

June 30, 2015

**VIA ELECTRONIC FILING SYSTEM**

Washington Utilities & Transportation Commission  
1300 S. Evergreen Park Drive SW  
Olympia, WA 98504-7250

RE: **FCC Form 481 Confidential Financial Information Subject to Washington Code  
480-07-160**

Pend Oreille Telephone Company, a privately-held rate of return carrier receiving high cost support, has electronically submitted FCC Form 481 to the Commission with redacted financial data and confidential information compliance with 47 C.F.R. §§ 54.313 and 54.422. Pend Oreille Telephone also files its copies with the Washington Utilities & Transportation Commission and requests that this filing be treated confidentially.

Please feel free to contact me with any questions regarding this particular matter.

Sincerely,



Eric N. Votaw, Senior Manager for  
Moss Adams LLP

Enclosures

**REDACTED- FOR PUBLIC INSPECTION**

June 30, 2015

**VIA OVERNIGHT DELIVERY**

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 12<sup>th</sup> Street, S.W.  
Washington, DC 20554

RE: **Confidential Financial Information Subject to Protective Order in WC Docket Nos. 14-58, 10-90, 07-135, 05-337, 03-109, CC Docket Nos. 01-92, 96-45, GN Docket No. 09-51, WT Docket No. 10-208, Before the Federal Communications Commission**

Dear Ms. Dortch:

Pend Oreille Telephone Company, a privately-held rate of return carrier receiving high cost support, has electronically submitted FCC Form 481 to the Commission with redacted financial data, in compliance with 47 C.F.R. §§ 54.313 and 54.422

As specified in the Protective Order issued on November 16, 2012 by the Commission, two copies of the redacted confidential information are being filed simultaneously with the non-redacted confidential information. The redacted information for this filing and each page of the file where confidential information has been omitted is marked "REDACTED - FOR PUBLIC INSPECTION"

Please feel free to contact me with any questions regarding this particular matter.

Sincerely,



Eric N. Votaw, Senior Manager for  
Moss Adams LLP

Enclosures

cc Mr. Charles Tyler, FCC Telecommunications Access Policy Division

**FCC Form 481 - Carrier Annual Reporting  
Data Collection Form**

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010> Study Area Code	522418
<015> Study Area Name	PEND OREILLE TEL.
<020> Program Year	2016
<030> Contact Name: Person USAC should contact with questions about this data	Susan Case
<035> Contact Telephone Number: Number of the person identified in data line <030>	2083362614 ext.
<039> Contact Email Address: Email of the person identified in data line <030>	susan.case@ruraltel.org

<b>ANNUAL REPORTING FOR ALL CARRIERS</b>	<b>54.313</b>	<b>54.422</b>
	<b>Completion Required</b>	<b>Completion Required</b>

			(check box when complete)	
<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<210> <input checked="" type="checkbox"/> <-- check box if no outages to report		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<300> Unfulfilled Service Requests (voice)	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<310> Detail on Attempts (voice)	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> (attach descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
<320> Unfulfilled Service Requests (broadband)	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<330> Detail on Attempts (broadband)	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> (attach descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
<400> Number of Complaints per 1,000 customers (voice)				
<410> Fixed	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<420> Mobile	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<430> Number of Complaints per 1,000 customers (broadband)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<440> Fixed	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<450> Mobile	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<510> <div style="border: 1px solid black; padding: 2px;">522418WA510.pdf</div>	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<600> Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<610> <div style="border: 1px solid black; padding: 2px;">522418WA610.pdf</div>	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<900> Tribal Land Offerings (Y/N)?	<input checked="" type="radio"/> <input type="radio"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<1000> Voice Services Rate Comparability Certification	Yes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<1010> <div style="border: 1px solid black; padding: 2px;">522418WA1010.pdf</div>	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<1100> Certify whether terrestrial backhaul options exist (Yes or No)	<input checked="" type="radio"/> <input type="radio"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
<1110>	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

**Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet**

<i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>			
<2000>	(check to indicate certification)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<2005>	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet**

<3000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<3005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

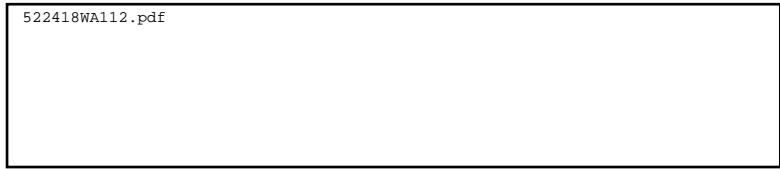
<b>(100) Service Quality Improvement Reporting Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	522418
<015> Study Area Name	PEND OREILLE TEL.
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Susan Case
<035> Contact Telephone Number - Number of person identified in data line <030>	2083362614 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	susan.case@ruraltel.org

<110> Has your company received its ETC certification from the FCC? If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
<111> year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.



Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<113> Maps detailing progress towards meeting plan targets	Yes
<114> Report how much universal service (USF) support was received	Yes
<115> How much (USF) was used to improve service quality and how support was used to improve service quality	Yes
<116> How much (USF) was used to improve service coverage and how support was used to improve service coverage	Yes
<117> How much (USF) was used to improve service capacity and how support was used to improve service capacity	Yes
<118> Provide an explanation of network improvement targets not met in the prior calendar year.	No

Yes
Yes
Yes
Yes
Yes
No

**(200) Service Outage Reporting (Voice)**  
**Data Collection Form**

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	522418
<015>	Study Area Name	PEND OREILLE TEL.
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Susan Case
<035>	Contact Telephone Number - Number of person identified in data line <030>	2083362614 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	susan.case@ruraltel.org

<220>	<a>	<b1>	<b2>	<b3>	<b4>	<c1>	<c2>	<d>	<e>	<f>	<g>	<h>
NORS Reference Number	Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures	

<b>&lt;010&gt;</b>	Study Area Code	522418
<b>&lt;015&gt;</b>	Study Area Name	PEND OREILLE TEL.
<b>&lt;020&gt;</b>	Program Year	2016
<b>&lt;030&gt;</b>	Contact Name - Person USAC should contact regarding this data	Susan Case
<b>&lt;035&gt;</b>	Contact Telephone Number - Number of person identified in data line <030>	2083362614 ext.
<b>&lt;039&gt;</b>	Contact Email Address - Email Address of person identified in data line <030>	susan.case@ruraltel.org

<b>&lt;701&gt;</b>	Residential Local Service Charge Effective Date	1/1/2015
<b>&lt;702&gt;</b>	Single State-wide Residential Local Service Charge	

<b>&lt;703&gt;</b>	<b>&lt;a1&gt;</b>	<b>&lt;a2&gt;</b>	<b>&lt;a3&gt;</b>	<b>&lt;b1&gt;</b>	<b>&lt;b2&gt;</b>	<b>&lt;b3&gt;</b>	<b>&lt;b4&gt;</b>	<b>&lt;b5&gt;</b>	<b>&lt;c&gt;</b>
	<b>State</b>	<b>Exchange (ILEC)</b>	<b>SAC (CETC)</b>	<b>Rate Type</b>	<b>Residential Local Service Rate</b>	<b>State Subscriber Line Charge</b>	<b>State Universal Service Fee</b>	<b>Mandatory Extended Area Service Charge</b>	<b>Total per line Rates and Fees</b>
					-- See attached worksheet				

<b>(710) Broadband Price Offerings</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	522418
<015> Study Area Name	PEND OREILLE TEL.
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Susan Case
<035> Contact Telephone Number - Number of person identified in data line <030>	2083362614 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	susan.case@ruraltel.org

<711>	<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rate and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached {select }

-- See attached worksheet --





**(900) Tribal Lands Reporting  
Data Collection Form**

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010> Study Area Code	522418
<015> Study Area Name	PEND OREILLE TEL.
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Susan Case
<035> Contact Telephone Number - Number of person identified in data line <030>	2083362614 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	susan.case@ruraltel.org

<910> Tribal Land(s) on which ETC Serves

Kalispel Tribal Lands

<920> Tribal Government Engagement Obligation

522418WA920.pdf

Name of Attached Document

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes

<b>(1100) No Terrestrial Backhaul Reporting Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	522418
<015>	Study Area Name	PEND OREILLE TEL.
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Susan Case
<035>	Contact Telephone Number - Number of person identified in data line <030>	2083362614 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	susan.case@ruraltel.org

<1120> Please confirm whether terrestrial backhaul options exist within the supported area pursuant to § 54.313(g) (Yes, No).

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

<b>(1200) Terms and Condition for Lifeline Customers</b> <b>Lifeline</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	522418
<015>	Study Area Name	PEND OREILLE TEL.
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Susan Case
<035>	Contact Telephone Number - Number of person identified in data line <030>	2083362614 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	susan.case@ruraltel.org

<1210> Terms & Conditions of Voice Telephony Lifeline Plans	522418WA1200.pdf          Name of Attached Document
---	---

<1220> Link to Public Website	HTTP
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“Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- |  |                                     |
|--|-------------------------------------|
| <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, | <input checked="" type="checkbox"/> |
|--|-------------------------------------|
- |   |                                     |
|---|-------------------------------------|
| <1222> Details on the number of minutes provided as part of the plan, | <input checked="" type="checkbox"/> |
|---|-------------------------------------|
- |   |                                     |
|---|-------------------------------------|
| <1223> Additional charges for toll calls, and rates for each such plan. | <input checked="" type="checkbox"/> |
|---|-------------------------------------|

**(2000) Price Cap Carrier Additional Documentation**

FCC Form 481

**Data Collection Form**

OMB Control No. 3060-0986/OMB Control No. 3060-0819

*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

July 2013

<010>	Study Area Code	522418
<015>	Study Area Name	PEND OREILLE TEL.
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Susan Case
<035>	Contact Telephone Number - Number of person identified in data line <030>	2083362614 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	susan.case@ruraltel.org

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

**Incremental Connect America Phase I reporting**

- <2010> 2nd Year Certification {47 CFR § 54.313(b)(1)i}
- <2011a> 3rd Year Certification {47 CFR § 54.313(b)(1)ii}
- <2011b> Attachment {47 CFR § 54.313(b)(1)iii}

Name of Attached Document(s) Listing Required Information

**Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}**

- <2012> 2013 Frozen Support Calculation {47 CFR § 54.313(c)(1)}
- <2013> 2014 Frozen Support Calculation {47 CFR § 54.313(c)(2)}
- <2014> 2015 Frozen Support Calculation {47 CFR § 54.313(c)(3)}
- <2015> 2016 and future Frozen Support Calculation {47 CFR § 54.313(c)(4)}

**Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}**

- <2016> Certification Support Used to Build Broadband

**Connect America Phase II Reporting {47 CFR § 54.313(e)}**

- <2017> 3rd year Broadband Service Certification
- <2018> 5th year Broadband Service Certification
- <2019> Interim Progress Certification
- <2020> Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

- <2021> Interim Progress Community Anchor Institutions

Name of Attached Document(s) Listing Required Information

<b>(3000) Rate Of Return Carrier Additional Documentation</b>	FCC Form 481
<b>Data Collection Form</b>	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<b>&lt;010&gt; Study Area Code</b>	522418
<b>&lt;015&gt; Study Area Name</b>	PEND OREILLE TEL.
<b>&lt;020&gt; Program Year</b>	2016
<b>&lt;030&gt; Contact Name - Person USAC should contact regarding this data</b>	Susan Case
<b>&lt;035&gt; Contact Telephone Number - Number of person identified in data line &lt;030&gt;</b>	2083362614 ext.
<b>&lt;039&gt; Contact Email Address - Email Address of person identified in data line &lt;030&gt;</b>	susan.case@ruraltel.org

**CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.**

(3010) **Progress Report on 5 Year Plan**  
Milestone Certification (47 CFR § 54.313(f)(1)(i))

Name of Attached Document Listing Required Information

(3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

(3012) Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))

Name of Attached Document Listing Required Information

(3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2)) (Yes/No)  Yes  No

(3014) If yes, does your company file the RUS annual report (Yes/No)  Yes  No

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)

(3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

522418WA3017 .pdf

(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

(3018) If the response is no on line 3014, Is your company audited? (Yes/No)  Yes  No

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains

(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications

(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3021) Management letter and audit opinion issued by the independent certified public accountant that performed the company's financial audit

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,

(3023) Underlying information subjected to a review by an independent certified public accountant

(3024) Underlying information subjected to an officer certification.

(3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

LINE 3000 RATE OF RETURN DATA

REDACTED FOR PUBLIC INSPECTION

<b>Certification - Reporting Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	522418
<015> Study Area Name	PEND OREILLE TEL.
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Susan Case
<035> Contact Telephone Number - Number of person identified in data line <030>	2083362614 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	susan.case@ruraltel.org

**TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:**

<b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	PEND OREILLE TEL.
Signature of Authorized Officer:	CERTIFIED ONLINE <span style="float: right;">Date 06/30/2015</span>
Printed name of Authorized Officer:	Mark Martell
Title or position of Authorized Officer:	General Manager
Telephone number of Authorized Officer:	2083362614 ext.
Study Area Code of Reporting Carrier:	522418 <span style="float: right;">Filing Due Date for this form: 07/01/2015</span>
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

<b>Certification - Agent / Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	522418
<015>	Study Area Name	PEND OREILLE TEL.
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Susan Case
<035>	Contact Telephone Number - Number of person identified in data line <030>	2083362614 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	susan.case@ruraltel.org

**TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:**

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
<p>I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.</p>	
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
<small>Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.</small>	

**TO BE COMPLETED BY THE AUTHORIZED AGENT:**

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
<p>I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.</p>	
Name of Reporting Carrier:	
Name of Authorized Agent or Employee of Agent:	
Signature of Authorized Agent or Employee of Agent:	Date:
Printed name of Authorized Agent or Employee of Agent:	
Title or position of Authorized Agent or Employee of Agent:	
Telephone number of Authorized Agent or Employee of Agent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
<small>Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.</small>	



## Attachments

LINE 100 INITIAL FIVE-YEAR SERVICE QUALITY IMPROVEMENT PLAN

REDACTED FOR PUBLIC INSPECTION

Response Line 510  
Pend Oreille Telephone Company  
Study Area 522418

### **Voice Network**

Pursuant to 47 C.F.R. § 54.313(a)(5) and or 47 C.F.R. § 54.422(b)(3) Pend Oreille Telephone Company (“POTC”) is in compliance with appropriate FCC Service Quality Standards and Consumer Protection Rules. POTC provides CPNI training to all of its new employees and in addition trains all of its existing employees on an annual basis. ILEC also conducts subscriber outreach regarding CPNI by placing CPNI explanation onto its website at [www.rtc.net](http://www.rtc.net) which informs subscribers about CPNI rules and other applicable customer rights and obligations. In addition POTC trains staff on Red Flag issues on an annual basis. All company employees are required to sign and acknowledge that they have completed CPNI and Red Flag training and understand obligations to adherence of applicable rules.

POTC also outlines its rates, terms, and conditions under which POTC offers service in its Local Exchange Tariff. The tariff explains customer rights and obligations, customer service, dispute resolution, deposits, billing and payment options, disconnection of service as well as cancellation of service options. POTC keeps its tariffs available for public inspection at its business offices.

### **Broadband Network**

Pursuant to 47 C.F.R. § 54.313(a)(5) and or 47 C.F.R. § 54.422(b)(3) POTC is in compliance with applicable FCC Service Quality Standards and Consumer Protection Rules. ILEC trains staff on applicable rules for broadband services issues on an annual basis. In addition POTC has placed on its website at [www.rtc.net](http://www.rtc.net) its network practices and policies regarding FCC’s Net Neutrality Rules.

ILEC also outlines its rates, terms, and conditions under which POTC offers Broadband service in NECA Tariff #5 to Internet Service Providers (“ISP”). The Tariff explains customer rights and obligations, customer service, dispute resolution, deposits, billing and payment options, disconnection of service as well as cancellation of service options. Public inspection of NECA Tariff #5 can be found on NECA’s website. Retail DSL rates, terms, and conditions for retail services are provided by the ISP.

Response Line 610  
Pend Oreille Telephone Company  
Study Area 522418

Functionality in Emergency Situations:

**Voice Network**

Pursuant to 47 C.F.R. § 54.313(a)(6) and 47 C.F.R § 54.22(b)(4) as set forth in 47 C.F.R. § 54.202(a)(2) Pend Oreille Telephone Company (“POTC”) meets the requirements to remain functional in emergency situations and has the following capabilities: Back-up power is provided to POTC central offices by use of a fixed generator and batteries that provide it with 8 hours of emergency power. In addition, POTC field electronics have 8 to 12 hours of back-up power by use of fixed and mobile generators and batteries. POTC also has SONET technology deployed in its core fiber optic network that is self-healing and will automatically reroute traffic should a fiber cut occur. POTC has also sufficient spare cards for its fiber optic network to provide almost instantaneous replacement should there ever be a card failure in the core network. POTC also has proper staff in place to repair any fiber cuts in a timely manner. POTC has connectivity with neighboring telephone exchanges as well as the LATA tandem to provide diverse options to reroute traffic should an emergency arise. POTC has developed and trained its staff on network preparedness plans in case of emergency situations. POTC is prepared and capable of managing traffic spikes resulting from emergency situations and has sufficient switching capabilities to handle such situations.

**Broadband Network**

Pursuant to 47 C.F.R. § 54.313(a)(6) and 47 C.F.R § 54.22(b)(4) as set forth in 47 C.F.R. § 54.202(a)(2) Pend Oreille Telephone Company (“POTC”) meets the requirements to remain functional in emergency situations and has the following capabilities: Back-up power is provided to POTC central offices by use of a fixed generator and batteries that provide it with 8 hours of emergency power. In addition, POTC field electronics have 8 to 12 hours of back-up power by use of fixed and mobile generators and batteries. POTC also has SONET technology deployed in its core fiber optic network that is self-healing and will automatically reroute traffic should a fiber cut occur. POTC has also sufficient spare cards for its fiber optic network to provide almost instantaneous replacement should there ever be a card failure in the core network. POTC also has proper staff in place to repair any fiber cuts in a timely manner. POTC has connectivity with neighboring telephone exchanges as well as the LATA tandem to provide diverse options to reroute traffic should an emergency arise. POTC has developed and trained its staff on network preparedness plans in case of emergency situations.





Response Line 920  
Pend Oreille Telephone Company  
Study Area 522418

Tribal Lands Reporting:

Pend Oreille Telephone Company (“POTC”) submits the following documentation in its Tribal Lands Report and submits the attached documentation. POTC has reached out to the Kalispel Tribal community on three occasions during 2014. As to date there has not been a response back from the tribal government. POTC will continue its outreach and is prepared to discuss obligations pursuant to 54.313(a)(9) with the Kalispel Tribal government.

Response to Line 1010  
Pend Oreille Telephone Company  
Study Area 522418

### Voice Services Comparability Report

Pursuant to 47 C.F.R. § 54.313 (a) (10 ) Pend Oreille Telephone Company (“POTC”) is in compliance with the requirement that voice services is no more than two standard deviations above the national average urban rate for voice service of \$47.48 as specified in Public Notice DA 15-470 issued on April 16, 2015. POTC’s current total local end-user rate<sup>1</sup> of \$16.00 (which includes a local fee of \$13.75, mandated state fees of \$0.00 and mandatory extended area service charges of \$2.25) is not above the standard deviation as specified in the USF/ICC Transformation Order.<sup>2</sup>

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<sup>1</sup> Local End User Rate as defined in USF/ICC Transformation Order 26 FCC Rcd at 17751, Para. 238

<sup>2</sup> USF/ICC Transformation Order, 26 FCC Rcd at 17694, Para. 84 (footnote included) “The standard deviation is a measure of dispersion. The sample standard deviation is the square root of the sample variance. The sample variance is calculated as the sum of the squared deviations of the individual observations in the sample of data from the sample average divided by the total number of observations in the sample minus one. In a normal distribution, about 68 percent of the observations lie within one standard deviation above and below the average and about 95 percent of the observations lie within two standard deviations above and below the average.”



WN. U-1  
PEND OREILLE TELEPHONE COMPANY

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**NETWORK ACCESS RATES  
PREMIUM CALLING SERVICE  
RESIDENCE SERVICE**

RATES

Network Access Charge

Monthly  
Rate

One Party

\$14.00

(I)  
(D)

CONDITIONS

Rates apply within base rate areas and supplementary base rate areas. Service can be provided in suburban areas at additional charge (mileage). Rates include Extended Area Service differentials where applicable and a \$.25 Service Fee as provided in U85-23 for short-haul toll rates. An excise tax of \$.13 per month is applied in addition to the rates following for all network access lines to fund the Washington Telephone Assistance Program.

(T)

The above rates apply to the provision of network access lines which, when connected to a suitable telephone instrument provides access to the telephone network.

Instruments must be provided by the subscriber, subject to the conditions described in the Connection With Subscriber-Owned Equipment portion of this tariff.

Additional instruments may be attached to network access lines. The Company reserves the right to limit the number of instruments connected to an access line if they cause interference with the normal operation of the line.

(D)

Residence Rates Apply:

In private residence where business listing are not provided and telephone service is not used for the conduct of business.

In the place of residence of a clergyman, physician, or other medical practitioner provided the subscriber does not maintain an office in the residence.

(D)

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Issued: March 29, 2013

Effective: May 1, 2013

Issued by: PEND OREILLE TELEPHONE COMPANY

By: James R. Martell

Title: President

**WN.U - 1**  
**PEND OREILLE TELEPHONE COMPANY**

**WASHINGTON TELEPHONE ASSISTANCE PROGRAM**

As provided by Chapter 229, Laws of 1987, and revised by House Bill No. 2546 effective July 1, 1990, a residential subscriber or applicant for service who is certified eligible by the Department of Social and Health Services (DSHS) is eligible for the following assistance:

1. Reduction of the Service Connection Charges by 50 percent\* (Does not apply to other nonrecurring charges such as line extension charges).
2. Waiver of the portion of the deposit which is associated with the local exchange service rate. (A deposit may still be required to cover toll service usage).
3. The normal service request or change charge which would apply when changing to a different type, class or grade of service will not apply when changing to the Washington Telephone Assistance Plan.
4. A discount sufficient to reduce the monthly rate for the lowest available grade\*\* of flat rate local exchange telephone service to \$9.25 inclusive of the FCC's End User Access Charge.

\* Subscribers or applicant for service who qualify for the Washington Telephone Assistance Program also qualify for a Link-Up America discount equal to the remaining Service Connection Charges or \$30.00, whichever is lowest.

\*\* Low-income senior citizens sixty years of age and older and other low income persons identified by the DSHS as medically needy shall, where single-party service is available, be provided with single-party service as the lowest available grade of flat rate local exchange telephone service.

Issued Date: 3/1/97  
Issued By: Pend Oreille Telephone Company  
By: Jim Martell

Effective Date: 3/1/97  
Advice No.  
Title: President

**WN.U - 1**  
**PEND OREILLE TELEPHONE COMPANY**

**LINK-UP AMERICA PROGRAM**

DEFINITION

Link-Up America is a national, consumer education and outreach program designed to provide economic opportunity to low income households which do not presently have telephone service. This plan pays for one half of service commencement nonrecurring charges up to \$30.00.

APPLICATION \*

Link-Up America is provided for applicants who meet the following criteria:

- The recipient meets the income test for a general low income assistance program.
- Recipients are not dependents for federal income tax purposes unless over the age of 60.

FUNDING

Funding is provided entirely for charges assessed to Interexchange Carriers (IXC's).

\* Subscribers or applicants for service who qualify for the Washington Telephone Assistance Program also qualify for the Link-Up America discount.

Issued Date: 3/1/97  
Issued By: Pend Oreille Telephone Company  
By: Jim Martell

Effective Date: 3/1/97  
Advice No.  
Title: President

WN U-1

SECOND REVISED SHEET NO. 33  
CANCELING FIRST REVISED SHEET NO. 33

PEND OREILLE TELEPHONE COMPANY

WASHINGTON TELEPHONE ASSISTANCE PROGRAM

The Company participates in the Washington Telephone Assistance Program ("WTAP"), as provided in RCW 80.36.410 through .470, and Chapters 480-122 and 388-273 of the Washington Administrative Code (collectively the "WTAP laws"), offers to eligible subscribers the WTAP and applies to switched access lines within its exchange areas the excise tax related to the WTAP described therein.

Subscribers eligible to participate in the WTAP, as well as certain subscribers eligible to participate under rules of the Federal Communications Commission, may also be eligible for the Lifeline service offering ("Lifeline service") under Subpart E of Part 54 of Title 47, Code of Federal Regulations ("CFR"). Within the service areas for which the Company is designated as an "eligible telecommunications carrier" pursuant to Subpart C of Part 54 of Title 47 CFR, the Company offers Lifeline service to qualifying low-income consumers.

Lifeline service is a non-transferable retail local service offering that is available only to qualifying low-income consumers and for which qualifying low-income consumers pay charges that have been reduced in accordance with Subpart E of Part 54 of Title 47 CFR and, to the extent applicable, the WTAP laws. In addition, for "eligible residents of Tribal lands," as defined in § 54.400 of Subpart E of Part 54 of Title 47 CFR, the Company's Lifeline service charges are further reduced in accordance with Subpart E of Part 54 of Title 47 CFR.

The Company's offering of Lifeline service includes "toll limitation" only in the form of "toll blocking" (and not "toll control"), as those terms are defined in Subpart E of Part 54 of Title 47 CFR. "Toll blocking" is available with respect to Company-provided Lifeline service at no Company charge to the Company's subscriber to such Lifeline service.

On the issue date of this tariff sheet, "toll blocking" is defined in § 54.400 of Subpart E of Part 54 of Title 47 CFR, as "a service provided by an eligible telecommunications carrier that lets subscribers elect not to allow the completion of outgoing toll calls from their telecommunications channel." "Toll blocking" does not necessarily result in the blocking of collect calls to the subscriber's telephone line or the blocking of calls billed from another location to the subscriber's telephone line.

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Issued: May 3, 2012

Effective: June 3, 2012

Issued by: Pend Oreille Telephone Company

By: Richard A. Finnigan

Title: Attorney

(C)

(C)

WN U-1

FIRST REVISED SHEET NO. 33.1  
CANCELING ORIGINAL SHEET NO. 33.1

PEND OREILLE TELEPHONE COMPANY

WASHINGTON TELEPHONE ASSISTANCE PROGRAM - (Cont.)

If the service areas for which the Company is designated as an “eligible telecommunications carrier” pursuant to Subpart C of Part 54 of Title 47 CFR includes any “Tribal lands,” as that term is used in § 54.413 of Subpart E of Part 54 of Title 47 CFR, then, with respect to such “Tribal lands,” the Company also offers “Tribal Link Up,” as defined in § 54.413 of Subpart E of Part 54 of Title 47 CFR to “eligible residents of Tribal lands,” as defined in § 54.400 of Subpart E of Part 54 of Title 47 CFR. Tribal Link Up provides, under certain circumstances, (i) a reduction of the customary charge for commencing telecommunications service and (ii) other benefits pertaining to such charge and to interest charges, if any, that may apply thereto, all as specified more fully in Subpart E of Part 54 of Title 47 CFR.

The availability of the telephone assistance programs described in this schedule, or any of them, to any otherwise eligible subscriber or applicant may be subject to such subscriber or applicant granting his or her written consent to disclosure and/or transmission by the Company of certain information pertaining to that subscriber or applicant, including, but not necessarily limited to, his or her name, other subscriber- or applicant-identifying information, the service address to which the relevant telephone assistance program service is being applied for and/or is being furnished, the specific assistance program in which the subscriber or applicant participates or has applied to participate, and the date or dates of such participation or requested participation, all in accordance with the WTAP laws and/or Subpart E of Part 54 of Title 47 CFR.

(C)

(C)

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Issued: May 3, 2012

Effective: June 3, 2012

Issued by: Pend Oreille Telephone Company

By: Richard A. Finnigan

Title: Attorney

Response to Line3010  
Pend Oreille Telephone Company  
Study Area 522418

#### Milestone Certification

Pursuant to 47 C.F.R. § 54.202(a) Pend Oreille Telephone Company ("POTC") provides this certification that it is taking reasonable steps to provide upon reasonable request broadband speeds of at least 4 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to offerings in urban areas as determined in an annual survey as specified in Public Notice DA 15-470, and that requests for such service are met within a reasonable amount of time. Details for how Pend Oreille Telephone Company is meeting its obligations for broadband goals and required obligations are specified within the FCC Form 481 annual filing.

LINE 3005 RATE OF RETURN DATA

REDACTED FOR PUBLIC INSPECTION