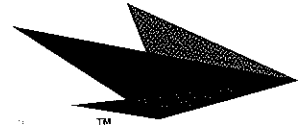


Voice | Data | Internet | Wireless | Entertainment



EMBARQ™

Embarq
Mailstop: ORHDRA0412
902 Wasco
Hood River, OR 97031
embarq.com

July 15, 2009

Public Utility Commission of Oregon
Filing Center
PO Box 2148
Salem, OR 97308-2148

Re: UM 1426 – United Telephone Company of the Northwest d/b/a Embarq Eligible
Telecommunications Carrier (ETC) Recertification Report for 2009

Enclosed for filing is the original and two copies of United Telephone Company of the
Northwest d/b/a Embarq Annual Recertification Reports for ETCs pursuant to
Order No. 06-292.

If you have any questions, please do not hesitate to contact me.

Sincerely

Barbara C Young

Barbara C. Young
STATE EXECUTIVE OR/WA
Voice: (541) 387-9850
Fax: (541) 387-9753
barbara.c.young@embarq.com

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: **United Telephone Company of the Northwest d/b/a Embarq**

Filing date: **July 15, 2009**

Is this: Original submission? **Original Submission**
OR

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

Person to contact for questions:

Name: **Barbara Young**

Phone number: **541-387-9850**

E-mail address: **barbara.c.young@embarq.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

DOCKET NO. UM 1426

2009 Annual Recertification Reports for ETCs in Oregon

Docket No. UM 1426

Report Formats to Satisfy Requirements of Order No. 06-292 for 2009

Report #1 Supported Services Offerings

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

Report #2 Unfulfilled Service Requests

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

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

Report #4 Low-income Services – All ETCs

- 4.1. Number of Lifeline Customers
- 4.2. Advertising of Low-income Program Service Offerings

Report #5 Outage Report – All ETCs

Report #6 Trouble Report – All ETCs

Report #7 Network Improvement Plan – CETCs only

Report #8 Special Commitments/Requirements – CETCs only

Report #9 Certifications – All ETCs

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

DOCKET NO. UM 1426

Report #1 – Supported Services Offerings

1.1. Basic Local Usage Service Offerings – All ETCs

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

- A. Basic local usage service offerings are filed under tariff with the Oregon PUC. The specific tariff references (with *company name, tariff number, section and page numbers*) for the basic local usage offerings and corresponding rates are:
1. Residence:
United Telephone Company of the Northwest d/b/a Embarq, PUC OR 3, Schedule AE-1, Sheet 3.1 and Sheets 4-5.3
 2. Business:
United Telephone Company of the Northwest d/b/a Embarq, PUC OR 3, Schedule AE-1, Sheet 3 and Sheets 4-5.3
- B. Basic local usage service offerings are **not** filed under tariff with the Oregon PUC. Submit the following information for each basic service offering that includes local usage allowances (unlimited or limited): 1) plan's name, 2) advertised public description, 3) number of local minutes included, 4) calling area included, and 5) rates and charges. Include basic offerings for both residence and business services.

1.2. Comparable Local Usage Plan – CETCs only

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

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

1.3. Supported Services Not Provided – CETCs only

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

Are these services provided currently? yes _____ no _____

If no, explain why not: _____

1.4. Equal Access Acknowledgement – CETCs only

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

DOCKET NO. UM 1426

Report #2 – Unfulfilled Service Requests

2.1. Unfulfilled Service Requests/Held Orders – All ETCs

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

- A. Service quality reports for “primary held orders over 30 days” were filed with the Oregon PUC for calendar year 2008. No additional submission is required for recertification purposes.
- B. Service quality reports for “primary held orders over 30 days” were **not** filed with the Oregon PUC for calendar year 2008. In this case, choose **one** of the following alternatives for reporting:
1. The number of customer requests for supported services that were not fulfilled during calendar year 2008: _____.
If greater than zero, include an attachment noting for each such request, the location (address) of the request and a description of attempts to provide service.
 2. The number of “primary held orders over 30 days” (as defined in Section 860-034-0390 of the Oregon Commission rules) for calendar year 2008: _____.
If greater than zero, include attachment noting for each such held order, the reason the order was held and the original commitment date.

2.2. Service Request Processing - CETCs only

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

DOCKET NO. UM 1426

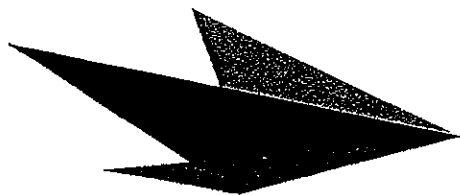
Report #3 – Evidence of Advertising for Basic Supported Services (excluding low-income/lifeline) – All ETCs

Describe how basic supported services were advertised during calendar year 2008 throughout the designated service area. List the types of media used, advertising frequencies and geographic coverage. Attach examples of actual advertisements, noting dates, specific distribution methods, and target geographical populations, sufficient to demonstrate that basic supported services and rates were advertised **throughout** the designated service area in 2008.

RESPONSE

The GENERAL INFORMATION pages of all Embarq local telephone directories contain a description of Embarq's advertising for Basic Support Services. The heading in the directory is "Universal Service." See Attachment Report 3, Pages 1-2.

In addition, Embarq advertised basic supported services with an annual public service announcement ad in local newspapers. The public service announcement was published in the Hood River News, The Dalles Chronicle, Medford Mail Tribune, Upper Rogue Independent, Newport Newsguard, Newport News Times, Tillamook Headlight Herald and the Sheridan Sun. See Attachment Report 3, Page 3.



EMBARQ®

June 2009

The Columbia Gorge

Area Codes 458, 541 Oregon & 509 Washington

- | | | |
|---------------|------------------|-----------------------|
| Appleton | Klickitat | Stevenson |
| Arlington | Lyle | The Dalles |
| Carson | Maupin | Trout Lake |
| Cascade Locks | Moro | Tygh Valley |
| Dallesport | Mosier | Wasco |
| Dufur | North Bonneville | White Salmon - Bingen |
| Glenwood | Odell | Willard |
| Goldendale | Parkdale | Wishram |
| Grass Valley | Roosevelt | |
| Hood River | Rufus | |

LOOK INSIDE FOR:

- Directory Coverage Map
- Government Pages
- Restaurant Menu Guide



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INFORMATION

Customer Care

Correspondence Address:

EMBARQ-ACS
P.O. Box 7086
London, KY 40742

Internet Address:

embarq.com

Payment Address:

EMBARQ
P.O. Box 660068
Dallas, TX 75266-0068

EMBARQ Customer Care Call Centers

Residential/Residential Customers.....	1-800-877-1125
Residential Repair.....	1-800-788-3600
Business Customers (Sales, Service & Repair).....	1-800-786-6272
Oregon Relay Service for TTY Users*.....	711 or 1-800-735-2900
Washington Relay Service for TTY Users*.....	711 or (TTY) 1-800-833-6388 or (Voice) 1-800-833-6384

**TTY Users: Please use this TTY number to connect you with EMBARQ at one of the above numbers.*

Consumer Affairs

Unresolved Problems: If you still need help after calling one of our EMBARQ Customer Care Centers, please call:
Special Consumer Representative..... 1-800-877-3345

Directory Assistance

Dial 411 for Local and National Directory Assistance:

Telephone numbers for anywhere in the United States can be obtained by dialing 411. A maximum of two numbers may be requested on each call. This includes numbers within your area code, outside your area code, and toll-free numbers. Appropriate charges will apply to each of these calls.

TTY Users with Hearing or Speech Impairment..... 1-800-855-1155

Annoyance Calls

EMBARQ neither condones nor tolerates obscene, harassing, malicious, threatening or abusive calls ("annoyance calls"). If you receive such a call, hang up immediately. If these calls persist, contact the EMBARQ Annoyance Call Center at 1-877-451-1980 for assistance. If you receive any type of threat, immediately report it to your local law enforcement agency. Annoyance calls, including false reports such as bomb threats, are unlawful. Persons making annoyance calls are subject to termination of EMBARQ services, criminal prosecution and civil action.

Universal Service

EMBARQ offers the following Universal Services within its exchanges:

- Voice Grade Access to the public switched network
- Local Usage
- Touch Tone
- Access to Emergency, Operator, Interexchange, and Directory Assistance Services
- Toll Blocking for qualifying low-income customers

Rates for these Universal Services vary, depending on whether your service is residential or business, which geographic area your account is in, whether you have Extended Area Service, as well as a variety of other factors. Call your EMBARQ Customer Care Call Center for further details.

Important Notice to EMBARQ™ Customers

The Oregon Public Utility Commission designated EMBARQ as an Eligible Telecommunications Carrier, or ETC, within its service area for universal service purposes. The goal of universal service is to provide all Oregon citizens access to essential telecommunications service at reasonable rates to high-cost rural areas and to low-income customers.

EMBARQ provides single-party residential and business services at rates from \$7.07 to \$13.43 per month for residential customers and from \$13.35 to \$24.00 per month for business customers. This includes access to long-distance carriers, emergency services, operator services, directory assistance and toll blocking. Use of these services may result in added charges. Specific rates for your areas will be provided upon request.

EMBARQ offers Lifeline and Link-Up service to qualified customers who meet certain eligibility requirements established by the Oregon Public Utility Commission. Lifeline service includes a monthly discount of up to \$13.50 for basic phone charges. Also available to Lifeline customers is Link-Up, which provides a 50% (up to \$30.00) discount on the installation charges for new service. In addition, EMBARQ can provide Lifeline customers with free toll blocking to help them control long-distance charges.

EMBARQ also offers low-cost Lifeline service to residents of federally-recognized tribal lands. Tribal residents who qualify for the discounts can receive their basic telephone service for as low as \$1.00 per month and are eligible for Link-Up discounts of up to \$100.00. If you have questions regarding the Lifeline/Link-Up programs, please call EMBARQ at 1-800-877-1125 or visit www.embarq.com.

Important Information About Digital TV

Beginning February 17, 2009, full-power analog broadcasting will end. As a result, analog-only televisions may be unable to display full-power broadcast programming unless the viewer takes action, such as using a converter box.

For more information, visit www.DTV.gov. For converter box program information, visit www.dtv.2009.gov or call the National Telecommunications & Information Administration (NTIA) at 1-888-DTV-2009.



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: **1,530**

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.

RESPONSE

The GENERAL INFORMATION pages of all Embarq local telephone directories contain a description of Lifeline, Link-up, and OTAP service offerings. See Attachment Report 4.2, Pages 1-3.

Embarq provided a LifeLine/Link-up brochure to the following agencies in Oregon. See Attachment Report 4.2, Pages 4-6

- Oregon DHS District Offices (District 1, 3, 4, 8, 9)
- Oregon Department Human Services Offices (Rogue Valley Council of Governments, Medford Senior Services Offices, Tillamook Aging Northwest Senior and Disability Services, Mid Columbia COG, The Dalles SPD)
- Tribal Offices for The Grande and Siletz Tribes.

Embarq advertised Lifeline, Link-up and OTPA in an annual public service announcement ad in local newspapers. The public service announcement was published in the Hood River News, The Dalles Chronicle, Medford Mail Tribune, Upper

Rogue Independent, Lincoln City/Newsguard, Newport News Times, Tillamook Headlight Herald and the Sheridan Sun. Refer to Attachment Report 4.2, Page 7-13.

DOCKET NO. UM 1426

REPORT #4 Continued

4.2 Continued

Embarq sent a bill message in customer's bill in August of 2008 stating the following:

Oregon Telephone Assistance Program and Link-Up America Program

The Oregon Telephone Assistance Program (OTAP) makes it possible for Oregonians whose income is at or below the current federal poverty level and are on a state public assistance program to 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.

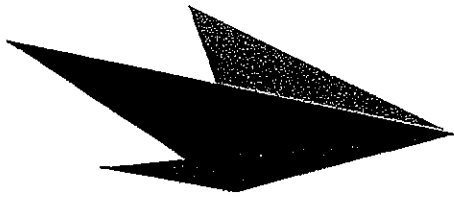
EMBARQ offers Lifeline and Link-Up services to qualified customers who meet certain eligibility requirements established by the Oregon Public Utility Commission. Lifeline service includes a monthly discount of up to \$13.50 for basic phone charges. Also available to Lifeline customers is the Link-Up America Program, which provides a 50 percent discount (up to \$30) on the installation charges for new service. In addition, EMBARQ can provide Lifeline customers with free toll blocking to help them control long-distance charges.

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 OTAP or Link-Up America: Food Stamps, Welfare Medical ID Card, Oregon Health Plan, Supplemental Security Income and Low-Income Energy Assistance Program (LIEAP) EMBARQ also offers low-cost Lifeline service to residents of federally-recognized tribal lands. Tribal residents who qualify for the discounts can receive their basic telephone service for as low as \$1 per month and are eligible for Link-Up discounts of up to \$100. Tribal Lifeline recipients must contact EMBARQ directly to submit Link-up applications.

If you have questions regarding the Lifeline/Link-Up programs, please call EMBARQ at 800-877-1125 or visit embarq.com. To obtain an application for OTAP, Lifeline 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 800-848-4442 in Salem; TTY users call 800-648-3458; or write to:

Public Utility Commission of Oregon, RSPF, P.O. Box 2148, Salem, OR 97308-2148.

After February 17, 2009, a television receiver with only an analog broadcast tuner will require a converter box to receive 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 with cable and satellite TV services, gaming consoles, VCRs, DVD players and similar products. Information about the DTV transition is available from www.DTV.gov or Embarq at 1-800-788-3500 (OH customers call 1-800-407-5411; PA customers call 1-800-829-8009) or at www.embarq.com and from www.dtv2009.gov or 1-888-DTV-2009 for information about subsidized coupons for digital-to-analog converter boxes.



EMBARQ®

June 2009

The Columbia Gorge

Area Codes 458, 541 Oregon & 509 Washington

Appleton	Klickitat	Stevenson
Arlington	Lyle	The Dalles
Carson	Maupin	Trout Lake
Cascade Locks	Moro	Tygh Valley
Dallesport	Mosier	Wasco
Dufur	North Bonneville	White Salmon - Bingen
Glenwood	Odell	Willard
Goldendale	Parkdale	Wishram
Grass Valley	Roosevelt	
Hood River	Rufus	

LOOK INSIDE FOR:

Directory Coverage Map
Government Pages
Restaurant Menu Guide



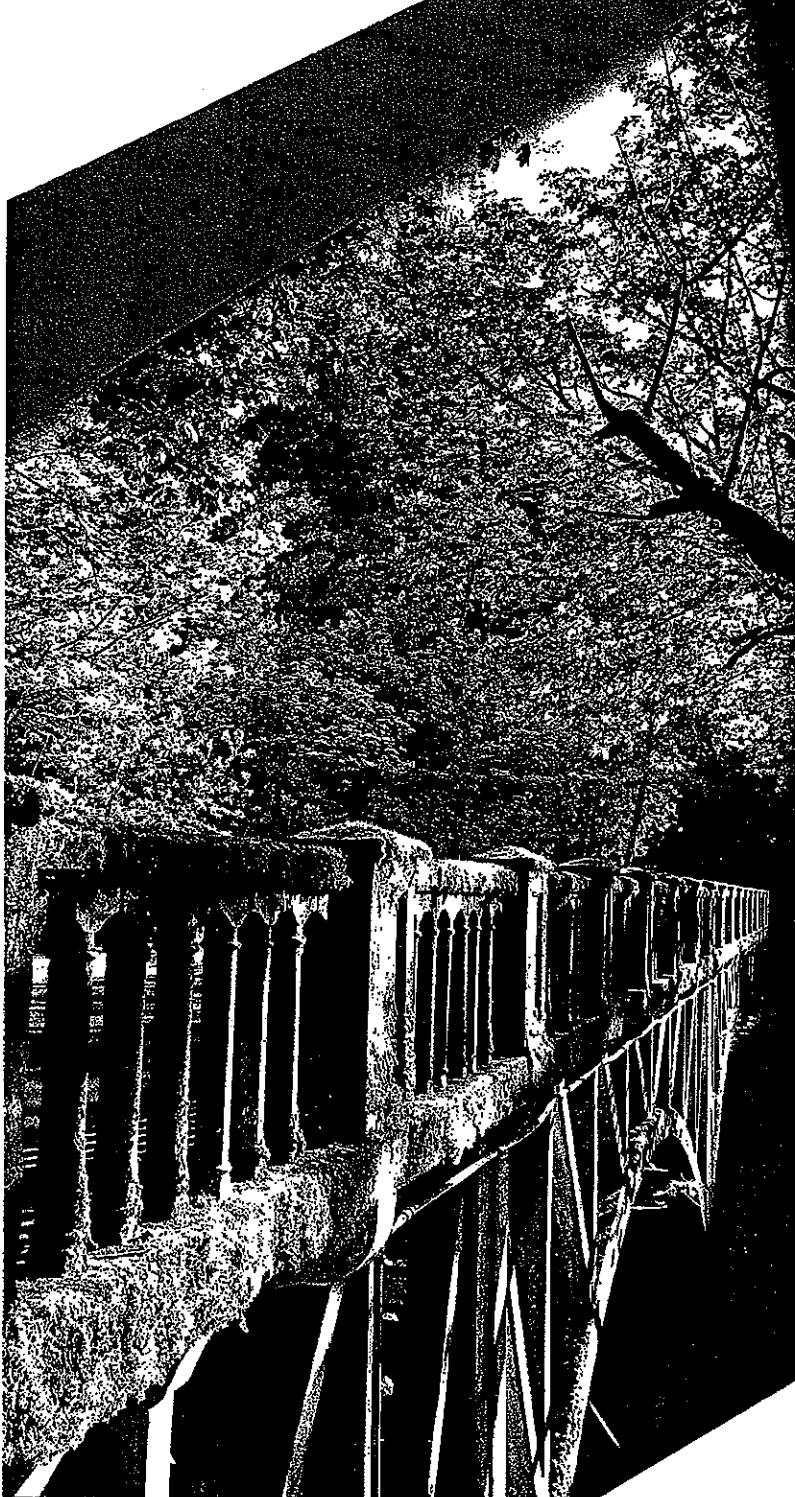
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INFORMATION

Customer Care

Correspondence Address:
EMBARQ-ACS
P.O. Box 7086
London, KY 40742

Internet Address:
embarq.com

Payment Address:
EMBARQ
P.O. Box 660068
Dallas, TX 75266-0068

EMBARQ Customer Care Call Centers

Residential/Residential Customers.....	1-800-877-1125
Residential Repair.....	1-800-788-3600
Business Customers (Sales, Service & Repair).....	1-800-786-6272
Oregon Relay Service for TTY Users*.....	711 or 1-800-735-2900
Washington Relay Service for TTY Users*.....	711 or (TTY) 1-800-833-6388 or (Voice) 1-800-833-6384

**TTY Users: Please use this TTY number to connect you with EMBARQ at one of the above numbers.*

Consumer Affairs

Unresolved Problems: If you still need help after calling one of our EMBARQ Customer Care Centers, please call:
Special Consumer Representative 1-800-877-3345

Directory Assistance

Dial 411 for Local and National Directory Assistance:

Telephone numbers for anywhere in the United States can be obtained by dialing 411. A maximum of two numbers may be requested on each call. This includes numbers within your area code, outside your area code, and toll-free numbers. Appropriate charges will apply to each of these calls.

TTY Users with Hearing or Speech Impairment..... 1-800-855-1155

Annoyance Calls

EMBARQ neither condones nor tolerates obscene, harassing, malicious, threatening or abusive calls ("annoyance calls"). If you receive such a call, hang up immediately. If these calls persist, contact the EMBARQ Annoyance Call Center at 1-877-451-1980 for assistance. If you receive any type of threat, immediately report it to your local law enforcement agency. Annoyance calls, including false reports such as bomb threats, are unlawful. Persons making annoyance calls are subject to termination of EMBARQ services, criminal prosecution and civil action.

Universal Service

EMBARQ offers the following Universal Services within its exchanges:

- Voice Grade Access to the public switched network
- Local Usage
- Touch Tone
- Access to Emergency, Operator, Interexchange, and Directory Assistance Services
- Toll Blocking for qualifying low-income customers

Rates for these Universal Services vary, depending on whether your service is residential or business, which geographic area your account is in, whether you have Extended Area Service, as well as a variety of other factors. Call your EMBARQ Customer Care Call Center for further details.

general information

which provides reduced phone bills for qualified low-income customers. The Link-Up America program also provides financial help with telephone service installation charges for qualified persons. Additional financial assistance is available for qualifying low-income customers who reside on federally-recognized Indian reservations.

Disconnection of Services

Payment for your telephone bill needs to be received by the due date on your billing statement. If it is not received by that due date, it is considered delinquent. Before your local service provider can disconnect your service, the company must mail you a written disconnection notice at least 8 business days prior to the disconnection. If you or a member of your family has a serious health problem and your telephone service is threatened, you may obtain a medical certificate from your doctor or other medical professional that provides your health care. A medical certificate will prevent immediate disconnection of your service and will allow you to set up a payment plan to pay any overdue bill.

Resolving Disputes

Should you have an unresolved issue, you should call your local service provider and ask to escalate to the matter a supervisor or manager. If the issue is still unresolved, ask to be connected to the Consumer Affairs group. If the company is still unable to resolve the issue, you may contact the Washington Utilities and Transportation Commission, Chandler Plaza, 1300 S. Evergreen Park Drive S.W., Olympia, Washington, 98504, 1-800-562-6150 (voice), or 1-800-416-5289 (TTY) for assistance.

Lifeline and Link-Up Programs

Tribal Lifeline and Link-Up

If you are a resident living on a federally recognized Tribal reservation, you will pay a reduced rate for basic local service. You are eligible for Tribal Lifeline and Link-Up services if you receive assistance from one of the following programs, Bureau of Indian Affairs General Assistance, Tribally Administered Temporary Assistance for Needy Families (TANF), Head Start, School Lunch Program, Medicaid, Food Stamps, Supplemental Security Income (SSI), Federal Public Housing Assistance, Income at or Below 135% of the Federally Recognized Poverty Guidelines. To apply, you must have established telephone service. Call EMBARQ and advise the representative that you are applying for Tribal Lifeline service. An application will be mailed to you certifying that you reside on a Federally-Recognized Tribal reservation. Once you have completed the application, return it to the address on the bottom of the application. Credits will be applied to your local telephone bill.

Oregon

Lifeline is a government program that offers qualified people a discount on their monthly local telephone bill. In Oregon, the

program is known as the Oregon Telephone Assistance Program (OTAP). Qualified persons will pay a reduced rate per month for basic local service. You are eligible for Lifeline if you participate in any of the following programs, Food Stamps, Supplemental Security Income (SSI), Temporary Assistance to Needy Families (TANF) or certain medical programs such as Medicaid. To apply, you must call the Telephone Assistance Program at the Oregon Public Utility Commission at 1-800-848-4442.

Link-Up helps households pay the residential service connection charges for telephone service. You will receive a 50% waiver of Link-Up installation charges. Monthly charges for toll blocking will be waived for those customers requesting or required to have it on their account. If you qualify for Lifeline, you qualify for Link-Up.

How do I know if I am eligible?

If you qualify for Lifeline, you qualify for Link-Up.

Are there any Link-Up restrictions?

- ◆ Link-Up can only be used for the charges for activating new phone service or moving existing service to a new location.
- ◆ Credit for one residential telephone line per household at the principle place of residence only.
- ◆ The Link-Up discount does not apply to the installation of inside wire.
- ◆ Telephone service must be established in the Link-Up applicant's name.

How do I apply for Link-Up?

To apply for Link-Up, you will follow the same application process and the same proof of eligibility as Lifeline.

Important Information About Digital TV

Beginning February 17, 2009, full-power analog broadcasting will end. As a result, analog-only televisions may be unable to display full-power broadcast programming unless the viewer takes action, such as using a converter box. For more information, visit www.DTV.gov. For converter box program information, visit www.dtv.2009.gov or call the NTIA at 1-888-DTV-2009.

To apply for Lifeline, call the Oregon Telephone Assistance Program 1-800-848-4442 or TTY 1-800-648-3458. If eligible for Lifeline, call EMBARQ at 1-800-877-1125 to establish telephone service.

7/08

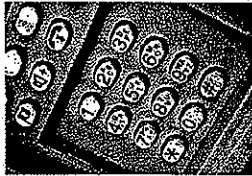
Oregon Telephone Assistance Program - *Lifeline & Link-Up*



Oregon Telephone Assistance Program - Lifeline & Link-Up

Lifeline is a government program that offers qualified people a discount on their monthly local telephone bill.

Each state has its own guidelines to qualify. The EMBARQ plan is known as the Oregon Telephone Assistance Program (OTAP).



How much can I save on my phone bill?

Qualified persons will receive a monthly discount of up to \$13.50 for basic phone charges. You must pay applicable taxes and fees, as well as the full price of all other telephone services, such as long distance and calling features.

How do I know if I'm eligible?

You are eligible for Lifeline if you participate in any of the following programs:

- ◆ Food Stamps
- ◆ Welfare Medical ID Card
- ◆ Supplemental Security Income (SSI)
- ◆ Low-Income Energy Assistance Program (LIEAP)
- ◆ Temporary Assistance to Needy Families (TANF)
- ◆ Federal Public Housing Assistance

Are there any Lifeline restrictions?

- ◆ Only your primary place of residence is eligible for Lifeline.
- ◆ You may have multiple lines in the house, but only one line is eligible for Lifeline benefits.
- ◆ Telephone service must be established in the Lifeline applicant's name.

How do I apply for Lifeline?

To apply for Lifeline, you must call the Telephone Assistance Program at the Oregon Public Utility Commission (1-800-848-4442). They will provide you with the necessary application form.

How do I continue to receive Lifeline benefits?

Eligibility is reviewed periodically. Benefits will be discontinued if proof of eligibility is not received or when you no longer meet eligibility requirements.

Link-Up helps households pay the residential service connection charges for telephone service. This program pays some of the cost of installing local service in your home, but Link-Up does not cover the cost of wiring inside your home.

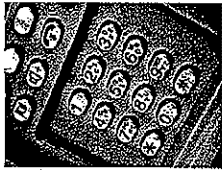
How much will I save by using Link-Up?

You will receive a 50% waiver of Link-Up installation charges the first time you set up new service within a year. If you set up new service twice or more within a year, you will only receive 50% off the residential service connection charges. The remaining balance of the service connection charges may be paid in three monthly installments.

(Continued on reverse side)

Oregon & Washington Telephone Assistance Program - Tribal Lifeline & Link-Up

Lifeline is a government program that offers qualified people a discount on their monthly local telephone bill. Each state has its own guidelines to qualify. In Oregon, it is known as the Oregon Telephone Assistance Program (OTAP) and, in Washington, the Washington Telephone Assistance Program (WTAP).



How much can I save on my phone bill?

If you are a resident living on a federally-recognized Tribal reservation, you will pay \$1.00 per month. You must pay applicable taxes and fees, as well as the full price of all other telephone services, such as long distance and calling features.

How do I know if I'm eligible?

You are eligible for Tribal Lifeline if you receive assistance from one of the following programs:

- ◆ Bureau of Indian Affairs General Assistance
- ◆ Tribally-Administered Temporary Assistance for Needy Families (TANF)
- ◆ Head Start Programs (income eligible)
- ◆ National School Lunch Program (eligible for free meals)
- ◆ Medicaid
- ◆ Food Stamps
- ◆ Supplemental Security Income (SSI)
- ◆ Federal Public Housing Assistance
- ◆ Low-Income Home Energy Assistance (LIEAP)
- ◆ Income At or Below 135% of the Federally-Recognized Poverty Guidelines

Are there any Lifeline restrictions?

You may purchase any service available to a non-Lifeline customer.

How do I apply?

If you are applying for Tribal Lifeline benefits, you will be asked to fill out the application printed inside this brochure, certifying that you reside on a federally-recognized Tribal reservation.

If you do not already have telephone service, please call EMBARQ at 1-800-877-1125 to establish service. Please advise the representative that you will be applying for the Tribal Lifeline program. Once you receive your new telephone number, complete the application (inside this brochure) and mail it to the address on the bottom of the application.

Link-Up helps households pay the residential service connection charges for telephone service. This program pays some of the cost of installing local service in your home, but Link-Up does not cover the cost of wiring inside your home.

How much will I save by using Link-Up?

If you are a resident living on a federally-recognized reservation, you will receive up to a \$130 credit for residential service connection charges.

How do I know if I am eligible?

If you qualify for Lifeline, you qualify for Link-Up.

Are there any Link-Up restrictions?

Link-Up can only be used for the charges for activating new phone service or moving existing service to a new location.

How do I apply for Link-Up?

To apply for Link-Up, you will follow the same application process and the same proof of eligibility as Lifeline.

Oregon & Washington Telephone Assistance Program - Tribal Lifeline & Link-Up

For information about OTAP and WTAP, call 1-800-877-1125.

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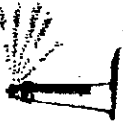
News-Times, Newport, OR, Friday

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- Bernard Robinson 7.5.07
- Paul McChellan 7.6.07
- Eric W. Le Prie 7.5.07
- John R. Wilson 7.14.07
- Ernest L. Strong 7.14.07
- Rodney Olsen 7.18.07
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 1:00 p.m. - 3:30 p.m.
 Lincoln Community Health Center

TOLEDO
 August 5, 12, 19, 26, and Sept 2 & 9
 3:00 p.m. - 5:30 p.m.
 Toledo Public Library

DEPOE BAY
 Sept 25, and October 2, 9, 16
 9:30 a.m. - 12:00 p.m.
 Depoe Bay Community Center

PLEASE CALL TODAY (265-6611, Extension 2432) to register, request a brochure or to be placed on a waiting list.

[CLASS SIZE IS LIMITED, CAREGIVERS WELCOME.]
 This workshop is sponsored by the Lincoln County Chronic Care Implementation Project. Site: North Lincoln Hospital, Pacific Communities Health District Foundation, Samaritan Pacific Community Hospital and the Lincoln County CHIP Chronic Care Committee.

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EMBARQ

River — "one of the trials of the trail," he said. He cited connecting across bays and rivers as among the most difficult obstacles on the hike, such as wading across Sand Lake and hitting the right tide so he could manage to make it waist-deep in sea water.

LePage said the 400-mile trek includes 200 miles of beach, 150 miles of trail and 50 miles of missing links. One of the first major missing links he has come across was at the 100-mile mark in Cascade Head at the Salmon River near Three Rocks Road, where there is no connection to Lincoln City.

"Anyone who has had to walk Highway 101 knows it's pretty narrow and not particularly safe, so we consider that a missing link," he said of a key area

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Newport News Times 7/24/08

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Report 4.2 - page 8
UM 1426
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General City Newsguard 7/30/08

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Important Notice to EMBARQ Customers

The Oregon Public Utility Commission designated EMBARQ as an eligible telecommunications carrier to provide service to rural and underserved areas. The goal of universal service is to provide all Oregon citizens with essential telecommunications services. EMBARQ is committed to providing service to all Oregon citizens.

EMBARQ provides single party residential and claims service coverage from 9:00 AM to 5:00 PM for residential customers and from 9:00 AM to 5:00 PM for business customers. The menu of services includes line changes and pay services, operation services, line repair assistance and toll-free coverage. Other services may result in added charges. The rates of your area will apply to all services.

EMBARQ offers a Home and Business service to qualified customers who are not currently in a service area. EMBARQ is the Oregon Public Utility Commission's designated provider of monthly in-home repairs. Call to basic phone lines. A fee will be charged for the service. A fee will be charged for the service. A fee will be charged for the service. A fee will be charged for the service.

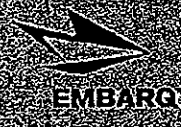
EMBARQ offers a low cost service to rural areas. The service is available to rural areas. The service is available to rural areas. The service is available to rural areas. The service is available to rural areas.

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For more information, visit www.fcc.gov/dtv.

Program information visit www.fcc.gov/dtv.
For more information, visit www.fcc.gov/dtv.
National Telecommunications & Information Administration (NTIA) at 1-888-DTV-2009



Headlight Herald - 9/3/2008
Jellemok

Beading,
Bowman, EP,
re, EP, R- Rene
ndra L. Scott, EP,
eller, EP, R- Sabra
spect, W- Cathryn N
C- Gamm, Flag Race,
Alexia Lane, EP, W
we, EP, W- Daneva K
C, Dq- Audie Moore,
Shantelle Oswald, EP,
lag Race, Intermediate
Samuel, EP, B- Corey
R- Kayla Artman, EP,
a R- Straw, Prospect,
r B- Morris, WC, R-
rice, WC, R- Crystal
l, WC, Dq- Victoria L.
; Gaming, Flag Race,
Amanda R. Moore, EP,
L. Zeller, EP, B- Sabra J.
spect, W- Rene Moser,
ndra L. Scott, EP.

R- Alexia Lane, EP,
Western Equitation,
Intermediate A- Ch- Corey Odle,
WC, R- Heather Burton, EP, B-
Hannah B. Morris, WC, W- Jessica
Samuel, EP, W- Victoria Samuel,
EP, W- Rachel A. Young, EP, W-
Johanna R. Straw, Prospect, Western
Equitation, Senior A- B- Chelsey
Bowman, EP, B- Amanda R. Moore,
EP, B- Rene Moser, EP, B- Kendra
L. Scott, EP, R- Sabra J. Straw,
Prospect, R- Lindsay Harter, WC,
W- Alexis H. Zeller, EP, W- Cathryn
N. Gilbreath, SC, W- Nicole E.
Todd, Talent, R- Daneva K. Collins,
WC, Western Equitation, Junior B-
RC- Anna Wheeler, WC, B- Alexia
Lane, EP, R- Shantelle Oswald, EP,
R- Kasey K. Oakley, WC, Western
Equitation, Intermediate B- R-
Kayla Artman, EP, R- Jacqueline

K. Collins, WC, Trail Horse, Junior
B- R- Alexia Lane, EP, R- Kasey

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...English, which is
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...st.
...asure is not expected-
...some Southern Oregon
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...d, Eagle Point and Medford,
...here ELL classes already are
...presented in English, with lim-
...ited, if any, support in the stu-
...dent's native language.

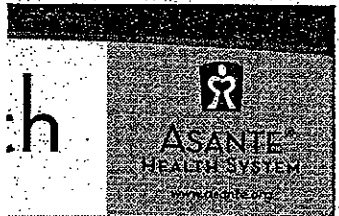
ELL teachers often don't know their students' native language because they work with children who speak multiple languages, said Julie York, Medford schools student services director.

Ashland schools Superintendent Juli Di Chiro said even though the measure is not expected to affect her school district, "it is very bad policy to mandate instructional programs via the initiative process."

"School districts need the flexibility to respond to their English-language learners with a variety of approaches and strategies," Di Chiro said.

Schools are already mandated by the state to bring children to proficiency in English using research-based methods. The state expects students with no English skills to exit the ELL program in five years, though there are no penalties associated with a longer stay in the program.

Allen said the measure's text suggests that any support, even a brief phrase, in the student's native language outside the one-to-two-year window would



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Medford Mail Tribune 8-17-08

... of a regional/sub-regional analysis.

Monday, Aug. 4

Hood River County Commissioners, 7 p.m., 601 State St., Hood River.

Tuesday, Aug. 5

Port of Hood River commissioners, 5:30 p.m., port offices

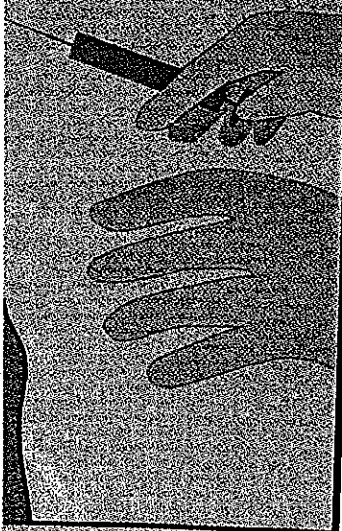
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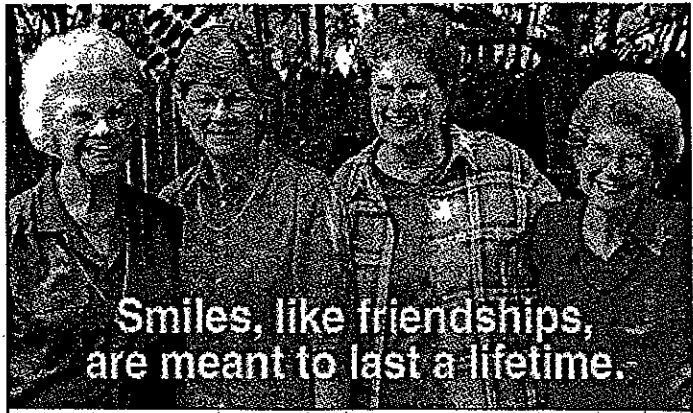
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HR News 7/26/08

HISTORY

...ess in 1858 burned out after only a few weeks of use.)
 ...7, the ...re 157
 ...In 1953, the Korean War armistice was signed at Panmunjom, ending three years of fighting.
 ...Histo-
 ...In 1960, Vice President Richard M. Nixon was nominated for president at the Republican National Convention in Chicago.
 ...In 1967, in the wake of urban rioting, President Lyndon B. Johnson appointed the Kerner Commission to assess the causes of the violence, the same day black militant H. Rap Brown said in Washington that violence was "as American as cherry pie."
 ...In 1974, the House Judiciary Committee voted 27-11 to adopt the first of three articles of impeachment against President Nixon, charging he had personally engaged in a course of conduct designed to obstruct justice in the Watergate case.



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The Omission Plan

DOCKET NO. UM 1426

Report #5 – Outage Report – All ETCs

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

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

B. Carrier was *not* required to report service outages (as defined in Oregon PUC Rules at Sections 860-034-0390(9) for small telecom utilities, 860-023-0055(9) for large telecom utilities, and 860-032-0012(9) for competitive telecom providers) to the Oregon PUC during year 2008. Select #1 (wireline carriers) or #2 (wireless carriers) below.

1. The number of service outages, as defined in Oregon PUC rules, that occurred during calendar year 2008 was _____.

If the number was greater than zero, attach a report that lists for each such outage the following: the date and time of onset, a brief description of the outage and its resolution, the particular services affected, the geographic areas affected, steps taken to prevent a similar future occurrence, and the number of customers affected.

2. The number of service outages, as defined in FCC rules at 47 CFR Section 54.209(a)(2), that occurred during calendar year 2008 was _____.

If the number was greater than zero, attach a report that lists for each such outage the following: the date and time of onset, a brief description of the outage and its resolution, the particular services affected, the geographic areas affected, steps taken to prevent a similar future occurrence, and the number of customers affected.

DOCKET NO. UM 1426

Report #6 – Trouble Report – All ETCs

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

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

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

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

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

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

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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 ____.

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.



David W. Zesiger

Sr. Vice President, Reg Affairs/Ext Affairs
Embarq Corporation
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June 18, 2009

Marlene H. Dortch, Secretary
Federal Communications Commission
445 - 12th Street, S.W.
Washington, DC 20554

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

Re: **CC Docket No. 96-45**
Interstate Access Universal Service Support (IAS)
Annual Certification

Pursuant to 47 C.F.R. section 54.809, Embarq Corporation, on behalf of its local exchange telephone companies (Embarq LTCs), hereby certifies that the Interstate Access Universal Service Support provided to Embarq LTCs pursuant to section 54.807 of the Commission's Rules will be used 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 Embarq Corporation LTC's, all of which are eligible telecommunications carriers (ETCs) consistent with section 254(e) of the Telecommunications Act of 1996. A listing of Embarq LTC's being certified is attached.

We request that the FCC Secretary acknowledge receipt of this letter by stamping and returning the attached copy.

Sincerely,

David W. Zesiger
Sr. Vice President, Reg Affairs/Ext Policy

Embarq Local Telephone Companies for IAS Certification - 2009

COMPANY NAME	COMPANY / STUDY AREA		FCC 499 Filer ID	Federal Registration Number (FRN)
	CODES (COSA)			
	ARMIS & TRP	NECA ID		
(Non-Rural Study Area)				
Embarq Florida, Inc.	UCFL	210341	822076	0001-8252-98
Embarq/Carolina Telephone and Telegraph Co. LLC	UTNC	230470	822076	0001-9523-40
Embarq/Central Telephone Co. - North Carolina	CENC	230471	822076	
Embarq/United Telephone – Southeast LLC	UTIM	N/A	822076	0001-7701-22
- Tennessee	UTTN	290567		
- Virginia	UTVA	190567		
Embarq/Central Telephone Co. of Virginia	CEVA	190254	822076	0004-1839-19
Embarq/United Tel. Co. of the Carolinas LLC - So.Carolina	UTSC	240506	822076	0001-7770-36
Embarq/United Telephone Co. of Ohio	UTOH	300661	822076	0002-9388-43
Embarq/United Telephone Co. of Indiana, Inc.	UTIN	320832	822076	0002-9015-51
Embarq/United Telephone of New Jersey, Inc.	UTNJ	160138	822076	0004-1465-85
Embarq/United Telephone of Pennsylvania LLC	UTPA	170209	822076	0004-1404-22
Embarq/Central Telephone Co. – Nevada	CENV	552348	822076	
Embarq/United Telephone Co. - So. Central Kansas	UTKS	411317	822076	0005-0517-43
Embarq/United Telephone Co. - Eastern Kansas	UTKS	411317	822076	0002-5952-47
Embarq/United Telephone Co. of Kansas	UTKS	411842	822076	0002-3420-38
Embarq Minneosta, Inc.	UTMN	361456	822076	0002-6434-35
Embarq Missouri, Inc.	UTMO	N/A	822076	0002-3372-44
- Missouri	UTMO	421957		
- Kansas dba UTC of SE Kansas	UTMO	411957		
Embarq/United Telephone Co. of the West			822076	0002-3916-39
- Nebraska	UTNE	371595		
- Wyoming	UTWY	511595		
Embarq/United Telephone Co. of Texas, Inc	UTTX	442084	822076	0005-0517-68
Embarq/Central Telephone Co. of Texas	CETX	442114	822076	0001-6851-48
Embarq/United Telephone Co. of the Northwest	UTNW		822076	0001-5666-94
- Oregon	UTOR	532400		
- Washington	UTWA	522400		
Embarq Corporation	UTTC		822076	0014-7911-64

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

I, **Barbara Young**, being of lawful age and duly sworn, on my oath, state that I am the **State Executive** [an officer] of **United Telephone Company of the Northwest d/b/a Embarq** ("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 **15th** day of **July**, 2009.

United Telephone Company of the Northwest d/b/a Embarq (Company)

By: Barbara Young (Name)

Its: **State Executive** (Title)

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

Ronda K. Snyder
Notary public in and for the State of Oregon

My Commission Expires: 6-28-2011

