals or new communications technology and products that are tailored to meet your telecommunications service needs.

Who will be able to use this information? Currently, we do not share our member information with anyone, except as required by law or state/federal requirements. Only those companies that now or in the future sell our services, including our agents, contractors and joint-venture partners, as well as, our current or future affiliates and subsidiaries will be able to use this information to market communications-related products to you.

Will we protect this information? Absolutely. You have the right, and we have the duty through our mission and under federal law, to protect the confidentiality of this information. Therefore, regardless of whether you consent or not, your account information will be treated confidentially.

What action is necessary on my part to show consent? No action is required. If you do not contact us within 30 days of receipt of this notice, and indicate that we may not use the information, we may use it in the manner described.

What if I don't consent? You may not be able to learn about innovative service proposals, new technology or offerings, or package discounts. However, any denial or withdrawal of consent on your part will not affect the provision of any services we are furnishing you.

If I consent, can I change my mind? Of course. You can contact MCC member service at anytime and indicate you are withdrawing or limiting your approval of use of your CPNI. Until you do so, however, your consent is valid. Any withdrawal or limiting of consent will remain in place until affirmatively changed by you.

How do I contact you? You can reach us at (503) 829-1100 or by mail at 211 Robbins Street, PO BOX 360 Molalla, OR 97038.

Use of the information on your current account will allow us to inform you about services that will best meet your specific telecommunications needs. We look forward to being able to serve you more effectively with new communications products and solutions.

### PUBLIC NOTICE OF BASIC TELEPHONE SERVICE Available from Molalla Communications Company

Molalla Communications Company is designated as an Eligible Telecommunications Carrier by meeting the guidelines of the Federal Communications Commission and the Oregon Public Utility Commission. MCC has offered quality and reliable telephone service since 1913. We understand basic service is a fundamental aspect of everyday life.

Basic service from Molalla Communications Company includes:

- Single party residential service with "unlimited" local usage
- Single party business service with "unlimited" local usage
- Single party Universal Lifeline Service\*
- Touch tone capability
- Voice grade access to the public switched network
- Access to emergency services (including enhanced 911)
- Access to operator services, interexchange carriers and directory assistance
- One complimentary directory listing
- Complimentary white pages telephone directory

Molalla Communications Company is proud to offer basic service to all members in our serving territory. The rate for residential basic service is \$14.95 monthly and our rate for business basic service is \$19.95 monthly. \*Low income individuals may be eligible for Lifeline and Link-up telephone assistance programs, which provide discounts from these basic rates. Lifeline members also have toll blocking availability, which lets customers block outgoing long distance calls free of charge. In addition to the above monthly rates a \$6.50 Federal Subscriber Line Charge applies to business and residential single party lines and \$9.20 for a business with more than one line. For Lifeline members, this \$6.50 charge is paid entirely by the federal lifeline program for Universal Lifeline Service.

To qualify for Lifeline assistance please contact the Oregon Public Utility Commission at 1-800-848-4442 for a potential monthly savings of up to \$13.50 on your local phone bill.

If you have any questions, or would like to become a member of Molalla Communications Company, please contact us at 503-829-1100, online at [www.molalla.com](http://www.molalla.com) or visit our business office at 211 Robbins Street, Molalla.

### Una Nota Publica Del Servicio Básico del Teléfono

Disponible de la Compañía de Molalla Communications

La Compañía de Molalla Communications es designada como un portador elegible de Telecomunicaciones satisfaciendo las pautas de la Comisión Federal de Comunicaciones (FCC) y la Comisión de Utilidad Pública de Oregon. (Oregon Public Utility Commission)

Hemos estado ofreciendo servicio telefónico confiable y de alta calidad desde 1913 y realizamos que el servicio básico es un aspecto fundamental de la vida diaria.

El Servicio Básico de Molalla Communications Company incluye:

- Servicio "ilimitado" con uso local
- Servicio "ilimitado" de negocio con uso local
- Servicio Universal de Línea Vital
- Capacidad de Tono de Toque
- Acceso a la red pública a grado de voz
- Acceso al servicio de Emergencia (Incluyendo 911 aumentado)
- El acceso a servicio de operadora, portadores de interés de cambio e asistencia telefónica
- Una lista de directorio complementaria
- Una lista de directorio de paginas blancas complementaria

La compañía de Molalla Communications esta orgullosa de ofrecer el servicio básico a todos los clientes en nuestro territorio. Nuestra tarifa para el servicio básico residencial es \$14.95 mensual y nuestra tarifa para negocio básico es \$19.95 mensual. Personas de bajos ingresos pueden obtener ayuda de Lifeline y Link-up. Estos programas proporcionan descuentos de estas tarifas básicas. También el programa de Lifeline proporciona a los clientes Bloqueo total de las llamadas de larga Distancia Gratis sin cargos.

Además de estas tarifas, se aplica \$6.50 mensual por la carga federal de la línea de suscriptor. (Federal Subscriber Line Charge) Esto aplica a negocios y líneas residenciales. Esta tarifa es \$9.20 para negocios con más de una línea. Esta tarifa de \$6.50 es pagada totalmente por el programa del lifeline (Universal Lifeline Service.)

Para calificar para la ayuda por favor de contactar al Oregon Public Utility Commission 1-800-848-4442. El ahorro es un total de \$13.50 en su cuenta de teléfono local.

Si usted tiene cualquier pregunta, o quiere llegar a ser un Cliente de Molalla Communications Company por favor de contactamos al 503-829-1100 o en la pagina de Internet [www.molalla.com](http://www.molalla.com) o visita nuestra oficina 211 Robbins Street, Molalla Communications Co.

# Telephone Information



## Consumer Information

### Member Billing Information

Members' bills are prepared and mailed on the last day of the billing cycle. You should receive your bill approximately one day after the mailing date. The monthly charge for local telephone service is billed one month in advance and long distance calls are billed in the next billing cycle.

Payments for telephone service must be made within 15 days of the postmark on the billing envelope. A late charge of 1.5% per month will be applied to all balances carried forward on monthly statements.

Any member who issues a check to MCC, which is drawn on an account that is closed or does not have sufficient funds to cover such check, shall be required to pay a service charge of \$25.00 for each item returned to MCC. Should MCC, after having properly notified a member of its intent to discontinue service for non-payment of an account, receive such check as payment of delinquent account, it may disconnect service immediately as if no payment had been received. MCC may require payment of such account to be made in cash before service is restored.

For information about any telephone service or broadband service not shown on this page, call our Business Office at 503-829-1100. Your member relations team is here to assist you.

### Establishment of Credit Notice

To establish credit with the Molalla Communications Co., the following criteria must be met:

1. A satisfactory credit record.
2. Three credit references showing prompt monthly payments.
3. If neither of the above is met, a deposit or a co-signer is required. A co-signer must have service with us for a period of at least one year and be in good standing. The deposit will be equal to two months average billing based on previous service.

### Deposits

Deposits are not required if a satisfactory credit record has been maintained or if the member can provide a satisfactory guarantor to secure payment of the telephone bill.

Members requesting business telephone service may be requested to demonstrate satisfactory credit that is appropriate for the service requested.

When a deposit is required, it will average two-twelfths of your estimated annual billing. Interest on deposits shall accrue from the date of deposit to the date of refund. Interest on deposits held shall be accrued at the rate set forth by the Oregon Public Utilities Commission.

### Deposit Refunds

Accounts that have a deposit will be reviewed after twelve months. If service has not been suspended for non-payment or had past due notices, the deposit plus accrued interest will be refunded. The deposit plus accrued interest shall promptly, upon request, be refunded if the member's credit has been subsequently established in accordance with establishment of credit guidelines.

### Past Due Accounts

You will be advised of the past due account by a written notice on the monthly statement.

We will not disconnect your service for non-payment of bill on a Saturday, Sunday, or legal holiday or any other day on which we cannot reestablish service on the same or following day.

If service is disconnected for non-payment of a bill after notification and delinquency period, there will be a reconnect charge and a deposit may be required before restoration of service.

A late charge of 1.5% per month will be applied to all balances carried forward on monthly statements.

### Molalla Communications Company Public Notice

#### NON-DISCRIMINATION STATEMENT

Molalla Communications Company is the recipient of Federal financial assistance from the U. S. Department of Agriculture (USDA).

The U. S. Department of Agriculture (USDA) prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD). To file a complaint of discrimination, write to USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, or call (800) 795-3272 (voice), or (202) 720-6382 (TDD). "USDA is an equal opportunity provider, employer, and lender".

How do I contact Molalla Communications Company? You can reach us at (503) 829-1100 or by mail at 211 Robbins Street, PO BOX 360 Molalla, OR 97038.

## Attachment 4.2, pages 9 & 10

[http://www.molalla.com/publicnotices.htm#Basic\\_Telephone\\_Service](http://www.molalla.com/publicnotices.htm#Basic_Telephone_Service)

Molalla Communications Company | Public Notices - Microsoft Internet Explorer provided by Molalla Communications Company

Contribute Edit in Contribute Post to Blog

### Public Notice of Basic Telephone Service 2008

Available from Molalla Communications Company

Molalla Communications Company is designated as an Eligible Telecommunications Carrier by meeting the guidelines of the Federal Communications Commission and the Oregon Public Utility Commission.

MCC has offered quality and reliable telephone service since 1913. We understand basic service is a fundamental aspect of everyday life.

Basic service from Molalla Communications Company includes:

- Single party residential service with "unlimited" local usage
- Single party business service with "unlimited" local usage
- Single party Universal Lifeline Service\*
- Touch tone capability
- Voice grade access to the public switched network
- Access to emergency services (including enhanced 911)
- Access to operator services, interexchange carriers and directory assistance
- One complimentary directory listing
- Complimentary white pages telephone directory

Molalla Communications Company is proud to offer basic service to all members in our serving territory. The rate for residential basic service is \$14.95 monthly and our rate for business basic service is \$19.95 monthly. \*Low income individuals may be eligible for Lifeline and Link-up telephone assistance programs, which provide discounts from these basic rates. Lifeline members also have toll blocking availability, which lets customers block outgoing long distance calls free of charge.

In addition to the above monthly rates a \$6.50 Federal Subscriber Line Charge applies to business and residential single party lines and \$9.20 for a business with more than one line. For Lifeline members, this \$6.50 charge is paid entirely by the federal lifeline program for Universal Lifeline Service.

To qualify for Lifeline assistance please contact the Oregon Public Utility Commission at 1-800-848-4442 for a potential monthly savings of up to \$13.50 on your local phone bill.

one

Molalla Communications Company | Public Notices - Microsoft Internet Explorer provided by Molalla Communications Company

http://www.molalla.com/publicnotices.htm#Basico\_del\_telefono

Contribute Edit in Contribute Post to Blog

## Una Nota Publica Del Servicio Básico del Teléfono 2008

Disponible de la Compañía de Molalla Communications

La Compañía de Molalla Communications es designada como un portador elegible de Telecomunicaciones satisfaciendo las pautas de la Comisión Federal de Comunicaciones (FCC) y la Comisión de Utilidad Pública de Oregon. (Oregon Public Utility Commission)

Hemos estado ofreciendo servicio telefónico confiable y de alta calidad desde 1913 y realizamos que el servicio básico es un aspecto fundamental de la vida diaria.

El Servicio Básico de Molalla Communications Company incluye:

- Servicio "ilimitado" con uso local
- Servicio "ilimitado" de negocio con uso local
- Servicio Universal de Línea Vital
- Capacidad de Tono de Toque
- Acceso a la red pública a grado de voz
- Acceso al servicio de Emergencia (Incluyendo 911 aumentado)
- El acceso a servicio de operadora, portadores de interés de cambio e asistencia telefónica
- Una lista de directorio complementaria
- Una lista de directorio de páginas blancas complementaria

La compañía de Molalla Communications esta orgullosa de ofrecer el servicio básico a todos los clientes en nuestro territorio. Nuestra tarifa para el servicio básico residencial es \$14.95 mensual y nuestra tarifa para negocio básico es \$19.95 mensual. Personas de bajos ingresos pueden obtener ayuda de Lifeline y Link-up. Estos programas proporcionan descuentos de estas tarifas básicas. También el programa de Lifeline proporciona a los clientes Bloqueo total de las llamadas de larga Distancia Gratis sin cargos.

Además de estas tarifas, se aplica \$6.50 mensual por la carga federal de la línea de suscriptor. (Federal Subscriber Line Charge) Esto aplica a negocios y líneas residenciales. Esta tarifa es \$9.20 para negocios con más de una línea. Esta tarifa de \$6.50 es pagada totalmente por el programa del lifeline (Universal Lifeline Service.)

Para calificar para la ayuda por favor de contactar al Oregon Public Utility Commission 1-800-848-4442 El ahorro es un total de \$13.50 en su cuenta de teléfono local.

Si usted tiene cualquier pregunta, o quiere llegar a ser un Cliente de

Done



# Attachment 4.2, page 11

<http://www.usac.org/li/low-income/lifelinesupport/browser/Default.aspx>

The screenshot shows a Microsoft Internet Explorer browser window displaying the USAC website. The address bar shows the URL: <http://www.usac.org/li/low-income/lifelinesupport/browser/Default.aspx>. The page title is "LifelineSupport.org Home - Low Income - USAC".

The website header includes the USAC logo (Universal Service Administrative Company) and the tagline "Helping Keep Americans Connected". There is a search bar and a "Need Help?" dropdown menu.

The main navigation area features three tabs: "Low Income Households", "Familias de Bajos Ingresos", and "Telecommunications Carriers". The "Low Income" tab is selected.

On the left side, there is a sidebar menu with the following sections:

- About Low Income:**
  - Overview of the Program
  - Overview of the Process
  - Site Visits
  - Understanding Audits
  - Filing Appeals
- Low Income Tools:**
  - Latest News
  - Calendar/Reminders
  - Required Forms
  - Disbursement Data
  - Rules and Orders
  - Tips and Best Practices
  - Frequently Asked Questions
  - Program Compliance - Whistleblower Hotline

The main content area is titled "Telephone Assistance Programs for Low Income Households". It includes a "Selected state:" dropdown menu with "Oregon" selected. Below this, there is a text prompt: "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.)" and a search box containing "Molalla Communications Company" with a "Go" button.

Below the search box, there is a section titled "Lifeline and Link Up Information for Molalla Communications Company Customers in Oregon". This section is divided into two columns:

Landline Service	Contact Information
<p><b>Lifeline (a.k.a. OTAP)</b> 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</p> <ul style="list-style-type: none"><li><b>How much can I save?</b> You will save up to \$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 <u>subscriber line charge</u>.</li><li><b>How do I know if I am eligible?</b> Program based eligibility:<ul style="list-style-type: none"><li>Food Stamps</li><li>Medicaid</li><li>Supplemental Security Income (SSI)</li><li>Temporary Assistance for Needy Families (TANF)</li><li>Low Income Home Energy Assistance Program (LIHEAP) - Link Up ONLY</li><li>Oregon Health Plan</li><li>Some Medicare Programs</li><li>Additional eligibility criteria may apply to residents of <u>federally recognized tribal lands</u></li></ul></li></ul>	<p><b>Website:</b> <a href="http://www.molalla.com">http://www.molalla.com</a></p> <p><b>Call for an Application</b> <b>Customer Service:</b> 503-829-1100</p>