

**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: ST. PAUL COOPERATIVE  
TELEPHONE ASSOCIATION

Filing date: JULY 15, 2009

Is this: Original submission?  
OR

Revised submission? Yes If revised, please identify which reports  
are being revised \_2.1, 4.1 & 5\_

Person to contact for questions:

Name NICK SCHNEIDER

Phone number 503-633-2111

E-mail address NICK@STPAULTEL.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**

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**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.

**SERVICE OFFERINGS**

1. RESIDENTIAL AND BUSINESS ONE PARTY SERVICE.
2. ONE PARTY LINE CHARGE.
3. UNLIMITED LOCAL MINUTES INCLUDED IN RATE.
4. CALLING AREA INCLUDES LOCAL USAGE WITHIN ST. PAUL EXCHANGE WITH OPTIONAL EAS TO SALEM, GERVAIS AND NEWBERG EXCHANGES.
5. ONE PARTY RATE IS \$9.00 PER MONTH.  
EAS RATE IS \$11.85 PER MONTH FOR ALL EXCHANGES, OR \$ .40PER MONTH FOR GERVAIS AND NEWBERG.

**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**

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

Are these services provided currently? yes \_\_\_\_ no \_\_\_\_

If no, explain why not: \_\_\_\_\_

**1.4. Equal Access Acknowledgement – CETCs only**

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

**Report #2 – Unfulfilled Service Requests**

**2.1. Unfulfilled Service Requests/Held Orders – All ETCs**

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

A. \_\_\_\_ Service quality reports for “primary held orders over 30 days” were filed with the Oregon PUC for calendar year 2008. No additional submission is required for recertification purposes.

B. X Service quality reports for “primary held orders over 30 days” were **not** filed with the Oregon PUC for calendar year 2008. In this case, choose **one** of the following alternatives for reporting:

1. \_\_\_\_ The number of customer requests for supported services that were not fulfilled during calendar year 2008: 0.  
If greater than zero, include an attachment noting for each such request, the location (address) of the request and a description of attempts to provide service.
2. \_\_\_\_ The number of “primary held orders over 30 days” (as defined in Section 860-034-0390 of the Oregon Commission rules) for calendar year 2008: \_\_\_\_.  
If greater than zero, include attachment noting for each such held order, the reason the order was held and the original commitment date.

**2.2. Service Request Processing - CETCs only**

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



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**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.

SERVICE LISTED IN DIRECTORY (SAMPLE ATTACHED)  
SERVICE ALSO LISTED IN INTERNET WEBSITE: WWW.STPAULTEL.COM  
(SAMPLE ATTACHED)

**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:   3  .

**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. BASIC ADVERTISING PERFORMED IN DIRECTORY NOTICE.
2. NEWSPAPER AD IN WOODBURN INDEPENDENT, JULY 23, 2008 COVERING ENTIRE SERVICE AREA. PRINTED BOTH IN ENGLISH AND SPANISH.



[Contact Us](#) | [Trouble Ticket](#) | [Online Email](#)

[Telephone Service](#) | [Internet](#) | [Long Distance](#) | [Board of Directors](#) | [History](#) | [What a Cooperative is](#) | [Community Links](#)

**Telephone Service**

- [Voice Mail](#)
- [Three Way Calling](#)
- [Do Not Disturb](#)
- [Personal Ringing](#)
- [Call Hold](#)
- [Non-Pub and Non-List](#)
- [Directory Advertising](#)

**TELEPHONE SERVICE**

St Paul Cooperative Telephone Association is a non profit organization. When ordering telephone service each customer will need to fill out a membership application and pay a \$20.00 membership fee, which is returned to you when disconnecting service. Also, a \$20.00 install fee, which is non returnable.



Our one party line charge for all customers is	<b>\$ 9.00</b>
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Taxes associated with all lines:	
FCC Access Charge	\$ 6.50
FCC Multi Line Access Charge	\$ 9.20
E911 Line Charge	\$ 0.75
Service Assistance Fee	\$ 0.09

Three choices for Extended Area Service for Gervais, Newberg & Salem	
1) Flat Rate	\$ 11.85
2) Measured Rate	\$ 0.08
3) Flat Rate to Gervais & Newberg	\$ 0.40
Measured to Salem	\$ 0.08

Additional Service your Cooperative provides:	
Fax service	
Notary service	

# Telephone Information

## Consumer Information

### Principal Service Offering

The rates and charges shown below are in effect as of January 1, 2008. It is subject to change if ordered by the Board of Directors of St. Paul Cooperative Telephone Association.

#### MONTHLY CHARGES:

One Party Service.....	\$ 9.00 Per Line
Extended Area Service Flat .....	\$11.85 Per Line
Extended Area Service Measured.....	\$ .08 Per Min.
Extended Area Service Flat Gervais & Newberg .....	\$ .40 Per Line
FCC Access Line charge .....	\$ 6.50 Per Month
FCC Multi-Line Charge.....	\$ 9.20 Per Month
E911 Line Charge.....	\$ .75 Per Month
Service Assistance Fee .....	\$ .05 Per Month

#### FEATURES:

Call Waiting .....	\$2.00
Cancel Call Waiting .....	\$2.00
Call Forwarding .....	\$2.00
Speed Calling 8.....	\$2.00
Speed Calling 30.....	\$2.50
Three Way Calling .....	\$2.00
Last Call Return .....	\$2.00
Continuous Redial .....	\$2.00
Selective Call Acceptance.....	\$2.00
Anonymous Call Rejection.....	\$2.00
Call Blocking .....	\$2.00
Line Blocking .....	\$2.00
Selective Call Forwarding.....	\$2.00
Do Not Disturb .....	\$2.00
Call Hold.....	\$2.00
Warm Line .....	\$2.00
Call Trace (\$2.00 maximum).....	\$0.50
Voice Mail – Basic .....	\$3.50
Caller ID .....	\$4.95

**BUNDLING OF SERVICES IS ALSO OFFERED**

#### INTERNET SERVICE:

Dial Up: Unlimited Hours .....	\$19.95
DSL.....	\$39.99

#### DIRECTORY SERVICE:

Additional Listing Monthly Rate .....	\$0.70
Non-Listed: Omitted from the Directory .....	\$0.25
Non-Published: Omitted from the Directory and Information Record .....	\$0.25

#### NEW SERVICE:

Partial Payment of Membership .....	\$20.00
Install of Service.....	\$20.00
Deposit .....	\$100.00
Co-Sign Agreement: Deposit is then waived.	

#### CUSTOMER SERVICE:

Telephone Jack Install.....	\$14.00
Number Change .....	\$5.00
Exchange of a Rented Telephone .....	\$5.00



## Astorga

Sophia Maria Rose Astorga, daughter of Antonio and Lucy Astorga of Mt Angel, was born at 11:19 p.m. July 12, 2008 at Silverton Hospital.

At birth, Sophia weighed 8 pounds, 8 3/4 ounces, and was 20 inches long.

## Vargas

Vanessa Vargas, daughter of Jesús and Tania Vargas of Woodburn, was born at 8:25 p.m. July 13,

## Hetland

Aubrie Marie Hetland, daughter of Jeremy and Nichole Shook Hetland of Hubbard, was born at 2:12 p.m. July 10, 2008 at Willamette Falls Hospital in Oregon City.

At birth, Aubrie weighed 8 pounds, and was 20 inches long.

She joins siblings Autom Hetland, 8, and Aiden Hetland, 4.

Her grandparents are Shelly and John Shook of Woodburn, and Linda Hetland of Clackamas.

Her great-grandparents are Judy Harmel of Woodburn, and Lenore and Earl Nelson of Portland.

### LIFELINE AND LINK-UP FOR ST PAUL COOPERATIVE TELEPHONE ASSOCIATION CUSTOMERS

**Lifeline**, also known as Oregon Telephone Assistance Program (OTAP), is a government program that offers qualified people a discount on their monthly local telephone bill. You will save up to \$13.50 for your basic monthly bill. You're eligible for Lifeline if you participate in any of the following programs: Food Stamps, Low Income Home Energy assistance Program (LIHEAP), Supplemental Security Income (SSI), Welfare Medical ID Card, Oregon Health Plan, and are at or below 135% of the federal poverty level guidelines based on annual income and number of household.

**Link-up** helps households pay the installation charge for telephone service. It will pay 50% of your installation charges, up to \$30.00.

Being a Lifeline or Link-up customer does not protect you from being disconnected if you fail to pay your telephone bill.

To receive an application for Lifeline and Link-up Service you may contact the Residential Service Protection Fund (RSPF) Programs at 1-800-848-4442 or 503-373-7171 in Salem TTY users can call 1-800-648-3458; or write to:

Oregon Public Utility Commission RSPF  
550 Capitol St NE, Suite 215  
Salem, Or. 97301-2551.

### Lifeline y link-up para los consumidores de la Cooperativa de la Asociación de Teléfonos.

**Lifeline**, también conocida como el Programa de Asistencia Telefónica de Oregon (OTAP), es un programa del gobierno que ofrece a personas calificadas un descuento en su cuenta mensual telefónica. Usted ahorrará hasta \$13.50 para su cuenta básica mensual. Usted es elegible para Lifeline, si usted participa en cualquier de los siguientes programas; Estampillas de Comida, Programa de Asistencia con la Electricidad para personas de bajos recursos (LIHEAP), Beneficios de Desabilidad para Persona Incapacitada (SSI), Tarjeta de Seguro Médico, El Plan de Salud de Oregon y si está en el nivel o más bajo del 135% del nivel de pobreza federal basado en la guía anual de recursos o en el número de miembros de familia.

**Link-up**, ayuda a las familias pagar el primer gasto de instalar el teléfono. Link-up pagará 50% de los gastos hasta \$30.00.

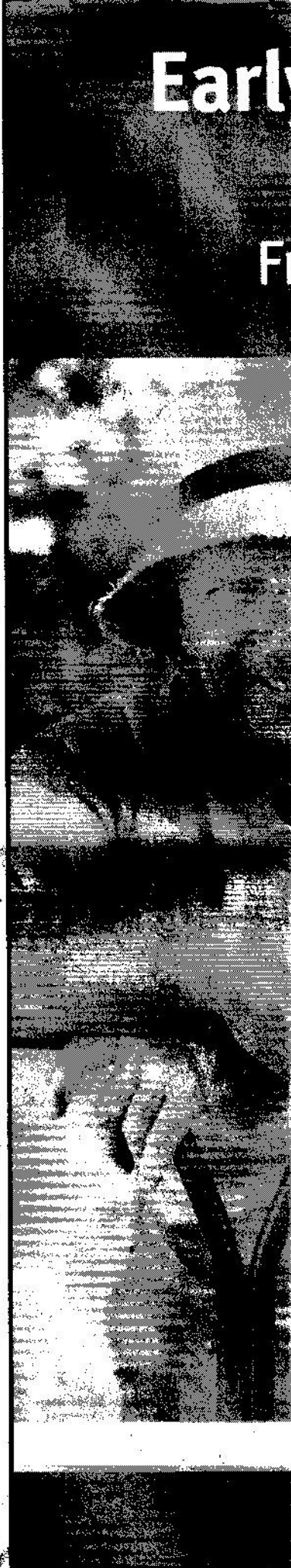
Ser miembro de **Lifeline** o **Link-up** no le protegerá de estar desconectado de servicio si usted no paga su cuenta mensual.

Para recibir una solicitud para **Lifeline** o **Link-up**, favor de ponerse en contacto con Residential Service Protection Fund (RSPF) al 1-800-848-4442 o 503-373-7171 en Salem; Consumidores Sordos pueden llamar al 1-800-648-3458; o escribir a:

Oregon Public Utility Commission RSPF  
550 Capitol St. NE, Suite 215  
Salem, OR 97301-2551

# Early

# F



## Customer Information

### Rights & Responsibilities Summary

For Oregon Utility Consumers: If you are applying for service or have service with a utility company in Oregon, you have certain rights and obligations. Following is a summary of those rights and obligations prepared by the Consumer Services Division of the Public Utility Commission. The matters described here apply only to electricity, natural gas, telephone and water services regulated by the PUC. The utility company's main obligation is to provide you with reliable services at rates approved by the PUC. Your main obligations are to pay for the services you use, to not damage or tamper with the company's facilities, and to notify the company if you move, if you wish to change your service, or if you have a problem.

#### Deposits

The utility company may ask you to pay a deposit. If a deposit is required, you may have the right to pay it in several installments.

#### Third-Party Notices

You have the option to ask that another person receive your bills and notices if for some reason you are unable to receive or understand those bills and notices. Also, you may ask your utility company to furnish you with notices in another language if you do not understand English.

#### Financial Assistance

Several programs provide financial help, depending on your circumstances. The Low-Income Energy Assistance Program (LIEAP) provides money to qualified customers who need help with winter heating bills. Also, the major energy utility companies have their own financial assistance programs to help customers. The Oregon Telephone Assistance Program (OTAP) provides reduced phone bills for qualified low-income customers. The Link-Up America program provides financial help with telephone service installation charges for qualified persons.



#### Disconnection Notices

Before a utility company can disconnect your service, the company must notify you. Electric and gas companies are required to give you a 15-day notice, another notice 5 days before disconnection, and must try to contact you the day the disconnection is scheduled.

Telephone and water utilities must provide written notice at least 5 days before service is disconnected.

#### Medical Certificates

If you or a member of your family has a serious health problem and your utility service is threatened, you may obtain a medical certificate from your doctor or other medical professional who provides your health care. A medical certificate will prevent immediate disconnection of your service and requires your utility company to allow you to set up a payment plan to pay any overdue bill. (Medical certificates do not apply to water utilities.)

#### Payment Plans

You may take advantage of one of several special payment options designed to make it easier to pay your electricity or natural gas utility bills. You may pay your bills on an equal-payment plan which will spread out your payments over the year. If you are unable to pay your electricity or gas bills for a period of time and your utility company intends to disconnect your service, you may also enter into a special agreement to pay the overdue amount over a period of time.

La versión impresa, en esta lengua, del sumario de los derechos del usuario y sus responsabilidades está a su disposición llamando al:

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

Bản giải thích tóm lược về quyền lợi và bổn phận của khách hàng đã được in bằng tiếng Việt và được cung cấp bằng cách in lại về:

សេចក្តីសង្ខេបស្តីពីសិទ្ធិនិងកាតព្វកិច្ចរបស់អ្នកប្រើប្រាស់មានសរសេរជាភាសាខ្មែរ សូមទាក់ទងខ្លួនសួរ:

มีเอกสารแบบสรุปสิทธิ และความรับผิดชอบของผู้ใช้บริการที่พิมพ์เป็นภาษาไทย

โดยติดต่อตามโทรศัพท์ด้านล่าง:

**PUC**  
**Consumer Services Division**  
**1-800-522-2404**

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3.

**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.

**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.



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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:

- 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	_____	_____

- 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: 1.18 per month, per 100 working access lines.

**Report #7 – Network Improvement Plan – CETCs Only**

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

**Report #8 – Special Commitments/Requirements – CETCs only**

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

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

**Report #9 – Certifications - All ETCs**

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

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

# Interstate Common Line Support (ICLS)

2009-2010

# ICLS

Date 23-Jun-09

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 St. Paul Cooperative Telephone Association  
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 (6 digits)
St. Paul Cooperative Telephone Assoc.	Oregon	532396

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

Signed,



[Signature of Authorized Representative]

Date: 23-Jun-09

Nick Schneider

[Printed Name of Authorized Representative]

Manager

[Title of Authorized Representative]

**Carrier's Name:** St. Paul Cooperative Telephone Association  
**Carrier's Address:** PO Box 37 St. Paul, Or. 97137  
**Carrier's Telephone Number:** 503-633-2111

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

USAC



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### **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.

## Long Distance Calling

### Calling (Credit) Card Calls

If you have a Calling Card (credit card) you can place long distance calls and have them charged to your telephone bill. The charge for station-to-station Calling Card calls dialed by the customer is less than the charge for collect or third-number billed calls. Calling Cards can be obtained by calling your local telephone company or the long distance carrier of your choice.

To make a call using a Calling card, follow the dialing instructions on the back of the Calling Card or call the Calling Card provider.

### Lost or Stolen Calling Cards

Call your calling card provider immediately.

### Equal Access Dialing Instructions

In areas that provide Equal Access you may select the long distance carrier of your choice. Equal Access allows you to use your preferred long distance company by dialing 1 plus the number.

The long distance carrier of your choice should already be connected to your telephone line. If you wish to change your Long Distance Carrier, please notify your local telephone company. There may be a service charge for changing your carrier.

If you wish to use a long distance company other than the one that you have pre-selected, you may be able to do so by dialing a special code for that company. Please call the long distance company to obtain the appropriate code.

For International call dialing instructions please call your long distance carrier. Country and City Codes for International Dialing are listed on page 20. (This is subject to change.)

Some long distance companies do not provide operator services. If you have questions about the service provided or the area served by a long distance company, please call that company for more information.



### **If You Receive Unwanted Sales and Survey Calls**

1. Hang-up if you aren't interested in talking with the caller.
2. Report companies using questionable sales practices to the Better Business Bureau or your State Attorney General's Office.
3. Disconnect computer generated calls by hanging up your telephone for 12 to 15 seconds.
4. Contact the National Do-Not-Call Registry at 1-888-382-1222.

### **Oregon Telecommunications Relay Service (OTRS)**

#### **Services for the Hearing and Speech Impaired**

The Oregon Telecommunications Relay Service (OTRS) is a telecommunications service providing full telephone accessibility to people who are hearing or speech impaired. This service relays calls between a person using a TTY (teletypewriter) and any other telephone user. This service also allows a person without a TTY to call a TTY user. Trained personnel complete all calls and stay online to relay messages electronically over the TTY or verbally to hearing parties. This service is provided free of charge in your local calling area; however, long distance rates will apply and are determined by your long distance carrier. The Relay allows you to place and receive calls to and from anywhere in the world, 24 hours a day, 365 days a year, using English or Spanish. This service will also relay TTY calls to directory assistance. After obtaining the number, the caller may choose to place the call through Relay or dial it directly TTY to TTY.

#### **Dial 711 or call**

800-735-2900	TTY
800-735-1232	Voice
800-735-0644	ASCI
800-735-3896	Spanish/Voice/TTY
800-735-3260	VCO
877-735-7525	Speech to Speech
900-568-3323	900 Service
800-676-3777	Customer Service

To connect with Captioned Telephone (CapTel) users, dial 877-243-2843.

For CapTel Customer Service dial 888-269-7477.

**OTRS Customer Service**  
**1-800-676-3777**  
**Operator Services for TDD/TTY**  
**(24 hours) 1-800-855-4000**

### **TTY Equipment Available**

Under Oregon State law, deaf and hearing impaired persons who are determined by the state to be eligible can obtain special teletypewriter (TTY) equipment, amplified telephones and signaling devices to assist in their telecommunications needs. This program is funded through a monthly surcharge on all telephone customers in the state. The Public Utility Commission of Oregon determines eligibility for these services. Interested persons should call 1-800-848-4442. TTY users can call 1-800-648-3458 or write to:

Oregon Public Utility Commission  
RSPF  
550 Capitol St NE, Suite 215  
P.O. Box 2148  
Salem, OR 97308-2148

### **How To Handle Annoyance Calls**

When you receive an obscene, harassing, or threatening telephone call, follow these suggestions:

1. When answering your telephone, say hello twice. If no answer, HANG UP.
2. Do not give information until you are absolutely certain you know who is speaking.
3. Instruct children not to give any information to strangers over the phone.
4. Hang up when you hear something off-color or obscene.
5. Never reveal the fact that you are alone.
6. When annoyance calls persist, contact your local law enforcement agency.
7. Calls of a threatening nature should be reported to the local law enforcement agency immediately.

Remember, you are in control of your phone. Use the phone on your terms, and do not talk to anyone unless you want to. Don't answer any personal questions or give your name or phone number to any unidentified caller.





## Customer Information

### Directory Listings

Every subscriber may be listed once in the alphabetical section of the directory without a charge. Additional directory listings are available at an additional charge.

Residential customers may list their surnames, given names, initials, or combination thereof and any of the following without charge:

1. One other person with the same surname who resides at the same address.
2. The customer's nickname.
3. The married name of a woman whose husband is deceased.

These arrangements also apply to an additional listing for which a charge is made. At the subscriber's request, their address may be omitted from the directory. (For more information see Telephone Soliciting on this page.)

### Out-of-town Directories

Directories for other cities may be obtained by calling your local telephone company. A fee may be charged for these directories.

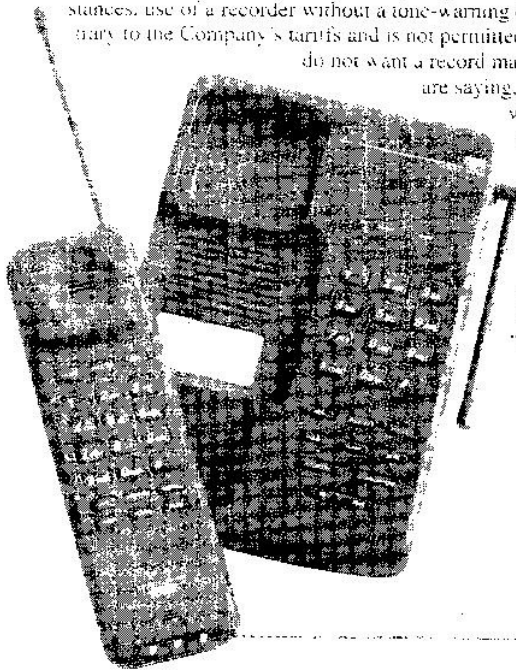
### Directory Listing Liability

Every effort is made to make the directory as accurate as possible. If an error occurs in your listing or advertising, please call your Service Representative. The Company's liability for damages arising from errors or omissions in listings is limited in accordance with its tariffs.

### Recorded Conversation

A short "beep" tone heard on your telephone about every 15 seconds means that the person with whom you are talking is recording your conversation. This signal is provided for your protection. In most instances, use of a recorder without a tone-warning device is contrary to the Company's tariffs and is not permitted. When you do not want a record made of what you

are saying, ask the person with whom you are talking to disconnect the recording machine. When it is disconnected, you will no longer hear the "beep" tone.



### Customer Provided Equipment

Customer provided equipment may be connected to telephone company facilities only if it is registered or otherwise complies with the Federal Communications Commission's (FCC) rules and meets the conditions set forth in telephone company tariffs. These FCC rules and tariffs are designed to meet the convenience of the customer and at the same time protect the telephone network against any possible hazards to customers and Company employees.

A service charge is incurred if the telephone company visits the premises of the customer and the service difficulty or trouble is determined to have been caused by the customer's equipment or facilities.

### Why You May See One Minute Calls on Your Bill

A call is considered completed if:

1. Called party answers.
2. Machine, Voice Mail, Modem or Fax Machine answers-even if you decide not to leave a message or transmit information.
3. Called party has special calling features on their line. For example: Call Forwarding and Call Waiting. If they have activated Call Forwarding to another number, charges begin when their line answers and forwards the call even if there is no answer at the second number.
4. Calling a business, some customer owned telephone systems (PBX's) do not have the proper signaling and even though you are not connected to a person, their system sends back a signal showing the call was completed.

### Telephone Soliciting

In Oregon, soliciting by telephone is considered a deceptive trade practice if, within the first 30 seconds, the seller does not identify themselves, provide a description of the goods or services offered for sale, inquire if the called party is interested in the goods or services and immediately end the conversation if the called party is not interested. Also, the seller must, during the course of solicitation, give the total cost of the goods or services and all information about installment payments if offered.

Commercial solicitation by Automatic Dialing and Announcing Devices is prohibited unless the caller and called party have an ongoing business relationship. Charitable and political organizations may continue to use these devices to solicit funds even without a previous business relationship.

Businesses can continue to use Automatic Dialing and Announcing Devices for purposes other than "cold call" solicitation such as reminding clients of appointments, confirming airline reservations, and notifying customers merchandise is available for pick up.

Complaints concerning unwelcome telephone solicitation or companies that have violated the law should be addressed to the Department of Justice, Financial Fraud Section, 1162 Court Street NE, Salem, OR 97310; or phone the office at 503-378-4320. If calling from the Portland area call 503-229-5576.



# Telephone Information

## Customer Information

### Ordering Service

To help you speed the ordering of your service, you should have the following information available when you visit our office:

1. Know your complete street address.
2. Know your PO Box number if it is your mailing address.
3. How you would like your name to appear in the directory.
4. How you would like your name(s) to appear on the billing statement.
5. Drivers License number.
6. Social Security number.
7. Employment status.

### Optional Equipment and Services

A customer, upon request, may call the Business office for rates applicable for special services, Customer provided equipment, see page 11.

### Deposit Refunds

Accounts that have a deposit will be reviewed after six months. If service has not been suspended for non-payment or had not more than one past due notice, the deposit will be refunded.

### Customer Responsibility

Customers are responsible for the charges on calls made or received over their telephone, whether made by themselves, members of the family or visitors.

### Directory Assistance

Dial 411 for Local and National Directory Assistance.

### Time of Day

.....503-633-8463

### Direct Distance Dialing

In State of Oregon dial 1+ 503 or 541 or 971 + Directory number.

Outside the State of Oregon:  
Dial 1+ Area Code +  
Directory number.

### Extended Area Service

Gervais, Newberg and Salem. Dial these cities without a "1". There will be a flat rate or a measured rate for these towns, depending on your choice of service. You will be charged for calls placed to these areas by placing the call through the operator.

### Customer Billing Information

Customer bills are prepared and mailed on or before the first (1st) day of each month. The monthly charge for local telephone service and long distance calls are billed approximately thirty days in arrears. Your bill is due on the fifteenth day of the month. If your payment will not reach us by the last Monday of the month, call our Business Office to discuss payment alternatives.

### Past Due Accounts

You will be advised of the past due account by a mailed notice. You will then have until the last Monday of the month before your long distance service will be disconnected. 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. A late charge of 1 1/2 percent per month will be applied to all balances carried forward on monthly statements. To avoid late charges, pay account in full by the 22nd day of each month.

### Check Policy

Any customer who issues a check to the Cooperative, 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 fifteen dollars (\$15.00) for each check returned to the cooperative. Should the cooperative, after having properly notified a customer 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. The cooperative may require payment of such account to be made in cash before service is restored.

### St. Paul Long Distance

**24 hours a day, any day of the week.**

- A flat rate of .13 a minute or \$3.95 a month with a flat rate of .10 a minute.
- Personal 800 numbers.
- No monthly or annual contracts.
- No confusing access codes to remember.
- No monthly minimum.
- One bill convenience for your billing and service questions.

**Rates are good in the Continental United States.**



**DOCKET NO. UM 1426**

AFFIDAVIT CERTIFYING USE OF UNIVERSAL SERVICE FUNDS

I, NICK SCHNEIDER, being of lawful age and duly sworn, on my oath, state that I am the GENERAL OFFICER of ST PAUL COOPERATIVE TELEPHONE ASSOCIATION 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 15<sup>TH</sup> day of JULY, 2009.

ST PAUL COOPERATIVE TELEPHONE ASSOCIATION

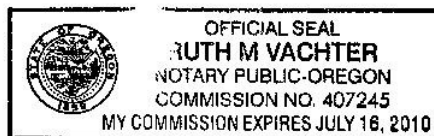
By: *Nick Schneider*

Its: GENERAL MANAGER

SUBSCRIBED AND SWORN to before me this 15 day of July, 2009.

*Ruth M. Vachter*  
Notary public in and for the State of Oregon

My Commission Expires: 7/16/2010



**DOCKET NO. UM 1426**

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

I, NICK SCHNEIDER, being of lawful age and duly sworn, on my oath, state that I am the GENERAL MANAGER of ST PAUL COOPERATIVE TELEPHONE ASSOCIATION 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 15<sup>TH</sup> day of JULY, 2009.

ST PAUL COOPERATIVE TELEPHONE ASSOCIATION

By: *Nick Schneider* (Name)

Its: GENERAL MANAGER

SUBSCRIBED AND SWORN to before me this 15 day of July, 2009.

*Ruth M Vachter*  
Notary public in and for the State of Oregon

My Commission Expires: 7/16/2010

