

**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:

**Eagle Telephone System Inc., d.b.a. Snake River PCS**

Filing date: 07/08/2009

Is this: Original submission?  X

OR

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

Person to contact for questions:

Name: Marcia Lincoln

Phone number: 541-893-6115

E-mail address: marcia@eagletelephone.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

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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.

**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.

Our Mini-personal Plan is offered for \$23.34 including RSPF surcharge and E911 fees. This mobile cellular plan includes limited nationwide long distance. The price is comparable to our local ILEC’s basic local service plan for \$21.05 which does not include long distance. Our Snake River PCS Business Plan is also offered as a mini-package for \$23.34 with limited nationwide long distance included within the plan.

**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**

## DOCKET NO. UM 1426

### Report #1 Supported Services Offerings

#### B. Mini-personal Plan

Advertised as Mini-Personal Plan (limited).

Calling Plan includes 200 local anytime minutes and 40 nationwide travel minutes.

Calling area is nationwide with 40 travel minutes included in plan.

Mini-personal plan includes 200 nationwide long-distance minutes from local service area.

This basic mini-plan is offered for \$23.34 including RSPF and E911 surcharges.

Snake River PCS also offers this same basic mini-plan as our basic-business plan for \$23.34 including RSPF and E911 surcharges.

# Snake River PCS

WIRELESS SERVICE

WHERE YOU LIVE & PLAY

Richland, OR

541-893-6115

## Basic Cellular Service Available From Snake River PCS

Snake River PCS is your local wireless service provider. We can provide our customers reliable, quality cellular service with our basic mobile mini plan at a price comparable to that of our local basic wire-line service.

### Our Basic mini-plan includes:

Single Party Residential Wireless Line	\$22.50	Unlimited Nationwide Long-Distance	no charge
Single Party Business Wireless Line	\$22.50	Voice mail	no charge
Residential Service Protection Fund	\$ 0.09	Unlimited Incoming Text Messaging	no charge
Emergency 911 Services	\$ 0.75	Unlimited Local Area Mobile-to-Mobile calls	no charge
200 Daytime Local Minutes	no charge	*with all other Snake River PCS Customers	
40 Travel Minutes	no charge		

This basic mini-plan service is available for \$23.34 per month including taxes.

Low-income households may apply for financial assistance through our Lifeline and Link-Up America telephone assistance programs, which provide discounts of up to \$13.50 off our basic service rate.

If you have questions regarding our plans or assistance programs, please contact us at 541-893-6115 or visit our business office at 349 First Street, Richland, Oregon. For more information about the Oregon Telephone Assistance Program, visit [www.lifeline.gov](http://www.lifeline.gov)

YOUR TELEPHONE IS YOUR  
**LIFELINE**

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

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### 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. X 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).

Any request for service that cannot be immediately full-filled is referred to our field technology manager within 24 hours. It is then determined what problems need to be addressed in order for us to provide a quality service to the customer at a reasonable cost. All reasonable scenarios are taken into consideration when provisioning a customer including modifying or replacing the customer’s equipment; employing a roof-mounted signal boosting antenna, adjusting the nearest cellular tower, adjusting our network or the customer’s facilities; reselling services from another carrier’s facilities, and leasing or constructing an additional cell site, extender, repeater, or other similar equipment. The majority of our outside field-service requests are completed within 10-30 days.



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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.

Snake River PCS posts in our lobby our basic supported services utilizing informative handouts and posters gathered from the Lifeline/Link-UP America consumer page internet site. We advertised regularly throughout 2008 in our local newspapers and in our local and regional phone directories. We also used bill inserts to publicize the Lifeline/Link-Up OTAP Assistance Programs. We continue to advertise regularly in our local newspapers and regional Visitors Guides for 2009 as well as posting Lifeline on our newly introduced website for 2009.

# Snake River PCS

WIRELESS SERVICE

WHERE YOU LIVE & PLAY

Richland, OR

541-893-6115

## BASIC CELLULAR SERVICE AVAILABLE FROM SNAKE RIVER PCS

Snake River PCS is your local wireless service provider. We can provide our customers reliable, quality cellular service with our basic mobile mini-plan at a price comparable to that of our local basic wire-line service.

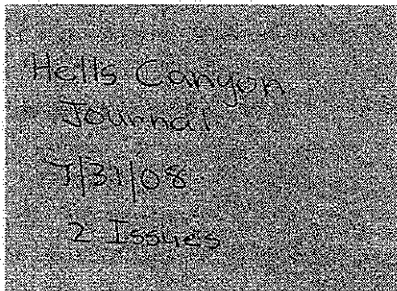
Our basic mini-plan includes:

- \* 1 wireless line
- \* 200 day time local minutes
- \* 40 travel minutes
- \* Limited Nationwide long distance
- \* Voice-mail
- \* Unlimited incoming text messaging
- \* Unlimited local area mobile to mobile calls with all other Snake River PCS customers.

We offer our basic mini-plan service for \$23.30 taxes included. Low-income households may apply for financial assistance through our Lifeline and Link-up America telephone assistance programs which provide discounts up to \$13.50 off our basic service rate. Also available upon request to all Lifeline customers is toll blocking which allows customers to block out-going long distance calls free of charge.

If you have any questions concerning our plans or assistance programs, we can be contacted at Snake River PCS, 349 First St, Richland, OR, 541-893-6115. For more information regarding Oregon Telephone Assistance Programs visit: [www.lifeline.gov](http://www.lifeline.gov)

**YOUR TELEPHONE  
SERVICE IS YOUR  
LIFELINE**



Newspaper Ad  
Regional Phone directory Ad  
Lobby Poster  
Handout

# Snake River PCS

WIRELESS SERVICE

WHERE YOU LIVE & PLAY

Richland, OR

541-893-6115



## Basic Cellular Service Available From Snake River PCS

Snake River PCS is your local wireless service provider. We can provide our customers reliable, quality cellular service with our basic mobile mini-plan at a price comparable to that of our local basic wire-line service.

### Our basic mini-plan includes:

- 1 wireless line
- 200 day time local minutes
- 40 travel minutes
- Limited Nationwide long distance
- Voice Mail
- Unlimited incoming text messaging
- Unlimited local area mobile to mobile calls with all other Snake River PCS customers

We offer our basic mini-plan service for \$23.30 taxes included. Low-income households may apply for financial assistance through our Lifeline and Link-up America telephone assistance programs which provide discounts up to \$13.50 off our basic service rate. Also available upon request to all Lifeline customers is toll blocking which allows customers to block out-going long distance calls free of charge.

If you have any questions concerning our plans or assistance programs, we can be contacted at Snake River PCS, 349 First Street, Richland, OR, 541-893-6115.

For more information regarding Oregon Telephone Assistance Programs visit [www.lifeline.gov](http://www.lifeline.gov)  
**Your Telephone Service is Your Lifeline**

Newspaper Ad

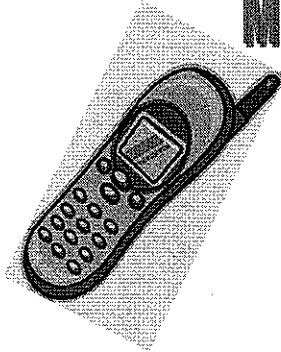
Page 2

Baker City Herald

Baker City, Oregon, Monday, November 24, 2008

This ad reaches the communities of Halfway, Richland, Baker City, Lagrande, Huntington, Durkee, Haines as well as other surrounding areas.

# MINI PERSONAL PLAN



200 local home minutes

40 travel minutes

Unlimited nights and weekends in home area (9:00p.m. to 6:59a.m daily) and (9:00pm Friday to 6:59a.m. Monday)

- Nationwide Long Distance
- Voice Mail
- Caller ID
- Unlimited Incoming Text Messages
- Home Area Mobile to Mobile for all SRPCS Customers

• Travel minute overage charge \$0.35 per minute air time and \$0.15 per minute long distance

• Home area overage charges \$0.20 per minute air time and \$0.10 per minute long distance

• Unlimited outgoing text messages \$8.95

• Add another line for \$9.95

• Buy earlier nighttime minutes to start at 8p.m. \$10

• Buy earlier nighttime minutes to start at 7p.m. \$20

Snake River PCS  
(541) 898-6115

\$22.50

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Handout

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**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:   2  .

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

<u>ILEC Svc Area</u>	<u>No. of Lifeline customers</u>
<u>532369</u>	<u>  2  </u>
<u>          </u>	<u>          </u>
<u>          </u>	<u>          </u>
<u>          </u>	<u>          </u>
<u>          </u>	<u>          </u>
<u>          </u>	<u>          </u>
<u>          </u>	<u>          </u>

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

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

# Snake River PCS

WIRELESS SERVICE

WHERE YOU LIVE & PLAY

Richland, OR

541-893-6115



## Basic Cellular Service Available From Snake River PCS

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### Our basic mini-plan includes:

- 1 wireless line
- 200 day-time local minutes
- 40 travel minutes
- Limited Nationwide long-distance
- Voice Mail
- Unlimited incoming text messaging
- Unlimited local area mobile to mobile calls with all other Snake River PCS customers

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For more information regarding Oregon Telephone Assistance Programs visit [www.lifeline.gov](http://www.lifeline.gov).  
**Your Telephone Service is Your Lifeline**

Newspaper ad reaching communities of Halfway, Richland, Baker City, Lagrande, Huntington, Durkee, Haines and surrounding areas.

**Snake River PCS**  
 WIRELESS SERVICE WHERE YOU LIVE & PLAY

**Basic Cellular Service Available From Snake River PCS**

Snake River PCS is your local wireless service provider. We can provide our customers with reliable quality cellular service with our basic mobile mini-plan at a price comparable to that of our local basic wire-line service. Our basic mini-plan includes:



- Single wireless line
- 200 daytime local minutes
- 40 travel minutes
- Limited nationwide long distance
- Voice mail
- Unlimited incoming text messaging
- Unlimited local area mobile-to-mobile calls with all other Snake River PCS customers

This basic mini-plan service is available for \$23.30 per month, all taxes included.

Low-income households may apply for financial assistance through our Lifeline and Link-Up America telephone assistance programs, which provide discounts of up to \$13.50 off our basic service rate. Also available upon request to all Lifeline customers is toll blocking, which allows customers to block out-going long distance calls free of charge.

If you have any questions regarding our plans or assistance programs, please contact us at 541-893-6115 or visit our business office at 349 First Street, Richland, Oregon. For more information about the Oregon Telephone Assistance Programs, visit [www.lifeline.gov](http://www.lifeline.gov).

YOUR TELEPHONE SERVICE IS YOUR **LIFELINE**

2 issues

Newspaper ad reaching local communities of Halfway, Oxbow, Richland, Baker City and surrounding areas.

# Snake River PCS

WIRELESS SERVICE

WHERE YOU LIVE & PLAY

Richland, OR

541-893-6115

## BASIC CELLULAR SERVICE AVAILABLE FROM SNAKE RIVER PCS

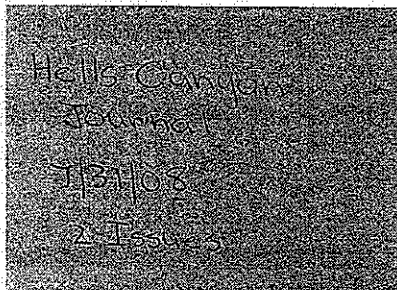
Snake River PCS is your local wireless service provider.  
We can provide our customers reliable, quality cellular service with our basic mobile mini-plan at a price comparable to that of our local basic wire-line service.

Our basic mini-plan includes:

- \* 1 wireless line
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- \* Unlimited incoming text messaging
- \* Unlimited local area mobile to mobile calls with all other Snake River PCS customers.

We offer our basic mini-plan service for \$23.30 taxes included.  
Low-income households may apply for financial assistance through our Lifeline and Link-up America telephone assistance programs which provide discounts up to \$13.50 off our basic service rate. Also available upon request to all Lifeline customers is toll blocking which allows customers to block out-going long distance calls free of charge.

If you have any questions concerning our plans or assistance programs, we can be contacted at Snake River PCS, 349 First St, Richland, OR, 541-893-6115  
For more information regarding Oregon Telephone Assistance Programs visit:  
[www.lifeline.gov](http://www.lifeline.gov)



**YOUR TELEPHONE  
SERVICE IS YOUR  
LIFELINE**

Bill insert run quarterly.  
Newspaper Ad  
Lobby Poster  
Regional Directory Ad



Little book ad 3/7/08

Local phone directory ad 2008  
Halfway, Richland, Oxbow.

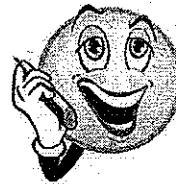
**Snake River PCS**  
WIRELESS SERVICE WHERE YOU LIVE & PLAY  
Richland, OR 541-893-6115

Wide Home Area Coverage  
Instant In-Store Activation  
Nationwide Long Distance  
Free Voicemail-Caller ID  
Unlimited Incoming Text Messages  
Unlimited Home Area Mobile to Mobile with All SRPCS Customers  
We Carry Motorola-Samsung-LG & Kyocera  
We are a Lifeline, OTAP & OTRS Provider

**Wireless Support for our Local Community**

Stop by our office on 349 First Street in Richland, OR to compare our competitive selection of phones and plans. We will be happy to serve you!

Phone: 541-893-6115  
Fax: 541-893-6903  
E-Mail: eagle@eagletelephone.com  
Lifeline Website: www.lifeline.com



**BLUE BOOK**



Local Phone  
Books of  
Distinction

**FILE NAME**

5418936115

**DATE**

3/07/08

**- EAGLE 2008  
PHONE DIRECTORY**

**PRINTING AD PROOF SHEET**

**ATURE:**

**Customer Check**

Phone Number O.K.

Address O.K.

Printing O.K.

APPROVED AS IS

APPROVED WITH CORRECTIONS

*Mike Lattin*

Phone directory ad for  
Halfway, Richland,  
Baker City, Lagnande,  
Huntington, Haines and  
all surrounding areas.

REVISED PROOF

# Snake River PCS

WIRELESS SERVICE

Richland, OR

WHERE YOU LIVE & PLAY

541-893-6115

Wide Home Area Coverage

Instant In-Store Activation

Nationwide Long Distance

Free Voicemail-Caller ID

Unlimited Incoming Text Message

Unlimited Home Area Mobile to Mobile with ALL SRPCS Customers

We Carry Motorola - Samsung - LG & Kyocera

We are a Lifeline, OTAP & OTRS Provider



## Wireless Support for our Local Community

Phone: 541-893-6115

Fax: 541-893-6903

E-Mail: eagle@eagletelephone.com

Lifeline Website: www.lifeline.com

Stop by our office on 349 First Street in Richland, OR  
to compare our competitive selection of phones & plans.  
We will be happy to serve you!

This is a copy of your display advertisement as it will appear in the directory. Printed colors may vary from proof colors. Please check carefully for spelling of names, addresses, phone numbers, fax numbers, ad copy, etc. If you do not return a signed copy to us prior to the date stated above, we will assume this copy is correct and publish it as it appears. This is the only proof copy of this advertisement you will receive. FAX COPIES ARE ACCEPTABLE.

**MAIL BACK TO:**

Blue Book Publishing  
PO Box 820 OR 1501 Madison Ave  
La Grande, OR 97850  
Phone (541)962-7457  
Fax (541)962-0459



Local Phone  
Books of  
Distinction

2008 Directory

FILE NAME

5418936115

DATE

12/11/07

**AD PROOF SHEET** (EAST 08)

Account Representative: BRUCE MULVANY

Return By: 12-21-07 (Please)

SIGNATURE: [Signature]

Regional directory ad.  
Eastern Oregon

**Customer Check**

Telephone Number O.K.

Address O.K.

Spelling O.K.

APPROVED AS IS

APPROVED WITH CORRECTIONS

CELLULAR TELEPHONE EQUIPMENT & SERVICE

**Snake River PCS**

WIRELESS SERVICE WHERE YOU LIVE & PLAY  
eagle@pinetel.com

- Wide Home Area Coverage
  - Instant In-Store Activation
  - Nationwide Long Distance
  - Free Voicemail • Caller ID
  - Unlimited Incoming Text Messages
  - Unlimited Mobile to Mobile w/ All SRPCS Customers
  - We Carry Motorola - Samsung - LG & Kyocera
  - We are a Lifetime & OTRS Provider
- 349 First Street - Richland, OR.....541-893-6115

This is a copy of your display advertisement as it will appear in the directory. Printed colors may vary from proof colors. Please check carefully for spelling of names, addresses, phone numbers, fax numbers, ad copy, etc. If you do not return a signed copy to us prior to the date stated above, we will assume this copy is correct and publish it as it appears. This is the only proof copy of this advertisement you will receive. FAX COPIES ARE ACCEPTABLE.

MAIL BACK TO:

Blue Book Publishing  
PO Box 820 OR 1501 Madison Ave  
La Grande, OR 97850  
Phone (541)962-7457  
Fax (541)-962-0459

Hells Canyon Journal Ad  
Bill insert  
Lobby poster

# Snake River PCS

WIRELESS SERVICE

WHERE YOU LIVE & PLAY

Richland, OR

541-893-6115

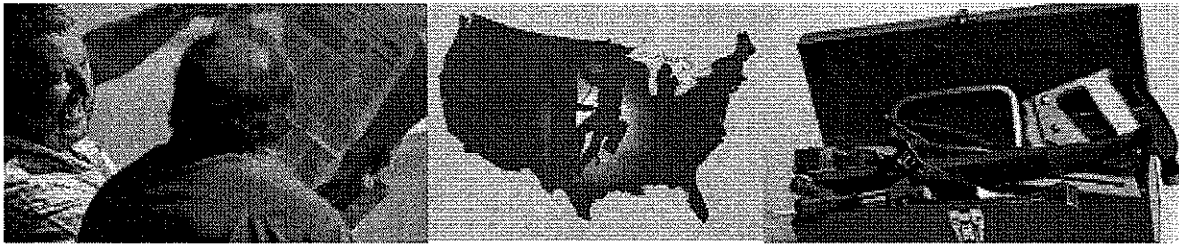
## YOUR TELEPHONE SERVICE IS YOUR LIFELINE

Did you know that discounts on  
basic phone service are available  
to low-income consumers?



For information:

- ① Call your local phone company and ask about *Lifeline and Link-Up*
- ② Call the Federal Communications Commission (FCC) at 1-888-CALLFCC
- ③ Go to [www.lifeline.gov](http://www.lifeline.gov)



Handout

Lobby

## LIFELINE & LINK-UP FACTS

DISCOUNTS ON  
TELEPHONE SERVICE FOR  
INCOME-ELIGIBLE  
CONSUMERS

**Lifeline** gives consumers a discount on monthly charges for basic local telephone service.

**Link-Up** pays for part of the consumer's connection or activation charge for new telephone service.

- Consumers receiving Lifeline or Link-Up may also sign up for **"toll blocking"** or **"toll limitation"** service, which either blocks or limits long-distance calls from the consumer's phone. **Consumers who elect toll blocking or toll limitation do not have to pay a service deposit to start phone service.**
- Both programs are available in **every U.S. state, territory, and commonwealth.**
- Many, but not all, **landline and cellular/wireless telephone companies** offer the discounts. VoIP companies do not currently offer Lifeline or Link-Up.
- Money for both programs comes from a surcharge on the phone bills of all consumers, except for those receiving Lifeline and Link-Up.

### HOW MUCH CAN YOU SAVE?

**Lifeline** – The amount of the discount **depends on where you live.** The basic federal program provides a discount as high as \$10 per month, but most states provide an additional discount. Residents of tribal lands may receive up to \$35 under the federal discount, but must pay at least \$1.00 per month.

**Link-Up** - The program pays **up to half the installation/connection charge (with a \$30 cap).** You may ask for a year to pay off the other half of the connection or activation charge, without interest. For residents of tribal lands, Link-Up will cover 50% of installation costs up to \$60, and all of costs between \$60 and \$130. **Link-Up will NOT cover the cost of a phone or wiring your home.**

### DO YOU QUALIFY?

- Eligibility varies by state.

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- **Nine states provide only the federal discounts:** Delaware, Hawaii, Illinois, Indiana, Iowa, Louisiana, New Hampshire, North Dakota, and South Dakota. Also, the following territories: American Samoa and the Northern Mariana Islands.

In these states and territories, a consumer may **qualify in one of two ways**, either:

- Taking part in one (or more) of the following federal programs:
  - Medicaid
  - Food Stamps
  - Supplemental Security Income (SSI)
  - Federal Public Housing Assistance (such as Section 8)
  - Low-Income Home Energy Assistance Program (LIHEAP)
  - Temporary Assistance to Needy Families (TANF) or
  - National School Lunch Program Free Lunch (Reduced lunches do not qualify.)

- or -

- If the consumer's **total household income is at or below 135% of the Federal Poverty Guidelines (FPG)**. This link is to a chart that shows the limit on household income for different sized families to qualify in this manner for Lifeline and/or Link-Up:  
<http://aspe.hhs.gov/poverty/09poverty.shtml>. If you have more than eight people in your household, there may be higher limits on household income. If you do not have access to the Internet, call your state public utilities commission or the Federal Communications Commission to determine if you can qualify based on your income.

If you qualify for Lifeline or Link-Up based on income, you will be asked to provide proof of your income. **The following documents are acceptable proof:**

- Last year's state, federal, or tribal tax return
  - Three consecutive months of payroll statements or paycheck stubs for the current year
  - A Social Security statement of benefits
  - A Veterans' Administration statement of benefits
  - A retirement/pension statement of benefits
  - An Unemployment/Workmen's Compensation state of benefits
  - A federal, or tribal notice letter of participation in General Assistance
  - A divorce decree, child support, or other official document that proves your income
- **States that opt to provide additional discounts** above the federal discount determine the qualifications for the programs in that state. Call your public utility commission, your phone company, or the FCC to determine the particular criteria for your state. If you have access to the Internet, you can look up the qualifications for your state or territory at <http://www.usac.org/li/low-income/eligibility/default.aspx>.
  - The additional discounts on **tribal lands** are available if you take part in at least

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one of the following programs:

- Bureau of Indian Affairs General Assistance
- Tribally-Administered Temporary Assistance for Needy Families (T-TANF)
- Head Start (if your household has qualified for Head Start based on annual income)

### DO I HAVE TO PAY A DEPOSIT?

If you have financial or credit problems, a phone company may require you to pay a deposit **before** connecting your service.

One way to avoid a deposit is to ask the phone company for “**toll-blocking**,” which is a free service that prevents regular long distance calls (though you can still use a pre-paid calling card for long distance calls in most cases).

If your telephone service has been **disconnected for non-payment**, consider asking the company to reconnect you on the condition that it blocks access to everything except basic local service.

### HOW DO I APPLY?

In most states, consumers apply directly through their phone company. In some states, applications go to the state government. Call your public utility commission, your phone company, or the Federal Communications Commission to determine how to apply in your state. Individual state requirements are also posted online at <http://www.lifelinesupport.org/li/low-income/lifelinesupport/browser/>.

In most states, you must set up phone service directly with the phone company **before** they will apply the Lifeline and Link-Up discounts. This means that you will probably have to pay some out-of-pocket costs to get your phone connected.

### OTHER IMPORTANT INFORMATION

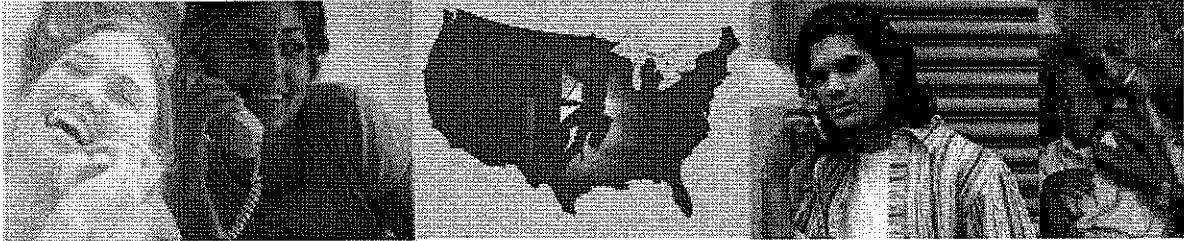
- Lifeline and Link-Up discounts **cannot** be applied to past due telephone bills.
- Once you are on Lifeline, you will be asked periodically to **verify** that you remain eligible. If you do not respond, the phone company is required to stop the discounts.
- It can take up to **two months for the discounts to show up** on your bill, but you must pay the bill until that time.
- Lifeline is available on only **one line per household**.
- If you are qualifying based on participation in a federal aid program, **the phone must be in the name of the person who receives those benefits** in order to qualify for Lifeline and Link-Up on that basis, **except** if you qualify based on the National School Lunch program. In that case, the phone may be in the name of an adult.

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Lobby Handout

# Lifeline and Link-Up: Consumers



## CONSUMER DISCOUNTS ON TELEPHONE SERVICE UNDER FEDERAL UNIVERSAL SERVICE PROGRAMS

**Lifeline** - Lifeline provides qualified consumers with a discount on monthly charges for their primary home phone line, even if it's a cell phone.

**Link-Up** - Link-Up lowers the cost eligible consumers pay for setting up new phone service at their home, including cell phone service.

### HOW MUCH CAN YOU SAVE?

**Lifeline** - If you qualify for this program, Lifeline can save you at least \$10 a month on your phone bills, depending on what state you live in and which phone company in your area provides this program. Some states provide more discounts to make local telephone service even more affordable. To determine if your state offers these additional discounts, contact your state's public utility commission, [www.naruc.org/commissions.cfm](http://www.naruc.org/commissions.cfm).

**Link-Up** - Link-Up pays up to \$30.00 of a qualified consumer's home phone startup fees (even if it's a cell phone), not including the cost of the phone. Link-Up also lets consumers borrow up to \$200 of set-up fees, interest-free, for up to one year.

**Tribal Lands** - Those living on tribal lands may qualify for additional discounts. [Fact sheet](#).

### ARE YOU ELIGIBLE TO RECEIVE THESE DISCOUNTS?

These discounts are available to qualifying consumers throughout the country, although eligibility requirements vary from state to state. Some states have broader categories for eligibility so that more people will qualify. That is why it is important to know how your state runs these programs. To find out the criteria for your state, go to [www.lifelinesupport.org/li/low-income/lifelinesupport/browser/](http://www.lifelinesupport.org/li/low-income/lifelinesupport/browser/).

If your state uses the federal categories, those standards require either that consumers

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have a total household income that does not exceed 135% of the Federal Poverty Guidelines OR that they participate in one of the following programs:

- Medicaid
- Food Stamps
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Low-Income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance to Needy Families (TANF) or
- The National School Lunch Programs Free Lunch Program

For household income to be at or below 135% of the Federal Poverty Guidelines, total income for the household must not be more than the following:

<b><u>Number of People In Your Family</u></b>	<b><u>Lower 48 / DC</u></b>	<b><u>Hawaii</u></b>	<b><u>Alaska</u></b>
1	\$14,621	\$16,821	\$18,266
2	\$19,670	\$22,626	\$24,584
3	\$24,719	\$28,431	\$30,902
4	\$29,768	\$34,236	\$37,220
5	\$34,817	\$40,041	\$43,538
6	\$39,866	\$45,846	\$49,856
7	\$44,915	\$51,651	\$56,174
8	\$49,964	\$57,456	\$62,492

*These income levels are based on Jan. 23, 2009, data from the Department of Health and Human Services (HHS). For each additional person in the household beyond eight, add the following dollar amounts to the income eligibility requirements: \$5,049 for persons living in the Lower 48 and D.C., \$6,318 for Alaska, and \$5,805 for Hawaii.*

### **DO I HAVE TO PAY A DEPOSIT TO START PHONE SERVICE?**

If you have financial or credit problems, you may be required to pay a deposit before setting up telephone service. Consumers who are eligible for the Lifeline and Link-Up programs do not have to pay a deposit if they agree to limit long distance service on their phone. This is called "toll limitation" or "toll blocking." Even with this toll-blocking program, you will still be able to place long-distance calls using pre-paid calling cards.

If your phone company is threatening to disconnect your service because of late or non-payment of bills, you can ask your company to restrict your phone calls to local numbers only.

### **HOW TO APPLY FOR LIFELINE & LINK-UP?**

Contact your local telephone company to make sure that you qualify for these benefits in your state and to request an application form.

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If your local telephone company is not authorized to provide Lifeline or Link-Up discounts in your area, contact your state public utility commission or consumer advocate office to locate an authorized service provider.

### CONTACT INFORMATION & WEB LINKS

- To find the Public Utility Commission where you live, click on this link: [www.naruc.org/commissions.cfm](http://www.naruc.org/commissions.cfm).
- To talk to a consumer advocate in your state, click on this link: [www.nasuca.org/about/membdir.php](http://www.nasuca.org/about/membdir.php)
- Additional program information can also be found on the Federal Communications Commission (FCC) Web site: [www.fcc.gov/cgb/consumerfacts/lllu.html](http://www.fcc.gov/cgb/consumerfacts/lllu.html)
- State-specific eligibility and benefit information for Lifeline and Link-Up assistance programs is available on the Universal Service Administrative Company's (USAC's) Web site: [www.lifelinesupport.org/li/low-income/lifelinesupport/](http://www.lifelinesupport.org/li/low-income/lifelinesupport/).

### OTHER QUESTIONS?

Further questions can be directed to the Federal Communications Commission, at 1-888-CALLFCC.

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**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. X 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 1.

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.

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### Report #5 Outage Report

B.

2. Snake River PCS had one service outage between 11/18/08 and 11/19/08. While digging with equipment, T-Mobile's sub-contractor disrupted Snake River's AC power supply to our main micro-wave backhaul tower approximately 5:00 p.m. on 11/18/08. Our back-up generator set initiated for 2 hours maintaining the site and our mobile services. The initial breach damaged components in the communications' building causing the generator and rectifier in the building to fail. Our battery back-up system timed out after 6 hours. Repairs were completed and wireless service restored by 10:00 a.m. 11/19/08. All wireless towers in the Snake River PCS network were affected by the outage except one. The outage affected all of our customers on our network from Baker County to Union County. To prevent future occurrences we have up-graded the rectifiers that were the initial cause of the generator failure, and increased our operating inventory on hand to correct problems of this nature in the future.

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**Report #6 – Trouble Report – All ETCs**

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

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

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

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

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

2. X The average monthly number of customer trouble reports, as defined in Section 860-034-0390 (5) of the Oregon PUC rules, per 100 access lines, received during calendar year 2008: 3 per month, per 100 working access lines.

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### **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.

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**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 X.

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



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### **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.

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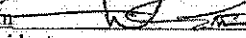
AFFIDAVIT CERTIFYING USE OF UNIVERSAL SERVICE FUNDS

I, Mike Lattin, being of lawful age and duly sworn, on my oath, state that I am the Vice-president of Snake River PCS 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 29 day of June, 2009.

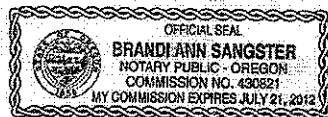
Eagle Telephone System, Inc. d.b.a. Snake River PCS

By: Mike Lattin   
Its: Vice-president (Title)

SUBSCRIBED AND SWORN to before me this 29 day of June, 2009.

Brandi Ann Sangster  
Notary public in and for the State of Oregon

My Commission Expires: July 21, 2012



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DOCKET NO. UM 1426

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

I, Mike Lattin, being of lawful age and duly sworn, on my oath, state that I am the Vice-president of Snake River PCS 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 29 day of June, 2009.

Eagle Telephone System, Inc., d.b.a. Snake River PCS

By: Mike Lattin 

Its: Vice-president

SUBSCRIBED AND SWORN to before me this 29 day of June, 2009.

Brandi Ann Sangster  
Notary public in and for the State of Oregon

My Commission Expires: July 21, 2012



DOCKET NO. UM 1426

Interstate Common Line Support (ICLS)  
2009-2010

ICLS

Date: 9-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 Eagle Telephone System Inc. dba Snake River PCS  
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
Snake River PCS	Oregon	539007

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

Signed,

  
[Signature of Authorized Representative]

Date: 9-Jun-09

Mike Lattin  
[Printed Name of Authorized Representative]

Vice-president  
[Title of Authorized Representative]

Carrier's Name: Eagle Telephone System Inc. dba Snake River PCS  
Carrier's Address: PO Box 178, Richland, OR 97870  
Carrier's Telephone Number: 541-893-6115

Date Received  
(For official use only)

USAC

