Section 1: Eligible Telecommunication Carrier Information

GNR-T-12-06

Date of ETC Annual Report:

June 22, 2012

Company Name:

Rural Telephone Company

Address:

892 W. Madison Avenue

Glenns Ferry, ID 83623

Company Contact Person/Title: Susan Case, HR Manager

Telephone Number:

Email Address:

(208) 653-1212

susan.case@ruraltel.org

Service Area Code (SAC):

472233

Number of Idaho Telephone Service Assistance Program (ITSAP) recipients:

(Use number from last report submitted to the ITSAP Administrator)

13

ELIGIBLE TELECOMMUNICATIONS CARRIER (ETC) ANNUAL RE-CERTIFICATION

CONTENTS

Section 1: ETC Information

Section 2: Description of Carrier's Local Usage Plan

Section 3: Detailed Outage Information

Section 4: Unfulfilled Service Requests

Section 5: Customer Complaints

Section 6: Service Quality and Consumer Protection Certification

Section 7: Ability to Remain Functional in an Emergency

Section 8: Federal USF High-Cost Support Certification

Section 9: Two-Year Network Improvement Plan and Progress Report

Section 10: ETC References and Reporting Instructions

Section 2: Description of Carrier's Local Usage Plan— Competitive Eligible Telecommunications Carrier (CETC) Only

ETC applicants must demonstrate that their usage plan is comparable to the ILEC(s) in the service areas for which it seeks designation. C.F.R. § 54.202(a)(4). Local Usage Plan may be a descriptive narrative of the carrier's basic usage plan or it may be a copy of ILEC(s) tariff sheets as filed with the Idaho Public Utilities Commission.

Description:						
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- Arina						
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Section 3: Detailed Outage Information §54.209(a)(2)

Provide detailed information on any outage, as that term is defined in 47 C.F.R. § 4.5, of at least thirty (30) minutes in duration for each service area in which an ETC is designated for any facilities it owns, operates, leases or otherwise uses that potentially affect (a) at least ten percent of the end users served in a designated service area; or (b) a 9-1-1 special facility, as defined in 47 C.F.R. § 4.5(e). Specifically, the annual report must include information detailing: (a) the date and time of onset of the outage; (b) a brief description of the outage and its resolution; (c) the steps taken to prevent a similar situation in the future; and (f) the number of customers affected. Reporting period is July 1, 2011—June 30, 2012. See Order No. 29841, page 18.

Additional outage informatio	n: See attached EXHIBIT A
\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	
Section	n 4: Unfulfilled Service Requests §54.202(a)(1)(A)
Provide the number of requests for previous year (July 1, 2011—June customers. See Order No. 29841,	or service from potential customers within the ETC's service area(s) that were unfulfilled in 9 30, 2012). The ETC shall also detail how it attempted to provide service to those potent page 19.
_	rvice requests from potential customers within the ETC's service area:
- W	See attached EXHIBIT B
	ection 5: Customer Complaints §54.209(a)(4)
Provide the number of complaints	per 1,000 handsets or lines for the previous year (July 1, 2011—June 30, 2012).
The number of customer co	mplaints per 1,000 handset or working access lines:1

Number of outages:

7

ETC Report FY 2011

ONSET DATE /TIME	AREA DESCR	RIPTION	SERVICE AFFECTED	RESOLUTION	#CUST	<u>OMERS</u>	END DATE
1/17/2011 0625	Atlanta, ID 208-864 snow/ice c	overing repeater,	local/long distance & DSL	snow/ice removed		55, 1/2	18/201 ¹ , 1630
3/16/11 0730	Three Creek, ID 208-857 Switch	n down	local & long distance/DSL	routing to switch corrected.	150	3/18/1	11, 1700
5/2/11 0739	Jarbidge, NV/Three 0 775-488, 208-857	Crk, ID Switch down From power outage	local & long distance/DSL	power outage replaced all batteries In backup generator		150	5/3/11, 1230
5/24/11 1205	Atlanta, ID 208-864	microwave covered with snow & ice	local & long distance/DSL	cleared dish		.65	6/3/11, 1700
8/2/11 0645	North Fork, NV 775-758	switch down	local & long distance	replaced card		80	8/3/11, 1355
8/17/11 1143	Shoup, ID 208-394	cut main cable	local & long distance	spliced cable		25 25	8/17/11, 1745 8/25/11, 1800
8/25/11 0900	Shoup, ID	cut main cable	local & long distance	spliced cable		25	6/25/11, 1800

EXHIBIT B

ETC Report FY 2011

480-123-170 (3) Report on failure to provide service.

Shoup, ID – 208-394, one unfulfilled service request. Individual requested service in and area that was accessible only by boat. Our main cable runs on the opposite side of the Salmon River. This service area is in the Wild and Scenic River corridor, therefore there could be no aerial cable crossing the river. Informed individual about satellite phones or satellite internet.

North Fork, NV - 775-758. One unfulfilled service request. Individual requested service in a private subdivision that has no main cable near it and no telecommunication cable in the subdivision. In the future we should be able to provide the individual service as we are plowing conduit for fiber near the location of the subdivision in 2012.

Section 6: Service Quality and Consumer Protection Certification §54.202(a)(3)

Provide certification that the carrier is complying with applicable service quality standards and consumer protection rules.

Section 7: Ability to Remain Functional in Emergencies Certification §54.201(a)(2)

ETCs must demonstrate that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to re-route traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

Section 8: Federal USF High-Cost Support Certification §54.313, §54.314

Pursuant to FCC regulations, in order for ETCs to continue to receive federal USF, the Commission "must file an annual certification with the USAC and the [FCC] stating that all federal high-cost support provided to such carriers within that State will be used only for the provision, maintenance, and upgrading of facilities and services for which the support is intended."

NOTE: See "Example A" Affidavit of Business or Corporate Officer for the above certification requirements.

State of County	of <u>Idaho</u>))ss of <u>Elmore</u>)	OF COMPLIANCE WITH S	IBLE TELECOMMUNICATIONS CARRIER SERVICE QUALITY AND CUSTOMER O REMAIN FUNCTIONAL IN EMERGENCIES, IIGH-COST SUPPORT.
	. 4	AFFIDAVIT OF BUSINESS OF	R CORPORATE OFFICER
complia remain all fede	ant with applicable service qua functional in emergencies. In eral high-cost support provided ing of facilities and services fo	lity standards and consumer p addition, the Commission mu to ETCs within the State of Id	at Eligible Telecommunications Carriers certify that it is protection rules; and ETCs must demonstrate the ability to st file an annual certification with the USAC and the FCC that aho will be used only for the provision, maintenance, and d. Accordingly, the undersigned states and verifies under oath
1.	I am an officer of <u>Rural Te</u> service support under section	lephone Company, an elign 214(e) of the Telecommunic	ible telecommunications carrier for receiving federal universal ations Act of 1996 in the state of Idaho
2.		ny's day-to-day operations in t es as set forth in Commission	he state of Idaho and with the State's service quality standards Order No. 29841.
3.	Rural Telephone Compairules of the Federal Commun	is complying with applications Commission and the	plicable service quality standards and consumer protection Idaho Public Utilities Commission.
4.	I certify to the Commission th Order No. 29841 and in 47 C		nain functional in emergencies as set forth in Commission
5.	calendar year will be used in upgrading of facilities and se	a manner consistent with sec rvices for which the support is	received by <u>Rural Telephone Company</u> during the current tion 254(e); that is, for the provision, maintenance, and intended. The company will continue to comply for the period _, to be eligible for federal universal service fund support.
6.	This verification and affidavit FCC that federal universal se with Section 254(e) of the Te	ervice support received by the	ablic Utilities Commission to enable the IPUC to certify to the eligible carriers in the state will be used in a manner consistent Michael J. Martell, Vice President June 22, 2012
CURC	CRIBED AND SWORN to befo	ro mo this 22 nd day of luno	Date
50B5(Notal	Dhura Mollis	residing at Elmer County, Idaho
		THERESA M WILSON Notary Public State of Idaho	

Section 9: Two-Year Network Improvement Plan and Progress Report

The annual report must include a progress report on the carrier's two-year service quality improvement plan, including maps detailing its progress toward meeting the plan targets, an explanation of how much universal service support was received and how it was used to improve signal quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled. This information shall be submitted at the wire center level. The annual report must also include an updated two-year network improvement plan indicating plans for future investment.

Two-Year Network Improvement Plan Format

Year 1: July 1, 2012-June 30, 2013*

Wire center Glenns Ferry, Three Creek

Description of project improvement Exchange cut-over to MetaSwitch in Glenns Ferry

Status Working with professional services

Project start date October 2013
Project completion date December 2013

Estimated cost of project Unknown

Additional comments

Year 1: July 1, 2012—June 30, 2013*

Wire center Glenns Ferry

New fiber and from Cleans Ferry CO to 1.94 Bridge

Description of project improvement

New fiber route from Glenns Ferry CO to I-84 Bridge

Re-engineering for new route that is less expensive

Project start date

Project completion date

Mid year 2013

Mid year 2013

Estimated cost of project

\$100,000

Additional comments

Year 1: July 1, 2012—June 30, 2013*

Wire center Boise River

Description of project improvement Fiber construction to Fort Running Bear

Status Permitting and engineering in process
Project start date May 2013

Project start date

Project completion date

Stimated cost of project

June 2013

\$150,000

Additional comments

Year 1: July 1, 2012-June 30, 2013*

Wire center Boise River

Description of project improvement DLC cabinet install to upgrade svc to digital and provide ADSL

Status Pending construction on Fort Running Bear Project

Project start date

Project completion date

June 2013

July 2013

Estimated cost of project

\$20,000

Additional comments

Year 1: July 1, 2012-June 30, 2013*

Wire center Tipanuk

Description of project improvement Fiber to cell tower

Status Engineering

Project start date
Project completion date
Estimated cost of project

July 2013

August 2013

\$40,000

Additional comments

Year 1: July 1, 2012-June 30, 2013*

Wire center Boise River, Prairie, Fairfield, Tipanuk, Mountain Home

Description of project improvement Replace Whiterock Transport equip with Calix or Adtran

Status Engineering

Project start date Fall 2013
Project completion date Fall 2013
Estimated cost of project \$275,000

Additional comments

Year 2: July 1, 2013—June 30, 2014*

Wire center Boise River

Description of project improvement Plow fiber to Fall Creek

Status Post Engineering
Project start date Unknown but should fall within Year 2 parameters

Project start date

Oriknown but should fall within Year 2 parameters

Unknown but should fall within Year 2 parameters

Estimated cost of project \$100,000

Additional comments

Year 2: July 1, 2013—June 30, 2014*

Wire center Boise River

Description of project improvement DLC cabinet install to upgrade to digital and provide ADSL Status Pending Construction of preceding project

Status Pending Construction of preceding project
Project start date Unknown but should fall within Year 2 parameters

Project completion date

Unknown but should fall within Year 2 parameters

Unknown but should fall within Year 2 parameters

Estimated cost of project \$20,000

Additional comments

*This report is intended to be a forward-looking view of a carrier's network improvement plan. Please do not provide information for any months earlier than those listed above.

Note: The ETC may wish to submit the Two-Year Network Improvement Plan as "confidential information." If so, please follow the IPUC Rules of Procedure for <u>Information Exempt From Public Review—Definitions—</u>
Form—Procedures. See IDAPA 31.01.01, Rule 67

Section 10: ETC References and Reporting Instructions

ETC Designation, Reporting, and Certification Requirements.

Statutory Designation Requirements:

- 1. Common Carrier—ETC applicant must be a "common carrier" as defined in 47 U.S.C. § 153(10).
- 2. Provide the Universal Services set forth in 47 C.F.R. § 54.101(a).
- 3. Lifeline Advertisement. See 47 U.S.C. § 214(e)(1)(B).
- 4. Public Interest. See 47 C.F.R. § 54.202(c).
- 5. Tribal Notification. See 47 C.F.R. § 54.202(d).

Additional Eligibility Requirements (Commission Order No. 29841):

- 1. The Commitment and Ability to Provide Supported Services.
- 2. The Ability to Remain Functional in Emergencies.
- 3. A Commitment to Consumer Protection and Service. Wireline companies must follow Idaho

 <u>Customer Relation Rules IDAPA 31.41.01</u>. Wireless companies must agree and comply with the

 <u>Cellular Telecommunications and Internet Association's Consumer Code for Wireless Service</u> (CTIA Code).
- 4. Description of a local usage plan comparable to that of the Incumbent local exchange carrier.

Reporting Requirements (Commission Order No. 29841):

- 1. Two-Year Network Improvement Plan & Progress Report (July 1, 2012—June 30, 2014)
- 2. Outages
- 3. Unfulfilled Service Requests
- 4. Customer Complaints
- 5. Service Quality and Consumer Protection certification
- 6. Ability to remain functional in an emergency certification

Use of Federal High Cost Fund Certification Requirement

References and Filing Instructions

Links:

FCC Report and Order 05-46

Idaho Commission Order No. 29841

Idaho Telephone Customer Relations Rules: IDAPA 31.41.01

IPUC Rules of Procedure: Information Exempt From Public Review—Definitions—Form—Procedures.

Instructions: Company documents and forms may be attached to comply with any of the reporting

sections.

To comply with the certification requirements, the company may use the sample affidavit attached as "Example A" or one of its own. The affidavit must certify the company's: 1) appropriate use of federal universal support funds, 2) compliance with service quality and

customer protection provisions, and, 3) ability to remain functional in an emergency.

Due Date: September 1 of each year. The 2010 report is due by 5PM, MDT on September 3, 2012.

Submit one (1) copy to: Idaho Public Utilities Commission

Commission Secretary 472 W. Washington PO Box 83720

Boise, Idaho 83720-0074

Or email to: jean.jewell@puc.idaho.gov

Questions/Comments: Grace Seaman

IPUC Utilities Analyst Phone: 208.334.0352 FAX: 208.334.3762

Email: grace.seaman@puc.idaho.gov

Idaho Statesman

PO Box 40, Boise, ID 83707-0040

LEGAL PROOF OF PUBLICATION

Account#	Ad Number	Identification	PO	Amount	Cols	Lines
112511	0000568387	LEGAL NOTICE	Rates	\$124.21	2	33

Attention: Kelley Rodgers

RTI

892 W MADISON AVE

GLENNS FERRY

ID

83623

LEGAL NOTICE Service Rates

RTI is a quality telecommunications services provider who provides basic enhanced services at reasonable rates within its service territory. Basic services are offered at the following rates for Atlanta & Three Creek

Residential & Business Rates Local Residence
Local Business
Fed. Subscriber Line (FCC Access, 1 line)
Fed. Subscriber Line (FCC Access, Multi Line)
Idaho Universal Service Fund Surcharge (IUSF)
Idaho Universal Service Fund Surcharge (IUSF)
State of Idaho Assistance pendigraphy 25.76 42,00 6.50 9.20 (Res) .20 (Bus) State of Idaho Assistance program

The above charges will have federal and local taxes added on. Touch Tone service is provided as a part of local service. Toll Blocking is available at no charge for low income customers

Toll Blocking is available at no charge for low income customers who qualify.

Emergency 911 Services - Exchanges with charges in Idaho are:

394, 653, 868, and 796 - There is a \$1.00 per line charge.

Low income individuals eligible for Lifeline and Link-Up telephone assisteance programs may be eligible for discounts from these basic local service charges through state specified telephone assistance plans. Please contact your local Health and Welfare office.

Basic services are offered to all consumers in the RTI service territories at the rates, terms, and conditions specified in RTI's tariffs and/or price lists. If you have any questions regarding RTI's services, please call us at 1-888-366-7821, or visit our business office at 892 W. Madison Avenue, Glenns Ferry, ID 83623 for further information regarding services.

Pub. Sept. 14,21, 2011

0000568387-01

JANICE HILDRETH, being duly sworn, deposes and says: That she is the Principal Clerk of The Idaho Statesman, a daily newspaper printed and published at Boise, Ada County, State of Idaho, and having a general circulation therein, and which said newspaper has been continuously and uninterruptedly published in said County during a period of twelve consecutive months prior to the first publication of the notice, a copy of which is attached hereto: that said notice was published in The Idaho Statesman, in conformity with Section 60-108, Idaho Code, as amended, for:

2 Insertions

Beginning issue of: 09/14/2011

Ending issue of: 09/21/2011

(Legals Clerk)

STATE OF IDAHO)

COUNTY OF ADA)

On this 21 day of September in the year of 2011 before me, a Notary Public, personally appeared before me Janice Hildreth known or identified to me to be the person whose name subscribed to the within instrument, and being by first duty sworn, declared that the statements therein are true, and acknowledged to me that she executed the same.

Notary Public for Idaho Residing at: Boise, Idaho

My Commission expires:



Idaho Statesman

PO Box 40, Boise, ID 83707-0040

LEGAL PROOF OF PUBLICATION

Account#	Ad Number	Identification	РО	Amount	Cols	Lines
112511	0000568388	LEGAL NOTICE	EEOE	\$72.00	1	29
						i

Attention: Kelley Rodgers

RTI

892 W MADISON AVE

GLENNS FERRY

ID

83623

LEGAL NOTICE An Equal Opportunity Employer

RTI with its main office located at 892 W. Madison Avenue, Glenns Ferry, ID 83623, complies and adheres to the following statements under the U.S. Dept. of Agriculture guidelines.

In accordance with Federal law and the U.S. Dept. of Agriculture's policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, religion, age, or disability (Not all prohibited bases apply to all programs).

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326W, Whitten Building, 1400 Independence Ave. SW, Washington, DC 20250-9410, or call 202-720-5964 (voice or TDD). USDA is an equal opportunity provider and employer.

(208) 366-2614



Pub. Sept. 14,21, 2011 0000568388-01

JANICE HILDRETH, being duly sworn, deposes and says: That she is the Principal Clerk of The Idaho Statesman, a dally newspaper printed and published at Boise, Ada County, State of Idaho, and having a general circulation therein, and which said newspaper has been continuously and uninterruptedly published in said County during a period of twelve consecutive months prior to the first publication of the notice, a copy of which is attached hereto: that said notice was published in The Idaho Statesman, in conformity with Section 60-108, Idaho Code, as amended, for:

2	Insertions
_	iriseruons

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Notary Public for Idaho Residing at: Boise, Idaho

My Commission expires:

Idaho Statesman

PO Box 40, Boise, ID 83707-0040

LEGAL PROOF OF PUBLICATION

Account#	Ad Number	Identification	PO				
440544			70	Amount	Cols	Lines	ı
112511	0000568389	LEGAL NOTICE	LIFELINE	\$73.50	,	4.4	ı
·	·			\$13.50		14	ı

Attention: Kelley Rodgers

RTI

892 W MADISON AVE

GLENNS FERRY

ID

83623

LEGAL NOTICE DID YOU KNOW...

Telephone Assistance Programs are available to low-income individuals.

To qualify for Lifeline/Link-Up Services,
please contact your local Health and Welfare Office.

Lifeline/Link-Up Services are programs designed to assist low income households afford local telephone service. Lifeline assists with monthly phone bills and Link-Up assists with connection and installation charges.

Please contact your local Health & Welfare Office Please confact your local Health & Welfare Office

Call Toll Free 1-888-366-7821



Pub. Sept. 14,21, 2011

0000568389-01

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	2	Insertions
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(Legals Clerk)

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Notary Public for Idaho Residing at: Boise, Idaho

My Commission expires:

Affidavit of Publication STATE OF IDAHO COUNTY OF TWIN FALLS) SS.

I, Ruby Aufderheide, being first duly sworn upon oath, depose and say that I am Legal Clerk of the TIMES-NEWS, published daily at, Twins Falls, Idaho, and do solemnly swear that a copy of the notice of advertisement, as per clipping attached, was published in the regular and entire issue of said newspaper, and not in any supplement thereof, for two consecutive 11)10 commencing with the issue dated 15th day of September, 2011 and ending with the issue dated 22nd day of September, 2011

RT

provides basic enhanced services at reasonable rates within its service territory. Basic services are offered at the following rates

for Atlanta & Three Creek Areas: Residential & Business Rates

\$25,76 Local Residence \$42.00 **Local Business** \$ 6.50 Fed. Subscriber Line (FCC Access, 1 line) Fed. Subscriber Line (FCC Access, Multi Line) \$ 9.20 Idaho Universal Service Fund Surcharge (IUSF) \$.12 (Res) \$.20 (Bus) Idaho Universal Service Fund Surcharge (IUSF)

State of Idaho Assistance Program The above charges will have federal and local taxes added on Touch Tone service is provided as a part of local service

Toll Blocking is available at no charge for low income customers

Emergency 911 Services - Exchanges with charges in Idaho are: 857 & 864 There is a \$1,00 per line charge.

Low Income individuals eligible for Lifeline and Link-Up telephone assistance programs may be eligible for discounts from these basic local service charges through state specified telephone assistance plans. Please contact your local Health and Welfare

Basic services are offered to all consumers in the RTI service territories at the rates, terms, and conditions specified in the RTI tariffs and/or price lists. If you have any questions regarding the RTI's services, please call us at 1-888-366-7821, or visit our business office at 892 W. Madison Ave., Glenns Ferry, ID 83623 for further information regarding services.

An Equal Opportunity Employer

RTI with its main office located at 892 W. Madison Avenue, Glenns Ferry, ID 83623 compiles and adheres to the following statements under the U.S. Department of Agriculture guidelines: In accordance with Federal law and the U.S. Department of Agriculture's policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, religion, age or disability (Not all prohibited bases apply to all

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 independence Avenue, SW, Washington, DC 20250-9410, or call (202) 720-5964 (voice of TDD), USDA is an equal constraint provider and employer. opportunity provider and employer.

PUBLISH: September 15 and 22, 2011

er is a consolidation, effective February 16, 1942, of the Idaho Evening Times, RTI is a quality telecommunications services provider who it the Twin Falls News, published theretofore daily except Monday, both of which blished under said names in said city and county continuously and uninterruptedly ve months, and said TIMES-NEWS, since such consolidation, has been published y 31, 1978, at which time said newspaper began daily publication under said uninterrupted.

> n 60-108 Idaho Code, Thursday of each week has been designated as the day court of competent jurisdiction within the state of Idaho to be issued thereof I legal will be published.

> > Sidderheide Ruby Aufdeheide, Legal Clerk

cheide.

name subscribed to the within instrument, and being by me first duly e, and acknowledged to me that he executed the same.

for Idaho vin Falls, Idaho.

a expires:

LINDA CAPPS-McGUIRE NOTARY PUBLIC

RTI Service Rates

ATI is a quality telecommunications services provider who provides basic enhanced services at reasonable rates within its service territory. Basic services are offered at the following rates for Atlanta & Three Creek Areas:

Residential & Business Rates

CHUCHLIAI CE INGUINESS INCICCO	
Local Residence	\$25.76
Local Business	 \$42.00
Fed. Subscriber Line (FCC Access, 1 line)	 \$ 6.50
Fed. Subscriber Line (FCC Access, Multi Line)	\$ 9.20
Idaho Universal Service Fund Surcharge (IUSF)	\$.12 (Res)
Idaho Universal Service Fund Surcharge (IUSF)	\$.20 (Bus)
State of Idaho Assistance Program	\$.06

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Please contact your local Health & Welfare Office

Call Toll Free 1-888-366-7821



First Publication: September 14, 2011 Last Publication: September 21, 2011.

AFFIDAVIT OF PUBLICATION

County of Elmore State of Idaho

}55.

I, **Coleen W. Swenson**, do solemnly swear that I am the Publisher of the:

Mountain Home News

A weekly newspaper of general circulation, published once a week, in Mountain Home, Idaho, that the notice attached hereto which is a part of publication thereof; was published in said newspaper for _______ consecutive weeks, the first publication having been made on the _______ day of _______, 2011, and the last publication having been made on the _______ day of _______, 2011; every Wednesday issue of the paper during the period and time of publication and that the notice was published in the paper proper and not in a supplement thereof.

And I further swear that the said Mountain Home News has been continuously and uninterruptedly published in said Elmore County during the period of 78 consecutive weeks prior to the first publication of the attached notice.

Publisher

Subscribed and sworn to me this 25+ day of 120+, 2011.

Notary Public

Residing in Mountain Home, Elmore County, Idaho.

My commission expires 11-17-2011.

