

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.

See attached information regarding basic service offering for the Monitor Cooperative Telephone Company

R1- Residential Service \$12.70

B1 – Business Service . \$17.20

Includes unlimited local dialing to the 503-634 area code.

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 \_\_\_\_

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 2005. 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 2005. 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 2005: \_\_\_\_\_.  
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 2005: \_\_\_\_ Zero \_\_\_\_.  
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).

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 2005 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 2005.

Attached is the copies of the affidavit's of publishing on basic service offered by Monitor Telephone.

Report #4 – Low-income Services – All ETCs

4.1. Number of Lifeline Customers

The total number of customers receiving lifeline discounts during the month of December 2005 in the designated service area:     11    .

*CETCs only:* also list counts by ILEC service area:

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

4.2. Advertising of Low-Income Program Service Offerings

Submit copies of all advertisements (for all media) for Lifeline, LinkUp, and OTAP service offerings that were run during calendar year 2005, noting media (newspaper name, radio station, bill inserts, internet postings, etc.), run/distribution dates, and geographic coverage area.

See attached documentation

Report #5 – Outage Report – All ETCs

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

- A.  The number of 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, that occurred during calendar year 2005: Zero.
- 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.
- B.  The number of service outages, as defined in FCC rules at 47 CFR Section 54.209(a)(2), that occurred during calendar year 2005: \_\_\_\_\_.
- If the number was greater than zero, attach a report that lists for each such outage the following: the date and time of onset, a brief description of the outage and its resolution, the particular services affected, the geographic areas affected, steps taken to prevent a similar future occurrence, and the number of customers affected.

Report #6 – Trouble Report – All ETCs

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

A. \_\_\_ Trouble reports were filed with the Oregon PUC for calendar year 2005 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 2005. In this case, choose **one** of the following alternatives for reporting:

1. \_\_\_ The number of customer trouble reports received per 100 wireless handsets for supported services during calendar year 2005, 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 number of customer trouble reports, as defined in Section 860-034-0390 (5) of the Oregon PUC rules, received during calendar year 2005: less than 1 per 100 working access lines.



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

The following detailed information must be included in each network improvement plan. Only CETCs must file these plans for recertification purposes. 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 format laid out in the attached Excel worksheets to provide information required in the outline below (taken from the UM 1217 order), rather than use some other format developed by the CETC.

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7.1. Demonstration of use of support funds (other than low-income funds) received during 2005, including:

- 7.3.1.1. The amount of support funds, by type, received during the year.
- 7.3.1.2. Year-end counts of eligible lines/handsets in service for each ILEC service area as they were reported to USAC for the past December.
- 7.3.1.2. Identification of each project for which the support was used, the actual support expenditures (by amount and type) for each project, and status of project (completed or still in progress).
- 7.3.1.3. The resulting benefits to consumers (qualitative and quantitative) from each project and updates to coverage and signal strength maps.
- 7.3.1.4. Explanation of how and why actual spending of support funds differed from spending proposed in the previous network improvement plan.

7.3.2. Updates to network improvement plan for the current calendar year and the following year:

- 7.3.2.1. Forecast of support amount, by type (LSS, HCL, ICLS, IAS), that the applicant expects to receive during each of the next 2 years, as well as an explanation of how the forecast was derived.
- 7.3.2.2. Detailed information for each project that will use support funds:
  - 7.3.2.2.1. Description and purpose of the project, its physical location and the ILEC serving that area.
  - 7.3.2.2.2. The start date and completion data (by quarter).
  - 7.3.2.2.3. Amount of support money allocated to the project, in total and broken down by investment and expense types.
  - 7.3.2.2.4. The amount of company's own funds that will be used for each supported project.
  - 7.3.2.2.5. Brief explanation of why the carrier would not make these improvements without the availability of support funding.
  - 7.3.2.2.6. Quantification of resulting service improvements by type (increased coverage, signal strength, capacity, etc.), population benefited, and geographic area benefited (shown on map).



Report #8 – Special Commitments/Requirements – CETCs only

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

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

Report #9 – Certifications - All ETCs

9.1. IAS or ICLS Certification Copy – All ETCs Receiving IAS/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 2006.

9.2. Certification of Use of Universal Service Funds – All ETCs receiving HCL/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.

Copies attached

A public notice of Basic Telephone Service available from Monitor Cooperative Telephone Company is published every year in December in the Woodburn Independent newspaper. (Sample attached)

Lifeline is published in our phone book which every customer receives at the end of May each year. We also have two posters hanging in our office. One in English, one in Spanish. We also give information to our new customers when they sign up for service. (Samples attached)

# Affidavit of Publication

**PUBLIC NOTICE OF  
BASIC TELEPHONE SER-  
VICE 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 1925 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 \$12.70 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.

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 15265 Woodburn-Monitor Rd., Woodburn, OR.

Published: December 14, 2005.

STATE OF OREGON,

SS.

County of Marion

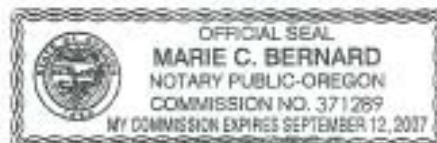
I, Les Reitan, being first duly sworn, depose and say I am Publisher Woodburn Independent, a newspaper of general circulation as defined by ORS 193.010, and 193.020 printed and published at Woodburn in the aforesaid county and state, that the Public Notice of Basic Telephone Service Available, a printed copy of which is hereto annexed, was published in the entire issue of said newspaper for the following issues: December 14, 2005.

*Les Reitan*

Subscribed and sworn to before me this 14th  
day of December, 2005

*Marie C. Bernard*

Notary Public for Oregon  
(My Commission Expires 9/12/07)





# Telephone Information

## 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 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 their 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 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 intends to cut off 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:

សេចក្តីសង្ខេបស្តីពីសិទ្ធិអ្នកប្រើប្រាស់ និងប្រតិបត្តិការសេវាសាធារណៈ ត្រូវបានផ្តល់ជូនជាភាសាខ្មែរ

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

continued on next page

# 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 \$13.00 reduction in their monthly phone bills, \$3.50 of which is funded through the surcharge. The additional \$9.50 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.



# Yes, You Can Afford Telephone Service... And Your Community Based Telecom Provider Can Show You How.

Federal and state lawmakers believe that every person in America should have access to quality, affordable telecommunications service. In fact, they've created a system to do just that.

If you participate in programs, such as food stamps, Medicaid, the national school free-lunch program, Section 8 housing or supplemental security income, or if your household income is below a certain threshold level, you may qualify for a discount on your telephone bill.

This "universal service" support includes:

- **Lifeline** assistance that provides discounts for basic monthly local telephone service
- **Link Up** that reduces the cost of initiating new telephone service
- **Toll Limitation Service** that allows you to control your long-distance charges
- **Additional discounts** for eligible consumers living on tribal lands

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For more information, or to find out if you're eligible to receive a discount, contact your local community based telecom provider.

# Sí, puede acceder al servicio telefónico...

## Y su proveedor de telecomunicaciones de su comunidad puede mostrarle cómo.

Los legisladores federales y estatales consideran que toda persona en los Estados Unidos debería tener acceso a un servicio de telecomunicaciones de calidad, a un precio accesible. De hecho, han creado un sistema para lograrlo.

Si participa en programas, como cupones para alimentos, Medicaid, el programa nacional de almuerzos escolares gratuitos, el ingreso de seguridad suplementario o para vivienda en virtud de la Sección 8, o si su ingreso familiar está por debajo de un determinado umbral, es posible que reúna los requisitos para obtener un descuento en su factura telefónica.

**Esta ayuda de "servicio universal" incluye:**

- **Asistencia Lifeline:** proporciona descuentos mensuales en el servicio telefónico local
- **Programa Link Up:** reduce el costo de iniciar un nuevo servicio telefónico
- **Servicio de tarifa limitada:** le permite controlar los cargos de llamadas de larga distancia
- **También hay descuentos adicionales** disponibles para los consumidores elegibles que vivan en territorios tribales.

Para obtener más información o averiguar si es elegible para recibir un descuento, comuníquese con su proveedor de telecomunicaciones local de su comunidad.



## Residential Service Protection Fund

In 1987, the Oregon legislature passed into law a bill as part of the state's public policy that provides that adequate and affordable residential telephone service be available to all Oregonians.

Based on that legislation, the Oregon Public Utility Commission (PUC) implemented three special assistance programs:

- ◆ The Telecommunications Devices Access Program (TDAP)
- ◆ The Oregon Telecommunications Relay Service (OTRS)
- ◆ The Oregon Telephone Assistance Program (OTAP)

These programs are funded by a surcharge applied to the monthly bill of each retail subscriber who has telecommunications service with access to the OTRS.

### Telecommunications Devices Access Program (TDAP)

The Telecommunication Devices Access Program (TDAP) purchases and loans (at no cost to eligible recipients) special telecommunication devices to Oregonians who are deaf, hearing and-or/speech impaired, or who have other physical disabilities that would prevent them from using a telephone. Special telecommunications devices such as a TTY (text telephone), visual signal, telebraille, remote-controlled speakerphone and voice-activated cellular phone are examples of the telecommunications equipment distributed under the program. It enables Oregonians to communicate more fully with family and friends, as well as with businesses, and to play a more active role in society.

*Note: Under the current law, neither phone amplification devices nor special telecommunications devices that are designed to be utilized by a blind person, are provided by TDAP.*

### The Oregon Telecommunications Relay Service (OTRS)

The Oregon Telecommunications Relay Service (OTRS) was implemented to allow those utilizing the Telecommunication Devices Access Program to communicate with the hearing public, and vice versa.

The American with Disabilities Act of 1990 (ADA) mandates that the 26 million persons who are deaf, hard-of-hearing, or speech-impaired shall have access to the nation's telephone system through a relay service that is functionally equivalent in cost and quality to the service afforded an individual without a hearing or speech impairment. With the passage of the ADA, Oregon was required to provide relay services to meet the new requirements. Compliance with Federal Communications Commission (FCC) regulations occurred in 1992, and the relay service is currently operating very effectively.

## 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.

# Affidavit of Publication

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VICE AVAILABLE FROM  
MONITOR COOPERATIVE  
TELEPHONE COMPANY**

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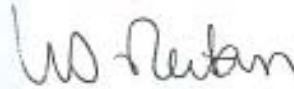
Published: December 14, 2005.

STATE OF OREGON,

County of Marion

SS.

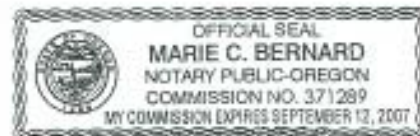
I, Les Reitan, being first duly sworn, depose and say I am Publisher Woodburn Independent, a newspaper of general circulation as defined by ORS 193.010, and 193.020 printed and published at Woodburn in the aforesaid county and state, that the Public Notice of Basic Telephone Service Available, a printed copy of which is hereto annexed, was published in the entire issue of said newspaper for the following issues: December 14, 2005.



Subscribed and sworn to before me this 14th  
day of December, 2005



Notary Public for Oregon  
(My Commission Expires 9/12/07)





## EAS BILLING OPTION

In order to give you this option, we have divided the current flat local service rate into a "Local" and "EAS" flat rate. The total of the two new flat rates will equal your current rate.

Service	Current Flat Local	Local	Flat Rate EAS
Residential	\$15.19	\$12.70	\$2.49
Business	\$21.00	\$17.20	\$3.80
Non-Toll 900	\$22.50	\$19.00	\$3.50

All customers have the option of choosing between flat rate EAS or measured EAS. If measured EAS service is chosen, you will be billed \$0.08 per minute of use for your EAS calls.

If you wish to switch to the new EAS measured service at \$0.08 per minute, please give us a call at 503-634-2266.

If you would like to stay on the "flat rate" EAS option, do nothing.



Current EAS areas are highlighted.

## Customer Rights REGARDING PAY-PER-CALL (900) SERVICES

The Federal Telephone Disclosure and Dispute Resolution Act provides specific rights to you related to payment for 900 service calls. These are calls that you make by dialing 1-900 such as audio information services or audio entertainment, simultaneous voice services (chat lines), or services where charges are assessed on the basis of the completion of the call. You should not be charged for services that are not offered in compliance with federal laws and regulations.

To obtain information about a specific 900 service billed by Monitor Cooperative Telephone Company, call the toll free number provided at the end of the bill section containing the 900 charge in question.

To dispute a 900 service charge appearing in a Monitor Cooperative Telephone Company bill, you must call the telephone number provided for bill inquiries. You must call this number to register your dispute within 60 days from the date of the bill. Orally communicating your dispute to this telephone number is sufficient notification of a billing error.

If your dispute cannot be resolved over the phone, you will be advised of the outcome of the investigation within 90 days of your notification of the alleged error. Upon request, a written response will be provided. While the dispute is being reviewed, you may withhold payment of the disputed 900 service charge and no collection activity may occur.

If it is agreed to remove the charge from your Monitor Cooperative Telephone Company bill, and if the provider of the service or its agent later determines that the charge is valid, the provider of the 900 service or its agent may use their own collection process and additional third party collection companies to collect the amount due.

Failure to comply with these dispute resolution rules by the entity providing the dispute resolution will result in forfeiture by the entity of up to \$50,000 per transaction of the disputed amount.

900 services are non-communications services. Your local or long distance service cannot be disconnected for non-payment of 900 charges. Failure to pay legitimate charges, however, may involuntarily result in blocking of your access to these 900 services.

If you want to have your access to 900 services blocked, you can request this service by contacting Monitor Cooperative Telephone Company.



# 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. N.E.,  
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 as of January 1, 2001 and subject to change if authorized by the Board of Directors of Monitor Cooperative Telephone Company.

#### Residence Service

Access Line	Flat EAS*
\$12.70	\$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 (\$¢ / 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 + 1/2 hr. labor	\$ 25.00 + 1/2 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.

**Interstate Common Line Support (ICLS)  
2006 - 2007**

**ICLS**

Date: June 2, 2006

To: Marlene H. Dortch  
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	2384

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

Signed,

  
[Signature of Authorized Representative]

Date: 2-Jun-06

Geri Fraljo  
[Printed Name of Authorized Representative]

General Manager  
[Title of Authorized Representative]

Monitor Cooperative Telephone Company  
15265 Woodburn-Monitor Rd. Woodburn, Ore 97071  
503-634-2266

<p>_____ <b>Date Received</b> (For official use only)</p>
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USAC



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

I, John Annen, being of lawful age and duly sworn, on my oath, state that I am 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 10 day of July, 2006.

Monitor Cooperative Telephone Company (Company)

By: [Signature] (Name)

Its: President (Title)

SUBSCRIBED AND SWORN to before me this 10 day of July, 2006.

Merryl DeMott  
Notary public in and for the State of Oregon

My Commission Expires: August 6, 2009







AFFIDAVIT CERTIFYING USE OF UNIVERSAL SERVICE FUNDS

I, John Annen, being of lawful age and duly sworn, on my oath, state that I am the 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 10 day of July, 2006.

Monitor Cooperative Telephone Company (Company)

By: [Signature] (Name)

Its: President (Title)

SUBSCRIBED AND SWORN to before me this 10 day of July, 2006.

Merryl DeMott  
Notary Public in and for the State of Oregon

My Commission Expires: August 6, 2009

