Required Cover Sheet for Submission of 2009 Annual ETC Recertification Reports

Filing Deadline: Wednesday, July 15, 2009

Name of Eligible Telecommunications Carrie	er: Stayton Cooperative Telephone Co.
Filing date: July 10 , 2009	
Is this: Original submission? X OR	_
Revised submission?	If revised, please identify which reports are being revised
Person to contact for questions:	are some revised
Name: Don Lawrence	
Phone number: (503) 769-9057	
E-mail address: donl@wvi.com	

<u>Filing instructions</u>: Please file reports under Docket No. UM 1426. File reports electronically via the PUC Filing Center; see the PUC website for instructions. <u>Also</u> 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.

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	<u>Low-income Services</u> – 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	<u>Trouble Report</u> – All ETCs
Report #7	Network Improvement Plan – CETCs only
Report #8	Special Commitments/Requirements – CETCs only
Report #9	 <u>Certifications</u> – 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**

Report #1 – Supported Services Offerings

1.1. Basic Local Usage Service Offerings – All ETCs

Choose <u>either</u> A. <u>or</u> B. below, as applicable:

• —	Basic local usage service offerings are filed under tariff with the Oregon PUC
	The specific tariff references (with <i>company name, tariff number, section and page numbers</i>) for the basic local usage offerings and corresponding rates are
	1. residence:
	2. business:

B. <u>x</u> 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.

Name	Description	Number of Mins. Included	Calling Area	Rate
Business				
One Party	Local Access Line	Unlimited	Stayton and surrounding areas	\$14.02 per month
Residential				
One Party	Local Access Line	Unlimited	Stayton and surrounding areas	\$11.60 per month

Report #2 – Unfulfilled Service Requests

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

2.1. Unfulfilled Service Requests/Held Orders – All ETCs

A	Service quality	reports for "	primary	held orders	over 30	days" v	were file	d with the	he

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.
В.	<u>X</u>	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:
		 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.
		 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.

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

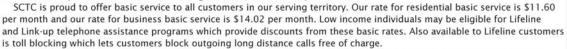
Newspaper advertisement in the local newspaper; The Stayton Mail, circulation: paid=2,330, unpaid=3,300. Distribution area: in and around Stayton, Sublimity, Scio, Aumsville, Turner and the North Santiam communities of Lyons, Mill City, Gates, Detroit, and Idanha.

PUBLIC NOTICE OF BASIC TELEPHONE SERVICE

Stayton Cooperative Telephone Company (SCTC) is designated as an Eligible Telecommunications Carrier by meeting the guidelines of the Federal Communications Commission and the Oregon Public Utility Commission. We've been offering quality reliable telephone service since 1955 and realize the basic service is a fundamental aspect of everyday life.

Basic service from SCTC includes:

- Single party service with unlimited local calling
- Touch tone service
- · Voice grade access to the public switched network
- Access to emergency services including Enhanced 911
- Access to operator services, inter-exchange carriers, and directory assistance



If you have questions, or would like to become a customer of SCTC, please visit our business office at 502 North Second Avenue, Stayton, Oregon or contact us at 503-769-2121.

Run dates:

February 20, 2008 May 14, 2008 August 20, 2008 November 5, 2008

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: **262.**

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

Stayton Cooperative Telephone Company is listed on the USAC website under the "Low Income" support section as a local provider of Lifeline / Link-Up services under the following link:

http://www.usac.org/li/low-income/lifelinesupport/browser/Default.aspx



This advertisement was published in "Our Town" monthly periodical, circulation of 10,500, in March 2008. This periodical is mailed to all addresses in Stayton, Sublimity, Aumsville, Scio, Lyons and Mehama.



This advertisement was published in "The Stayton Mail" newspaper on February 20, 2008, May 14, 2008, August 13, 2008 and November 15, 2008. Distribution area is in and around the communities of Stayton, Sublimity, Scio, Aumsville, Turner, Lyons MillCity, Gates, Detroit and Idanha.

4.2. Advertising of Low-Income Program Service Offerings (cont.)

The Article "No one needs to go without basic telephone service" appeared in our March 2008 and August 2008 newsletters, inserted in each customer statement.

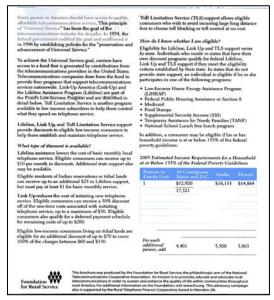




4.2. Advertising of Low-Income Program Service Offerings (cont.)

The brochure pictured below, "Yes, You Can Afford Telephone Service" was delivered to the local food bank and the "Friends of the Family" resource center. This brochure was available January through July 14, 2008.





The brochure pictured below "Yes, You Can Afford Telephone Service" replaced the above brochure at the local food bank and "Friends of the Family" resource center July 14, 2008 through December 31, 2008.





4.2. Advertising of Low-Income Program Service Offerings (cont.)

The following script ran on our January, February, March, April, July, August, October, November and December 2008 messages on hold. This message is played to callers on hold throughout each month.

- "Every person in America should have access to quality, affordable telecommunications service.
- SCTC supports this concept through federally supported plans called Lifeline and the Link-up telephone assistance program.
- If you know of anyone in our telephone service area who does not have or cannot afford telephone service, ask a Customer Service Representative for more information.
- Eligibility requirements must be met to receive assistance from these programs."

The following script ran as a Public Service Announcement on KENC am 1620 radio January through December 2008.

"Every person in America should have access to quality, affordable telecommunications service. The Federal government provides discounts to eligible low-income consumers to help them establish and maintain telephone service through three programs called Lifeline, Link Up and Toll Limitation Services. The State of Oregon also has an Oregon Telephone Assistance Program. If you think you may qualify for these discounts, please call the Oregon Public Utilities Commission at 1—800-848-4442."

A Lifeline/Link-up poster is displayed in each Customer Service Representative's cubicle in our Business Office building year round.



4.2. Advertising of Low-Income Program Service Offerings (cont.)

The Lifeline/Link-up poster pictured below is displayed in the foyer of the Business office and in two additional places in the hallways of the Customer Service area. This poster is displayed year round.



4.2. Advertising of Low-Income Program Service Offerings (cont.)

The slide pictured below was displayed on the screen of the local movie theater in Stayton. The slide ran from July 2008 through December 2008.



Report #5 - Outage Report - All ETCs

Choose <u>either A. or B. below</u>, as applicable:

A. <u>x</u>	Rules at for large provide	was required to report service outages (as defined in Oregon PUC t Sections 860-034-0390(9) for small telecom utilities, 860-023-0055(9) te telecom utilities, and 860-032-0012(9) for competitive telecom rs) to the Oregon PUC during year 2008. No additional submission is d for recertification purposes.
В	Rules at for large provide	was <i>not</i> required to report service outages (as defined in Oregon PUC t Sections 860-034-0390(9) for small telecom utilities, 860-023-0055(9) te telecom utilities, and 860-032-0012(9) for competitive telecom rs) to the Oregon PUC during year 2008. Select #1 (wireline carriers) vireless 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.

Report #6 - Trouble Report - All ETCs

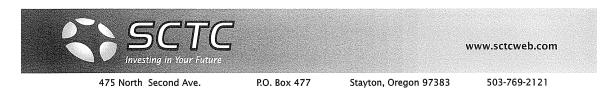
Choose	either	A.	or	В.	below.	as a	D.	pro	priate

A Trouble reports were filed with Oregon PUC service quality rules. No recertification purposes.	•	• •
Bx _ Trouble reports were not file 2008. In this case, choose one of the fe	C	2
1 The average month 100 wireless handsets for sue each company switch.	•	•
Trouble Type	Switch A (location)	Switch B (location)
No service		
Network busy		
Interruption of service		
Poor reception		
2xThe average mont	thly number of customer trou	ıble reports, as defined
in Section 860-034-0390 (5)	of the Oregon PUC rules, pe	er 100 access lines,
received during calendar yea	ar 2008: <u>.92</u> per month,	per 100 working
access lines		

Report #9 – Certifications - All ETCs

Basic Telephone

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



Interstate Common Line Support (ICLS) 2009-2010 Date June 8, 2009 ICLS Office of Secretary To: 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 CC Docket No. 96-45 Re: Interstate Common Line Support - ICLS Annual Certification Filing This is to certify that <u>Stayton Cooperative Telephone Company</u> 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) Company Name Study Area Code 532399 Stayton Cooperative Telephone Company Oregon (If necessary, attach a separate list of additional study areas and check this box.) Signed 6/8/09 +mmm Date: [Signature of Authorized Representative] [Printed Name of Authorized Representative] President / CEO [Title of Authorized Representative] Carrier's Name: Stayton Cooperative Telephone Company **Date Received** Carrier's Address: PO Box 477 Stayton, OR 97383 (For official use only) Carrier's Telephone Number: 503 769 2121

Wireless

Internet

USAC

Long Distance

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

DOCKET NO. UM 1426

AFFIDAVIT CERTIFYING USE OF UNIVERSAL SERVICE FUNDS

I, <u>Don Lawrence</u>, being of lawful age and duly sworn, on my oath, state that I am the <u>President</u> of <u>Stayton Cooperative Telephone Company</u> ("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.

Stayton Cooperative Telephone Company (Company)

By: Don Lawrènce (Name)

Its: President (Title)

SUBSCRIBED AND SWORN to before me this 28 day of Africa, 2009

Notary public in and for the State of Oregon

My Commission Expires: 121312012

OFFICIAL SEAL MARILYN SUE KENDALL NOTARY PUBLIC-OREGON COMMISSION NO. 433853

MY COMMISSION EXPIRES DEC 13, 2012

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

DOCKET NO. UM 1426

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

I, <u>Don Lawrence</u>, being of lawful age and duly sworn, on my oath, state that I am the <u>President</u> of <u>Stayton Cooperative Telephone Company</u> ("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): As a general rule SCTC complies
with OPUC rules for small telephone companies.
with oroc rules for small telephone companies.
DATED this 28 th day of April, 2009.
Stayton Cooperative Telephone Company (Company)
<u> </u>
By: Vin Comme
Don Lawrence (Name)
Don Lawrence (Name)
Ten Desident (Title)
Its: <u>President</u> (Title)
GYPGGPYPYP AND GYYOPNI 1 C 41' 20 1 C 000 1
SUBSCRIBED AND SWORN to before me this 28 day of APRIL 2009.
00 :0 // 1 00
Marilyn Kerdall
Notary public in and for the State of Oregon
My Commission Expires: 12/13/2012
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