### **DOCKET NO. UM 1375**

# Required Cover Sheet for Submission of 2008 Annual ETC Recertification Reports

Filing Deadline: Tuesday, July 15, 2008

| Name of Eligible Telecommunications Carrier | : <u>Eagle Telephone System Inc.</u>                        |
|---|---|
| Filing date: July 8, 2008                   |   |
| Is this: Original submission? X OR          |   |
| Revised submission?                         | If revised, please identify which reports are being revised |
| Person to contact for questions:            | C   |
| Name: Rusti A. Lattin                       |   |
| Phone number: (541) 893-6111                |   |
| E-mail address: comco@eagletelephone.co     | om  |

<u>Filing instructions</u>: Please file reports under Docket No. UM 1375. File reports electronically via the PUC Filing Center; see the PUC website for instructions. <u>Also</u> send one original and 2 hard copies to the PUC Filing Center. If selected portions of reports, e.g., network improvement plans, are to receive confidential treatment, those portions should not be filed electronically. Hard copies of confidential material should be filed in accordance with confidential designation requirements described in OAR 860-011-0080. Regular delivery methods may be used to send all hard copy documents; overnight or express delivery is not necessary. 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.

### 2008 Annual Recertification Reports for ETCs in Oregon

Docket No. UM 1375

Report Formats to Satisfy Requirements of Order No. 06-292 for 2008

| Report #1 | Supported Services Offerings  1.1. Basic Local Usage Service Offerings – All ETCs  1.2. Comparable Local Usage Plan – CETCs only  1.3. Supported Services Not Provided – CETCs only  1.4. Equal Access Acknowledgement – CETCs only                            |
|-----------|--|
| Report #2 | Unfulfilled Service Requests  2.1. Unfulfilled Service Requests/Held Orders – All ETCs  2.2. Service Request Processing – CETCs only   |
| Report #3 | Evidence of Advertising for Basic Supported Services - All ETCs  |
| Report #4 | <u>Low-income Services</u> – <b>All ETCs</b> 4.1. Number of Lifeline Customers 4.2. Advertising of Low-income Program Service Offerings  |
| Report #5 | Outage Report – All ETCs   |
| Report #6 | <u>Trouble Report</u> – All ETCs   |
| Report #7 | Network Improvement Plan – CETCs only  |
| Report #8 | Special Commitments/Requirements – CETCs only  |
| Report #9 | <ul> <li><u>Certifications</u> – All ETCs</li> <li>9.1. IAS or ICLS Certification Copy – All ETCs Receiving IAS or ICLS</li> <li>9.2. Certification of Use of Universal Service Funds – All ETCs Receiving Traditional High-Cost Support (HCL, LSS)</li> </ul> |
|           | 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 6 | either | Α. | or | В. | below, | as a | p | plical | ole: |
|----------|--------|----|----|----|--------|------|---|--------|------|
|          |        |    |    |    |        |      |   |        |      |

| A Basic local usage service offerings are filed under tariff with the Oregor The specific tariff references (with <i>company name, tariff number, section page numbers</i> ) for the basic local usage offerings and corresponding rat 1. residence: |  |  |  |  |
|--|--|--|--|--|
|  | 2. business:   |  |  |  |
| B. <u>X</u>  | Basic local usage service offerings are <b>not</b> 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. <i>See Attachment #1-B</i> |  |  |  |
| 1.2. C   | Comparable Local Usage Plan – CETCs only   |  |  |  |
|  | arrier certifies that it offers at least one basic local usage plan that is comparable to offered by the ILECs in its designated service area: yes no  |  |  |  |
|  | y which of the plans in 1.1.B above are "comparable" to the ILEC local usage gs, and explain the basis for the comparability.  |  |  |  |
|  |  |  |  |  |
| 1.3. S   | upported Services Not Provided – CETCs only  |  |  |  |
| provid<br>incom  | by any supported services that were not available at designation, but were to be ed as a condition of ETC designation (e.g., toll restriction for qualifying lower consumers, E911):   |  |  |  |
|  | ese services provided currently? yes no<br>explain why not:  |  |  |  |
| 1.4. E   | qual Access Acknowledgement – CETCs only   |  |  |  |
|  | arrier acknowledges that it may be required to provide equal access if it is the only using 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 2007. 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 2007. 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 2007: O

    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 2007: \_\_\_\_\_.
    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 2007 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 2007.

See Attachment #3: Eagle Telephone System Inc.; advertises annually in the Hells Canyon Journal as well as maintaining display ads in the Richland – Halfway telephone exchange phone book.

### 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 2007 in t  | the designated service   | area: <u>7</u>                               |
|                     |                          |  |
|                     | <b>CETCs only</b> - also | list counts by ILEC service area as follows: |
|                     |                          | •  |
|                     | ILEC Svc Area            | No. of Lifeline customers                    |
|                     |                          |  |
|                     |                          | <del></del>                                  |
|                     |                          |  |
|                     |                          | <del></del>                                  |
|                     | <del></del>              |  |
|                     | <del></del>              |  |
|                     |                          |  |
|                     |                          |  |

### 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 2007, noting media (newspaper name, radio station, bill inserts, internet postings, etc.), run/distribution dates, and geographic coverage area.

See attachment #4: Eagle Telephone System Inc.; advertises it's low income programs in both the Hells Canyon Journal and the Richland – Halfway exchange phone book annually.

## Report #5 - Outage Report - All ETCs

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

| A. <u>X</u> | 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( for large telecom utilities, and 860-032-0012(9) for competitive telecom providers) to the Oregon PUC during year 2007. No additional submission is required for recertification purposes. |  |  |  |  |
|-------------|--|--|--|--|--|
| В           | Rules at<br>for large<br>provider  | was <i>not</i> required to report service outages (as defined in Oregon PUC t Sections 860-034-0390(9) for small telecom utilities, 860-023-0055(9) te telecom utilities, and 860-032-0012(9) for competitive telecom rs) to the Oregon PUC during year 2007. Select #1 (wireline carriers) vireless carriers) below.                            |  |  |  |
|             | 1  | The number of service outages, as defined in Oregon PUC rules, that occurred during calendar year 2007 was   |  |  |  |
|             |  | If the number was greater than zero, attach a report that lists for each such outage the following: the date and time of onset, a brief description of the outage and its resolution, the particular services affected, the geographic areas affected, steps taken to prevent a similar future occurrence, and the number of customers affected. |  |  |  |
|             | 2  | The number of service outages, as defined in FCC rules at 47 CFR Section 54.209(a)(2), that occurred during calendar year 2007 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 <u>either A. or B. below</u>, as appropriate:

| A. X Trouble reports were filed with the Oregon PUC service quality rules. No ad recertification purposes.   | _                       | •                      |
|--|-------------------------|------------------------|
| B Trouble reports were <b>not</b> filed w. In this case, choose <b>one</b> of the following a  | <u> </u>                | ng calendar year 2007. |
| 1 The average monthly named to the suppose the suppose of the suppose the suppose that the suppose the suppo |                         |                        |
| Trouble Type   | Switch A (location)     | Switch B (location)    |
| No service   |                         |                        |
| Network busy   |                         |                        |
| Interruption of service  | X_                      |                        |
| Poor reception   |                         |                        |
| 2. X The average monthly no Section 860-034-0390 (5) of the received during calendar year 2 lines.   | e Oregon PUC rules, per | 100 access lines,      |

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

Per Docket No. UM 1217, Order No. 06-292, competitive ETCs (CETCs) must file network improvement plans annually for recertification purposes. Appendix A of the order details the information that must be included in such plans. Only CETCs must file these plans for annual recertification purposes; ILECs are not required to file such plans. CETCs that receive *only* low-income program support (no high-cost or access-related support) do not have to file network improvement plans. CETCs are strongly encouraged to use the template in the attached Excel worksheets for their network improvement plans. This template incorporates all the items of information required by the order.

## 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 2008. *See Attachment #9; Copy of ICLS Certification for 2008* 

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

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. *Attached* 

## 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. *Attached* 

## AFFIDAVIT CERTIFYING USE OF UNIVERSAL SERVICE FUNDS

| I, Mike Lattin being of lawful age and duly sworn, on my oath, state that I am the  |
|---|
| <u>Vice President</u> [an officer] of:  |
| Eagle Telephone System, Inc. ("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 day of, 2008.  |
| Eagle Telephone System Inc. (Company)   |
| By: (Name)  |
| Its: (Title)  |
| SUBSCRIBED AND SWORN to before me this day of, 2008.  |
| Notary public in and for the State of Oregon  |
| My Commission Expires:  |

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

I, <u>Mike Lattin</u>, being of lawful age and duly sworn, on my oath, state that I am the: <u>Vice President [an officer]</u> of:

<u>Eagle Telephone System Inc.("Company"</u>) 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):  Order No. 06-292): |
|---|
| ATED this day of, 2008.  gle Telephone System Inc. (Company)  |
|   |
| 7: (Name)   |
| : (Title)   |
| JBSCRIBED AND SWORN to before me this day of, 2008.   |
| otary public in and for the State of Oregon   |
| y Commission Expires:   |



P.O. BOX 178 RICHLAND, OR 97870 (541) 893-6111

July 8, 2008

Re: Report #1 – B

Eagle Telephone System Inc. provides unlimited basic residential and business

voice grade service.

Advertised: Residential Local Service Number of local minutes: Unlimited Calling Area: Richland Exchange

Rates:

Residential \$11.60 Business \$16.95

Note: these rates reflect only the basic rates that Eagle imposes on service.

### CONSUMER RIGHTS AND RESPONSIBILITIES

If some amplicing for service or have resident of the anguiday company in Origina, produce common lights and addigations. Estimating to a territorial following and addigations proposed by the Common Tourism Devices. Devices of the builder to the Common Tourism Tourism data which have apply duly to execution, actually the related growth for the execution regulated by the CCC.

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- DEPOSITS: The utility may ask your to pay: deposit [3] deposit is required, you have the right to pay it in second notes marks.
- \*THIRD4PARTY-NOTICES You have the option to ask that another person receive your bills and notices if, for some reason, you are a able to receive or undersund these bills and notices. Also, you may ask your in it you may ask your if it you may ask your in it you may ask your.
- FINANCIAL ASSISTANCE Several programs provide financial help, Impending or your one macross. The non-turbule beergy Assistance Physican (LEAP) provides movey or qualified customers who used help with winter heating fells. Also, the polyor secreptability along their own financial essentiate programs to help their customers. The Corpson Telephone Assistance Program (GTAP) provides reduced phase his lefer qualified town regote customers. The Link-Up Annaira grogram provides financial help with telephone service installs from charges from played persons.
- DISCONNECTION METHORS Before a utility company can dispendent your service, the company anatomisty you.
   Electric and yet comprehension required to give your £15-day assists, another notice 5 days before disconnection, and must my to consent you the day disconnection to which ed. Jelephone and water unlikes, must provide written outlook at least 5 days before service is disconnected.
- MEDICAL CERTIFICATES Flyou or a member of your timily has a retriet bookin problem and your antity so that
  is threatened who may obtain a modical certificate town your dector in offer modical professional who provides who
  fearth core. A modical certificate will proven immediate disconnection of your service on require your mility or allow
  you to set up a taytaent than to pay any eventue will. (Modical certificates do not apply to water all littles.)
- PAYMENT PLANS: You may take advantage of one of several special payment uptows draigned to make a current
  pay your electricity or matural payment if it is. You may pay your bills on an equal-payment plan which will special our
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  item is to on off your service, you may also enter in the year's squarement to pay the overcore associatives a period of
  the.
- LATE CHARGES Catomers are responsible for paying men of mly fulls on one. Links centained constrained constrained for may add 2 late sayment charge to balls not past on time.
- TELEPHINE ESOLACITATION Several laws and rules protect telephone anatomers quainst unwanted pinne calls
  from presents or comparies trying to sell products or varviews. Troops out of telephone additional comparisons, and the National
  Do Not Call Region 5 1-858-352 (192).
- BROGELVENG DISPLITES If you have a dispute with your mixty company that is, agreed only contacting the company, the PUC's Coccurrer Services Division is eval, able to help you. You may contact the PUC's by realing outface 1, 800, 522-24/4.
- CONSUMER ORGANIZATIONS If you wish to contact one of sourceal organizations which other term to consumers,
  the PCC Consumer Services Division maintains a list of organizations and how to consent them. That list is available
  by calling the source off that number, 1-500-522-2-64.

Eyes four post on a local cry of the realism described in release only, please content year local value company to the PC Content has confirmed by a form the real transfer by the strongs in attance to be injurious to be place. Which are the "MC on present in the special strongs of persons which in the special splink for other crysts of the strongs of persons which in the special splink. In others crysts, the sense of which the special participal inspirate.

Front Cover Picture: Halfway Valley Hautu. Published by Nice Book Puralishing LLC, 1901 Madican Ave. La Grando, CR. EDD GRin, Rum Book Publishing LLC, Alingate received.

| Page 6 WHITNAH CALVIN & EMMA        | Karp Jali Spring 2000 |
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### RURAL UTILITY SERVICE (RLS)

Eagle Telephone System, Inc. is the decipient of Federal Emercial assistance for on the Ronal Dirity Service, an agency of the U.S. Department of Agriculture and is subject to the provisions of Title VII of the Civil Rights Agrical 1964, as amended, Sentian 504 of the Rehabilitation Agriculture Agriculture and is subject to the provisions of Title VII of the Agriculture Agriculture which provide that no person in the United States on the basis of race, order, stational origin, age or handsop shall be exemided from pure equation as, accounts on a secess to, denied the benchman, or otherwise be subjected to discrimination under any of the organization's programs or activities.

The person responsible for coordinating the organization's non-discrimination compliance efforts is Michael L. Luttin, Manager. Any individual, or specific class of individuals, who leads that this organization has subjected them to discrimination may obtain further information above the statutes and regulations ligher above from anchor file a written complaint with this organization; or the Secretary, U.S. Department of Agriculture, Washington, D.C. 20250; or the Administrator, Rural Utility Service, Washington, D.C. 20250. Complaints must be filed with a 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.

## The following features are available at Eagle Telephone System, inc. Please call 893-6111 for more information.

#### Voice Messaging

- A. To set number of rings for voice mail, dial \*32. As you hear beeps (sounds like busy signal) enter the number of rings that you want your phone to pick up on. Keep in mind that the caller will hear one more ring than you hear, so if you want them to hear four rings, set for three, ect, and then enter 893-6980.
- B. To cancel number of rings and to change number of rings, dial \*93. Wait for a few minutes and repeat steps for setting number of rings.
- Follow voice prompts and enter 0000 for personal identification numbers the first time through. Enter your personal choice the second time it is required.
- D To retrieve voice messages, dial 893-3960 Press # when your greeting starts or any-time during your greeting. Follow voice prompts. Input four digit personal code. Prose 1 to retrieve and after listening to message press either 1 to save or 3 to erase.
- E. Press 4 for personal options to make changes.

To change pin number:

To change name

To change greeting

- F. To set for busy forward to voicemail, dial \*90. Enter 893-6580
- G. To retrieve messages from home phone what away, diet 893-6980 (in local area) or 1 641-893-6980 (if long diatance)
  - Enter user box number, which is your home phone number.
  - Upon hearing your own greeting on your voice mail begin, press # sign.
  - 3. Enter I.D. number.
  - 4. Follow voice prompts

### Call Forwarding

To forward calls, listen for dial tone, press 172 and number you want calls forwarded to lift someone answers, call forwarding is activated. If no one answers, follow the above procedure again and call forwarding will be activated.

To cancel call fowarding, listen for dial tone and press \*75.

#### Call Waiting

To cancel call waiting, press \*70 before making call.

### Rural: Utility: Service - 17-20 // (RUS)

Eagle Telephone System, Inc. of femologie in Private International State III. Department of Agriculture, and its subject to the providers of Tale VIII of the CVIII State of 1964 or promoted. Seekley 5.14 of the Rehabilitation Act of 1973 as amended, this Agriculture III of the CVIII of amended, and the rates are regulations of the III. Department of Agriculture, which provide that no person in the III the States, on the basis of man, to any maninoid origin, ago, on throughout the III. Seekles being provided in its original or coases to, danked the baselist of, or otherwise be subjected to place in incline amount of this arganization programs or cateful is a

I've person respervible for coordinating this equation is more consistent to compliance of the S. Mahael L. Letter, manager, Amy individual (in special class of individuals who feels that this organization has subjected them to distribute to may absent is the risk mention about the abstraction regulations lated above from an about the awater complaint with this arganization; or the Soundary, T.S. Department of Agriculture, Machingson, D.C., 532 %, or the Admirishment, Recall Unity Service, Westington, D.C., 20250, Complaints and the filed within 130 days often the alleged Distribution for Confidentiality will be reclinicated to this each of social consistency.

EAGLE TELEPHONE System, INC.



### Public Notice of Basic Telephone Service Available from Eagle Telephone System, Inc.

Engle Telephone System, led is designated as an Highble Telephone System, led in designated as a Highble Telephone Communications Communication Communications Communications and the Chaptan Pytholic Utility Communication. Not been been offering quality, reliable telephone service that 1975, and not be from look common to a fundamental a quantification will be a fundamental and the communication of previous High.

Bost service from Edgle Telephone System, inc. includes:

- Single portyserate (unbruted).
- Touch-tone service.
- Value-grade grass to the public pyrithed petwork.
- Across to emergency services (fix aiding 911 and enhanced 911).
- Acousts spends rander, into exchange content, and directory are stones.

Eagle Telephone System, no is proud to affect on knowing and in use over the car coming territory. Can saw for residential back stands is 511.40 stands, and our rate for hasiness back so vice as 516.95 meaning. Low-income tadhiduals may be objectly for fulfille out 1 tide-By telephone assistance programs, which provide discounts from these back rates. Also need table to Uteline association in the little of the case of the

Byon barroany questions, or would (for to become a segment of Engle Telephone System, Inc., places control to at 541-833-61111 or visit our business office at 245 First Street, Richland, Origina

A message from **Q**Eagle Telephone System, Inc.
541-893-618.

### CONSUMER RIGHTS AND RESPONSIBILITIES

A year over 4 p.P. fring for no state or have sension with more within company. In Occasion, year to necession signal weak-briggerious. It of heavy to a community of them of the makes and of the Public Communities.

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- DEPOSITS: The whiley may ask you to pay a deposit. If a deposit is required, you have the light to pay it in several last a loan's.
- TITIKH BARTY-NOTICES You have the option in ask that methor person secreive your bifle and notices if for some means, you are mobile to receive or understand those bifle and notices. Also, you may ask your addity company to the interpolation on the one in another language. If you do not order and togetsh
- FINANCIAL ASSISTANCE: Several programs provide threndal beign depending on your courts array. The Low-Indower Energy Assurance Program (LEAF) provides transpace to conflict destroners who must be positive inverting bills. Also, the major energy utility countained have their own financial assistance programs to help their one course. The Depthia Telephia is Assistance Program (OTAP) provides reducing plane builts for a worder law income existence. The Line Up America program provides financial only with relighing provides the distribution charges for qualified persons.
- DISCONNECTION NOTTICES Before a utility Scriptury can described your service. The company must rotify you.
   Execute and year on agents are reprised to give you a 15-day notice, another retire. Stdays before disconnection, and must myto course, you the day disconnection is arriven set. Telephone and water utilities must provide water across at least 5 cays before service is disconnected.
- MEDICAL CERTIFICATES if you are combet of your lamity has a serious health problem and you as if types of as its directional, you may obtain a medical confidence more your doctor or other readinal provincious, who provides your teach core. A medical confidence will growent immediate discouncement of your service and regain your willing to above you to set up a payment plan to pay any aventuabilit. (Medical profit cases do not apply to water affilies.)
- PAVMENT PLANS: You may take advantage of one also the special payment reprints content to make a content
  for your districtly or natural gas utility hills. You may pay your falls on an equal-payment plan which will spread our
  your payments now the year. If you are think to pay your electricity or gas hills for a far relief of time and your relief
  intends to out of more strokes, you may also must little 1 special agreement to may the possible module over a period of
  time.
- LATE CHARGES Customers are responsible for paying their utility bills on time. Lader certain eiter metanges milities may add a last payment aborpt to talls not past on time.
- TREEPRONESON (CITATION Several laws and rules protect templane ensources against newanted paone cells
  from persons on companies trying to sell products or services, 'To opticit of religious solicitations, call the National
  Do Net Call Regionry 1-888-382-0222.
- MESCH, VING DISPLITES If you have a dispute with your at the company tage is not resolved by contacting the
  company, the PUC's Contamer Services Division is available to help you. You may contact the 2001 by calling tollfree 1800 322 2404.
- CONSA MER ORGANIZATIONS If you wish to contact one of serveral organizations which offer help is consumers,
  the PCC Cohearner Services Division malaroins a lig. of organizations and how to a most the m. Than lightly available
  by calling the same full for reprises, 1-800-522-2404.

Hyra hive pure one from why of the mater-describation internation, plants well is your been, as any company or the PCC manner Service. Or mean Hyra do not speak Bugish please by the wange in not much to animate man, being you. While will be much the PCC and was ting to you in law he of persons who do not speak Bugish, the officers may remove assection and block of proven who do not speak Bugish, the officers may remove assection and block of the provents in page.

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| Whitnah Calvin & Emma     | 395-8908 |
|---------------------------|----------|
| Mhitnah Tyromera          | 396-5883 |
| Whitnah Warrer            | 393-6012 |
| WIDEYE COTFEE ROASTING    | 742-7627 |
| WIL HOWE RANCH            | 336-5533 |
| Williams Bill             | 393-8200 |
| Williams Dec              | 955 8635 |
| Williams Opal             | 993-5365 |
| Wiscr James               | 393-5823 |
| Wilson Kingsley & Rebecca | 993-3229 |
| Wiscr Ray & Karen         | 993-6121 |
| Wlace Wayne & Clorie      | 923-3235 |
| WINDY RIDGE RANCH         | 955 8012 |
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| Zecia: Sd & Ema           | 883-6970 |
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#### RURAL UTILITY SERVICE (RUS)

Fugle Telephone System, inc. is the recipient of Fest and financial assistance in on the Rinal Julii 3 Service, an agency of the U.S. Department of Agriculture and is subject to the provisions of Title VII of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Disfirmmation Act of 1975, as amended, and the rules and regulations of the U.S. Department of Agriculture which provide that no person in the United States on the basis of race, color, national origin, age or handicup shall be excluded from participation in, admission or access to, denied the benefits of, or otherwise he subjected to discrimination as kelleng of the regulation is programs or activities.

The person responsible for coordinating the organization is non-discrimination compliance efforts is Michael L. Lattin, Manager. Any lad vicual, or specific class or individuals, who feels that this organization has subjected there is discrimination may obtain further information about the statutes and regulations listed above from and/or file a writter, complaint with this organization; or the Secretary, U.S. Department of Agriculture, Woshington, D.C. 20250, or the Administratic, Sure IU (filey Service, Washington, D.C. 20250. Complaints must be filed within 180 days after the alleged discrimination. Confident ality will be maintained to the extent possible.

## The following features are available at Eagle Telephone System, Inc. Please call 893-6111 for more information.

#### Voice Messaging

- A. To set number of rings for voice mail, dial "92. As you hoor boops (sounds like busy signal) enter the number of rings that you want your phone to bick up on. Keep in mind that the caller will hear one more ring than you hear, so if you want them to hear four rings, sat for three, ect. and then enter 893-6980.
- B. To cancel number of rings and to change number of rings, dial \*93. Wait for a few minutes and repeat steps for setting number of rings.
- Follow voice prompts and enter 0000 for personal identification numbers the first time through. Enter your personal choice the second time it is required.
- D. To retrieve voice messages, dial 893-5980. Press # when your greating starts or any-time during your greeting. Follow voice prompts. Input four digit personal code.
  Press 1 to reviewe and after listening to message press either 1 to save or 3 to erase.
- E. Press 4 for personal options to make changes.
  - To change pin number
  - To ocange name.
  - To change greating
- F. To set for busy forward to volcemail, dial \*90. Enter 893-8680
- G. To'retrieve messages from home phone when away, diai 893-6980 (in local area) or 1 541 693-6980 (if long distance)
  - Enter user box number, which is your home phone number.
  - 2. Upon hearing your own greeting on your voice mail begin, press # sign.
  - 3. Enter I.C. number
  - 4. Follow voice prompts.

### Call Forwarding

To forward calls, sisten for diel tone, press \*72 and number you want calls forwarded to lift someone answers, call forwarding is activated. If no one answers, follow the above procedure again and call forwarding will be activated.

To cancel call fewarding, listen for dial lone and press \*7%.

### Call Walting

To cancel call waiting, press \*70 before making call.

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### Rural Utility Service (RUS)

Existed why to resist any limit it is emigrant of Frederich Industrials stated from the U.S. Department of Agrica tore, and is subject to the provisions of Talle VIII of the CVI lights Act of 1994 as anweaked, betten 504 of the Rehabilitation Act of 1995 as an ended, and the national regularization of 1995 as a manded, and the national regularization of the U.S. Department of Agrical art, which provide that the part of the U.S. Department of the Vivi, color, retained segies, age, or market, as will be excluded from contribution to, consistent or asset or, derived the benefits of, and fraveleness as the lightest to distribution to the organization of another organization of artistics.

The person responsible for coordinating this crycinization's new-distribution sampliance effects (Michael L. Latin, manages Anythdrafoul, as specific class of individuals, as specific class of individuals, as specific responsibilities and regardinated distribution and other information obsert the statutes and regardinated classes from another file a value as reported with this appendation; or the Searney, U.S. Department of distribution, Weshington, X.C., 2025C. Complaints meet be filed within 180 cays offer the a legal II activation. Confidentially will be resistant to five extent possible.

EAGLE TELEPHONE SYSTEM, INC.



### Public Notice of Basic Telephone Service Available from Eagle Telephone System, Inc.

Eagle Telephone Sigte in Inc. is designated as an Eliphic Telephonemusication. Carrier by incesting the guidal resident Foreign and Province Contraction and the Overgon Public Unity Commission. We have been a hering quality, reliable telephone services in a 1973, and realized not back service to disadgments appear of swenting the Contraction.

Bus assentos from Englis Tejlephone System, Inc. tadiudes::

- Single party service (unimated)
- Touch done service
- . Value-grade swam to the public switched nativork
- Assess to emergency services (including 911 and or harded 911).
- Accesso aparetracers as:, inter-exchange content, and all extensions

Eagle Telephone System, inc. is proud to after basic service to illustrate is in our coving territory. Our rate for residential basic service is \$11.90 monthly, and our note for hardness basic service is \$16.75 meets p. Low income inchitiable may be eligible for tile her and turn-tilly to upher a continuous programs, which appears of discounts from these positions. Also evaluate to Utelline customers to oil blooking, which has customers a selection of long-circlesses calls have or sharing.

If you have any questions, or would like to become a restainer of Eagle Telephone System, Inc., please winton as at \$4'-693-6111 or with our business office at 340' first Street Richland, Oregon.

A mestege from: in Easte Telephone System, Inc.

541-893-6111

### INTERSTATE COMMON LINE SUPPORT (ICLS)

2008 - 2009

| Cats   | 6/1G/2CC8   |   | 1010                           |  |
|--|---|---|--------------------------------|--|
| Τα   | Meriene n. Dortch<br>Office of Scoretary<br>Federal Communications Commussion<br>446 - 12th Street, SW<br>Washington, DO 20864                              |   | ICLS                           |  |
|  | Karen Majcher<br>Vice President - High Cost and Low Inc:<br>Universal Service Administrative Combo<br>2000 L Street, NAV, Suite 200<br>Washington, DC 20000 |   | E. FILE COPY                   |  |
| Ke:  | OC Jocket No. 36-45<br>Interstate Common Line Suppo<br>Annual Certification Filing  | ort - ICLS                                      |                                |  |
| will use to  | erify that <u>FAGLE TELE=HONE SYST</u><br>INTERSTATE COMMON LINE SUPPOR<br>sing of facilities and services for which th                                     | RT - ICLS only for the provi-                   | sion, maintenance              |  |
| 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  |                                |  |
|  | Your Company Name EAGLE TELEPHONE SYSTEM, NO.   | State<br>OREGON                                 | Your Bludy Area Code<br>623309 |  |
|  | (If necessary, attach a separ   | rate lst of edicitional stricy a                | reas and check this box )      |  |
| Signed,<br>(Signature  | ill necessary, attach a sepa<br>at Authorizon Representative]   | rate 1st of additional study a  Date: 6:10/2000 |                                |  |
| (Signature   | at Authorizon Representative]   |   |                                |  |
| (Signature MIKEL L. (Printed N   | at Authorizon Representative]   |   |                                |  |

USAC

### AFFIDAVIT CERTIFYING USE OF UNIVERSAL SERVICE FUNDS

| I, Mike Lattin being of lewise age and duly sworn, on my path, state that i am the Vice President [an officer] of   |
|---|
| Eag.c Telephone System. Inc. ("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 upgrafing 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 coder 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 for h 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 wrean areas. |
| DATED this \$\frac{\ell^{1/2}}{2}\] day of \$\int_{\text{left-1}}\$. 2008.  Eagle Telephone System Inc. (Company)   |
| By: (Name)  |
| hs: (Tirle)   |
| SUBSCRIBED AND SWORN to before me this $\frac{8^{-12}}{2}$ day of Surley. 2008.   |
| Rotary public in and for the State of Oregon  |
| My Commission Expires: 6//1/2007  OFFICIAL SEA.  CILLA WARNER SLY  AUTHER AUGUSTESIA  |

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

I. <u>Mike Lemin</u>, being of lawful age and duly sween, on my cath, state that I am that Vice Prevident. [an officer] of:

Eagle Telephone System Inc. ("Company") and that I am authorized to execute this Affidavit an behalf of the Company, and the facts set forth in this Affidavit are true to the best of my longweighted, information and belief

The Company hereby certifies to the Public Utility Commission of Oregon, pursuant to the requirements of Commission Order No. 36-292, that it:

| 1) is able to remain functional in emergencies, and, 2) complies with service quality and consumer protection measures in (check cae):  X applicable Oregon Commission rules, or the CTIA Consumer Code for Wireless Curriers, or other (describe and explain conformance with requirements of Order No. 06-292): |
|---|
|   |
| DATED this 9 day of J. l., 2003   |
| Eagle Telephone System Inc. (Company)   |
| By: (Name)  |
| Its: $\underline{V}, \hat{P}, \underline{Q}_{2}, \mathcal{L}_{2}, \mathcal{D}_{1}$ . (Title)  |
| SUBSCRIBED AND SWORN to before me this, day of, 2008.   |
| Candley & Roberts- Natary public in and for the State of Oregon   |
| My Commission Expires. <u>NOV. 9,360 §</u>  |
| CANDACE L. ROBERTS NOTAMINIOLOCORESON COMMISSION NO. 385741 IN COMMISSION POR SIGNATURE DOTS  |