

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: Monroe Telephone Company

Filing date: June 22, 2009

Is this: Original submission? X
OR

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

Person to contact for questions:

Name Donna Dillard

Phone number 541-847-5135

E-mail address donna@monroetele.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.

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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:

\$11.69 Monroe Telephone Company Tariff No. 6, Sec. III
11th Revised Sheet No. 301

2. business:

\$16.99 Monroe Telephone Company Tariff No. 6 Sec. III
9th Revised Sheet No. 300

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

1.2. Comparable Local Usage Plan – CETCs only

The carrier certifies that it offers at least one basic local usage plan that is comparable to those offered by the ILECs in its designated service area: yes _____
no _____

Identify which of the plans in 1.1.B above are "comparable" to the ILEC local usage offerings, and explain the basis for the comparability. _____

1.3. Supported Services Not Provided – CETCs only

Identify any supported services that were not available at designation, but were to be provided as a condition of ETC designation (e.g., toll restriction for qualifying low-income consumers, E911):

Are these services provided currently? yes _____ no _____

If no, explain why not: _____

1.4. Equal Access Acknowledgement – CETCs only

The carrier acknowledges that it may be required to provide equal access if it is the only remaining ETC in an area: yes _____ no _____

17

DOCKET NO. UM 1426

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. 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. The number of “primary held orders over 30 days” (as defined in Section 860-034-0390 of the Oregon Commission rules) for calendar year 2008: 0.
If greater than zero, include attachment noting for each such held order, the reason the order was held and the original commitment date.

2.2. Service Request Processing - CETCs only

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

11

DOCKET NO. UM 1426

**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.

Newspaper 1 time - Delivered to all Monroe & Junction City, Oregon addresses.

See attached:

Public Notice

Monroe Telephone Company is a quality telecommunications services provider who provides basic and enhanced services at reasonable rates within its service territory. Basic services are offered at the following rates:

Monthly Service Charge Range:

Single Party Residence Line.....\$11.69

Single Party Business Line.....\$16.99

Federal Subscriber Line Charge.....\$ 6.50

*single line (includes voice grade, local, interexchange and operator access.)

Directory Assistance

*Monthly allowance of three (3) Directory Assistance calls per line.

You may request two (2) listings per call. Each additional directory assistance call is 85 cents.

Touch-Tone Service

*(Touch-Tone Service is provided as part of the local service rate.)

Toll Blocking

*(Available at no charge for low-income customers that qualify.)

Emergency 9-1-1 Services

*Surcharges for 9-1-1 services are assessed according to government assessments.

Low-income individuals eligible for Lifeline and Link-up telephone assistance programs may be eligible for discounts from these basic local service charges through state-specified telephone assistance plans. Basic services are offered to all consumers in the Monroe Telephone Company service territories at the rates, terms and conditions specified in the Company's tariffs. If you have any questions regarding the services, please call us at 541-847-5135, or visit our business office at 575 Commercial Street, Monroe, Oregon.

Publish: Dec. 18, 2008

STATEMENT OF NONDISCRIMINATION

Monroe Telephone 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."

Publish: Dec. 18, 2008

Copies of Affidavits of Publication available on request.

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DOCKET NO. UM 1426

Report #4 – Low-income Services – All ETCs

4.1. Number of Lifeline Customers – All ETCs

The total number of customers receiving Lifeline discounts during the month of December 2008 in the designated service area: 32.

CETCs only - also list counts by ILEC service area as follows:

<u>ILEC Svc Area</u>	<u>No. of Lifeline customers</u>
<u>532385</u>	<u>32</u>
<u> </u>	<u> </u>
<u> </u>	<u> </u>
<u> </u>	<u> </u>
<u> </u>	<u> </u>
<u> </u>	<u> </u>
<u> </u>	<u> </u>

4.2. Advertising of Low-Income Program Service Offerings – All ETCs

Submit copies of all advertisements (for all media) for Lifeline, LinkUp, and OTAP service offerings that were run during calendar year 2008, noting media (newspaper name, radio station, bill inserts, internet postings, etc.), run/distribution dates, and geographic coverage area.

Inform all applicants for service of the assistance programs Tri-County Community phone directory - November 2008 distributed by mail to all Monroe & Junction City, Oregon addresses.

Newspaper - Tri County News Shopper mailed to Monroe & Junction City, Oregon addresses.

See attached

10

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Touch-Tone Service

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*(Available at no charge for low-income customers that qualify.)

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Publish: Dec. 18, 2008

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Publish: Dec. 18, 2008

Need Help Paying Your Phone Bill?



If you are receiving any of the following:

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

***You may qualify for up to \$13.50 per month reduction of your telephone bill. Apply on-line at www.rspf.org or Call 1-800-848-4442 (Voice) or 1-800-648-3458 TTY (Text Telephone only). You may also e-mail puc.otap@state.or.us**

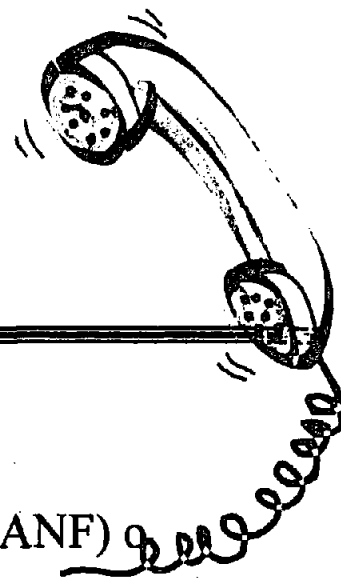
Applicants receiving telephone service through a prepaid telephone service such as Ameritel, Reconex, or Telnet are not eligible.

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



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Necesita Ayuda Económica?



Si usted recibe alguno de los siguientes servicios:

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

*Usted puede recibir una ayuda económica hasta \$13.00 que serán deducidos de su cuenta de teléfono Para Información Llame al

1-800-848-4442

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

503-373-7171

(Residents de la ciudad de Salem)

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

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

**Le suma total del discurso se puede aumentar a \$13.50 en Julio 2003.*

**Comisión Reguladora de Servicios Públicos de Oregon
Programa de Asistencia Telefónica de Oregon (OTAP)**



H



Oregon Telephone Assistance Program (OTAP) Application

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

The Oregon Telephone Assistance Program (OTAP) can help you with your phone bill. If you qualify, you will receive a reduction of up to \$13.50 off your phone bill. If you have telephone service, you may be eligible for the telephone discount if you receive one of the following **qualifying Oregon State Benefits**:

- Food Stamps
- Temporary Aid to Needy Families (TANF)
- Supplemental Security Income (SSI) from State (*NOT Social Security (SSI/SSD) from the Federal Government*)
- Certain State Medical Programs or State Medicaid (*NOT Medicare from the Federal Government*)

The following is a list of residential phone companies that participate ~ **NOT all phone companies offer the OTAP discount.**
There are 3 cellular phone companies that participate ~ they are highlighted and marked with an * below.

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

The person filling out this application **MUST** have their name on the phone bill. The name **MUST** be consistent with your legal name used to receive one of the qualifying State benefits listed above. OTAP benefits start on the date the PUC receives the signed OTAP application. You **MUST** have phone service before you can get the OTAP credit. The credit **WILL STOP** if you no longer receive one of the State benefits listed above.

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

Please type your information below or print and write clearly.

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

I want the phone company to reduce my phone bill each month under OTAP. I give PUC permission to verify I receive benefits from a public assistance agency and to share the information on this form with the phone company. I will call the PUC when I no longer receive Food Stamps, Oregon Medical Assistance, SSI or TANF. I understand that my name **MUST** be on the telephone bill in order to receive OTAP benefits. Please allow approximately 30-90 days for the phone company to apply the credit to your phone bill.

<input type="text"/>	<input type="text"/>	New phone service in last 60 days? <input type="checkbox"/> Yes <input type="checkbox"/> No
Applicant's Signature	Date	

Questions? Call the PUC 1-800-848-4442 Voice or 1-800-648-3458 (TTY). In the Salem area: 503-373-7171.
Email Address: puc.otap@state.or.us

Please Mail Application to: PUC, PO Box 2148, Salem OR 97308 or Fax to: 503-378-6047.



Solicitud para el Oregon Telephone Assistance Program (OTAP)

Solicitudes en línea para OTAP: Para imprimir o llenar una solicitud en línea por favor vaya a: <http://www.rspf.org>.

El Oregon Telephone Assistance Program (OTAP) lo puede ayudar con su factura de teléfono. Si tiene servicio de teléfono y recibe uno de los siguientes beneficios aprobados, puede recibir la reducción actual de hasta \$13.50 de rebaja en su factura de teléfono.

- > Cupones de alimentos
- > Temporary Aid to Needy Families (TANF)
- > Supplemental Security Income (SSI)
- > Ciertos programas médicos del Estado o Medicaid del Estado

La siguiente es una lista de compañías telefónicas para residencias que participan en el OTAP
Hay 3 compañías telefónicas celulares que participan ~ están realzadas y marcadas con un * a continuación.

ASOTIN	CLEAR CREEK	HOME PHONE CO.	MT. ANGEL	PINE PHONE CO.	ST PAUL
BEAVER CREEK	COLTON	MALHEUR HOME	NEHALEM	PIONEER	STAYTON CO.
CANBY CO-OP	COMPAN	MIDVALE TEL. EX.	NORTH STATE	QWEST	TRANS CASCADE
CASCADE UTILITIES	EAGLE	MOLALLA	OREGON TEL. CORP.	ROOME TEL COM	VERIZON
CENTURYTEL	GERVAIS	MONITOR	OREGON/IDAHO UTILITIES	SCIO MUTUAL	
CITIZENS/FRONTIER	HELIX	MONROE	PEOPLE'S	SPRINT/EMBARQ	
*COMPAÑÍAS TELEFÓNICAS INALÁMBRICAS			* EDGE WIRELESS	* UNICEL	* U S CELLULAR

(Corte en la línea de puntos y envíe por correo la porción inferior de esta solicitud a la PUC)

Solicitud para el Oregon Telephone Assistance Program (OTAP) - Por favor ESCRIBA claramente.

Si tiene un problema que le impide dar cierta información, por favor comuníquese con el OTAP para que le ayuden.

Nombre y apellido del solicitante (El nombre del solicitante DEBE aparecer en la factura de teléfono)	Número de Seguro Social del solicitante	Fecha de nacimiento
Dirección del hogar del solicitante	Ciudad Oregon	CP
Dirección de correo del solicitante (sólo si es distinta de la dirección de su hogar)	Ciudad Oregon	CP
Compañía telefónica del solicitante (compañía telefónica de la lista anterior)	Número de teléfono del solicitante ()	

Quisiera que la compañía telefónica reduzca mi factura de teléfono cada mes bajo el OTAP. Le doy permiso a la PUC de verificar que recibo beneficios de una agencia de ayuda al público y de compartir la información en este formulario con la compañía telefónica.

Comprendo lo siguiente:

- > Los beneficios del OTAP empiezan en la fecha en que la PUC apruebe la solicitud firmada.
- > Los beneficios del OTAP terminan si dejo de recibir uno de los beneficios aprobados. Llamaré a la PUC cuando ya no reciba los beneficios aprobados.
- > Mi nombre debe aparecer en la factura de teléfono y debo tener servicio de teléfono para poder recibir beneficios del OTAP.
- > Debo permitir que pasen de 30 a 90 días para que la compañía telefónica aplique el crédito a mi factura de teléfono.

		¿Empezó este servicio telefónico NUEVO en los últimos 60 días? Sí <input type="checkbox"/> NO <input type="checkbox"/>
--	--	--

Firma del solicitante

Fecha

¿Tiene alguna pregunta? Llame a la PUC 1-800-848-4442 o 1-800-648-3458 (TTY) [Área de Salem: 503-373-7171]
De lunes a viernes de 8 a.m. a 5 p.m.

Dirección de correo electrónico (email): puc.otap@state.or.us

Por favor envíe la solicitud por correo a: PUC, PO Box 2148, Salem OR 97308 o por fax al: 503-378-6047

DOCKET NO. UM 1426

Report #5 – Outage Report – All ETCs

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

- A. Carrier was required to report service outages (as defined in Oregon PUC Rules at Sections 860-034-0390(9) for small telecom utilities, 860-023-0055(9) for large telecom utilities, and 860-032-0012(9) for competitive telecom providers) to the Oregon PUC during year 2008. No additional submission is required for recertification purposes.
- B. Carrier was *not* required to report service outages (as defined in Oregon PUC Rules at Sections 860-034-0390(9) for small telecom utilities, 860-023-0055(9) for large telecom utilities, and 860-032-0012(9) for competitive telecom providers) to the Oregon PUC during year 2008. Select #1 (wireline carriers) or #2 (wireless carriers) below.
1. The number of service outages, as defined in Oregon PUC rules, that occurred during calendar year 2008 was 0.

If the number was greater than zero, attach a report that lists for each such outage the following: the date and time of onset, a brief description of the outage and its resolution, the particular services affected, the geographic areas affected, steps taken to prevent a similar future occurrence, and the number of customers affected.

2. The number of service outages, as defined in FCC rules at 47 CFR Section 54.209(a)(2), that occurred during calendar year 2008 was _____.

If the number was greater than zero, attach a report that lists for each such outage the following: the date and time of onset, a brief description of the outage and its resolution, the particular services affected, the geographic areas affected, steps taken to prevent a similar future occurrence, and the number of customers affected.

DOCKET NO. UM 1426

Report #6 – Trouble Report – All ETCs

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

A. Trouble reports were filed with the Oregon PUC for calendar year 2008 per Oregon PUC service quality rules. No additional submission is required for recertification purposes.

B. x Trouble reports were **not** filed with the Oregon PUC during calendar year 2008. In this case, choose **one** of the following alternatives for reporting:

1. The average monthly number of customer trouble reports received per 100 wireless handsets for supported services during calendar year 2008, for each company switch.

<u>Trouble Type</u>	<u>Switch A (location)</u>	<u>Switch B (location)</u>
No service	_____	_____
Network busy	_____	_____
Interruption of service	_____	_____
Poor reception	_____	_____

2. X The average monthly number of customer trouble reports, as defined in Section 860-034-0390 (5) of the Oregon PUC rules, per 100 access lines, received during calendar year 2008: .78 per month, per 100 working access lines.

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0-22-07
Hybrid E. 1007-1100A

MONROE TELEPHONE COMPANY

575 COMMERCIAL ST., P. O. BOX 130
MONROE, OREGON 97456
541-847-5135

June 22, 2009

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

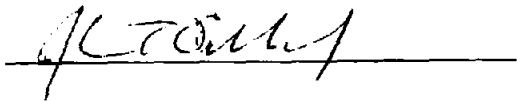
Karen Majcher
Vice President - High Cost and Low Income Division
Universal Service Administrative Company
2000 L Street, NW, Suite 200
Washington, DC 20036

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

This is to certify that Monroe Telephone 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 listed below

MONROE TELEPHONE COMPANY OREGON 532385



June 22, 2009

John T. Dillard

President

14

DOCKET NO. UM 1426

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

I, John T. Dillard, being of lawful age and duly sworn, on my oath, state that I am the President [an officer] of Monroe Telephone Company ("Company") and that I am authorized to execute this Affidavit on behalf of the Company, and the facts set forth in this Affidavit are true to the best of my knowledge, information and belief.

The Company hereby certifies to the Public Utility Commission of Oregon, pursuant to the requirements of Commission Order No. 06-292, that it:

- 1) is able to remain functional in emergencies, and,
- 2) complies with service quality and consumer protection measures in (check one):
 - X 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 22 day of June, 2009.

Monroe Telephone Company (Company)

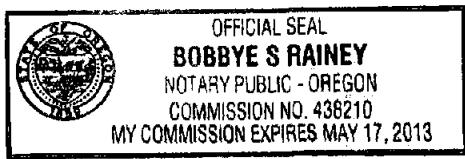
By: [Signature] (Name)

Its: President (Title)

SUBSCRIBED AND SWORN to before me this 22 day of June, 2009.

[Signature]
Notary public in and for the State of Oregon

My Commission Expires: 5/17/2013



DOCKET NO. UM 1426

AFFIDAVIT CERTIFYING USE OF UNIVERSAL SERVICE FUNDS

I, John T. Dillard, being of lawful age and duly sworn, on my oath, state that I am the President [an officer] of Monroe Telephone Company ("Company") and that I am authorized to execute this Affidavit on behalf of the Company, and the facts set forth in this Affidavit are true to the best of my knowledge, information and belief.

Pursuant to the rules of the Federal Communications Commission, 47 C.F.R. § 54.314, there must be annual certification that funds received under the federal Universal Service Fund programs will be used only for the provision, maintenance and upgrading of facilities and services for which the support is intended. The Company hereby certifies to the Public Utility Commission of Oregon that pursuant to 47 C.F.R. § 54.7, and for purposes of the certification required under 47 C.F.R. § 54.314, the company will use all federal high-cost support provided to it only for the provision, maintenance and upgrading of facilities and services for which the support is intended, consistent with the principles of universal service set forth in 47 U.S.C. 254. This includes, but is not limited to, trying to meet the goal of the provision of services that are properly supported by the high-cost funds at rates that are reasonably comparable to rates charged for similar services in urban areas.

DATED this 22 day of June, 2009.

Monroe Telephone Company (Company)

By: [Signature] (Name)

Its: President (Title)

SUBSCRIBED AND SWORN to before me this 22 day of June, 2009.

[Signature]
Notary public in and for the State of Oregon

My Commission Expires: 5/17/2013

