



January 7, 2010

Dear Skyline Telephone Customer:

Beaver Creek Telephone Co., DBA, Timberline Telecom has completed the purchase of Skyline Telephone. Beginning February 1, 2010 your billing statement will look differently, and all of your communications needs will be directed to the contact information below:

The business office is located in Mount Vernon, Oregon.
PO Box 609
One Telephone Drive
Mount Vernon, OR 97865

Business Hours are Monday-Friday 8am to 5pm (PST)

1-541-932-4909 or 1-888-782-4680

The Federal Communications Commission requires all customers to have a password established on their account. (Customer Proprietary Network Information regulations-CPNI) Please complete the attached form so we have another way to verify that it is you, or someone whom you have authorized to make changes or inquiries on your account. We respect and honor, the Federal Communications regulations, as a way of protecting you and your privacy. Please complete, and return as soon as possible, in order to avoid any delays in receiving billing information or making changes or inquiries on your account.
(Attached Blue Form)

Statements are mailed out, and in your mailbox by the first of each month-Due by the 20th. We have enclosed a Visa/MasterCard or Discover authorization form. If you would like to have your payment automatically processed, on the 10th of each month, please complete, sign and return.
(Attached Blue Form)

All charges are monitored and mandated through proper regulatory process as set by the Washington Utilities and Transportation Commission. (360-664-1160)

We look forward to a positive business relationship with you.

Very Important
Please complete & return.
Skyline Telephone CPNI Form



Establishment of Account Password

So that Skyline Telephone employees are free to discuss and/or provide Customer Proprietary Network Information (CPNI) to me during a call that I initiate to your business office, please establish the following password for my account.

Please do not use: Mother's maiden name, anything geographical (such as, the street you live on) or birthdates

****Password:** _____

Should I forget or lose my password please use the following question to authenticate my password.

****Secret Question:**

****Answer:**

Primary Customer Name: _____

Secondary Customer Name: _____

Additional Authorized Contacts: _____

Telephone Number: _____

Account Number: _____

Authorized Signature: _____

Date: ____ / ____ / ____

Please return completed form to:

Skyline Telephone PO Box 609 Mount Vernon, OR 97865-0609

Contact telephone number for questions – 1-888-782-4680



Under federal law, you have the right to confidentiality of information regarding the telecommunication services to which you subscribe and Skyline Telephone has the duty to protect that confidentiality. This confidential information includes such things as, specific services you purchase, the number of services purchased, who your provider is for a service, call detail records, and charges related to services purchased. This information is referred to as Customer Proprietary Network Information (CPNI).

Skyline Telephone will never sell your account or provide details of your telephone calls to other parties, unless required by law enforcement.

Skyline Telephone is authorized by the FCC to market, without approval, services to our subscribers within the categories of service that are provided to those customers. From time to time we may market additional features within the services already subscribed to from us.

From time to time we may notify you of additional products and services from outside the existing business relationship we have with you. Skyline Telephone is permitted to market to our customers, service offerings that do not rely upon Customer Proprietary Network Information (CPNI) (i.e. mass mailings). However, when this marketing is based on CPNI, you have the right to be excluded from these marketing campaigns.

If you choose to accept CPNI based marketing information, you need do nothing. However, if you prefer to be excluded from these marketing efforts, please complete, sign, and return the attached form. We will exclude you from any targeted marketing.

Your service from Skyline Telephone will not be affected by this decision.

If you have any questions, please don't hesitate to call our office
1-888-782-4680

Skyline Telephone

1/2010

Skyline
Telephone
OPT OUT Form



I have read the Skyline Telephone Opt Out notice and prefer to opt-out of Skyline Telephone's marketing of products and services outside of my existing scope of services.

This decision is effective 33 days following the date of this correspondence from Skyline Telephone (30 days from the third day following this mailing) and remains in effect until changed by me.

Name:

Billing Address:

City / State / Zip:

Telephone Number:

Signature:

Date:

____ / ____ / ____



PO Box 609 Mount Vernon, OR 97865 541-932-4909 or 1-888-782-4680

AUTHORIZATION FOR PREAUTHORIZATION PAYMENTS.

Skyline Telephone is hereby authorized to charge \$ _____ or
circle (MONTHLY AMOUNT DUE)

To my debit/credit card named below.

The AUTOPAY program runs on the 10th of each month.

We can accept:

Visa MasterCard Discover

Name: _____
(Exactly as it appears on card)

Card Number: _____ - _____ - _____ - _____

Expiration Date: _____ / _____

Security Code: __ (____) __
(last 3 numbers on the back of the card, behind the signature panel)

This authority is to remain in full force and effect until Skyline Telephone has received written notification, from me, of its termination in such time and such matter that Skyline Telephone has reasonable time to act on it.

I will notify Skyline Telephone of any changes in the card, including: new expiration date, lost or stolen card or any changes that would cause the charges to not be accepted. Declined cards with NSF codes will be charged \$15.00.

Signed: _____ Date: _____



Right and Responsibilities

If you are applying for service or have service with Skyline Telephone, you have certain rights and obligations. Following is a summary of those rights and obligations prepared by the Consumer Services Division of the Washington Utilities Transportation Commission (UTC). If you need additional help or have other questions call the UTC at 1-800-562-6150.

Skyline's main obligation is to provide you with reliable services at rates approved by the UTC. Your main obligations are to pay for the services you use, to not damage or tamper with the company's facilities, and to notify the company if you move, if you wish to change your service or if you have a problem.

PAYING FOR SERVICE

When must I pay a deposit for service? Generally, homeowners and customers with good credit records will not have to pay a deposit. If you do not have a satisfactory credit rating, you might be required to pay a deposit before service can begin. Examples of conditions that might require a deposit include:

- An overdue balance owed to a similar company from whom you have received two or more delinquent notices.
- You were refused service or disconnected for refusal to pay a similar bill during the last 12 months.
- Another occupant at your address has an overdue bill owed to the company.

How much will my deposit be? Generally, your deposit will be about two times the monthly bill. Telephone companies base this amount on your local and long-distance bills.

When is my deposit due? Usually half of the deposit is due when service is connected, with the balance due in two monthly installments.

What if I cannot put up a deposit? Ask your utility for other options. For example, another person with good credit may be willing to assume financial responsibility for your utility bill. Or you can receive limited service (such as no long-distance) during the time that your credit is being established.

When will I get my deposit back? When you pay your bill promptly for 12 consecutive months. At that point, your deposit will either be applied to your next bill or returned to you. In either case, you will get your deposit amount plus interest. "Prompt payment" means you have not received more than two past-due notices within the last 12 months, and Skyline Telephone has not disconnected your service for non-payment.

When does a bill become past due? Bills become past due after 20 days from the date issued.

What information must be on my bill? The bill must include the company's name, address and phone number of where to call for information or to dispute bills. In addition, the bill must include:

- Dollar amount or percentage of the bill that is taxes or fees.
- Basis for each charge assessed. Each charge must be listed as a separate line item.
- Due date.
- Date bill becomes overdue.

How do I dispute a bill? Contact Skyline Telephone and try to resolve the complaint with them. You must be allowed to speak to a supervisor. If you cannot get your dispute resolved with Skyline Telephone, contact the UTC. Once the commission initiates an investigation, Skyline Telephone is required to respond within two full working days.

How can I learn more about the rates Skyline Telephone charges? A copy is available for public inspection at Skyline's office. You may also review Skyline's tariffs (a document outlining rates, terms and conditions for providing service) at UTC headquarters in Olympia or request that a copy be mailed to you. Unless the tariff is unusually large, there is no charge for this mailing.

Can my service be disconnected without my permission? Yes, if you do not pay bills on time, if you fail to make a deposit payment, or if you began service under false or illegal pretenses such as using another person's name.

When can service be disconnected? Skyline Telephone may not disconnect your service on weekends, legal holidays, or on any other day when your service cannot be re-established on the same or following day. An exception can

be made if the disconnection is necessary to prevent danger to life or property.

Can Skyline Telephone disconnect my service while I am disputing the bill? As long as you pay undisputed portions of your bill, Skyline may not disconnect your service if the UTC is investigating your claim.

Must Skyline Telephone notify me before it disconnects my service? Yes. Before disconnection, a customer should receive at least one written notice accurately stating the amounts owed and detailing the process that needs to be followed to avoid disconnection. Skyline Telephone must also attempt additional contacts with the customer either by telephone or by another written notice. Written notices can either be mailed or hand-delivered.

May Skyline Telephone charge to reconnect my service? Yes. Skyline Telephone can charge reconnection fees.

PROVIDING SERVICE

May Skyline Telephone refuse to provide me service for having an unpaid utility bill? Skyline Telephone may refuse service but must offer you at least one chance to pay the amount owed over time. *Failure to pay for long-distance calls and other charges unrelated to basic local phone service is not grounds for disconnection.*

If I don't owe Skyline Telephone anything, can I still be denied service? Skyline Telephone can deny service if you live outside our service territory. This usually applies to people living in remote rural locations. If you need to have new lines installed, Skyline Telephone requires that the customer has secured right-of-way access and that installation of lines doesn't pose any hazard to the installer.

HOW TO CONTACT UTC

Consumer Services

1 (800) 562-6150 (toll free)

Main Number

1 (360) 664-1160

Web Site

www.wutc.wa.gov

E-Mail

Consumer complaints: complaints@wutc.wa.gov

General information: info@wutc.wa.gov

Mailing Address

Washington UTC

P.O. Box 47250

Olympia, WA 98504-7250

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