

DOCKET NO. UM 1310

**Required Cover Sheet for Submission of
2007 Annual ETC Recertification Reports**

Filing Deadline: Monday, July 16, 2007

Name of Eligible Telecommunications Carrier: Canby Telephone Association

Filing date: June 29, 2007

Is this: Original submission? X

OR

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

Person to contact for questions:

Name: James Rennard

Phone number: 503-266-8286

E-mail address: jrennard@canbytel.com

Filing instructions: Please file reports under Docket No. UM 1310. 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. 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.

2007 Annual Recertification Reports for ETCs in Oregon

Docket No. UM 1310

Report Formats to Satisfy Requirements of Order No. 06-292 for 2007

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**

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

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 2006. 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 2006. 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 2006: NONE.
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 2006: NONE.
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 2006 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 2006.

Basic supported services in FCC Part 54.101(a) are advertised in the Public Notice included in the *Canby Herald* which is the local, general circulation bi-weekly newspaper service Canby, OR. The target population is all residents of the Canby area. It has a circulation of about 5,100. A copy of the advertisements is included for reference.

Additional advertising is available on our website and in brochures available on all our services in our office and by mail to individuals requesting such information. Samples are included for reference.

PUBLIC NOTICE

Canby Telcom is a quality telecommunications service provider that provides basic and enhanced telecommunications services at reasonable rates within its service territory.

Basic Services are offered at the following rates:

Monthly Service Charge for Dial Tone

Single Party Residence Service\$10.00
Single Party Business Service.....\$12.60
Federal Subscriber Line Charge - Single Line.....\$6.50

Service Charge for Local Calls

Measured.....\$.02 per minute
Residential Flat Rate..... \$2.80 per month
Business Flat Rate..... \$5.60 per month

Service Charge for EAS Calls

Measured.....\$.07
Residential Flat Rate..... \$11.28 per month
Business Flat Rate..... \$16.92 per month

Basic services are offered to all consumers in Canby Telcom's service area at the rates, terms and conditions specified in Canby Telcom's tariff.

Directory Assistance: Local and national directory assistance calls are \$.75 per call.

Touch Tone Service: Touch Tone Service is provided as part of local service rate.

Emergency 911 Services: Surcharges for 911 are assessed according to government policy.

Financial Assistance: Low income individuals may be eligible for Federal and State Lifeline and Link-Up telephone assistance programs which include discounts from the above basic local service charges. If you have any questions regarding these services, please contact Canby Telcom at 503.266.8111, or visit our Customer Care Center at 190 SE 2nd Avenue in Canby.

www.canbytel.com



2006 publication

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Measured	\$.02 per minute
Residential Flat Rate	\$2.80 per month
Business Flat Rate	\$5.60 per month

Service Charge for EAS Calls

Measured	\$.07 per minute
Residential Flat Rate	\$11.28 per month
Business Flat Rate	\$16.92 per month

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www.canbytel.com

CTA Notice 1-11-06

Canby Telephone
ASSOCIATION

2006 publication



Home Telephone | PRICE LIST |

Home Telephone Lines

Flat rate service (unlimited calling)

Home Network Access Charge	\$10.00
Home Extended Area Service Charge	\$11.28
Home Local Switching Charge	\$2.80
Total per line.....	\$24.08

Measured Service

Measured rate service is a reduced monthly rate for customers who don't make many local or EAS telephone calls. You are charged per minute for local and EAS calls.

Home Network Access Charge (per line).....	\$10.00
Home Extended Area Service Charge	7¢ per minute
Home Local Switching Charge ...	2¢ per minute

Home Packages

Triple Play

Includes home line, 30 minutes free CTA Long Distance per month (after that, pay just 6¢ per minute to call anytime, anywhere in the U.S.),

Triple Play with Web-ster Power Plan.. \$104.95

Web-ster Broadband Internet Access, and Canby Digital Essentials Television with 2 set top boxes & remotes.

Triple Play with Web-ster Broadband\$94.95

Triple Play Add-Ons

4 in 1 Movie Package.....	\$40.00
Latin Essentials (13 Spanish language channels)	\$4.95

SimpleChoice.....	\$5.80
Voice Mail.....	\$4.35

Gold

Includes home line, 4 SimpleChoice calling features, voice mail, Web-ster Internet Access, and 30 free minutes of CTA Long Distance per

Gold with Web-ster Power Plan.....\$89.00

month (after that, pay just 6¢ per minute to call anytime, anywhere in the U.S.).

Gold with Web-ster Broadband\$69.00

Gold with Web-ster Dial-Up Access\$49.00

continued on back





Business Telephone | PRICE LIST |

Business Telephone Lines

Flat rate service (unlimited calling)

Business Network Access Charge.....	\$12.60
Business Extended Area Service Charge.....	\$16.92
Business Local Switching Charge.....	\$5.60
Total per line.....	\$35.12

Measured Service

Measured rate service is a reduced monthly rate for customers who don't make many local or EAS telephone calls. You are charged per minute for local and EAS calls.

Business Network Access Charge (per line).....	\$12.60
Business Extended Area Service Charge.....	7¢ per minute
Business Local Switching Charge.....	2¢ per minute

Hunt Groups

Hunt groups are an enhancement available to customers with multiple business lines. When a phone number that is part of a hunt group is dialed, each line connected with the hunt group is tested until either an idle line is found

or the end of the list is reached. If the end of the list is reached and no idle line is available, the caller will then hear a busy signal or voice mail greeting (if voice mail is active on the line).

Hunt Groups (per line).....	\$2.00
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Business Packages

Office Triple Play

Includes 1 business single line, (30) minutes of free Long Distance per month (after that, pay just 6¢ per minute to call anytime, anywhere in

the U.S.), Web-ster Broadband Internet Access, and Canby Digital Essentials Television with 2 set top boxes and 2 remotes.

Office Triple Play with Web-ster Broadband Power Plan.....	\$110.00
Office Triple Play with Web-ster Broadband Internet.....	\$101.00
Office Triple Play Add-Ons 4 in 1 Movie Package.....	\$40.00

Latin Essentials (13 Spanish language channels).....	\$4.95
SimpleChoice.....	\$5.80
Switching Charge.....	\$5.60
Voice Mail.....	\$4.35

Office Gold

Includes business line, 4 SimpleChoice calling features, voice mail, and Web-ster Broadband Internet. Customer has the option to select

Long Distance and receive 30 free minutes per month (after that, pay just 6¢ per minute to call anytime, anywhere in the U.S.).

Gold with Web-ster Broadband Internet.....	\$79.00
Gold with Web-ster Broadband Power Plan.....	\$99.00

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A

Telephone

Home Lines | Business Lines | Calling Features | Voice Mail | Service Area | Directory Assistance | Long Distance

HOME LINES

Flat rate service

Flat rate service includes unlimited local and EAS calling.



	Monthly Charge
Home Network Access Charge	\$10.00
Extended Area Service (flat)	\$11.28
Home Local Switching Charge	\$2.80
Total	\$24.08

Measured service

Measured rate service is a reduced monthly rate for customers who don't make many local or EAS telephone calls. You are charged per minute for local and EAS calls.

	Monthly Charge
Home Network Access Charge	\$10.00
Extended Area service (7¢ per min.)	\$0.00
Home Local Switching Charge (2¢ per min.)	\$0.00
Total	\$10.00*

*flat per minute fee for any calls made during the month

Taxes and surcharges

	Monthly Charge
Fixed taxes and surcharges:	
Subscriber Line Charge	\$6.50
Residential Services Protection Fund	\$0.13
State Tax "911" Service	\$0.75
Variable taxes and surcharges (based on the amount and type of services subscribed to):	
Oregon Universal Service Charge	6.1%
Federal Tax	3%
City of Canby	3%
Federal Universal Service Charge	9.2%
Total	\$10-\$12*

*varies on the amount and type of services subscribed to

One-time charges

Service/Feature	One-time fee
Line Activation	\$18.00
Membership fee	\$1.00
Payment towards first month of service	\$26.00
Deposit	TBD

To order telephone lines [click here](#), or [contact](#) our Customer Care Center.

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 2006 in the designated service area: 177 .

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 2006, noting media (newspaper name, radio station, bill inserts, internet postings, etc.), run/distribution dates, and geographic coverage area.

We advertise low-income program service offering in the Canby Herald as part of the advertising of our basic supported services. A copy is included as an example as part of the response to item #3.

We provide information on our low-income program service offerings in bi-lingual brochure format (English and Spanish) to anyone visiting our Customer Care office asking about telephone service. We all will send this to anyone if they inquire about not only low-income programs, but telephone service in general by phone, US mail, or e-mail. A copy of this brochure is include for reference.

We advertise information on our low-income program service offerings in the North Willamette Valley telephone directory that cover Canby and the surrounding communities. A copy of this in included for reference.

We post information about the assistance programs on our website and provide our Customer Care number for further information. A copy is included for reference.

We produced and distributed a brochure to a variety of public places throughout the community including: the Canby Area Chamber of Commerce, City Hall, the Canby Branch of the Clackamas County Library, the Canby Police Department Outreach Center, and Canby High School. A copy is included for reference.

Lifeline Assistance Program (Lifeline) are part of the fund's Low-Income Program and are described in detail below. Toll limitation service is another program available to low income subscribers to help them control what they spend on telephone service.

Lifeline, Link Up, and Toll Limitation Service support provide discounts to eligible low-income consumers to help them establish and maintain telephone service.

What type of discount is available?

Lifeline assistance lowers the cost of basic monthly local telephone service. Eligible consumers can receive up to \$10 per month in discounts. Additional state support also may be available.

Eligible residents of Indian reservations or tribal lands can receive up to an additional \$25 in Lifeline support, but must pay at least \$1 for basic monthly service.

Link Up reduces the cost of initiating new telephone service. Eligible consumers can receive a 50% discount off of the one-time costs associated with initiating telephone service, up to a maximum of \$30. Eligible consumers also qualify for a deferred payment schedule for remaining costs of up to \$200.

Eligible low-income consumers living on tribal lands are eligible for an additional discount of up to \$70 to cover 100% of the charges between \$60 and \$130.

Toll Limitation Service (TLS) support allows eligible consumers who wish to avoid incurring large long distance fees to choose toll blocking or toll control at no cost.

How do I know whether I am eligible?

Eligibility for Lifeline, Link Up and TLS support varies by state. Individuals who reside in states that have their own discount programs qualify for federal Lifeline, Link Up and TLS support if they meet the eligibility criteria established by their state. In states that do not provide state support, an individual is eligible if he or she participates in one of the following programs:

Family Size	States & DC	Alaska	Hawaii
1	\$12,569	\$15,701	\$14,445
2	\$16,862	\$21,074	\$19,386
3	\$21,155	\$26,447	\$24,327
4	\$25,448	\$31,820	\$29,268
5	\$29,741	\$37,193	\$34,209
6	\$34,034	\$42,566	\$39,150
7	\$38,327	\$47,939	\$44,091
8	\$42,620	\$53,312	\$49,032
For each additional person add	\$4,293	\$5,373	\$4,941

Income-based criteria will be in effect for all telephone companies that offer Lifeline beginning in June 2005. Some telephone companies may offer Lifeline discounts to individuals who qualify based on household income before that date.

Residents of Indian reservations or tribal lands qualify if they participate in any of the programs listed above, have a household income that is at or below 135% of the federal poverty guidelines, or participate in one of these programs:

- Bureau of Indian Affairs (BIA) general assistance
- Head Start (income eligible)
- Tribal TANF

How do I apply to receive Lifeline, Link Up and TLS support discounts?

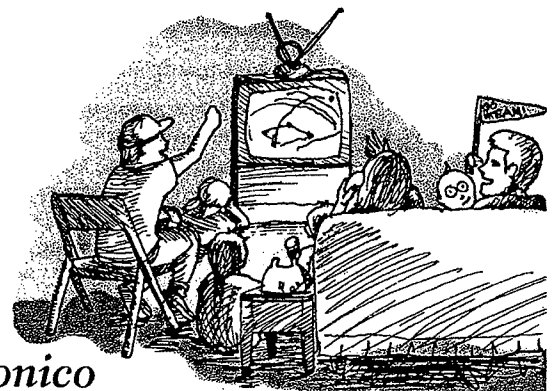
Consumers must apply through their local telephone company — please let us know if you are interested in any of these programs. Visit the Universal Service Administrative Company (USAC) web site at www.lifelinesupport.org for more information about eligibility requirements. You also may call USAC toll free at 1-888-641-8722, with any questions about Lifeline; Link Up and TLS discounts.



This brochure was produced by the Foundation for Rural Service, the philanthropic arm of the National Telecommunications Cooperative Association. Its mission is to promote, educate and advocate rural telecommunications in order to sustain and enhance the quality of life within communities throughout rural America. For additional information on the Foundation, visit www.frs.org. This advocacy campaign also is supported by the Rural Telephone Finance Cooperative, based in Herndon, VA.

UN MENSAGE IMPORTANTE
 DE SU PROVEEDOR COMUNITARIO
 DE TELECOMUNICACIONES

Si,
*Usted Puede Pagar
 por un Servicio Telefonico*



Personas de Escasos Recursos (Fund's Low-Income Program) y se describen detalladamente a continuación. El Servicio de Limitación de Llamadas sin Cargo (Toll Limitation Service, TLS) es otro programa disponible para usuarios de escasos recursos, a fin de ayudarlos a controlar sus gastos de servicio telefónico.

Lifeline, Link Up y TLS brindan descuentos a los usuarios de escasos recursos que reúnan los requisitos, para ayudarlos a establecer y mantener un servicio telefónico.

¿Qué tipo de descuento está disponible?

Lifeline disminuye el costo del servicio telefónico local básico mensual. Los usuarios que reúnen los requisitos pueden recibir hasta \$10 de descuento por mes. También puede disponerse de alguna asistencia estatal adicional.

Los residentes de reservaciones indígenas o territorios tribales que reúnen los requisitos pueden recibir hasta \$25 adicionales en asistencia Lifeline, pero deben pagar al menos \$1 por el servicio telefónico básico mensual.

Link Up reduce el costo de conexión de servicio telefónico nuevo. Los usuarios que reúnen los requisitos pueden recibir un 50% de descuento en los costos únicos asociados con la conexión de un servicio telefónico, hasta un máximo de \$30. Los usuarios que reúnen los requisitos también califican para cancelar el resto del costo en pagos diferidos programados, hasta por un máximo de \$200.

Los usuarios de escasos recursos que vivan en territorios tribales y que reúnan los requisitos pueden recibir un descuento adicional de hasta \$70, para cubrir el 100% de los cargos de entre \$60 y \$130.

El Toll Limitation Service (TLS) permite bloquear o controlar los servicios de larga distancia sin costo alguno a los usuarios que reúnan los requisitos y que deseen evitar los grandes cargos de llamadas de larga distancia.

¿Cómo puedo saber si yo reúno los requisitos?

La elegibilidad para Lifeline, Link Up y TLS varía por estado. Las personas que residen en estados que tengan sus propios programas de descuento califican para recibir la asistencia federal de Lifeline, Link Up y TLS, si cumplen con los requisitos de elegibilidad establecidos por el estado donde residen. En los estados en los que no se brinde apoyo mediante estos programas, las personas pueden reunir los requisitos si participan en uno de los siguientes programas:

- Programa de Asistencia para Pago de Servicios de Energía para Familias de Escasos Recursos (Low-Income Home Energy Assistance Program, LIHEAP)

Requisitos de ingresos de 2004

Tamaño de la familia	48 Estados contiguos y el Distrito de Columbia	Alaska	Hawai
1	\$12,569	\$15,701	\$14,445
2	\$16,862	\$21,074	\$19,386
3	\$21,155	\$26,447	\$24,327
4	\$25,448	\$31,820	\$29,268
5	\$29,741	\$37,193	\$34,209
6	\$34,034	\$42,566	\$39,150
7	\$38,327	\$47,939	\$44,091
8	\$42,620	\$53,312	\$49,032
<i>Por cada persona adicional, añada</i>	\$4,293	\$5,373	\$4,941

El criterio establecido sobre la base de los ingresos entrará en vigencia para todas las compañías telefónicas que ofrecen la asistencia Lifeline a partir de junio de 2005. Algunas compañías pueden ofrecer descuentos de Lifeline a personas que califiquen según sus ingresos familiares antes de la fecha mencionada.

Los residentes de reservaciones indígenas o territorios tribales califican si participan en cualquiera de los programas mencionados anteriormente, tienen un ingreso familiar que es igual o menor a 135% de las guías federales de pobreza o participan en uno de estos programas:

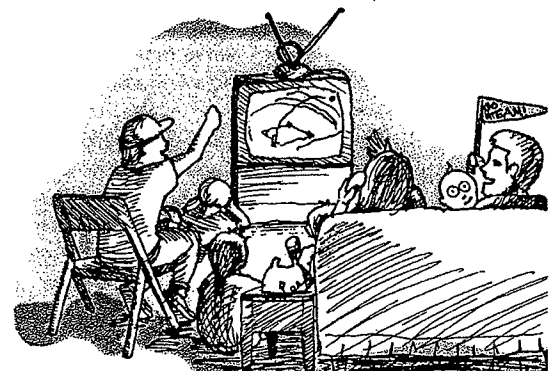
- Asistencia general de la Oficina de Asuntos Indígenas (Bureau of Indian Affairs, BIA)
- Programa Head Start (elegibilidad por ingresos)
- Programa de Asistencia Temporal a Familias Necesitadas (Temporary Assistance to Needy Families, TANF) administrado por tribus

¿Cómo puedo inscribirme para recibir los descuentos de asistencia Lifeline, Link Up y TLS?

Los usuarios deberán solicitar esta asistencia directamente con su compañía local de teléfono. Permítanos saber si usted está interesado en estos programas. Para obtener más información acerca de los requisitos de elegibilidad, visite el sitio web de la Compañía Administrativa de Servicio Universal (Universal Service Administrative Company, USAC) en www.lifelinesupport.org. Si tiene alguna pregunta acerca de los descuentos de Lifeline, Link Up y TLS, también puede comunicarse sin costo alguno con la USAC al 1-888-641-8722.



**Yes,
You Can Afford
Telephone Service**



Every person in America should have access to quality, affordable telecommunications service. This principle of "Universal Service" has been the goal of the telecommunications industry for decades. In 1934, the federal government codified the goal and reaffirmed it in 1996 by establishing policies for the "preservation and advancement of Universal Service."

To achieve the Universal Service goal, carriers have access to a fund that is generated by contributions from the telecommunications providers in the United States. Telecommunications companies draw from the fund to provide four programs that support telecommunications services nationwide. Link-Up America (Link-Up) and the Lifeline Assistance Program (Lifeline) are part of the fund's Low-Income Program and are described in detail below. Toll limitation service is another program available to low income subscribers to help them control what they spend on telephone service.

Lifeline, Link Up, and Toll Limitation Service support provide discounts to eligible low-income consumers to help them establish and maintain telephone service.

What type of discount is available?

Lifeline assistance lowers the cost of basic monthly local telephone service. Eligible consumers can receive up to \$10 per month in discounts. Additional state support also may be available.

Eligible residents of Indian reservations or tribal lands can receive up to an additional \$25 in Lifeline support, but must pay at least \$1 for basic monthly service.

Link Up reduces the cost of initiating new telephone service. Eligible consumers can receive a 50% discount off of the one-time costs associated with initiating telephone service, up to a maximum of \$30. Eligible consumers also qualify for a deferred payment schedule for remaining costs of up to \$200.

Eligible low-income consumers living on tribal lands are eligible for an additional discount of up to \$70 to cover 100% of the charges between \$60 and \$130.

Toll Limitation Service (TLS) support allows eligible consumers who wish to avoid incurring large long distance fees to choose toll blocking or toll control at no cost.

How do I know whether I am eligible?

Eligibility for Lifeline, Link Up and TLS support varies by state. Individuals who reside in states that have their own discount programs qualify for federal Lifeline, Link Up and TLS support if they meet the eligibility criteria established by their state. In states that do not provide state support, an individual is eligible if he or she participates in one of the following programs:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Federal Public Housing Assistance or Section 8
- Medicaid
- Food Stamps
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- National School Lunch free lunch program

In addition, a consumer may be eligible if his or her household income is at or below 135% of the federal poverty guidelines:

2004 Income Requirements — 48 Contiguous States

Family Size	States & DC	Alaska	Hawaii
1	\$12,569	\$15,701	\$14,445
2	\$16,862	\$21,074	\$19,386
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<i>For each additional person add</i>	\$4,293	\$5,373	\$4,941

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- Bureau of Indian Affairs (BIA) general assistance
- Head Start (income eligible)
- Tribal TANF

How do I apply to receive Lifeline, Link Up and TLS support discounts?

Consumers must apply through their local telephone company — please let us know if you are interested in any of these programs. Visit the Universal Service Administrative Company (USAC) web site at www.lifelinesupport.org for more information about eligibility requirements. You also may call USAC toll free at 1-888-641-8722, with any questions about Lifeline, Link Up and TLS discounts.



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:

សេចក្តីសង្ខេបស្តីពីសិទ្ធិនិងកាងទទួលខុសត្រូវគ្រប់យ៉ាងសំរាប់អ្នកប្រើប្រាស់ មានសរសេរជាភាសានេះ សូមទាក់ទងទូរស័ព្ទ:

ມີບາກແປສຸບສິດ ແລະຄວາມຮັບຜິດຊອບຂອງຜູ້ຮັບການບໍລິການທີ່ມີມເປັນພາສານີ້ ໂດຍໃຫ້ທ່ານໂທອະສັບເອົານຳ:

PUC
Consumer Services Division
1-800-522-2404

continued on next page

CanbyTelcom *faster higher farther*

View and Pay Your Statement
NWV Directory

Welcome Telephone Internet Television **Care** Your Company Specials

Care

Assistance Programs | Telephone | Wireless | Internet | Account Services | Contact Canby Telcom

ASSISTANCE PROGRAMS

Everyone should have access to quality, affordable telecommunications services. Oregonians at or below the current federal poverty level and on a state public assistance program may receive a reduction in their monthly bill for local residential telephone service. Eligible customers receive this special reduction as part of the Oregon Telephone Assistance Program (OTAP).

Lifeline and Link Up America are other programs available for those who require aid in affording telecommunications service. With Lifeline, qualifying parties receive up to a \$10 monthly credit on their bill and Link Up reduces the cost of initiating new telephone service by up to 50% on one-time set up fees.

For more information on OTAP and Lifeline/Link Up America, please contact our Customer Care Office at 503-266-8111. All inquiries and applicant information will be kept strictly confidential.



Federal/State Working Group Formed

A federal/state Working Group was formed in 2005 to address the problem of how to reach consumers who may be eligible for Lifeline and Link-Up and ensure they have access to information about the programs and how to apply.

The members of the Working Group were chosen from the Federal Communications Commission (FCC), the National Association of Regulatory Utility Commissioners (NARUC), and the National Association of State Utility Consumer Advocates (NASUCA).

Canby Telcom, your local telecommunications provider, is here to help you access information and apply for service.




CanbyTelcom

Lifeline/Link-Up AMERICA

Everyone should have access to quality, affordable telecommunications services.

Oregonians at or below the current federal poverty level and on a state public assistance program may receive a reduction



in their monthly bill for local residential telephone service. Eligible customers receive this special reduction as part of the **Oregon Telephone Assistance Program (OTAP)**.

Lifeline and Link Up-America are other programs available for those who require aid in affording telecommunications service. With Lifeline, qualifying parties receive up to a \$10 monthly credit on their bill and Link-Up reduces the cost of initiating new telephone service by up to 50% on one-time set up fees.

For more information on OTAP and Lifeline/Link-Up America, please contact Canby Telcom's Customer Care Office at 503.266.8111.

All inquiries and application information will be kept confidential.

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 2006. 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 2006. 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 2006 was NONE.

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 2006 was NONE.

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 2006 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 2006. 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 2006, 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 2006: 0.58 per 100 working access lines.

SEE ATTACHED 2006 MONTHLY TROUBLE TICKET INFORMATION

**Canby Telephone Association
Trouble Ticket Information - 2006**

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Monthly Average
Accountable Trouble Reported	132	60	69	51	44	57	52	66	35	56	108	66	796	66
Trouble Index Per 100	1.16	0.53	0.60	0.45	0.39	0.50	0.46	0.58	0.31	0.49	0.95	0.59		0.58
Access Lines	11,409	11,424	11,439	11,442	11,189	11,414	11,367	11,316	11,301	11,320	11,324	11,277		11,352
Trouble Class														
Digital Central Office	1	2	1	2	0	1	2	1	1	0	1	4	16	
Subscriber Carrier	1	0	0	0	0	0	0	0	0	0	0	0	1	
Outside Plant	46	17	18	10	9	8	7	9	12	7	34	17	194	
Subscriber End Apparatus	20	11	12	4	8	17	19	15	7	6	14	23	156	
Data Special Equipment	1	0	0	2	0	0	0	0	0	0	0	0	3	
Miscellaneous	23	12	25	13	8	9	9	14	7	14	18	7	159	
No Trouble Found	40	18	13	20	19	22	15	27	8	29	41	15	267	
Total	132	60	69	51	44	57	52	66	35	56	108	66	796	

Miscellaneous

0008	Came clear while testing
0011	Error in wiring
0012	Assignment error
0013	Contractor
0017	Company workmen
0020	Common cause
0099	Other
5002	Carrier toll
5003	Carrier EAS

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.

- 7.1. Demonstration of use of support funds (other than low-income funds) received during 2006, 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 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 2007.

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

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

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

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



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COPY

Interstate Common Line Support (ICLS)

2007 - 2008

Date June 20, 2007

To: Marlene H. Dortch
Office of Secretary
Federal Communications Commission
445 - 12th Street, SW
Washington, DC 20554

ICLS

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 Canby Telephone Association 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

Table with 3 columns: Company Name, State, Study Area Code. Row 1: Canby Telephone Association, Oregon, 532362.

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

Signed,

Signature of James Rennard
[Signature of Authorized Representative]

Date: June 20, 2007

James Rennard
[Printed Name of Authorized Representative]

Vice President
[Title of Authorized Representative]

Carrier's Name: Canby Telephone Association
Carrier's Address: PO Box 880, Canby, OR 97013
Carrier's Telephone Number: 503-266-8111

Date Received
(For official use only)

COPY

FCC Form 507
Interstate Common Line Support Mechanism
Line Count Report

FCC Form 507
OMB Control No. 3060-0972
Expiration Date: 9/30/2002

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING FCC FORM 507 ON THE CARRIER'S BEHALF:

Certification of Officer or Employee to Authorize an Agent to File FCC Form 507, Line Count Report for Interstate Common Line Support Mechanism, on Behalf of Reporting Carrier			
I certify that <u>The National Exchange Carrier Association, Inc.</u> is authorized to submit the information reported on FCC Form 507 on behalf of the reporting carrier. I also certify that I am an officer or employee of the reporting carrier; my responsibilities include ensuring the accuracy of the actual line count data provided to the authorized agent; and, to the best of my knowledge, the actual line count data provided to the authorized agent is accurate.			
Name of Authorized Agent The National Exchange Carrier Association, Inc.			
Name of Reporting Carrier Canby Telephone Association			
Signature of authorized officer or employee <i>James Rennard</i>			Date 06/20/2007
Printed name of authorized officer or employee James Rennard			
Title or position of authorized officer or employee Vice President			
Telephone number of authorized officer or employee: (503) 266 - 8286 , ext.			
Study Area Code of Reporting Carrier	532362	Filing Due Date for this form (mm/dd/yyyy)	7/31/2007
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.			

AFFIDAVIT CERTIFYING USE OF UNIVERSAL SERVICE FUNDS

I, James Rennard, being of lawful age and duly sworn, on my oath, state that I am the Vice-President [an officer] of Canby Telephone Association ("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 29th day of June, 2007.

Canby Telephone Association (Company)

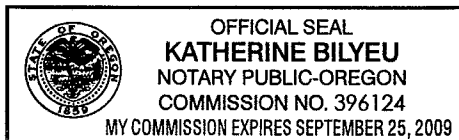
By: James Rennard (Name)

Its: Vice-President (Title)

SUBSCRIBED AND SWORN to before me this 29th day of June, 2007.

Katherine Bilyeu
Notary public in and for the State of Oregon

My Commission Expires: September 25, 2009



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

I, James Rennard, being of lawful age and duly sworn, on my oath, state that I am the Vice-President [an officer] of Canby Telephone Association ("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 29th day of June, 2007.

Canby Telephone Association (Company)

By: James Rennard (Name)

Its: Vice-President (Title)

SUBSCRIBED AND SWORN to before me this 29th day of June, 2007.

Katherine Bilyeu
Notary public in and for the State of Oregon

My Commission Expires: September 25, 2009

