

UT-073015

**THE TOLEDO TELEPHONE CO., INC.**  
P.O. BOX 669, 183 PLOMONDON RD., TOLEDO, WASHINGTON 98591  
(360) 864-4552[PHONE] (360) 864-4466 [FAX]

July 27, 2007

Ms. Carole J. Washburn, Executive Secretary  
Washington Utilities and Transportation Commission  
1300 South Evergreen Park Drive SW  
Olympia, WA 98504-7250

RECEIVED  
RECORDS MANAGEMENT  
07 JUL 31 AM 11:59  
OFFICE OF THE  
UTILITY AND TRANSPORTATION  
COMMISSION

Re: Request for Certification Pursuant to WAC 480-123-060 and 47 C.F.R. 54.314

Dear Ms. Washburn:

Pursuant to WAC 480-123-060, The Toledo Telephone Co., Inc. ("Company") hereby requests that the Washington State Utilities and Transportation Commission certify that the Company has met the requirements of 47. C.F.R. 54.314 for eligibility for continued receipt of federal high-cost funds.

The certifications and reports that are specified in WAC 480-123-060, WAC 480-123-070 and WAC 480-123-080 are enclosed.

The Company would also like to make particular note of our outreach efforts for Lifeline and WTAP to our subscribers. For the Commissions information, in additions to basic Lifeline advertisement covered in the enclosed certification, the Company distributes Lifeline/WTAP information to schools and social services in our serving area.

Sincerely,



Russell Ramsey  
Vice President/CTO

**AFFIDAVIT CONTAINING CERTIFICATIONS  
PURSUANT TO WAC 480-123-060 AND WAC 480-123-070**

I, Russ Ramsey, being of lawful age, state that I am Vice President of The Toledo Telephone Co., Inc. ("Company"), that I am authorized to execute this Affidavit on behalf of the Company, and that the facts set forth in this Affidavit are true to the best of my knowledge, information and belief. On this basis, I hereby certify to the Washington Utilities and Transportation Commission ("Commission") for use by the Commission in providing the certification to the Federal Communications Commission and Universal Service Administrative Company required by 47 C.F.R. §54.314, as follows:

- (1) That the Company will use federal high-cost universal service fund support only for the provision, maintenance and upgrading of the facilities and services for which the support is intended;
- (2) That during the 2006 calendar year, the Company met substantially the applicable service quality standard found in WAC 480-123-030(1)(h);
- (3) That during the 2006 calendar year, the Company maintained the ability to function in emergency situations under the standard found in WAC 480-123-030(1)(g), as such standard relates to functionality of wireline carriers in emergency situations; and
- (4) That during the 2006 calendar year, the Company publicized the availability of its applicable telephone assistance programs in a manner reasonably designed to reach those likely to qualify for service and in a manner which, in the Company's judgment, included advertisements likely to reach those who are not current customers of the Company within the Company's designated service area.

I certify under penalty of perjury under the laws of the State of Washington that the foregoing is true and correct.

Dated this 27<sup>th</sup> day of July, 2007 at Toledo, WA 98591

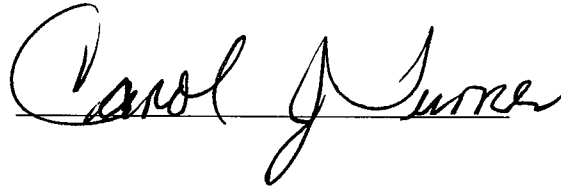
Company: The Toledo Telephone Co., Inc.

By:  [signature]

Its: Vice President

RECEIVED  
RECORDS UNIT  
07 JUL 31 AM 11:59  
STATE OF WASHINGTON  
UTILITY AND TRANSPORTATION  
COMMISSION

SUBSCRIBED AND SWORN to before me this 27 day of July,  
2007.



Carol J. Turner  
Notary Public in and for the  
State of Washington,  
Residing at Toledo  
My commission expires 1/24/2008

seal

**REPORTS AS REQUESTED BY WAC 480-123-070  
AND WAC 480-123-080**

The Toledo Telephone Co., Inc. (the "Company") hereby submits the following reports in accordance with WAC 480-123-070 and WAC 480-123-080.<sup>1</sup>

Report 1: WAC 480-123-070(1)(a): Attached is a copy of the Company's NECA Report for the calendar year 2006, that, as of the date of the report, the Company has reported as the expected basis for support from the federal high-cost fund.

Report 2: WAC 480-123-070(1)(b): The Company reports that the investments and expenses reported under Report 1, above, benefited customers as follows:

Through the expenditure of these funds, the Company was able to continue to provide services at a level that the Company believes meets the intent set forth in 47 U.S.C. §254 of providing high quality telecommunications services to customers in the service area for which the Company is designated as an ETC.<sup>2</sup> The Company has made substantial investments over the past several years which allow it to provide quality telecommunications services to its customers in its designated ETC service area. Those expenditures and investments, including those reflected in Report 1, above, generally benefit all customers receiving the federal high-cost fund supported services from the Company within its designated service area. In addition, during 2006, the Company was engaged in several critical investment projects within its designated ETC service area as described below:

The Company upgraded 100% of the power rectifiers to optimize power consumption and prolong battery life during commercial interruptions. Coupled with the purchase of additional stand-by generators, the Company can provide communications indefinitely to 100% of our subscriber base within its designated ETC service area at a cost in excess of \$110,000.00. The Company made substantial investments in extending fiber optic cable as part of a multi-year plan to improve service to its subscribers within its designated ETC service area at a cost in excess of \$225,000.00. As stated in the Company's 2005 filing, a new Soft Switch was installed, the process of transferring the Company's subscribers and removal of the old Central Office equipment, and those associated costs happened primarily during 2006 at a cost of approximately \$125,000.00. During 2006, housing starts within the Company's designated ETC service area hit an all time high resulting in costs to the Company of almost \$100,000.00.

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<sup>1</sup> It is the Company's understanding that it is not required to submit the reports described in WAC 480-123-070(2) and (3).

<sup>2</sup> The term "ETC" is used in the same sense as the term is used in Chapter 480-123 WAC.

Report 3: WAC 480-123-070(4): The Company reports that the Company did not receive any complaints during calendar year 2006 to the Federal Communications Commission or the Consumer Protection Division of the Office of the Attorney General of the State of Washington concerning the services provided to its customers by the Company that are either subject to the regulatory jurisdiction of the Washington Utilities and Transportation Commission or among the services supported by the federal high-cost fund.<sup>3</sup>

Report 4: WAC 480-123-080(1)(b): The Company reports as follows:

As they are known to the Company at the date of this Report, the planned investment and expenses related to Washington state for the period January 1, 2007, through December 30, 2007, that the Company expects to use as a basis to request federal high-cost support are expected to have relatively similar expenses the Company has set forth in its information filed under Report 1. The Company expects that levels of expenses will see a slight increase as those it experienced in calendar year 2006, subject to the effects of inflation and other commonly experienced changes in cost of labor and materials. The Company does not anticipate major adjustments in staffing levels for the relevant period. The Company's investment plans directly affecting federal high-cost supported services offered by it in its designated ETC service area include one major construction project at the present time, boring beneath the Cowlitz River to complete a redundant fiber ring within the network. This project had not been anticipated to come to fruition in 2007 as it has been held up in red tape for almost a decade. The Company expects that it will have relatively the same level of investment related to maintenance, replacement and minor upgrades of equipment and plant as occurred in calendar year 2006. The Company has not completed its budgeting process and does not have final numbers prepared for investment and expense levels for 2008.

The expected benefit to customers from the anticipated investment and expenditures is that customers will continue to receive a high level of telecommunications service.

Report 5: WAC 480-123-080(2): As noted in Report 2, the Company has just finished a major set of projects. As a result, the Company does not have any new, major projects planned for 2008. However, the Company expects that it will use federal high-cost support funds in 2008 in a manner that will enable the Company to continue to provide the supported services at rates that are comparable to the rates for such services in urban areas.

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<sup>3</sup> The references to the services supported by the federal high-cost fund is to the services designated for support as set forth in 47 C.F.R. §54.101(a).

NATIONAL EXCHANGE CARRIER ASSOCIATION  
UNIVERSAL SERVICE FUND  
2007 DATA COLLECTION FORM

STUDY AREA: 522447  
CONTACT: Warinner, Gesinger & Associates  
PHONE: 913-599-3236

Name: Toledo Telephone Company  
REGION: 4  
COLLECTION PERIOD: 2007-1

Data Line	Description	Latest View 2006-1 Amount	Pending View 2007-1 Amount	Data Source
<b>II. WORKING LOOPS</b>				
(060)	Total Loops (Cat 1.1, 1.2 and 1.3)	2,395	2,238	C S Input Row
(070)	Category 1.3 Loops (Excluding Cat 1.3 TWX Loops)	2,374	2,215	C S Input Row
<b>III. INVESTMENT, EXPENSE AND TAXES</b>				
<b>NET PLANT INVESTMENT</b>				
(160)	Acct 2001 Telephone Plant in Service	18,756,356	21,205,385	C S Input Row
(170)	Acct 1220 - Materials and Supplies	94,701	60,534	C S Input Row
(190)	Acct 3100 - Accumulated Depreciation	10,684,573	12,024,897	C S Input Row
(195)	Acct 3400 - Accumulated Amortization - Tangible	582	620	C S Input Row
(210)	Acct 4340 - Net Noncurrent Deferred Operating Income Taxes	597,558	572,310	C S Input Row
(220)	Net Plant Investment	7,568,344	8,668,093	DL160 + DL170 - DL190 - DL195 - DL210 - DL220
<b>SELECTED PLANT ACCOUNTS</b>				
(230)	Acct 2210 - Central Office Switching Equipment	1,323,131	1,867,004	C S Input Row
(235)	Acct 2220 - Operator System Equipment	0	0	C S Input Row
(240)	Acct 2230 - Central Office Transmission Equipment	3,199,988	4,515,343	C S Input Row
(245)	Total Central Office Equipment	4,523,118	6,382,346	DL230 + DL235 + DL240
(250)	Circuit Equip. Category 4.13	2,488,603	3,493,283	C S Input Row

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Data Line	Description	Latest View 2006-1 Amount	Pending View 2007-1 Amount	Data Source
(255)	Acct 2410 - Cable and Wire Facilities - Total	9,489,680	9,924,259	C S Input Row
(260)	Acct 3100 (2210) - Accumulated Depreciation - Central Office Switching Equipment	1,081,315	1,293,042	C S Input Row
(265)	Acct 3100 (2220) - Accumulated Depreciation - Operator System Equipment	0	0	C S Input Row
(270)	Acct 3100 (2230) - Accumulated Depreciation - Central Office Transmission Equipment	2,428,644	2,748,492	C S Input Row
(275)	Acct 3100 (2210 thru 2230) - Total Accumulated Depreciation - Central Office Equipment	3,509,959	4,041,534	DL260 + DL265 + DL270
(280)	Acct 3100 (2410) - Accumulated Depreciation - Cable and Wire Facilities	4,442,590	4,971,107	C S Input Row
(310)	Acct 4340 (2210) - Net Noncurrent Deferred Operating Income Taxes - Central Office Switching Equipment	6,178	52,147	C S Input Row 765
(315)	Acct 4340 (2220) - Net Noncurrent Deferred Operating Income Taxes - Operator System Equipment	0	0	C S Input Row 766
(320)	Acct 4340 (2230) - Net Noncurrent Deferred Operating Income Taxes - Central Office Transmission Equipment	142,530	126,116	C S Input Row 767
(325)	Acct 4340 (2210 thru 2230) Net Noncurrent Deferred Operating Income Taxes - Central Office Equipment (Sum of 4340 (2210) through (2230))	148,709	178,263	DL310 + DL315 + DL320
(330)	Acct 4340 (2410) - Net Noncurrent Deferred Operating Income Taxes - Cable and Wire Facilities	311,291	276,591	C S Input Row 768

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 COLLECTION PERIOD: 2007-1

Data Line	Description	Latest View 2006-1 Amount	Pending View 2007-1 Amount	Data Source
<b>PLANT SPECIFIC OPERATION EXPENSE</b>				
(335)	Acct 6110 - Network Support Expense Total	4,386	10,903	C S Input Row 300
(340)	Acct 6110 - Benefits Portion of Network Support Expense	210	6,822	C S Input Row 769
(345)	Acct 6110 - Rents Portion of Network Support Expense	0	0	C S Input Row 770
(350)	Acct 6120 - General Support Expense Total	243,642	240,867	C S Input Row 301
(355)	Acct 6120 - Benefits Portion of General Support Expense	15,731	17,539	C S Input Row 771
(360)	Acct 6120 - Rents Portion of General Support Expense	7,156	7,425	C S Input Row 772
(365)	Acct 6210 - Central Office Switching Expense - Total	94,824	128,218	C S Input Row 303
(370)	Acct 6210 - Benefits Portion of Central Office Switching Expense	19,193	25,617	C S Input Row 773
(375)	Acct 6210 - Rents Portion of Central Office Switching Expense	0	0	C S Input Row 774
(380)	Acct 6220 - Operator System Expense - Total	0	0	C S Input Row 304
(385)	Acct 6220 - Benefits Portion of Operator System Expense	0	0	C S Input Row 775
(390)	Acct 6220 - Rents Portion of Operator System Expense	0	0	C S Input Row 776
(395)	Acct 6230 - Central Office Transmission Expense - Total	104,046	85,215	C S Input Row 305, 306
(400)	Acct 6230 - Benefits Portion of Central Office Transmission Expense	7,813	4,115	C S Input Row 777
(405)	Acct 6230 - Rents Portion of Central Office Transmission Expense	9,344	0	C S Input Row 778



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Data Line	Description	Latest View 2006-1 Amount	Pending View 2007-1 Amount	Data Source
(410)	Accts 6210 - 6230 - Central Office Expense - Total	198,871	213,433	DL365 + DL380 + DL395
(430)	Acct 6410 - Cable and Wire Facilities Expense - Total	263,825	266,725	C S Input Row 320
(435)	Acct 6410 - Benefits Portion Cable and Wire Facilities Expense	46,053	38,770	C S Input Row 779
(440)	Acct 6410 - Rents Portion Cable and Wire Facilities Expense	2,731	2,731	C S Input Row 780
(445)	Total Plant Specific Expense	710,724	731,928	DL335 + DL350 + DL410 + DL415 + DL430
<b>PLANT NON-SPECIFIC EXPENSE</b>				
(450)	Acct 6530 - Network Operations Expense - Total	139,189	156,425	C S Input Row 354
(455)	Acct 6530 - Benefits Portion of Network Operations Expense	42,499	37,378	C S Input Row 781
<b>DEPRECIATION &amp; AMORTIZATION EXPENSE</b>				
(510)	Acct 6560 (2210) - Depreciation and Amortization Expense - Central Office Switching Equip	121,685	148,878	C S Input Row 358a ,359 ,783
(515)	Acct 6560 (2220) - Depreciation and Amortization Expense - Operator System Equipment	0	0	C S Input Row 358b ,359 ,784
(520)	Acct 6560 (2230) - Depreciation and Amortization Expense - Central Office Transmission Equipment	312,233	369,300	C S Input Row 358c ,359 ,785
(525)	Acct 6560 (2210 thru 2230) - Depreciation and Amortization Central Office Equipment	433,918	518,178	DL510 + DL515 + DL520
(530)	Acct 6560 (2410) - Depreciation and Amortization Expense - Cable and Wire Facilities	482,891	528,517	C S Input Row 361 ,786

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Name: Toledo Telephone Company  
REGION: 4  
COLLECTION PERIOD: 2007-1

Data Line	Description	Latest View 2006-1 Amount	Pending View 2007-1 Amount	Data Source
<b>CORPORATE OPERATIONS EXPENSE</b>				
(535)	Acct 6710 - Executive and Planning Expense - Total	306,925	290,867	C S Input Row 441, 442
(540)	Acct 6710 - Benefits Portion of Executive and Planning Expense	76,061	65,471	C S Input Row 787
(550)	Acct 6720 - General Administrative Expense - Total	636,662	608,045	C S Input Row 444, 445
(555)	Acct 6720 - Benefits Portion of General Administrative Expense	55,921	85,873	C S Input Row 788
(565)	Total Corporate Operations Expense	943,588	898,913	DL535 + DL550
<b>OTHER EXPENSE</b>				
(600)	Benefits Portion of All Operating Expenses - Total	502,197	281,585	C S Input Row 789
(610)	Rents Portion of Plant Specific Operating Expenses - Total	19,231	10,156	C S Input Row 790
<b>TAXES</b>				
(650)	Acct 7200 - Operating Taxes	696,122	388,453	C S Input Row 508
<b>IV. PART 36 - COST STUDY DATA</b>				
(700)	Cost Study Average Cable and Wire Facilities - Acct 2410	9,231,279	9,706,969	C S Input Row 142 or 802
(710)	Cost Study Average Cable and Wire Facilities Cat 1 - Total Exchange Line C&WF Excluding Wideband	8,770,051	9,209,745	C S Input Row 129 or 803
<b>V. AMORTIZABLE TANGIBLE ASSETS (REFER TO INSTRUCTIONS PRIOR TO COMPLETING THIS SECTION)</b>				
(800)	Acct 2680 - Amortizable Tangible Assets	0	0	C S Input Row 791

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Name: Toledo Telephone Company  
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 COLLECTION PERIOD: 2007-1

Data Line	Description	Latest View 2006-1 Amount	Pending View 2007-1 Amount	Data Source
(805)	Acct 2680 (2230) - Amortizable Tangible Assets - Central Office Transmission Equipment	0	0	C S Input Row 792
(810)	Acct 2680 (2230) Amortizable Tangible Assets - Central Office Transmission Equip. Assigned to Category 4.13	0	0	C S Input Row 793
(815)	Acct 2680 (2410) - Amortizable Tangible Assets - Cable and Wire Facilities	0	0	C S Input Row 794
(820)	Acct 2680 (2410) - Amortizable Tangible Assets - Cable and Wire Facilities Assigned to Category 1	0	0	C S Input Row 795
(830)	Acct 6560 (2680) - Depreciation and Amortization Expense - Amortizable Tangible Assets	0	0	C S Input Row 796

VI. COMMENTS/SIGNIFICANT CHANGE EXPLANATIONS:

VIA. RENT REVENUE/EXPENSE OFFSET

Account 6120 - General Support Expense	0	0	Records
Account 6210 - Central Office Switching Expense	0	0	Records
Account 6230 - Central Office Transmission Expense	0	0	Records
Account 6310 - Information Orig/Term Expense	0	0	Records
Account 6410 - Cable and Wire Facilities Expense	0	0	Records
Account 6620 - Customer Operations Services Exp.	0	0	Records
Account 7900 - Nonoperating Expense	0	0	Records
TOTAL	0	0	Records

**AFFIDAVIT OF PUBLICATION**

IN THE MATTER NOTICE OF PUBLICATION

Ad Number 339254

**THE TOLEDO TELEPHONE CO.**

PUBLIC NOTICE

STATE OF WASHINGTON  
COUNTY OF COWLITZ

MARY COUNTS being duly sworn says that she is the CHIEF CLERK of THE DAILY NEWS. And that THE DAILY NEWS, published in Cowlitz County, has been approved as a Legal newspaper by order of the Superior court of the State of Washington of Cowlitz County, and that the Annexed printed copy is a true copy of the notice in the above entitled matter as it was printed in the regular entire issue of said paper for a period of one insertions commencing May 28, 2007 and ending on May 28, 2007 and that said newspaper was regularly distributed to its subscribers during all of said period, and that said notice was published in said paper and not in a supplement form. That the full amount of the fee charged for said forgoing publication is the sum of \$142.80 at the rate of \$1.19 per line for the first insertion and \$1.08 per line for each subsequent insertion. There is also an additional charge of \$10.00 for every additional affidavit copy over two copies.

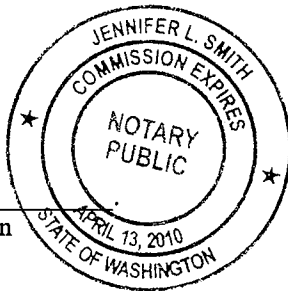
MARY COUNTS

*Mary Counts*

Subscribed and sworn to before me this  
28th Day of May, 2007

JENNIFER L. SMITH

*Jennifer L. Smith*  
Notary Public for the State of Washington  
Residing in Cowlitz County



# AFFIDAVIT OF PUBLICATION

STATE OF WASHINGTON }  
COUNTY OF LEWIS } SS

Jeanne Rudeen, says that she is the legal clerk of

## The Chronicle

a daily newspaper, which has been established, published in the English language, and circulated continuously as a daily newspaper in the City of Centralia, and in said County and State, and of general circulation in said county for more than six (6) months prior to the date of the first publication of the Notice hereto attached, and that the said Chronicle was on the 7th day of July 1941, approved as a legal newspaper by the Superior Court of said Lewis County.

And that the attached is a true copy and was published in regular issues (and not in supplement form) of said newspaper as Legal # 0581,

once each day for a period of 1 consecutive day,

commencing on the

25th day of May, 2007

and ending on the

25th day of May, 2007, and both dates inclusive, and that such newspaper was regularly distributed to its subscribers during all of said period. That the full amount of the fee charged for the foregoing publication is the sum of

\$217.80

Jeanne Rudeen

Subscribed and sworn to before me this

30th day of May, 2007.

Antia S. Freebird

Notary Public in and for the State of Washington, residing at

CENTRALIA WA 98531

The Toledo Telephone Co., Inc. has been the local Telephone Company serving the Toledo area since 1906. We began business when no one else would provide telecommunication services because of the higher costs in serving rural areas of Washington.

We have served and intend to continue to serve both residential and commercial customers in our rural communities with quality telecommunications services at competitive rates.

In addition to our basic telephone services, we bring advanced telecommunications services to our rural communities, including Internet access, high-speed data services, special calling features and voice mail. Our basic services are comprised of several components, which at minimum, include:

Service Provided	Monthly Charge	
	Residence	Business
Single party voice grade access to the public network, including unlimited local calls.	\$10.94	\$11.00
Touch calling	No charge	No charge
Access to emergency 911 services		
State/County mandated surcharges:	20 /	50
Access to operator services - There is no charge from the Toledo Telephone Co., Inc. for the ability to call the operator. However, the call may involve a charge depending on the service requested and the rates of the company whose operator handled the call.		
Access to directory assistance - There is no charge from The Toledo Telephone Co., Inc. for the ability to call Directory Assistance; however, the call will involve a Directory Assistance charge, the amount of which depends on the area called and the rates of the company whose operator provided the information.		
Access to long distance carriers - There is no charge from The Toledo Telephone Co., Inc. for the ability to place and receive calls through long distance carriers that offer service through our network. However, the call may involve a charge from the long distance carrier depending on the type of call.		
These services are available to all consumers of The Toledo Telephone Co., Inc. The costs associated with each are reflected each month on the regular telephone bill along with other charges for services provided by The Toledo Telephone Co., Inc. The services listed above are the basic services offered by our company. Other services are available by contacting The Toledo Telephone Co., Inc.'s business office at (360)864-4552.		
The Toledo Telephone Co. participates in the Federal Lifeline and Link-Up Programs, as well as the Washington Telephone Assistance Program ("WTAP"). Under these programs, The Toledo Telephone Co. offers to qualifying low-income customers a discount off the monthly rate for basic residential exchange service. The Toledo Telephone Co. current discounted monthly rate for Lifeline residential service is \$9.00, while the installation charge for such service may be discounted under the Link-Up Program and WTAP by up to \$25.00.		
Toll limitation services - Currently there is no charge from The Toledo Telephone Co., for toll blocking service to low-income customers participating in the Lifeline program.		

L#0581 May 25, 2007

PAID  
6-7-07



## ESTABLISHMENT OF CREDIT

An applicant may establish credit by demonstrating to the utility any one of the following.

- a) Prior service with a telephone company during the previous 12 months for at least 6 consecutive months, during which service was rendered without receipt of more than one delinquency notice.
- b) Full-time consecutive employment with the same employer during the entire 12 months previous to the application for service, and applicant is currently employed or has regular source of income.
- c) Ownership of a significant legal interest in the premises to be served.
- d) Furnishing of a satisfactory guarantor to secure payment of bills for service requested in a specific amount.
- e) Ownership of two major credit cards, or other credit references which may be quickly and easily checked by the utility.
- f) Credit check - Low Risk

## How To SOLVE PROBLEMS

Any customer who may have a problem concerning billing, service or any other matter related to telephone service, is invited to contact our Business Office where every effort will be made to resolve the problem. If the problem cannot be resolved at first contact levels, supervisory personnel are available to review the matter.

The Washington Utilities and Transportation Commission can be requested to review the problem by formal or informal complaint if the problem is not resolved.

## WASHINGTON TELEPHONE ASSISTANCE PROGRAM

The Toledo Telephone Co., Inc. participates in a program to make residential phone service more affordable to certain eligible individuals and families. Washington Telephone Assistance Program is funded through a monthly surcharge on all telephone customers in the state. Eligible customers should receive a certificate from the State Department of Social and Health Services. The certificate should be taken or mailed to The Toledo Telephone Co., Inc.

## SERVICES FOR THE HEARING IMPAIRED

State law enables hearing-impaired individuals to receive Telecommunication Devices for the Deaf. Washington State Department of Social and Health Services determines eligibility.

The office for deaf services is located at:

14th and Jefferson  
Office Bldg. #2

## DEPOSITS

In instances where a deposit may be required, deposit shall not exceed two-twelfths of estimated monthly charges.

## REFUND OF DEPOSITS

Deposits plus accrued interest shall be refunded under the following circumstances:

- a) Where the customer has for six consecutive months failed to pay service when due, without receiving delinquent notices.
- b) Upon termination of the service, the utility shall refund the amount on deposit plus accrued interest.
- c) Nothing shall prevent the requirement of a deposit when conditions warrant.

## DELINQUENCY

The Toledo Telephone Co., Inc.'s, bills are sent to the customer on or around the first of each month. That delinquent 15 days thereafter.

## DISCONTINUANCE OF SERVICE

To discontinue service with Toledo Telephone Company, contact our business office.

The Telephone Company may discontinue service of bills. The Telephone Company may require payment within a specified time after issuance. Upon the expiration of time the bill will be considered delinquent.

## HANG UP ON OBSCENE PHONE CALLS

Hang up immediately. That's the best advice for obscene or nuisance telephone calls. Don't say anything. Just hang up. Most annoyance calls are placed by individuals who expect that the callers get no response. If the callers get no response, they usually will stop.

If these calls continue, report them to your telephone business office. If you are threatened or fear personal injury, call the police.

## Other helpful safety tips for you:

- Teach your children and baby-sitters to be cautious of unknown callers. Instruct that a message be taken only from a known person.