

FCC FORM 481 (July 2017), Line 510
Descriptive Document for Service Quality Standards &
Consumer Protection Rules Compliance
Per Instructions for Completing FCC Form 481

This document details the processes and procedures that Western Wahkiakum County Telephone Company (the "Company") follows to ensure compliance with service quality standards and consumer protection rules as set forth in the Instructions for completing FCC Form 481. It applies with respect to both the Company's voice telephone service and the Company's broadband service.

For service quality standards that relate to plant issues, the Company engineers and installs its plant and other facilities in such a way as to ensure, to the greatest extent possible, compliance with service quality standards that exist at the time the plant and facilities are constructed. Plant is augmented, upgraded and/or reconfigured as needed.

In addition, Company employees are periodically trained and reviewed on issues involving service quality standards and consumer protection rules, including Identity Theft Prevention (Red Flag) and Consumer Propriety Network Information (CPNI) rules. In particular, if any set of issues appears to be prevalent, employees are given additional training on how to handle such issues.

The Company also periodically reviews its operating procedures to be sure that those operating procedures are in compliance with service quality standards and that the operating procedures are not in violation of consumer protection rules. If questions arise, legal counsel is sought as needed.

If a complaint pertaining to the Company's compliance with service quality standards or consumer protection rules is received by the Company, the complaint is promptly investigated, the matter tracked and any corrective action noted. This process ensures that issues involved in the matter are addressed and corrections made, if needed. It should be noted that the Company has received no customer complaints in the past six years regarding service quality standards or consumer protection rules as they relate to the service offered by the Company other than call completion issues, which are not caused by the Company.