

June 26, 2007

Public Utility Commission of Oregon  
Attn: Filing Center  
550 Capital Street NE, Suite 215  
Salem, OR 97308

RE: Docket UM 1217

Dear Filing Center:

On behalf of Colton Telephone Company, enclosed please find the original and two (2) copies of its Annual Recertification Reports for ETC's in Oregon.

If you have any questions, please contact me at [stephanie@coltontel.com](mailto:stephanie@coltontel.com) or 503-824-5863.

Sincerely,

Stephanie Sauvageau  
Accountant  
Colton Telephone Company

Enclosure



**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: \_\_\_Colton Telephone Company\_\_\_\_\_

Filing date: \_\_\_6/26/2007\_\_\_\_\_

Is this: Original submission? \_\_\_X\_\_\_

OR

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

Person to contact for questions:

Name \_\_\_\_\_Stephanie Sauvageau\_\_\_\_\_

Phone number \_\_\_\_\_503-824-5863\_\_\_\_\_

E-mail address \_\_\_\_\_

**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. Attachment 1 contains details of local usage service offerings.

**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. X The number of customer requests for supported services that were not fulfilled during calendar year 2006:   0  .  
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:           .  
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.

Colton Telephone Advertises basic supported services through the local phone directory and on the company website as detailed below.

North Willamette Valley Phone Directory

Printed Annually

Geographic Coverage includes the Colton Wire Center and virtually all neighboring telephone wire centers.

The Directory is distributed annually to all Colton Telephone customers by postal mail and is available to anyone upon request at the business office.

This advertisement does not include rate information.

Attachment 2 is a copy of the actual advertisement.

Colton Telephone Website – [www.colton.com](http://www.colton.com)

Continually available to anyone with access to the Internet. This address is printed on virtually all of our company advertising.

Geographic coverage is unlimited.

The target population is anyone who currently resides in Colton, OR, or who is moving or considering moving to the area.

Rate information is included on the website.

Attachment 2A is a printed page from the website.

Information on basic supported services was printed in the Molalla Pioneer, a local newspaper of general circulation, in July 2006 as shown on attachment 2B and will continue to be printed in the future.

**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:   17  .

**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.

Colton Telephone promotes Lifeline, LinkUp and OTAP services in the following manner.

Brochures available in the Colton Telephone business office.

Brochures are continually available to anyone who visits the business office. This brochure is periodically posted on the bulletin board outside of the business office and also distributed to each of the local schools in the fall of each year. See Attachment 3

Printed Information in the North Willamette Valley Directory

The directory is printed annually in June and is mailed to all Colton Telephone subscribers and also available in the business office. See Attachment 3A

Fact Sheet included with new all customer application packages.

See Attachment 3B

An information sheet is included on the company website at [www.colton.com](http://www.colton.com) and included at least annually, in June for 2006, as a bill insert to all customers.

See Attachment 3C

The information was also printed in the Molalla Pioneer in July 2006 and will continue to be printed in the future.

See Attachment 3D



## **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   0  .

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

2.  The number of service outages, as defined in FCC rules at 47 CFR Section 54.209(a)(2), that occurred during calendar year 2006 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 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: Less than 1 per 100 working access lines.

This information for 2006 was tracked by three classifications; trouble reports which resulted from an issue with customer owned equipment, trouble report where no trouble was found with telephone company equipment or service and trouble reports which could be applicable to Colton Telephone Company. In the entire year of 2006 there were 229 trouble reports in the last category and an average of 1143 working access lines in any given month. At least 131 of these tickets were the direct result of trouble caused by multiple power outages. The remaining 98 tickets averages to 8.16 reports per month per 1143 access lines, or .71 reports per 100 lines. Colton Telephone feels that the number of trouble reports is insignificant enough that further research to determine the exact number would be over burdensome and would not provide any additional meaningful information to the Commission.

## **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 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.

Submitted as Attachment

### **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.

Submitted as Attachment

### **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.

Submitted as Attachment

AFFIDAVIT CERTIFYING USE OF UNIVERSAL SERVICE FUNDS

I, \_\_\_\_\_Peggy Turner\_\_\_\_\_, being of lawful age and duly sworn, on my oath, state that I am the \_\_\_\_\_General Manager\_\_\_\_\_ [an officer] of \_\_\_\_\_Colton 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 \_\_\_26\_\_\_ day of \_\_\_June\_\_\_, 2007.

\_\_\_\_\_Colton Telephone Company\_\_\_\_\_ (Company)

By: \_\_\_\_\_ (Name)

Its: \_\_\_\_\_General Manager\_\_\_\_\_ (Title)

SUBSCRIBED AND SWORN to before me this \_\_\_ \_\_\_ day of \_\_\_\_\_, 2007.

\_\_\_\_\_  
Notary public in and for the State of Oregon

My Commission Expires: \_\_\_\_\_



**Attachment 1 for Report #1 – Supported Services Offerings**

**1.1.B.**

	<b>Residential Service</b>	<b>Business Service</b>
1) Plan Name -	Residential 1 Party	Business 1 Party
2) Advertised Public Description	Local Service	Local Service
3) Local Minutes Included	Unlimited	Unlimited
4) Calling Area Included	Colton, OR Wire Center	Colton, OR Wire Center
5) Rates and Charges	\$14.25 + \$6.50 SLC and all applicable taxes/ government fees	\$28.40 + \$6.50 Single Line SLC or \$9.20 Multiple Line SLC and all applicable taxes/ government fees



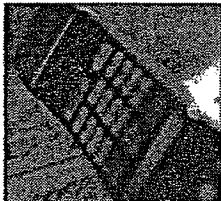


Telephone & Cable TV

"A Community Owned Cooperative Since 1912"

COMMUNITY • QUALITY SERVICE • VALUE

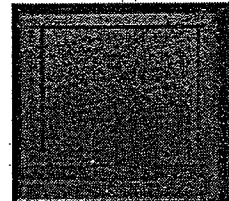
# Your local telecommunications center for all your home or business needs.



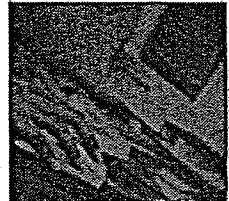
Long Distance



Local Service



Digital Cable



High Speed Internet & Dial-up Service

See our website at [www.colton.com](http://www.colton.com)



### ADDITIONAL FEATURES WE OFFER INCLUDE:

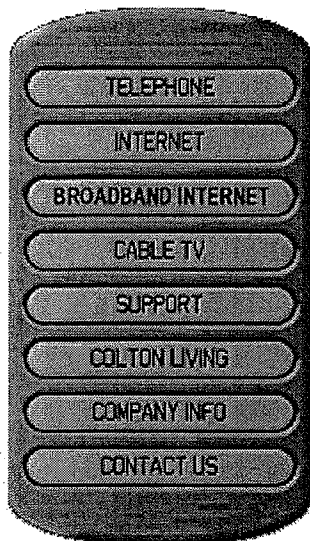
Caller ID • Voice Mail • Call Waiting • Call Forwarding  
3-Way Calling • Distinctive Ring • Automatic Call Back



20983 S. Hwy 211 • PO Box 68 • Colton, Oregon 97017

# 503-824-3211

## Taxes, Fees, & Surcharges Explained



- **Federal Tax** is 3% of all phone, and internet/DSL. It is also on any late penalties or fees.

- **State E-911** is \$0.75 per access line.

This surcharge, levied by your local government, funds the cost

of Providing emergency services communications systems in your community.

- **Federal Universal Service Charge (FUSC)** changes quarterly, but is currently at 9.7% of the

Access Charge, Interstate long distance on your phone and all Broadband Charges.

This charge recovers the amount Colton Telephone contributes to the Federal Universal Service

Fund. This fund helps keep local phone rates affordable for all Americans.

- **Oregon Universal Service Fund (OUSF)** is at 7.12% of all phone charges except the Access Charge

and the State E-911. It also applies to any Intra-State long distance calls.

This charge recovers the amount Colton Telephone contributes to the Oregon Universal Service Fund.

This fund helps keep basic exchange rates affordable.

- **Service Assistance Charge** also known as the **Residential Service Protection Fund**. This is at \$0.05 per access line.

This charge funds relay centers that help hearing- and speech- impaired customers to make and

receive calls. It also funds programs used to provide telecommunication services to disadvantaged or disabled customers at a reduced rate.

- **Access Charge** also known as the **Federal Access Charge** or **Subscriber Line Charge (SLC)**. This

is at \$6.50 for residential lines and one business line. If you have multi-business lines then the rate is at \$9.20.

This charge, allowed by the FCC (Federal Communications Commissions), covers part of the cost for providing access to and maintenance of the local network.

- **Local Service Residential 1 or Business 1 Charge**  
this is \$14.25 for residential access lines and \$28.40 for business access lines.

This charge covers some of the cost of providing basic dial tone service.

home • telephone • internet • broadband internet • cable tv • support • living • company info • local links • contact • site map

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AFFIDAVIT OF PUBLICATION

STATE OF OREGON )  
 ) SS  
COUNTY OF CLACKAMAS )

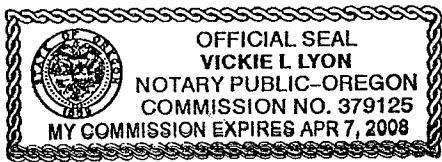
I, William D. Cassel, being first duly sworn, depose and say that I am the publisher of the MOLALLA PIONEER newspaper of general circulation as defined by ORS 193.010 and 193.020; printed and published at Molalla in the aforesaid county and state; that the COLTON TELEPHONE COMPANY printed copy of which is hereto annexed, was published in entire issue of said newspaper for 1 successive and consecutive week(s) in the following issue(s) July 15, 2006.

*William D. Cassel*

Subscribed and sworn to me this 15th day of July, 2006.

*Vickie Lyon*

Notary Public of Oregon  
My commission expires on April 7, 2008



**LEGAL ADVERTISING INVOICE**

Date of publication 7.15.06

Description Legal Notice

Amount of 6314<sup>00</sup>

Total Charge 54<sup>00</sup>

THE MOLALLA PIONEER  
P.O. Box 1108  
Canby, Oregon 97013  
266-6831

Our Number

Attachment 2B

**COLTON TELEPHONE COMPANY**

Colton Telephone Company is a quality telecommunications services provider who provides basic and enhanced services at reasonable rates within its service territory. Basic services are offered at the following rates: Monthly Service Charge, Single Party Residence Service, \$14.25; Single Party Business Service, \$28.40; Federal Subscriber Line Charge, Single Line, \$6.50; Directory Assistance, \$.08.

Touch Tone Service is provided as a part of local service rate. Toll Blocking Available at no charge for low-income customers that qualify. Emergency 911 Services. Surcharges for 911 services are assessed according to government assessments.

Low-income individuals eligible for Lifeline and Link Up telephone assistance programs may be eligible for discounts from these basic local service

charges through state specified telephone assistance plans. Basic services are offered to all consumers in the Colton Telephone Company service territories at the rates, terms and conditions specified in the Company's tariffs. If you have any questions regarding the Company's services, please call us at 503-824-3211, visit our website [www.colton.com](http://www.colton.com) or our business office at 20983 S. Highway 211, Colton, Oregon for further information regarding our services. Published in the Molalla Pioneer July 15, 2006.

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:

*2005 Estimated Income Requirements for a Household at or Below 135% of the Federal Poverty Guidelines*

Persons in Family Unit	48 Contiguous States and D.C.	Alaska	Hawaii
1	\$12,920	\$16,133	\$14,864
2	17,321	21,641	19,926
3	21,722	27,149	24,989
4	26,123	32,657	30,051
5	30,524	38,165	35,114
6	34,925	43,673	40,176
7	39,326	49,181	45,239
8	43,727	54,689	50,301
<i>For each additional person, add</i>	4,401	5,508	5,063

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

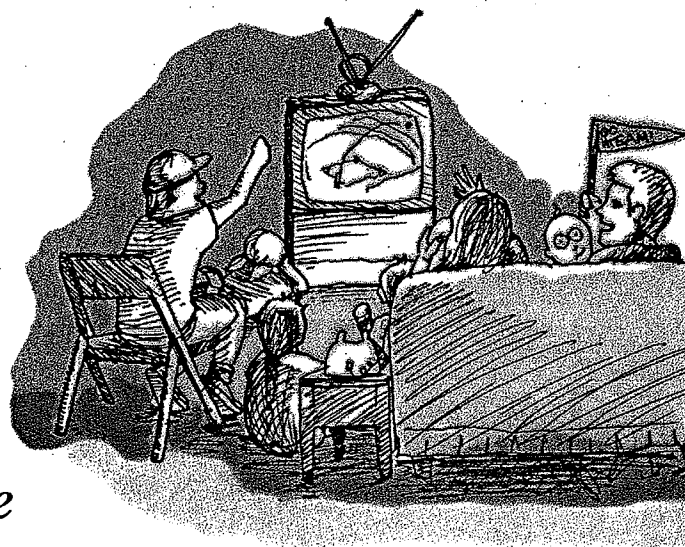
*How do I apply to receive Lifeline, Link Up and TLS support discounts?*

Contact your local telephone company. Consumers must apply for Lifeline, Link Up and TLS discounts through their local telephone company. The Universal Service Administrative Company's (USAC) web site contains state specific Lifeline contact information for many companies at [www.lifelinesupport.org](http://www.lifelinesupport.org). You also may call USAC toll free at 1-888-641-8722 with any questions about Lifeline, Link Up and TLS discounts.

AN IMPORTANT MESSAGE FROM YOUR  
COMMUNITY BASED TELECOM PROVIDER

AN IMPORTANT MESSAGE FROM YOUR  
COMMUNITY BASED TELECOM PROVIDER

**Yes,**  
*You Can Afford  
Telephone Service*





# 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

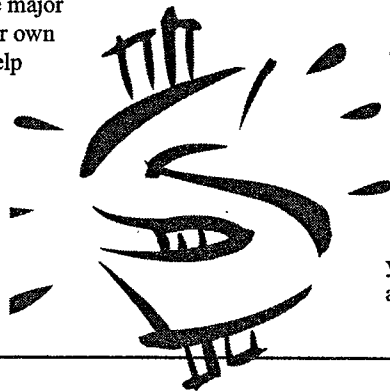
The utility may ask you to pay a deposit. If a deposit is required, you may have the right to pay it in several installments.

### 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 về:

សេចក្តីសង្ខេបស្តីពីសិទ្ធិនិងការទទួលខុសត្រូវគ្រប់យ៉ាងសំរាប់អ្នកប្រើប្រាស់មានសរសេរជាភាសាខ្មែរ សូមទាក់ទងខ្លួនលេខ:

มีบริการแปลสรุปสิทธิ และความรับผิดชอบของผู้ใช้บริการตามบัตรคำงานตีพิมพ์เป็นภาษาไทย โดยໃຫ້ທ່ານໂທອະສັບເອົານຳ:

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

# Residential Service Protection Fund

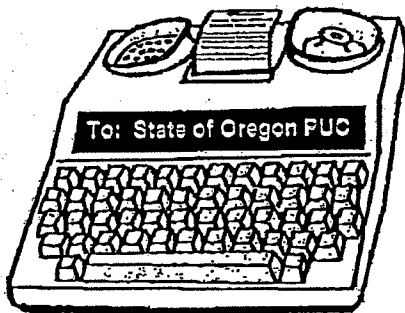
## Fact

## Sheet

### *Residential Service Protection Fund*

In 1987, the Oregon legislature passed a law that supports the state's public policy 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 Telecommunications 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 telecommunication devices such as a TTY (text telephone), visual signal, telebraille, remote-controlled speakerphone and amplified phones 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, special telecommunications devices that are designed to be used by a person whose only disability is blindness are not provided by TDAP.*

### *The Oregon Telecommunication Relay Service (OTRS)*

The Oregon Telecommunications Relay Service (OTRS) was implemented to allow those using special telecommunication devices 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 must 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. Although Oregon was already providing relay services, compliance with Federal Communications Commission (FCC) regulations occurred in 1992, and the relay service is operating very effectively.



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

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. This program is called the Oregon Telephone Assistance Program (OTAP).

Eligible customers receive a reduction in their monthly phone bill for as long as they qualify. The legislatively approved telecommunications service surcharge covers \$3.50 of the reduction, and the remainder is reimbursed by the Federal Communications Commission.

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 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.

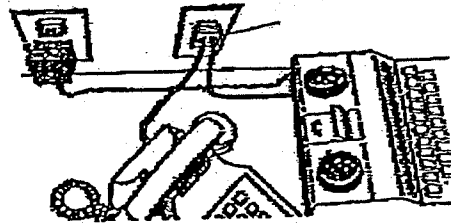
Customers are responsible for the other half, as well as providing a telephone and paying for any installation charges, deposits, unpaid phone bills, labor, service calls or other costs of acquiring phone service.

**Eligibility:** Individuals must meet the income guidelines and currently participate in an approved public assistance program to qualify for OTAP or 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 (503) 378-6962 in Salem. Correspondence may be sent to.



**Oregon Public Utility Commission**  
550 Capitol Street N.E., Suite 215  
Salem, Oregon 97301-2551

**How to get copies of the rules:** Copies of Oregon Administrative Rules 860-33-005 through 860-33-560 governing the Telecommunications Devices Access Program, the Oregon Telecommunications Relay Service, and Oregon Telephone Assistance program are available upon request.



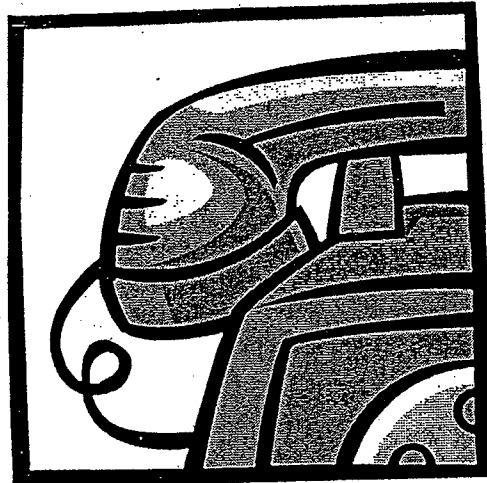
6-10402

Oregon Public Utility Commission, 550 Capitol St. NE., Salem, OR 97301-2551 503 378-8962;  
TTY users call through the Oregon Relay 1-800-735-2900. Agency Web site [puc.state.or.us](http://puc.state.or.us)

OPUC does not discriminate on the basis of race, color, national origin, gender, sexual orientation, religion, age or disability in employment or the provision of services.

Attachment 3B  
DR 7282

# Need Help?



If you are receiving any of the following:

---

- Food stamps *or*
  - Temporary Aid to Needy Families (TANF) *or*
  - Supplemental Security Income *or*
  - Medical program that determines eligibility at or below 135% of the Federal poverty level
- 

\*For a \$10.50, \$11.35 or \$12.00 per month reduction of your telephone bill....

Call **1-800-848-4442**

**1-800-648-3458** TTY (Text Telephone only)

Applicants receiving telephone service through a prepaid telephone service such as Ameritel, Reconex, or Telnet are not eligible.

**Public Utility Commission  
Oregon Telephone Assistance Program (OTAP)**

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\*Your reduction will depend on which phone company you subscribe to.

Attachment 3C On website and sent as bill insert.

AFFIDAVIT OF PUBLICATION

STATE OF OREGON )  
 ) SS  
COUNTY OF CLACKAMAS )

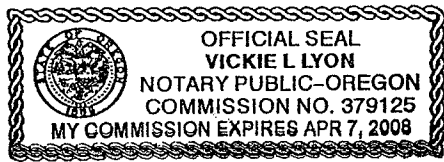
I, William D. Cassel, being first duly sworn, depose and say that I am the publisher of the MOLALLA PIONEER newspaper of general circulation as defined by ORS 193.010 and 193.020; printed and published at Molalla in the aforesaid county and state; that the COLTON TELEPHONE COMPANY printed copy of which is hereto annexed, was published in entire issue of said newspaper for 1 successive and consecutive week(s) in the following issues(s) July 15, 2006.

*William D. Cassel*

Subscribed and sworn to me this 15th day of July, 2006.

*Vickie Lyon*

Notary Public of Oregon  
My commission expires on April 7, 2008



**LEGAL ADVERTISING INVOICE**

Date of publication 7.15.06

Description Legal Notice

Amount of 63.40

Total Charge 54.00

THE MOLALLA PIONEER  
P.O. Box 1108  
Canby, Oregon 97013  
266-6831

Our Number \_\_\_\_\_

**COLTON TELEPHONE COMPANY**

Colton Telephone Company is a quality telecommunications services provider who provides basic and enhanced services at reasonable rates within its service territory. Basic services are offered at the following rates: Monthly Service Charge, Single Party Residence Service \$14.25; Single Party Business Service \$28.40; Federal Subscriber Line Charge, Single Line \$6.50; Directory Assistance, \$.08.

Touch Tone Service is provided as a part of local service rate. Toll Blocking Available at no charge for low-income customers that qualify. Emergency 911 Services. Surcharges for 911 services are assessed according to government assessments.

Low-income individuals eligible for Lifeline and Link Up telephone assistance programs may be eligible for discounts from these basic local service

charges through state specific telephone assistance plans.

Basic services are offered to all consumers in the Colton Telephone Company service territories at the rates, terms and conditions specified in the Company's tariff. If you have any questions regarding the Company's services, please call us at 503-824-3211, visit our website [www.colton.com](http://www.colton.com) or our business office at 20983 S. Highway 241, Colton, Oregon for further information regarding our services.

Published in the Molalla Pioneer July 15, 2006.



Community • Quality • Service • Value

April 20, 2007

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


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

Re: **Interstate Common Line Support - ICLS**  
Annual Certification Filing  
CC Docket No. 96-45

This is to certify that **Colton Telephone Company** will use its **Interstate Common Line Support** only for the provision, maintenance, and upgrading of facilities and service 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:

Company Name	State	Study Area Code
Colton Telephone Company	OR	532364

 Date: 4/20/2007  
[Signature of Authorized Representative]

Peggy S. Turner  
[Printed Name of Authorized Representative]

General Manager  
[Title of Authorized Representative]

Colton Telephone Company  
PO Box 68  
Colton, OR 97017  
503-824-3211

# COLTONTTEL

AFFIDAVIT CERTIFYING USE OF UNIVERSAL SERVICE FUNDS

Community • Quality • Service • Value

I, Peggy Turner, being of lawful age and duly sworn, on my oath, state that I am the General Manager [an officer] of Colton 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 26 day of June, 2007.

Colton Telephone Company (Company)

By: *Peggy Turner* (Name)

Its: General Manager (Title)

SUBSCRIBED AND SWORN to before me this 26 day of June, 2007.

*Stephanie N. Sauvageau*  
Notary public in and for the State of Oregon

My Commission Expires: 10-1-2008





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

Community • Quality • Service • Value

I, Peggy Turner, being of lawful age and duly sworn, on my oath, state that I am the General Manager [an officer] of Colton 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):

- X 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 26 day of June, 2007.

Colton Telephone Company (Company)

By: Peggy Turner (Name)

Its: General Manager (Title)

SUBSCRIBED AND SWORN to before me this 26 day of June, 2007.

Stephanie N. Sauvageau  
Notary public in and for the State of Oregon

My Commission Expires: 10-1-2008

