

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: Monitor Cooperative Telephone Co.

Filing date: July 15, 2009

Is this: Original submission? _____ X _____

OR

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

Person to contact for questions:

Name Geri Fraijo

Phone number 503-634-2266

E-mail address gerif@monitorcoop.net

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.

1.2. Comparable Local Usage Plan – CETCs only

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

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

1.3. Supported Services Not Provided – CETCs only

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

Are these services provided currently? yes no

If no, explain why not: _____

1.4. Equal Access Acknowledgement – CETCs only

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

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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. ___ The number of customer requests for supported services that were not fulfilled during calendar year 2008: _____.
If greater than zero, include an attachment noting for each such request, the location (address) of the request and a description of attempts to provide service.

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

2.2. Service Request Processing - CETCs only

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

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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.

ATTACHMENTS

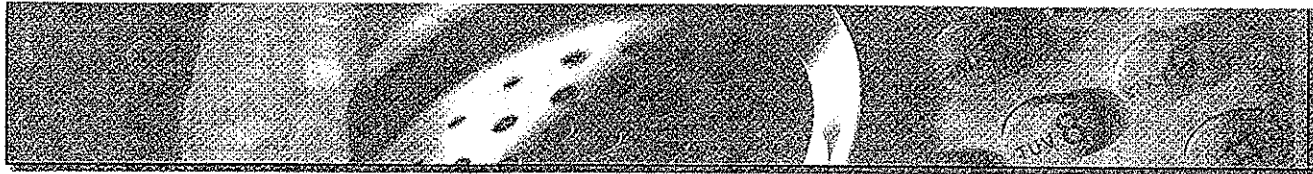
1. a & b 2008 DIRECTORY AD (English) – N. WILLAMETTE VALLEY DIRECTORY
2. a & b 2008 DIRECTORY AD (Spanish) – N. WILLAMETTE VALLEY DIRECTORY
3. 2008 AFFIDAVIT AD - WOODBURN INDEPENDENT

Monitor Cooperative Telephone Company:

- A. Advertised in the 2008 North Willamette Valley Telephone Directory distributed annually in the designated service area (in English and Spanish). The annual directory, North Willamette Valley, is distributed to Aurora, Canby, Charbonneau, Clear Creek, Colton, Gervais, Molalla, Monitor, Mt. Angel, St. Paul, Silverton, Scotts Mills, Woodburn, and Hubbard, Oregon.
- B. “Public Notice of Basic Telephone Service Available From Monitor Cooperative Telephone Company” in the Woodburn Independent newspaper on 12/10/08, and is mailed to their subscribers, and available in our geographic area in local stores.
- C. Pricing/feature documents in the commercial office available to all customers, and is included in new customers accounts documents.

Telephone Information

Monitor Cooperative



Business Office

503-634-2266

Hours:

Business Office 8:00 a.m.- 4:00 p.m.
Monday Through Friday

Address:

15265 Woodburn-Monitor Rd. NE,
Woodburn, Oregon 97071

Repair Service

8:00 a.m. - 4:00 p.m. Monday-Friday 611

Emergency Repair

After Hours & Weekends & Holidays 503-634-3434

Underground Cable

Locating Assistance 1-800-332-2344

Time of Day

..... 503-266-8463

Extended Area Service (EAS)

To Aurora (678), Charbonneau (694), Colton (824), Molalla (759) (829), Mt. Angel (845), Canby (263-266), and Needy (651) is provided by dialing the directory number of the person you wish to call in those areas. Long Distance charges will apply on any calls placed with the assistance of an operator or if the DDD Code is dialed. Calls to prefix areas other than those listed above are long distance calls.

Directory Assistance

Certain handicapped persons may be exempt. For additional information, contact our Business Office. All Directory Assistance charges are subject to change.

For cities within Oregon,
dial 411

For cities in other states,
dial 411

Principle Service Offerings

Monthly Rates

The rates and charges shown below were in effect May 1, 2006 and subject to change if authorized by the Board of Directors of Monitor Cooperative Telephone Company.

Residence Service

Access Line	Flat EAS*
\$14.05	\$2.40

Business Service

Access Line	Flat EAS*
\$17.20	\$3.80

Key Telephone	Flat EAS*
\$18.70	\$3.80

* Measured EAS is available at eight cents per minute (8¢ / minute).

Charges to Establish or Change Orders

	Residence	Business
Customer Request Charge, Per Order	\$10.00	\$10.00
Line Access Charge, Per Line	\$20.00	\$20.00
Premises Visit Charge, Per Visit	\$25.00 + ½ hr. labor	\$25.00+ ½ hr. labor
Non-Pay Reconnect	\$30.00	\$30.00
Move	\$15.00	\$15.00
Premises Wiring and Modular Outlets	*Actual	*Actual

1. Line Access - Applicable to work in Central Office, outside plant to premises.
2. Visit to customer's premises - Applicable if employee must visit the premises.

* Charges will be based on Actual Loaded Labor Rate.
* Materials used will be Actual Loaded Costs.

Attachment
Report 3
#1

Telephone Information

Local Calling Information

Ordering Service

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

1. Complete street address apartment number if applicable.
2. How you would like your name to appear in the directory.
3. How you would like your name to appear on the billing statement. Memberships may be in one name only.
4. Employment status.
5. Information about your previous telephone service.
6. An estimate of your monthly long distance charges.

Establishment of Credit

We will establish credit to any residential customer who meets any one of the following criteria:

1. Previous telephone service which during the last twelve months of service was not discontinued for non-payment or did not receive more than two past due notices.
2. Own a twenty percent or greater interest in the premises where service is to be established.
3. Provide a satisfactory guarantor to secure payment of the telephone bill.

Deposits

Deposits are not requested if a satisfactory credit record was maintained on their previous telephone service. Or, if the customer can provide a satisfactory guarantor to secure payment of the telephone bill.

Customers requesting business telephone service may be requested to demonstrate satisfactory credit that is appropriate for the service requested.

When a deposit is required, it will not exceed two-twelfths of your estimated annual billing. Interest on deposits shall accrue from the date of deposit to the date of refund at the rate established by the Oregon PUC.

Deposit Refunds

Accounts that have a deposit will be reviewed after six months.

If service has not been suspended for non-payment or has had no past due notices, the deposit plus accrued interest will be refunded. The deposit plus accrued interest shall promptly, upon request, be refunded if the customer's credit has been subsequently established in accordance with establishment of credit guidelines.



Telephone Information

Monitor Cooperative

Oficina De Negocios

503-634-2266

Horas:

Oficina De Negocios

8:00 a.m.-4:00p.m.
Lunes a Viernes

Dirección:

15265 Woodburn-Monitor Rd NE,
Woodburn, Oregon 97071

Servicio De Reparaciones

8:00a.m. - 4:00p.m Lunes a Viernes. 611

Reparaciones De Emergencia

despues De Horas Y Fines
De Semana Y Días Festivos503-634-3434

Asistencia Para Localizar Cables Enterrados

.....1-800-332-2344

Tiempo Del Dia

.....503-266-8463

Intercambio Multiple Del Area De Servicio De Llamadas

Para Aurora (678), Charbonneau (694), Colton (824), Molalla (759) (829), Mt. Angel (845), Canby (263-266), Needy (651)
Es provisto por medio de marcar el número del directorio de la persona a quien usted desea llamar en esas areas. Cargos de larga distancia seran aplicados a cualquier llamada hecha con la ayuda de una operadora o si se marco el número uno antes del número.
Llamadas a las areas prefijas otras que estas alistadas arriba son llamadas de larga distancia.

Asistencia Directoria

Algunas Personas Con Impedimentos Pueden Ser Exemptos.
Para Informacion Adicional, Comuniquese A La Oficina De Negocios.

Todos los cargos de Asistencia Directoria son sujetos a cambios.

Para ciudades dentro de Oregon,
marque..... 411
Para ciudades en otros estados,
marque..... 411

Ofertas De Servicio Principales

Tarifas Mensuales

Las tarifas y cargos mostrados abajo estan en efecto desde Mayo 1, 2006 y sujetas a cambios si son autorizadas por la Mesa Directiva de Monitor Cooperative Telephone Company.

Servicio Residencial

Linea De Acceso	Tarifa Fija EAS*
\$14.05	\$2.40

Servicio De Negocios

Linea De Acceso	Tarifa Fija EAS*
\$17.20	\$3.80

Caja De Sistema Clave	Tarifa Fija EAS*
\$18.70	\$3.80

* EAS-Servicio al Area Extendida - Disponible a ocho centavos por minuto (8¢ / Minuto)

Tarifas Para Establecer O Cambiar Órdenes

	Residencial	Negocios
Tarifa De Pedido		
Del Cliente, Por Orden	\$10.00	\$10.00
Tarifa De Acceso A La Linea, Por Orden	\$20.00	\$20.00
Tarifa De Visita A Las Premicias, Por Orden	\$25.00 + ½ hr labor	\$25.00+ ½ hr labor
Reconecion Por No Pagar	\$30.00	\$30.00
Moverse	\$15.00	\$15.00
Alambrado Y Enchufes Modulares En Las Premicias	*Actual	*Actual

Acceso de Linea—Aplica al trabajo en la Oficina Central, planta de afuera a las premicias.

Visita a las premicias—Aplica si el empleado tiene que visitar las premicias.

* Tarifas basadas en la Tarifa Actual De Labor Cargada.

* Materiales usados seran al Costo Actual Cargado.

Attachment Report 3

#2



Information Sobre

• Llamadas Locales •

Al Ordenar Servicio

Para ayudar a apresurar su orden de servicio, usted debe tener la siguiente información disponible cuando visita nuestra oficina:

1. Direccion completa (# de Apartamento, si aplica).
2. Como le gustaria que su nombre aparesca en el directorio.
3. Como le gustaria que su nombre aparesca en el bil. Las afiliaciones pueden estar solo en un nombre.
4. Estado de empleo.
5. Informacion acerca de su servicio de telefono previo.
6. Un presupuesto de sus cargos de llamadas de larga distancia mensuales.

Establecimiento De Credito

Estableceremos credito a cualquier cliente residencial que cumpla cualquiera de la siguiente criteria.

1. Servicio de teléfono previo el cual durante los pasados doce meses de servicio no fue desconectado por no pagar o no recivio más de dos noticias de vencimiento de pago.
2. Es dueño del veinte por ciento o mas del interes en las premicias donde el servicio será establecido.
3. Provea una garantía satisfactoria para asegurar el bil de telefono.

Depósitos

Los depósitos no son requeridos si mantuvo un registro de credito satisfactorio en su servicio de telefono previo. O si el cliente puede proveer una garantía satisfactoria para asegurar el pago del bil de telefono.

Los clientes que quieren servicio de telefono de negocios se les puede pedir que demuestren credito satisfactorio que sea apropiado para el servicio que piden.

Cuando se requiere un depósito, este no excedera dos doceabas partes de su presupuesto anual de cobros. El interes en los depositos debe acumularse de la fecha del depósito a la fecha del devolvimiento a la tarifa de cinco por ciento por ano.

Devolvimientos De Depósitos

Las cuentas que tengan un depósito serán repasadas después de seis meses. Si el servicio no ha sido suspendido por no pagar o no tiene una noticia de vencimiento de pago, el depósito más el interes acumulado sera devuelto. El deposito mas el interes acumulado deben prontamente, al requerirse ser devueltos si el credito del cliente ha sido establecido subsecuentemente de acuerdo con las reglas de establecimiento de credito.

Responsabilidad Del Cliente

Los clientes son responsables por los cargos de llamadas hechas o recibidas en su telefono, sea que hayan sido hechas por ellos mismos, miembros de la familia o visitantes.

Limite De Llamadas En Servicio Nuevo

Los clientes cuyo credito es o llega a ser unsatisfactorio tendran una restriccion de llamadas aplicada a su cuenta que equivaiga la cantidad de su depósito.

La restriccion de llamadas sera evaluada al final de seis meses de servicio. El estado satisfactorio puede ser obtenido por pagar cada bil mensual en o antes del 15 de cada mes y no registrar ningun cheque sin fondos. Al tener un estado satisfactorio, la restriccion de llamadas sera removida. Un reviso de cuentas restringidas ocurrira cada mes, si un estado satisfactorio no es mantenido, otro deposito con restriccion de llamadas sera aplicado.

Tarifa De Visita A Las Premicias

Efectivo 1-1-94, todas las llamadas para reparacion de equipo en las premicias del cliente (CPE) tendran un cargo de visita a las premicias. Este cargo será de \$25.00 MAS media hora de labor, como se estipulo por la Mesa Directiva. CPE se define como cualquier alambre, enchufe, telefono, maquina o equipo de telefono en el lado del protector que pertenece al cliente. Esto es generalmente del protector hacia dentro de la casa. Todas las llamadas por problemas que se encuentren ser causadas por el Equipo Del Cliente En Las Premicias también se les cargara una Tarifa De Visita a Las Premicias.

Attachment

*Report 3
26*

**PUBLIC NOTICE OF
BASIC TELEPHONE
SERVICE AVAILABLE
FROM MONITOR
COOPERATIVE**

TELEPHONE COMPANY

Monitor Cooperative Telephone Company is designated as an Eligible Telecommunications Carrier by meeting the guidelines of Federal Communications Commission and the Oregon Public Utilities Commission. We have been offering quality and reliable telephone service since 1907 and realize that basic service is a fundamental aspect of every-day life.

Basic service from Monitor Cooperative Telephone Company includes: Single party service; Touch-tone; Voice grade access to the public switched network; Access to emergency services (including 911 and enhanced 911); Access to operator services, Interexchange carriers, and directory assistance.

Monitor Cooperative Telephone Company is proud to offer basic service to all customers in our serving territory. Our rate of residential basic service is \$14.05 monthly and our rate for business basic service is \$17.20 monthly. Low-income individuals may be eligible for Lifeline and Link-up telephone assistance programs which provide discounts from these basic rates. Also available to Lifeline customers is toll blocking which lets customers block outgoing long distance calls free of charge.

We must also let you know that after February 17, 2009, a television receiver with only an analog broadcast tuner will require a converter box to receive full power over-the-air broadcasts with an antenna because of the Nation's transition to digital broadcasting. Analog-only TVs should continue to work as before to receive low power, Class A or translator TV stations and with cable and satellite TV services, gaming consoles, VCRs, DVD players, and similar products. Information about the DTV transition is available from <http://www.DTV.gov>, and from <http://www.dtv2009.gov> or 1-888-DTV-2009 for information on subsidized coupons for digital-to-analog converter boxes.

Basic services are offered to all consumers of Monitor Cooperative Telephone Company service territories at the rates, terms, and conditions specified in the Company's tariffs. If you have questions, or would like to become a customer of Monitor Cooperative Telephone Company, please contact us at 503-634-2266 or visit our business office at 15266 Woodburn-Monitor Rd, Woodburn, OR.

Published: December 10, 2008

Affidavit of Publication

STATE OF OREGON, }

County of Marion

SS.

I, Les Reitan, being first duly sworn, depose and say I am Publisher Woodburn Independent, a newspaper of general circulation as defined by ORS 193.010, and 193.020 printed and published at Woodburn in the aforesaid county and state, that the Basic Telephone Service Available, a printed copy of which is hereto annexed, was published in the entire issue of said newspaper for the following issues: December 10, 2008.

Les Reitan

Subscribed and sworn to before me this 10th
day of December, 2008

Marie C. Bernard

Notary Public for Oregon
(My Commission Expires 9/12/11)



*Attachment
Report 3
3*

DOCKET NO. UM 1426

Report #4 – Low-income Services – All ETCs

4.1. Number of Lifeline Customers – All ETCs

The total number of customers receiving Lifeline discounts during the month of December 2008 in the designated service area: 6 .

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.

ATTACHMENTS:

1. OTAP & LINK-UP AMERICA NOTICE
 - a. JUNE 2008 BILL STUFFER
 - b. AUGUST 2008 BILL STUFFER
2. 2008 DIRECTORY – FINANCIAL ASSISTANCE
3. CUSTOMER HANDBOOK – 2008 pgs 31-34
 - a. Page 31
 - b. Page 32
 - c. Page 33
 - d. Page 34
4. POSTERS DISPLAYED IN COMMERCIAL OFFICE IN 2008
5. 2008 AFFIDAVIT OF PUBLICATION – WOODBURN INDEPENDENT

Oregon Telephone Assistance Program (OTAP) & Link-Up America

Oregon Telephone Assistance Program (OTAP) Oregonians whose income is at or below the current federal poverty level and are on a state public assistance program may receive a reduction in their monthly bill for local residential telephone service.

Eligible customers receive a reduction in their monthly phone bill for as long as they qualify. Half of the amount is funded through the legislatively-approved telecommunications service surcharge, and the other half is the waived portion of the FCC's subscriber charge.

It is important that those enrolled in the program keep OTAP staff informed of any phone number or address changes to insure that their benefits continue. All information is treated as strictly confidential by OTAP staff and the local phone companies.

Link Up America: The Link Up America Program helps qualified low-income individuals by paying for one-half of the line-connection portion of the hook up charges for new residential telephone service.

Customers are responsible for the other half, as well as providing a telephone and paying for any installation charges, deposits, unpaid phone bills, labor, service calls or other costs of acquiring phone service.

Eligibility: Individuals who meet the income guidelines and currently have an open file with any one of the following low-income, public assistance programs also qualify for the OTAP program of Link-up America. *

*Note: If a person qualifies only for the low-income Energy Assistance Program he/she will only be eligible for Link-Up America, and not for OTAP.

General

How to Apply: To apply for equipment, to obtain an application for OTAP and/or Link-Up America, or for more information about the Residential Service Protection Fund (RSPF) Programs, please contact the RSPF staff Toll-Free 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
550 Capitol Street Suite 215
Salem, Oregon 97301-2551

Administrative Rules: Copies of Oregon Administrative Rules 860-33-005 through 860-33-560 (Order No. 92-238, February, 1992) governing the Telecommunications Devices Access Program, the Oregon Telecommunications Relay Service, or eligibility and certification requirements and the rate of the reduction, are available upon request.

June 2008 Bill Insert

Attachment
Report 4
#1-A

Oregon Telephone Assistance Program (OTAP) & Link-Up America

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Oregon Public Utility Commission
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Salem, Oregon 97301-2551

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Billing Insert
August 2008

*Attachment
Report 4
#1-B*

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 liên lạc với:

សេចក្តីសង្ខេបស្តីពីសិទ្ធិនិងតម្រូវការរបស់អ្នកប្រើប្រាស់សេវាអូធីយ៉ាម

မာလကလေးစာအုပ်များ: အများစုကလေးများ

බහුភាෂී සමස්ත සංස්ලාකමක් මගින් සේවකරුවන්ගේ සේවාවන් මගින් සේවකරුවන්

இருக்கின்றன. இதை மின்னஞ்சலில்:

PUC
Consumer Services Division
1-800-522-2404

attachment
Report 4
#2

Special Assistance Programs



Oregon state policy requires adequate and affordable residential telephone service be available to all Oregonians.

To enforce this policy, the Oregon Public Utility Commission (OPUC) implemented two special assistance programs, the Oregon Telephone Assistance Program (OTAP) and the Telecommunication Devices Access Program (TDAP).

Both programs are funded by a monthly surcharge on each residential and business telephone access line. The legislatively approved surcharge for both programs cannot exceed 25 cents per line per month. The current surcharge is 15 cents, with 14 cents going to provide funds to purchase telecommunication devices for the deaf, hearing, speech or mobility-impaired, and to operate a 24-hour telecommunications relay service. The one-cent balance funds the Oregon Telephone Assistance Program for low-income Oregonians. Recipients of either program are exempt from the surcharge.

OREGON TELEPHONE ASSISTANCE PROGRAMS

The OTAP program is designed to provide reduced rates for local residential telephone service for low-income customers who meet eligibility requirements. Eligible customers can receive a \$12.00 reduction in their monthly phone bills, \$3.50 of which is funded through the surcharge. The additional \$8.50 reduction is the waived portion of the Federal Communications Commission (FCC) subscriber line charge.

Eligibility

Anyone receiving benefits from the federal food stamp program or from other low-income public assistance programs that meet certain requirements is eligible to receive OTAP benefits.

Any agency under contract with the OPUC can also certify individuals who meet eligibility criteria. In addition, anyone participating in a program which the OPUC has certified as meeting the eligibility criteria for OTAP is eligible to receive benefits.

How To Apply

Applications are usually given to people by their caseworkers as they are certified or re-certified for food stamps.

Applications also are available from the OTAP staff by calling 1-800-848-4442. OTAP staff will confirm eligibility and mail the application.

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*attachment
Report 4
3A*

All applications must be signed and returned to the OPUC. Unsigned applications will be returned and may cause delays in receiving benefits. An applicant's signature authorizes the OPUC to release the application data (name, address, phone number, etc.) to the local phone company. All information will be treated confidentially by OTAP staff and by the local phone companies.

Receiving Benefits

Benefits are effective on the date the OPUC receives the completed and signed application. A \$3.50 credit will appear each month on customers' phone bills.

Although the telephone bill does not have to be under the name of the food stamp recipient, addresses and phone numbers must match before a customer receives the reduction.

It is important that customers keep their caseworkers informed about any address changes, since OPUC staff verifies food stamp eligibility with the Adult and Family Services Division. OTAP benefits may be delayed if there is a question concerning the information on file.

Administrative Rules

Eligibility and certification requirements and the rate of the reduction are provided for by Oregon Administrative Rules.

Copies of OAR 860-33-005 through 860-33-050 (Order No. 92-238, Feb 14, 1992) are available upon request.

Staff Assistance

Staff assistance is available toll-free by calling 1-800-848-4442. In Salem, the number is 503-373-7171. TDD users can call toll-free at 1-800-648-3458.

LINK-UP AMERICA

Link-Up America is a nationwide program designed to help low-income individuals who do not have residential telephone service. Link-Up America is a Federal Communications Commission (FCC) program funded by assessments on long-distance telephone companies.

The OPUC is responsible for coordinating the Link-Up America program in Oregon and has adopted administrative rules for its operation.

Organizations that work with low-income clients can help promote the Link-Up America effort by explaining the program and its benefits to clients and by referring them to the OPUC.

Benefits

The Link-Up America program helps individuals obtain phone service by paying for a portion of the phone installation charges. A credit of 50%, up to a \$30.00 maximum, is given to those eligible for the program. The credit will be received after phone service is installed and the local telephone company receives the Link-Up America letter. Payment arrangements for the customer's portion of the installation charge may be made with the company.

Security deposit requirements will be waived for residential applicants who are eligible for the program and who have met satisfactory credit requirements.

Eligibility

Individuals who meet the income guidelines for at least one of the following assistance programs also meet the income guidelines for Link-Up America:

- Food stamps
- Aid to Dependent Children (ADC)
- Oregon Supplemental Income Program (OSIP)
- Supplemental Security Income (SSI)
- General Assistance (GA)
- Welfare medical ID card
- Title 19, In-Home Services Program for Seniors
- Low-Income Energy Assistance Program (LIEAP)
- Low-Income Weatherization Assistance Program (WAP)

Basic Guidelines

Anyone interested in receiving telephone service should contact their local phone company to say they are interested in applying as a new customer under Link-Up America and to get basic information; i.e. monthly phone rates, the company's installation cost, and credit and deposit information.

Once a person has decided to get telephone service, they will have to go through the phone company's credit screening process and be accepted as a customer. An applicant may be asked to pay a deposit or a past-due bill before the company provides service. If the customer does not have a OPUC form letter for Link-Up America, they will be referred to the OPUC staff. The Link-Up America program does not pay past-due telephone bills.

Even though the OPUC letter shows a customer meets the income requirements for the program, it does not guarantee that a person will get phone service. Since many phone companies do not have a local office and therefore take new phone installation orders over the telephone, prospective customers need to mail or deliver the Link-Up America letter to the address shown on the letter.

Installation Charges

Installation charges for residential phone service vary from one company to another and range from \$6 to \$50. Link-Up America will provide one-half of the total charge up to a maximum of \$30. For example, if the charge is \$75, Link-Up pays \$30 and customer pays the remaining \$45. If the charge is \$12, Link-Up pays \$6 and the customer pays \$6. Customers also have to provide their own telephone and pay for any deposits, unpaid phone bills, labor, service calls or other costs of getting new service.

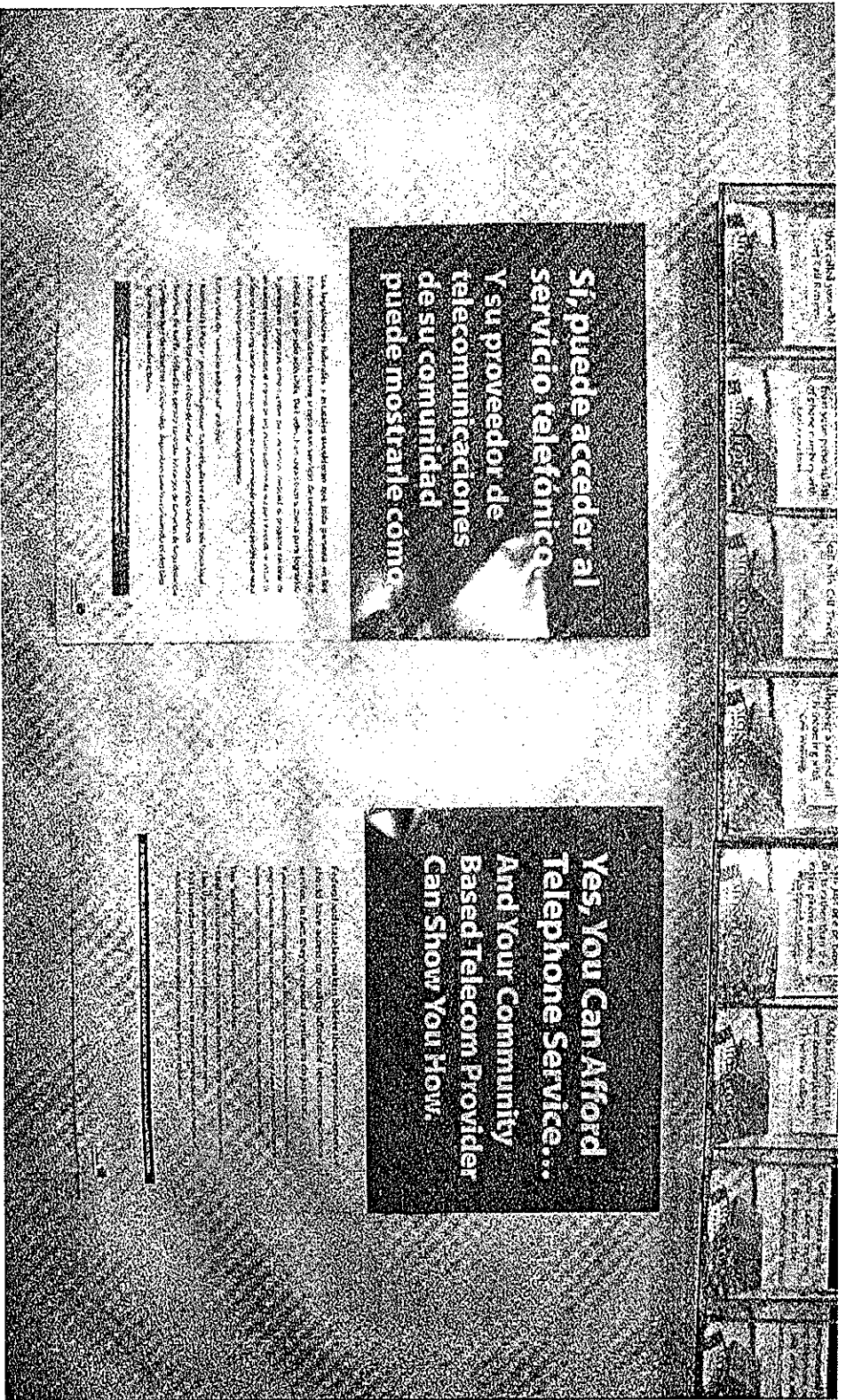
Administrative Rules

Copies of the rules governing the Link-Up America program (Oregon Administrative Rules 860-33-050 through 860-33-053) are available from the OPUC upon request.

To request information or materials by mail, the address is:
Oregon Public Utility Commission
Special Programs
350 Winter St. N.E.
Salem, OR 97310-0335

Oregon Public Utility Commission, Labor & Industries Building,
Salem, Oregon 97310-0335

Dedicated to the fair regulation of utility and transportation industries to ensure safe, reliable services to the public at just and reasonable rates through an open decision-making process.



DISPLAYED IN FRONT COMMERCIAL OFFICE AT ALL TIMES IN 2008

Attachment
Report 4
4

**PUBLIC NOTICE OF
BASIC TELEPHONE
SERVICE AVAILABLE
FROM MONITOR
COOPERATIVE**

TELEPHONE COMPANY

Monitor Cooperative Telephone Company is designated as an Eligible Telecommunications Carrier by meeting the guidelines of Federal Communications Commission and the Oregon Public Utilities Commission. We have been offering quality and reliable telephone service since 1907 and realize that basic service is a fundamental aspect of everyday life.

Basic service from Monitor Cooperative Telephone Company includes: Single party service; Touch-tone; Voice grade access to the public switched network; Access to emergency services (including 911 and enhanced 911); Access to operator services, Interexchange carriers, and directory assistance.

Monitor Cooperative Telephone Company is proud to offer basic service to all customers in our serving territory. Our rate of residential basic service is \$14.05 monthly and our rate for business basic service is \$17.20 monthly. Low-income individuals may be eligible for Lifeline and Link-up telephone assistance programs which provide discounts from these basic rates. Also available to Lifeline customers is toll blocking which lets customers block outgoing long distance calls free of charge.

We must also let you know that after February 17, 2009, a television receiver with only an analog broadcast tuner will require a converter box to receive full power over-the-air broadcasts with an antenna because on the Nation's transition to digital broadcasting. Analog-only TVs should continue to work as before to receive low power, Class A or translator TV stations and with cable and satellite TV services, gaming consoles, VCRs, DVD players, and similar products. Information about the DTV transition is available from <http://www.DTV.gov>, and from <http://www.dtv2009.gov> or 1-888-DTV-2009 for information on subsidized coupons for digital-to-analog converter boxes.

Basic services are offered to all consumers of Monitor Cooperative Telephone Company service territories at the rates, terms, and conditions specified in the Company's tariffs. If you have questions, or would like to become a customer of Monitor Cooperative Telephone Company, please contact us at 503-634-2266 or visit our business office at 15266 Woodburn-Monitor Rd, Woodburn, OR.

Published: December 10, 2008

Affidavit of Publication

STATE OF OREGON, }

County of Marion

SS.

I, Les Reitan, being first duly sworn, depose and say I am Publisher Woodburn Independent, a newspaper of general circulation as defined by ORS 193.010, and 193.020 printed and published at Woodburn in the aforesaid county and state, that the Basic Telephone Service Available, a printed copy of which is hereto annexed, was published in the entire issue of said newspaper for the following issues: December 10, 2008.

Les Reitan

Subscribed and sworn to before me this 10th
day of December, 2008

Marie C. Bernard

Notary Public for Oregon
(My Commission Expires 9/12/11)



*Attachment
Report 4
#5*

DOCKET NO. UM 1426

Report #5 – Outage Report – All ETCs

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

A. _____ Carrier was required to report service outages (as defined in Oregon PUC Rules at Sections 860-034-0390(9) for small telecom utilities, 860-023-0055(9) for large telecom utilities, and 860-032-0012(9) for competitive telecom providers) to the Oregon PUC during year 2008. No additional submission is required for recertification purposes.

B. X 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 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.

DOCKET NO. UM 1426

Report #6 – Trouble Report – All ETCs

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

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

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

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

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

2. ___ **X**___ The average monthly number of customer trouble reports, as defined in Section 860-034-0390 (5) of the Oregon PUC rules, per 100 access lines, received during calendar year 2008: **less than 1** per month, per 100 working access lines.

55 qualifying trouble tickets

Average 4.59 per month

612 access lines

Per 100 – less than 1

DOCKET NO. UM 1426

Report #7 – Network Improvement Plan – CETCs Only

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

Not applicable to Monitor Cooperative Telephone Company

DOCKET NO. UM 1426

Report #8 – Special Commitments/Requirements – CETCs only

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

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

Not applicable to Monitor Cooperative Telephone Company

DOCKET NO. UM 1426

Report #9 – Certifications - All ETCs

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

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

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

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

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

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

**Interstate Common Line Support (ICLS)
2009 - 2010**

Date May 28, 2009

ICLS

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 Monitor Cooperative Telephone Company
will use its **INTERSTATE COMMON LINE SUPPORT - ICLS** only for the provision, maintenance
and upgrading of facilities and services for which the support is intended.

I am authorized to make this certification on behalf of the company named above. This certification is for the
study area(s) listed below. (Please enter your Company Name, State and Study Area Code)

ICLS

Company Name	State	Study Area Code
Monitor Cooperative Telephone Company	Oregon	532384

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

Signed,

Geri Fraijo
[Signature of Authorized Representative]

Date: May 28, 2009

Geri Fraijo
[Printed Name of Authorized Representative]

General Manager
[Title of Authorized Representative]

Carrier's Name: Monitor Cooperative Telephone Company
Carrier's Address: 15265 Woodburn-Monitor Rd NE Woodburn, Or 97071
Carrier's Telephone Number: 503-634-2266

Date Received
(For official use only)

USAC

DOCKET NO. UM 1426

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

I, Geri Fraijo , being of lawful age and duly sworn, on my oath, state that I am the General Manager/President _____ [an officer] of _Monitor Cooperative Telephone Company ("Company") and that I am authorized to execute this Affidavit on behalf of the Company, and the facts set forth in this Affidavit are true to the best of my knowledge, information and belief.

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

- 1) is able to remain functional in emergencies, and,
- 2) complies with service quality and consumer protection measures in (check one):

applicable Oregon Commission rules, or
 the CTIA Consumer Code for Wireless Carriers, or
 other (describe and explain conformance with requirements of Order No. 06-292): _____

DATED this 2nd day of July, 2009.

Monitor Cooperative Telephone Company (Company)

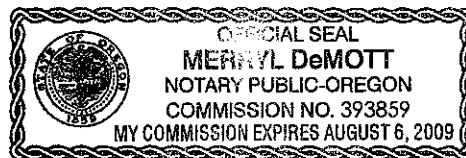
By: Geri Fraijo (Name)

Its: General Manager/President (Title)

SUBSCRIBED AND SWORN to before me this 2 day of July, 2009.

Merryl DeMott
Notary public in and for the State of Oregon

My Commission Expires: Aug 6, 2009



DOCKET NO. UM 1426

AFFIDAVIT CERTIFYING USE OF UNIVERSAL SERVICE FUNDS

I, Gerai Fraijo, being of lawful age and duly sworn, on my oath, state that I am the General Manager/President [an officer] of Monitor Cooperative Telephone Company("Company") and that I am authorized to execute this Affidavit on behalf of the Company, and the facts set forth in this Affidavit are true to the best of my knowledge, information and belief.

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

DATED this 2 day of July, 2009.

Monitor Cooperative Telephone Company(Company)

By: Gerai Fraijo (Name)

Its: General Manager/President (Title)

SUBSCRIBED AND SWORN to before me this 2 day of July, 2009.

Meryll DeMott
Notary public in and for the State of Oregon

My Commission Expires: Aug 6, 2009

