

Malheur Bell
700 W Mineral Ave, MNE2012
Littleton CO 80120-0000
303-707-7080
Facsimile 303-707-9577
axmart4@qwest.com



Dean Martineau
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
(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 handwritten signature in cursive script, appearing to read "A. Dean Martineau".

A. Dean Martineau

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: Qwest Corporation

Filing date: July 15, 2009

Is this: Original submission? YES
OR

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

Person to contact for questions:

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.

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

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

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 _____

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: _____.

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).

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.

- 1) 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)
- 3) 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).

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: 528.

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

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

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

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

- 1) 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 has 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.)

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 _____.

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. 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.

<u>Trouble Type</u>	<u>Switch A (location)</u>	<u>Switch B (location)</u>
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 lines.

DOCKET NO. UM 1426

Report #7 – Network Improvement Plan – CETCs Only

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

DOCKET NO. UM 1426

Report #8 – Special Commitments/Requirements – CETCs only

Did the Oregon PUC impose any special commitments or requirements at initial designation or during the previous annual recertification process? yes ____ no ____.

If yes, identify the commitments or requirements and explain if, and how, they have been met.

DOCKET NO. UM 1426

Report #9 – Certifications - All ETCs

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

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

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

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

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

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

**Interstate Access Support (IAS)
2009 - 2010**

IAS

Date 6/20/2009

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

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

Re: CC Docket No. 96-45
Interstate Access Support - IAS
Annual Certification Filing

This is to certify that Malheur Home Telephone Company
will use its **INTERSTATE ACCESS SUPPORT - IAS** 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)

IAS		
Company Name	State	Study Area Code
Malheur Home Telephone Company	Oregon	532456

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

Signed,

John W. Morse
[Signature of Authorized Representative]

Date: 6/20/2009

John W. Morse
[Printed Name of Authorized Representative]

Comptroller
[Title of Authorized Representative]

Carrier's Name: Malheur Home Telephone Company
Carrier's Address: 225 SW 2nd St., Ontario, OR 97914
Carrier's Telephone Number: (402) 422-7362

<hr/> Date Received (For official use only)

USAC

**Interstate Access Support (IAS)
2009 - 2010**

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

DOCKET NO. UM 1426

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)

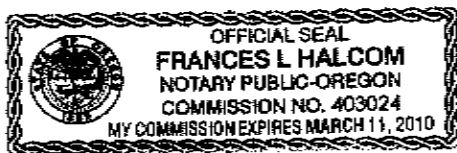
By: David I. Gabica (Name)

Its: President (Title)

SUBSCRIBED AND SWORN to before me this 19 day of June 2009.

Frances L. Halcom
Notary public in and for the State of Oregon

My Commission Expires: March 11, 2010



DOCKET NO. UM 1426

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

I, David L. 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.

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 19 day of June, 2009.

Malheur Home Telephone Company (Company)

By: David L. Gabica (Name)

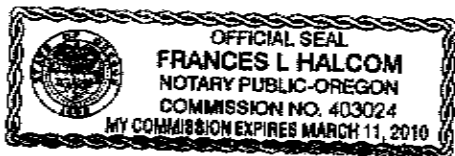
Its: President (Title)

SUBSCRIBED AND SWORN to before me this 19th day of June 2009.

Frances L. Halcom

Notary public in and for the State of Oregon

My Commission Expires: March 11, 2010



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

Including

Nyssa, Ontario, Oregon Slope, Vale

Business Office

New service, changing and disconnecting service, billing questions, long distance and DSL889-5321

Repair Service

For your home889-4900
For your business889-4901

Directory Assistance

Local1 + 4-1-1
Long Distance1 + (area code) + 555-1212

Buried Cable Location Service

Call two work days in advance before you dig1 800 332-2344



New Telephone Services

For Your Business1 800 393-1413

Customer Care Information

Business Services1 800 393-1413
Technical Support1 888 849-0640

New Data Services

Business Internet1 800 393-1413

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.

(cont'd)

Business Office

New service, changing and disconnecting service and billing questions355-2211

Repair Service355-2211

Buried Cable-Locating Service

.....1 800 342-1585

Including

Harper, OR

Business Office

New service, changing and disconnecting service, billing questions1 800 462-4533 or 358-2400

Repair Service

.....1 800 462-4533 or 358-2400

Buried Cable-Locating Service

.....1 800 332-2344

Including

Juntura, OR

Business Office

New service, changing and disconnecting service, billing questions1 800 462-4533 or 277-3333

Repair Service

.....1 800 462-4533 or 277-3333

Buried Cable-Locating Service

.....1 800 462-4533

Including

Warm Lake

Business Office

New service, changing and disconnecting service, billing questions1 800 462-4533 or 632-28

Continued next page

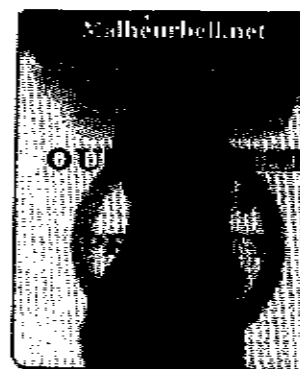
Products and Services

CAN I GET DSL?

- [→ DSL Services](#)
- [→ Is DSL in your area](#)
- [→ Promotions](#)
- [→ Package and Options](#)

Related

- [→ Contact Us](#)
- [→ Request Support](#)
- [→ Request DSL Service](#)
- [→ Knowledge Base](#)
- [→ Data Services](#)
- [→ Long Distance / EAS](#)



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.



MALHEUR BELL

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 a 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.

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 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 this ad or any other products 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!

www.malheurbell.net

International Area Codes

Singapore 65*+15	Tanzania 255+10	Uruguay 598+4	Antigua & Barbuda268
Slovakia 421+8	Dar Es Salaam 222	Montevideo 2	Bahamas242
Bratislava 2	Thailand 66+14	Venezuela 58+3	Barbados246
Kosice 55	Bangkok 2	Caracas 212	Bermuda441
Slovenia 386+8	Tunisia 216+8	Maracaibo 61	Cayman Islands345
Maribor 2	Tunis 1	Viet Nam 84+13	Dominica767
South Africa 27+9	Turkey 90+9	Ho Chi Mihn 8	Dominican Republic809
Cape Town 21	Ankara 312	Hanoi 4	Grenada473
Johannesburg 11	Istanbul Asia 216	Yemen 967+10	Guam671
Pretoria 12	Istanbul Europe 212	Sana'a 1	Jamaica876
Spain 34+8	Uganda 256+10	Yugoslavia 381+8	Montserrat664
Barcelona 93	Kampala 41	Belgrade 11	North Mariana Is.670
Las Palmas (Canary Is.) 28	Ukraine 380+10	Zambia 260+9	Puerto Rico787
Madrid 91	Kiev 44	Lusaka 1	St. Kitts & Nevis869
Sri Lanka 94+12	United Arab Emirates 971+11	Zimbabwe 263+9	St. Lucia758
Colombo Central 1	Abu Dhabi 2	Harare 4	St. Vincent784
Suriname 597*+4	Dubai 4		Trinidad & Tobago868
Sweden 46+8	United Kingdom 44+2		Turks & Caicos649
Goteborg 31	Belfast 2890		Virgin Islands
Stockholm 8	Gardiff 2920		British284
Switzerland 41+8	Edinburgh 131		U.S.340
Berne 31	Glasgow 141		
Geneva 22	Liverpool 151		
Zurich 1	London		
Syria 963+9	Irmer 207		
Damascus 11	Outer 208		
Taiwan 886+15	United States 1		
Taipei 2			

* City Codes (not required)
 The following Caribbean Islands and other countries are part of the North American Numbering Plan and do not require country codes. These locales may be reached by dialing + (area code) + (local number).
 American Samoa684
 Anguilla264

International Area Codes

Consumer Tips

You are protected by state and federal 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 here.

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 "900" services, call the interexchange carrier. Services that contain illegal or sexually explicit material are not allowed. Nor is your telephone service disconnected for disputes about payment of "900" charges.

Financial Assistance

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

Telephone Assistance Programs

The Telephone Assistance Program (TAP) provides reduced phone bills for qualified low-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.



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. CORP	ROOSE 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 <small>(The applicant's name MUST be on the phone bill)</small>	Applicant's Social Security Number	Date of Birth
Applicant's Home Address	City	Zip
Applicant's Mailing Address <small>(only if different from your home address)</small>	City	Zip
Applicant's Phone Company <small>(eligible phone company from list above)</small>	Applicant's Phone Number	

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.

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

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.