Malheur Beil 700 W Mineral Ave, MNE2012 Littleton CO 80120-0000 303-207-7090

303-707-7080 Facsimile 303-707-9577 axmart4@qwest.com



Staff Advocate

July 10, 2009

Public Utility Commission of Oregon Filing Center Attention: Ms. Kay Marinos 550 Capitol St. NE #215 Salem Oregon 97308-2148

RE: UM 1375

Malheur Home Telephone Company Eligible Telecommunications Carrier

Malheur Bell

(ETC) Recertification Reports for 2008

Dear Ms. Marinos:

Attached are the Eligible Telecommunications Carrier (ETC) Recertification reports for Malheur Home Telephone Company (Malheur Bell) as required by Docket No. 1375. The attached report format was supplied by Commission Staff.

Please contact me on 303-707-7080 if you have any questions regarding this.

Sincerely,

A. Dean Martineau

A few of home

Required Cover Sheet for Submission of 2009 Annual ETC Recertification Reports

Filing Deadline: Wednesday, July 15, 2009

Name of Eligible Telecommunications Carrier	r: Owest Corporation
Filing date: July 15, 2009	•
Is this: Original submission? <u>YES</u> OR	<u> </u>
Revised submission?	If revised, please identify which reports
Person to contact for questions:	are being revised
Name Dean Martineau	
Phone number 303-707-7080	
E-mail address a.martineau@qwest.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.

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
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- 1.1. Basic Local Usage Service Offerings All ETCs
- 1.2. Comparable Local Usage Plan CETCs only
- 1.3. Supported Services Not Provided CETCs only
- 1.4. Equal Access Acknowledgement CETCs only

Report #2 Unfulfilled Service Requests

- 2.1. Unfulfilled Service Requests/Held Orders All ETCs
- 2.2. Service Request Processing CETCs only

Report #3 Evidence of Advertising for Basic Supported Services - All ETCs

Report #4 Low-income Services – All ETCs

- 4.1. Number of Lifeline Customers
- 4.2. Advertising of Low-income Program Service Offerings
- Report #5 Outage Report All ETCs
- Report #6 Trouble Report All ETCs
- Report #7 Network Improvement Plan CETCs only
- Report #8 Special Commitments/Requirements CETCs only

Report #9 Certifications - All ETCs

- 9.1. IAS or ICLS Certification Copy All ETCs Receiving IAS or ICLS
- 9.2. Certification of Use of Universal Service Funds All ETCs Receiving Traditional High-Cost Support (HCL, LSS)
- 9.3. Certification of Emergency Functionality and Compliance with Service Quality/Consumer Protection Measures All ETCs

Report #1 - Supported Services Offerings

1.1. Basic Local Usage Service Offerings - All ETCs

Choose eith	er A. c	or B.	below,	as ap	plicable:

- A. X 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:

 residence: Qwest Corporation, P.U.C. Oregon No. 33, Exchange and Network Services, Sections 5.2.1-5.2.4
 business: Qwest Corporation, P.U.C. Oregon No. 33, Exchange and Network Services, Sections 5.2.1-5.2.4.

 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
- 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

Report #2 - Unfulfilled Service Requests

2.1. Unfulfilled Service Requests/Held Orders - All ETCs

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

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

2.2. Service Request Processing - CETCs only

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

<u>Report #3 – Evidence of Advertising for Basic Supported Services</u> (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.

- During 2008 all Malheur home Telephone employees working in the business office provided customers information on the rates for basic residential and business service.
- 2) The local telephone directories show customers how to reach Malheur Home Telephone Company to order basic residential and business services. (See Attachment 1)
- Customers wanting online information about how to reach Malheur Home telephone Company to order basic residential and business services can access DexOnline (See Attachment 2)
- 4) Malheur Home Telephone Company has established an internet home page. The website give basic rates. (See Attachment 3)
- 5) Local advertising has been placed through out the Malheur serving territory to make sure customers are aware of basic telephone service. (See Attachment4).

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: 528.

CETCs only - also la	ist counts by ILEC service area as follows:
ILEC Svc Area	No. of Lifeline customers
	
	
	

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.

- Information on Telephone Assistance Programs is located in the DEX Telephone books in the "consumer Tips" section. The services listed and defined are TAP (Telephone Assistance Program), Link-up Program, Tribal Lands benefits and the website for Life Line. (See Attachment 5.)
- 2) The Malheur Home Telephone business office employees are trained to inquire to see if any customer needs any program when applying for new services. A form is given to the customer to help them in the application process. (See Attachment 6.)
- 3) Malheur Home Telephone Company hs established an internet home page. The website gives information relating to low income programs. (See Attachment 3.)
- 4) Local advertising has been placed through out the Malheur serving territory to make sure customers are aware of low income programs. (See Attachment 4.)

Report #5 - Outage Report - All ETCs

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

Carrier was required to report service outages (as defined in Oregon PUC Ru 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 required for recertification purposes.		
Rules at for large provider	was <i>not</i> required to report service outages (as defined in Oregon PUC Sections 860-034-0390(9) for small telecom utilities, 860-023-0055(9) et elecom utilities, and 860-032-0012(9) for competitive telecom rs) to the Oregon PUC during year 2008. Select #1 (wireline carriers) vireless 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.	
	at Section large tell provide required Carrier Rules at for large provider or #2 (w. 1	

Report #6 - Trouble Report - All ETCs

lines.

Choose either A. or B. below, as appropriate: A. X 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. ____ 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. Trouble Type Switch A (location) Switch B (location) No service Network busy Interruption of service Poor reception 2. ____ 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: _____ per month, per 100 working access

Report #7 - Network Improvement Plan - CETCs Only

Per Docket No. UM 1217, Order No. 06-292, competitive ETCs (CETCs) must file network improvement plans annually for recertification purposes. Appendix A of the order details the information that must be included in such plans. Only CETCs must file these plans for annual recertification purposes; ILECs are not required to file such plans. CETCs that receive *only* low-income program support (no high-cost or access-related support) do not have to file network improvement plans. CETCs are strongly encouraged to use the template in the attached Excel worksheets for their network improvement plans. This template incorporates all the items of information required by the order.

Report #8 - Special Commitments/Requirements - CETCs only

Did the Oregon PUC impose any special commitments or requirements at initial
designation or during the previous annual recertification process? yes no
If yes, identify the commitments or requirements and explain if, and how, they have been

Report #9 - Certifications - All ETCs

9.1. IAS or ICLS Certification Copy - All ETCs Receiving IAS and/or ICLS

All ETCs receiving interstate access-related support (IAS or ICLS) must submit a copy of the certification for the use of IAS or ICLS support that was sent to USAC and the FCC in June 2009.

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

To continue receiving traditional high cost support (HCL, LSS), ETCs must submit a notarized affidavit signed by a responsible company official certifying that the carrier will use the high cost support funds only for the intended purposes. Use of the sample affidavit form displayed on the following page is recommended.

9.3. Certification of Emergency Functionality and Compliance with Service Quality and Consumer Protection Measures – All ETCs

Each ETC must submit a notarized affidavit signed by a responsible company official certifying that the carrier: 1) is able to remain functional in an emergency, and 2) is complying with all service quality and consumer protection measures in either the applicable Oregon Commission rules (for wireline carriers), the CTIA Consumer Code (for wireless carriers), or some other specific set of standards. All ETCs must submit this affidavit. A copy of an acceptable affidavit form follows the affidavit for high cost support.

Interstate Access Support (IAS) 2009 - 2010

То:	Marlene H. Dortch Office of the Secretary Federal Communications Commission 445 12th Street, SW Washington, DC 20554		IAO
	Karen A. Majcher Vice President, High Cost and Low Incor Universal Service Administrative Compar 2000 L Street, NW, Suite 200 Washington, DC 20036		
Re:	CC Docket No. 96-45 Interstate Access Support - IAS Annual Certification Filing		
will use i	o certify that <u>Malheur Home Telephone Co</u> its INTERSTATE ACCESS SUPPORT - IAS rading of facilities and services for which the	only for the provision,	maintenance
I am auti study are	horized to make this certification on behalf of ea(s) listed below. (Please enter your Comp	the company named pany Name, State an	above. This certification is for the od Study Area Code)
	Company Name	State	Study Area Code
		4,444	;
	Maiheur Home Telephone Company	Oregon	532456
	Maineur Home Telephone Company	Oregon	
	Maineur Homa Telephone Company	Oregon	
	(If necessary, attach a separat		532456
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[Signatur John W.	(If necessary, attach a separate of Authorized Representative)	te list of additional stu	532456 dy areas and check this box.)
[Signatur John W. [Printed N	(If necessary, attach a separate with the control of the control o	te list of additional stu	532456 dy areas and check this box.)

Date

6/20/2009

Interstate Access Support (IAS) 2009 - 2010

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	100	
Company Name	State	Study Area Code
Qwest Corporation	Utah	505107
Qwest Corporation	Wyoming	515108
Qwest Corporation	lowa	355141
Qwest Corporation	Nebraska	375143
Qwest Corporation	North Dakota	385144
Qwest Corporation	South Dakota	395145
Qwest Corporation	Oregon	535163
Qwest Corporation	Washington	525161

AFFIDAVIT CERTIFYING USE OF UNIVERSAL SERVICE FUNDS

I, David I. Gabica, being of lawful age and duly sworn, on my oath, state that I
am the President [an officer] of Malheur Home 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 19 day of June, 2009.
Malheur Home Telephone Company (Company)
By: Name)
Its: President (Title)
SUBSCRIBED AND SWORN to before me this 19 day of June 2009. Halcom Notary public in and for the State of Oregon
My Commission Expires: March 11, 2010



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

I, David I. Gabica, being of lawful age and duly sworn, on my oath, state that I am the [an officer] of Malheur Home 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 19 day of There, 2009. Malheur Home Telephone Company (Company) By: (Name) Its: President (Title) SUBSCRIBED AND SWORN to before me this 1



Notary public in and for the State of Oregon

My Commission Expires:

Directory to Phone Service

Directory to Phone Service

Telephone subscribers requiring changes to their current directory white pages listings or those subscribers requesting the set-up of new listings to appear in the White Pages should contact their local telephone service provider directly to arrange for such listing services.

Malheur Bell

Administrative Office 225 Southwest 2nd St. Ontario, OR 97914

Includina

Nyssa, Ontario, Oregon Slope, Vale

Business Office

New service, changing and disconnecting service, billing questions, long distance

Repair Service

For your business889-4901

Directory Assistance

Local ,.....1 + 4-1-1

Buried Cable Location Service

Call two work days in advance



New Telephone Services

Customer Care Information

New Data Services

General Information1 800 393-1413

Worldwide Web Address

mcleodusa.com

Midvale Telephone Exchange, Inc.

Administrative Office Post Office Box 7 Midvale, ID 83645

Including

Midvale

Midvale Telephone Exchange, Inc.

Business Office

New service, changing and disconnecting Repair Service355-2211 Buried Cable-Locating Service 1 800 342-1585

Including

Harper, OR

Business Office

New service, changing and disconnecting service, billing questions...... 800 462 452

Repair Service

Buried Cable-Locating

Service 1 800 332-23#

Including

Juntura, OR

Business Office

New service, changing and disconnecting service, billing questions 1 800 462-452 Ot 277-338

Repair Service

or 277-339

Buried Cable-Locating

Service 800 462 49

Including

Warm Lake

Business Office

New service, changing and disconnecting service, billing

Continued next page

Attachment 1

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Larry & Shoron tost & St W	YALE 97912 E41 473-2720
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- Promotions
- Package and Options

Products and Services

Basic Rates and Special Programs

Malheur Bell is your local telephone company providing service to customers from the Oregon Slope down to Adrian and as far west as Brogan. Headquartered in Ontario, we are designated as an Eligible Telecommunications Carrier by meeting the guidelines set forth by the Federal Communications Commission and the Oregon Public Utilities Commission. We are here to provide the absolute best in quality service to you, our valued customers.

BASIC SERVICE RATES

At Malheur Bell, we offer basic telephone service to residential customers for a rate of \$13.80 per month, and our rate for basic service to business customers is \$28.99 per month. This basic service rate is available throughout our service area. Basic telephone service allows voice grade access through the public switched network for unlimited local calling minutes. Our basic service includes touch tone service. This service also allows you access to emergency services such as E911, as well as operator services, inter-exchange carriers and directory assistance.

LOW INCOME PROGRAMS

Low income customers may be eligible for programs through the Oregon Telephone Assistance Program (OTAP), Lifeline or Link-up program. These programs provide discounts from the basic service rates. Contact our business office to find out how to qualify and apply for these programs.

If you have any questions about these rates and services available at Malheur Bell, call the Malheur Bell business office on 889-5321. Or, feel free to stop by the office at 225 SW 2nd St., Ontario and discuss your questions face-to-face with one of our professional customer service representatives. As always, it is our goal to provide the absolute best quality service to you, our valued customer.

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(4) MALHEUR BELL

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www.malheurbell.net

Attachment 4

International Area Codes

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Consumer Tips

You are protected by state and rederal regulations that guide the way telephone companies do business.

There are also things you can do to help protect your privacy and safety, some consumer guidelines are listed.

Pay Per Call Service Information

What "900" Numbers are

Private companies offer a variety of informational programs using phone numbers that begin with '900." There is a charge for calls to these numbers. Charges for '900' calls appear on the interexchange Carrier page of your bill. "900" calls contain an introductory disclosure message specifying types of charges, time necessary to complete the call and an option to disconnect without charge at the end of the introductory message.

The price and content of "900" services are the responsibility of the companies that provide the information.

How to Block Calls to "900" Numbers

Your local telephone company will assist you in blocking calls from your line to "900" numbers.

Other Questions About "900" Numbers

If you have a complaint or dispute about the 2000's services, call the interexchange carrier. Services that contain lifegal or sexually explicit material are not allowed. Nor is your telephone service disconnected for disputes about payment of 5000' charges.

Financial Assistance

Several programs provide financial help depending on your dicumstances. The Low-income Energy Assistance Program (LEEP) provides money to qualified customers who need help with winter heating bills. Also, the major energy utility companies have these own financial assistance programs to help customers.

Telephone Assistance Programs

The Telephone Assistance Program (TAP) provides reduced phone BIIIs for qualified tow-income residence customers.

The Link-Up program provides financial help with telephone service connection charges for qualified low-income residence customers.

If you live on Tribal Lands and participate in a qualifying low-income program, you could receive additional benefits.

Call your local telephone company for more information about Telephone Assistance Programs. You may also contact www.lifelinesupport.org for more information.



ST PAUL

STAYTON CO.



ASOTIN

BEAVER CREEK

CANBY CO-OP

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)

CLEAR CREEK

COLTON

COMSPAN

Supplemental Security Income (SSI) from State (NOT Social Security (SSI/SSD) 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 flightighted and marked with an "Below.

MT. ANGEL

NEHALEM

PINE PHONE CO.

PIONEER

Certain State Medical Programs or State Medicaid (NOT Medicare from the Federal Government)

HOME PHONE CO.

MALHEUR HOME

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Questions? Call the P	UC 1-800-848-444	2 Voice or 1-800-6	48-3458 (TTY) In	the Salem area	\$0 2.272.7 ≹7#∷

Email Address: puc otap@state.or.us

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