

# ELIGIBLE TELECOMMUNICATIONS CARRIER (ETC) ANNUAL RE-CERTIFICATION

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## **Section 1: Eligible Telecommunication Carrier Information**

**Date of ETC Annual Report: June 28, 2012**

**Company Name: Midvale Telephone Exchange, Inc. dba MTE Communications**

**Address: 2205 Keithley Creek Rd., PO Box 7, Midvale, ID 83645**

**Company Contact Person/Title: Kay Bonner, Executive Secretary**

**Telephone Number: (208) 355-2211 or (208) 355-7171 (direct)**

**Email Address: kay.bonner@mtecom.com**

**Service Area Code (SAC): 472226**

**Number of Idaho Telephone Service Assistance Program (ITSAP) recipients: 28**  
*(Use number from last report submitted to the ITSAP Administrator)*

**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: N/A**

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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.*

Number of outages: -0- \_\_\_\_

Additional outage information: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Section 4: Unfulfilled Service Requests §54.202(a)(1)(A)**

*Provide the number of requests for service from potential customers within the ETC's service area(s) that were unfulfilled in the previous year (July 1, 2011—June 30, 2012). The ETC shall also detail how it attempted to provide service to those potential customers. See Order No. 29841, page 19.*

The number of unfulfilled service requests from potential customers within the ETC's service area: -0-

Additional information: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Section 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 complaints per 1,000 handset or working access lines: -0- \_\_\_\_

Additional information: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## **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. Midvale Telephone remains committed to continuing to provide this high quality in the years to come. Midvale certifies that it will:*

1. Provide service on a timely basis to requesting customer within Midvale's service area where Midvale's network already passes the potential customer's premises.
2. Provide service within a reasonable period of time. If the potential customer is within Midvale's licensed area, but outside its existing network coverage, service will be extended to these potential customers as possible, in light of Midvale's existing network.
3. Advertise the availability of its service offerings, using media of general distribution.

Midvale provides the required annual publications of Lifeline services [47 U.S.C. §214(e)(1)(b)] (See attached affidavits of publication) making clear that we offer the basic services as required [47 C.F.R. 54.101(a) and 47 C.F.R.214(e)(1)(a)]. Midvale complies with requirements to provide customer outreach regarding low-income programs through interaction with community leaders, separate mailings of our "Annual Notices" and our web page ([www.mtecom.net](http://www.mtecom.net))

## **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. Battery back-up and generator back-ups have been installed at all of our critical sites to provide service in case of a power outage. Redundant circuits have been installed to provide an alternate route for traffic when necessary.*

## **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.

**Kay Bonner**

*Midvale*

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**To:** reporter@ctcweb.net  
**Subject:** Legal Publications  
**Attachments:** Lifeline Publ Midvale.doc; 2012 Statement of Non Discrimination.pdf

Dear Norm,

Please publish the two attached notifications in your next publication. These notifications need to be published one time only. If you require payment before publication, please contact our office.

Please send an affidavit of publication. If you have questions, feel free to call me at the number below.

Thank you,

*Kay Bonner*  
Executive Secretary



*Employee Owned, Community Focused, Customer Centered*

Voice 208-355-2211

Fax 208-355-2222

[kay.bonner@mtecom.com](mailto:kay.bonner@mtecom.com)

**Affidavit of Publication**

**STATE OF IDAHO** } ss  
County of Washington

Norman Dopf, being duly sworn deposes and says he is the publisher of the Upper Country News-Reporter, a weekly newspaper published at Cambridge, in the County of Washington, State of Idaho; that said newspaper is in general circulation in the county of aforesaid and is a legal newspaper; that the annexed, a printed copy of which is attached hereto and made a part hereof, was published in said newspaper once a week for one consecutive weeks in the regular and entire issue of every number thereof during the period of time of publication, and was published in the newspaper proper and not in a supplement; and that publication of such notice began Feb. 2, 2012 and ended Feb. 2, 2012.

Bonnie Evans  
for Norman Dopf

Subscribed and sworn to before me this 7th day of February, 2012.

Dusti Kindall

Notary Public in and for the State of Idaho, residing at Cambridge, ID 83610

**LEGAL NOTICE**

**STATEMENT OF NON-DISCRIMINATION**  
MIDVALE TELEPHONE EXCHANGE, INC.  
P.O. BOX 7  
2205 KEITHLEY CREEK RD  
MIDVALE, ID 83645  
2012

Midvale Telephone Exchange, Inc. is the recipient of Federal financial assistance from the U.S. Department of Agriculture (USDA). The USDA prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age disability, and where applicable, sex, marital status, familial status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or a part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD). Complaints can be filed with the Secretary of Agriculture up to 180 days. To file a complaint of discrimination, write to: USDA  
Director  
Office of Civil Rights  
1400 Independence Avenue S.W.  
Washington, D.C. 20250-9410

Or call (800) 795-3272 (voice), or (202) 720-6882 (TDD).

"USDA is an equal opportunity provider, employer and lender."  
Published February 2, 2012



My Commission Expires 2/25/16

# Affidavit of Publication

STATE OF IDAHO } ss  
County of Washington

Norman Dopf, being duly sworn deposes and says he is the publisher of the Upper Country News-Reporter, a weekly newspaper published at Cambridge, in the County of Washington, State of Idaho; that said newspaper is in general circulation in the county of aforesaid and is a legal newspaper; that the annexed, a printed copy of which is attached hereto and made a part hereof, was published in said newspaper once a week for one consecutive weeks in the regular and entire issue of every number thereof during the period of time of publication, and was published in the newspaper proper and not in a supplement; and that publication of such notice began Feb. 2, 2012 and ended Feb. 2, 2012.

Bonnie Evans  
for Norman Dopf

Subscribed and sworn to before me this THU day of February, 2012.

Dusti Kindall

Notary Public in and for the State of Idaho, residing at Cambridge, ID 83610

## LEGAL NOTICE

### LIFELINE/PUBLIC NOTICE 2011

MTE Communications is a quality telecommunications service provider who provides basic and enhanced services within its service territory. Basic services are offered at the following rates:

	Monthly Service Charge
Single Party Residence Service	\$25.76
Single Party Business Service	\$40.54
Federal Subscriber Line Charge- Single Line	\$ 6.50
- Multi-Line	\$ 9.20
Toll Blocking	No Charge
Emergency 911 Services	Surcharges for 911 services
	Charged according to
	Governmental assessments

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 and federal specified telephone assistance plans.

Basic services are offered to all consumers in the MTE Communications' service territories at the rates, terms, and conditions specified in the Company's tariffs. If you have any questions or need further information regarding the Company's services, please call us at our office in Midvale, Idaho at 1-800-462-4523.

Published February 2, 2012



My Commission Expires 2/25/16

## **LIFELINE/PUBLIC NOTICE 2011**

**MTE Communications is a quality telecommunications service provider who provides basic and enhanced services within its service territory. Basic services are offered at the following rates:**

	<b>Monthly Service Charge</b>
<b>Single Party Residential Service</b>	<b>\$25.76</b>
<b>Single Party Business Service</b>	<b>\$40.54</b>
<b>Federal Subscriber Line Charge-Single Line</b>	<b>\$6.50</b>
<b>-Multi-Line</b>	<b>\$9.20</b>
<b>Toll Blocking</b>	<b>No Charge</b>
<b>Emergency 911 Services</b>	<b>Surcharges for 911 services Charged according to Governmental assessments</b>

**Low income individuals eligible for Lifeline and Link-up telephone assistance programs may be eligible for discounts on these basic local service charges through state and federal specified telephone assistance plans.**

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**STATEMENT OF NON-DISCRIMINATION  
MIDVALE TELEPHONE EXCHANGE, INC.**

**P.O. BOX 7  
2205 KEITHLEY CREEK RD  
MIDVALE, ID 83645**

**2012**

Midvale Telephone Exchange, Inc. is the recipient of Federal financial assistance from the U.S. Department of Agriculture (USDA). The USDA prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age disability, and where applicable, sex, marital status, familial status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or a part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD). Complaints can be filed with the Secretary of Agriculture up to 180 days. To file a complaint of discrimination, write to:

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Washington, D.C. 20250-9410

Or call (800) 795-3272 (voice), or (202) 720-6882 (TDD).

"USDA is an equal opportunity provider, employer and lender".

**Kay Bonner**

*Stanley*

**To:** Anna Means  
**Subject:** Legal Publications  
**Attachments:** 2012 Statement of Non Discrimination.pdf; Lifeline Publ Stanley.doc

Please publish the two attached notifications in your next publication. These notifications need to be published one time only. If you require payment before publication, please contact our office.

Please send an affidavit of publication. If you have questions, feel free to call me at the number below.

Thank you,

*Kay Bonner*  
Executive Secretary



*Employee Owned, Community Focused, Customer Centered*

Voice 208-355-2211

Fax 208-355-2222

[kay.bonner@mtecom.com](mailto:kay.bonner@mtecom.com)

AFFIDAVIT OF PUBLICATION

State of Idaho, County of Custer, ss:

I, Susan Callahan, representing the Challis Messenger, a weekly newspaper, published at Challis, Idaho, do solemnly swear that the notice hereto attached and made a part hereof, was published in the regular and entire issue of the Challis Messenger for 1 consecutive weeks, commencing with the issue dated Feb. 2 2012 and ending with the issue dated \_\_\_\_\_ 20\_\_\_\_

Susan Callahan

STATE OF IDAHO )

COUNTY OF CUSTER )

On this 6<sup>th</sup> day of FEB. in the year of 2012, before me, a Notary Public,

personally appeared Susan Callahan, known or identified to me to be the person whose name subscribed to the within instrument, and being by me first duly sworn, declared that the statements therein are true, and acknowledged to me that he executed the same.

Rina Sue Jappan  
 Notary Public for Idaho  
 Residing at Challis, ID  
 My commission expires: 12-8-14

**LIFELINE/PUBLIC NOTICE 2011**

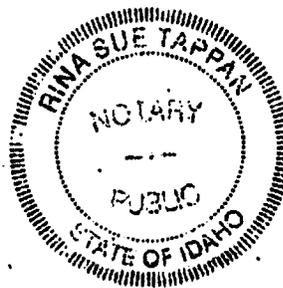
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Low income individuals eligible for Lifeline and Link-up telephone assistance programs may be eligible for discounts on these basic local service charges through state and federal specified telephone assistance plans.

Basic services are offered to all consumers in MTE Communications' service territories at the rates, terms and conditions specified in the Company's tariffs. If you have any questions or need further information regarding the Company's services, please call us at our office in Midvale, Idaho at 1 (800) 462-4523.

Published: February 2, 2012



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State of Idaho, County of Custer, ss:

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Susan Callahan

STATE OF IDAHO )

COUNTY OF CUSTER )

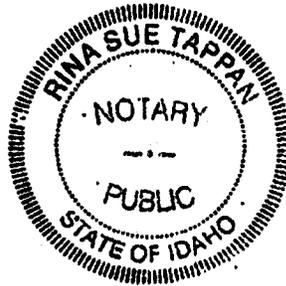
On this 6<sup>th</sup> day of FEB in the year of 2012, before me, a Notary Public,

personally appeared Susan Callahan known or identified to me to be the person whose name subscribed to the within instrument, and being by me first duly sworn, declared that the statements therein are true, and acknowledged to me that he executed the same.

Rina Sue Tappan  
Notary Public for Idaho  
Residing at Challis, ID  
My commission expires: 12-8-14

STATEMENT OF  
NON-DISCRIMINATION  
MIDVALE TELEPHONE  
EXCHANGE, INC.  
P.O. BOX 7  
2205 KEITHLEY CREEK RD  
MIDVALE, ID 83645  
2012  
Midvale Telephone Exchange.

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Director  
Office of Civil Rights  
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S.W.  
Washington, D.C. 20250-9410  
Or call (800) 795-3272 (voice), or (202) 720-6882 (TDD).  
"USDA is an equal opportunity provider, employer and lender".  
Published: February 2, 2012



**Kay Bonner**

*Back Country*

**To:** Carol Wright  
**Subject:** Legal Publications  
**Attachments:** 2012 Statement of Non Discrimination.pdf; Lifeline Publ Warren-Wm Lk-YP.doc

Please publish the two attached notifications in your next publication. These notifications need to be published one time only. If you require payment before publication, please contact our office.

Please send an affidavit of publication. If you have questions, feel free to call me at the number below.

Thank you,

*Kay Bonner*  
Executive Secretary



*Employee Owned, Community Focused, Customer Centered*

Voice 208-355-2211

Fax 208-355-2222

[kay.bonner@mtecom.com](mailto:kay.bonner@mtecom.com)

# Publisher's Affidavit of Publication

STATE OF IDAHO }  
                              }.SS  
County of Valley

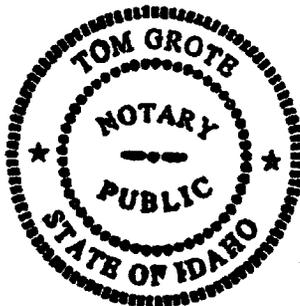
I, Carol J. Wright, being duly sworn and say, I am the receptionist of The Star-News, a weekly newspaper published at McCall, in the County of Valley, State of Idaho; that said newspaper is in general circulation in the county of afore said and is a legal newspaper; that the PUBLIC NOTICE, a copy of which is enclosed hereto and is a part hereof, was published in said newspaper once a week for a period of one week in the regular and entire issue of every number there of during the period of time of publication, and was published in the newspaper proper and not in a supplement; and that publication of such notice began February 2, 2012 and ended February 2, 2012.

*Carol J. Wright*

Subscribed and sworn before me this the 2nd day of February, 2012.  
STATE OF IDAHO

COUNTY OF VALLEY }  
                              }

On this 2nd day of February, in the year of 2012, before me, a Notary Public, personally appeared Carol J. Wright, known or identified to me to be the person whose name subscribed to the within instrument, and being by me first duly sworn, declared that the statements therein are true, and acknowledged to me that she executed the same.



*Tom Grote*

Tom Grote  
Notary Public for Idaho  
Residing at McCall, Idaho  
Commission Expires 2/8/18

## LIFELINE/PUBLIC NOTICE 2011

MTE Communications is a quality telecommunications service provider who provides basic and enhanced services within its service territory. Basic services are offered at the following rates:

Monthly Service Charge  
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charges for 911 services Charged ac-  
cording to Governmental assessments

Low income individuals eligible  
for Lifeline and Link-up telephone as-  
sistance programs may be eligible for  
discounts on these basic local service  
charges through state and federal speci-  
fied telephone assistance plans.

Basic services are offered to all  
consumers in MTE Communications'  
service territories at the rates, terms and  
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tariffs. If you have any questions or  
need further information regarding the  
Company's services, please call us at  
our office in Midvale, Idaho at 1 (800)  
462-4523. 1tc2/2

# Publisher's Affidavit of Publication

STATE OF IDAHO }  
                          }.ss  
County of Valley

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*Carol J. Wright*

Subscribed and sworn before me this the 2nd day of February, 2012.  
STATE OF IDAHO

COUNTY OF VALLEY }

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*Tom Grote*

Tom Grote  
Notary Public for Idaho  
Residing at McCall, Idaho  
Commission Expires 2/8/18

**STATEMENT OF NON-DISCRIMINATION  
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EXCHANGE, INC.**  
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*Lakeview*



2205 Keithley Creek Road  
P.O. Box 7  
Midvale ID 83645  
208.355.2211  
Fax 208.355.2222

# FAX

<b>To:</b>	Coeur d' Alene Press Attn: legal notices	<b>From:</b>	Kay Bonner
<b>Fax:</b>	(208) 664-0212	<b>Pages:</b>	[3]
<b>Phone:</b>	208 664-8176	<b>Date:</b>	1.27.2012
<b>Re:</b>	Lifeline/Non-Discrimination Notices 2011 Sender's Ph # (208) 355-7171		

Urgent   
 For Review   
 Please Comment   
 Please Reply   
 Please Recycle

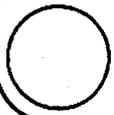
**Comments:**

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Please send an affidavit of publication. If you have questions, feel free to call me at the number above.

Thank you,

*Kay Bonner*  
Executive Secretary  
MTE Communications  
[kay.bonner@mtecom.com](mailto:kay.bonner@mtecom.com)



# AFFIDAVIT OF PUBLICATION

STATE OF IDAHO.  
County of Kootenai.

} ss.  
Jan Jeffers

being first duly sworn

upon oath deposes and says:

1. I am now and at all times hereinafter mentioned was a citizen of the United States, resident of the State of Idaho, over the age of twenty-one years and not a party of the above entitled action.

2. I am now and at all times hereinafter mentioned was the printer (principal clerk) of the "Coeur d'Alene Press," a newspaper printed and published daily except Sunday in Coeur d'Alene, Kootenai County, Idaho, and having a general circulation in said county.

3. The Legal Notice

of which the annexed is a printed copy, was published in the regular Thursday issue of said newspaper for one consecutive Day commencing on the 2 day of February 2012, and ending on the 2 day of February 2012, and such publication was made as often during said period as said Daily newspaper was regularly issued.

4. That said newspaper has been continuously and uninterruptedly published in said Kootenai County, during a period of more than seventy-eight consecutive weeks immediately prior to the first publication of said notice Jan Jeffers

On this 2 day of February in the year of 2012, before me, a Notary Public, personally appeared Jan Jeffers

known or identified to me to be the person whose name subscribed to the within instrument, and being by me first duly sworn, declared that the statements therein are true, and acknowledged to me that he executed the same.

Katrina George  
Notary Public for the State of Idaho,  
residing at Coeur d'Alene, Idaho.



STATEMENT OF  
NON-DISCRIMINATION  
MIDVALE TELEPHONE  
EXCHANGE, INC.  
P.O. BOX 7  
2205 KEITHLEY CREEK  
RD.  
MIDVALE, ID 83645  
2012

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Or call (800)795-3272 (voice), or (202)720-6882 (TDD).

"USDA is an equal opportunity provider, employer and lender."  
Legal 4650  
February 2, 2012

MY COMMISSION EXPIRES 8/29/17

# AFFIDAVIT OF PUBLICATION

STATE OF IDAHO,  
County of Kootenai,

} ss.

*Ken Jeffers*

being first duly sworn

upon oath deposes and says:

1. I am now and at all times hereinafter mentioned was a citizen of the United States, resident of the State of Idaho, over the age of twenty-one years and not a party of the above entitled action.

2. I am now and at all times hereinafter mentioned was the printer (principal clerk) of the "Coeur d'Alene Press," a newspaper printed and published daily except Sunday in Coeur d'Alene, Kootenai County, Idaho, and having a general circulation in said county.

3. The

*Legal Notice*

of which the annexed is a printed copy, was published in the regular issue of said newspaper for one consecutive Thursday Day commencing on the 2 day of February 2012 and ending on the 2 day of February 2012, and such publication was made as often during said period as said Daily newspaper was regularly issued.

4. That said newspaper has been continuously and uninterruptedly published in said Kootenai County, during a period of more than seventy-eight consecutive weeks immediately prior to the first publication of said notice

On this 2 day of February in the year of 2012 before me, a Notary Public, personally appeared Ken Jeffers

known or identified to me to be the person whose name subscribed to the within instrument, and being by me first duly sworn, declared that the statements therein are true, and acknowledged to me that he executed the same.

*Katrina George*

Notary Public for the State of Idaho,  
residing at Coeur d'Alene, Idaho.



## LIFELINE/PUBLIC NOTICE 2011

MTE Communications is a quality telecommunications service provider who provides basic and enhanced services within its service territory. Basic services are offered at the following rates:

	Monthly Service Charge
Single Party Residential Service	\$25.76
Single Party Business Service	\$40.54
Federal Subscriber Line Charge-Single Line	\$6.50
-Multi-Line	\$9.20
Toll Blocking	No Charge
Emergency 911 Services	Surcharges for 911 services
	Charged according to Governmental assessments

Low income individuals eligible for Lifeline and Link-up telephone assistance programs may be eligible for discounts on these basic local service charges through state and federal specified telephone assistance plans.

Basic services are offered to all consumers in MTE Communications' service territories at the rates, terms and conditions specified in the Company's tariffs. If you have any questions or need further information regarding the Company's services, please call us at our office in Midvale, Idaho at 1 (800) 462-4523.  
Legal 4651  
February 2, 2012

MY COMMISSION EXPIRES 8/29/17



2205 Keithley Creek Road  
P.O. Box 7  
Midvale, ID 83645  
208.355.2211  
Fax 208.355.2222

Annual Notices  
2012

**General**

MTE Communications (MTE) is a regulated local exchange carrier that provides telecommunication services in Idaho and Arizona. You may reach us at the telephone numbers listed above or at:

[www.mtecom.net](http://www.mtecom.net)      [info@mtecom.net](mailto:info@mtecom.net)

**MTE "Do Not Call" Policy**

MTE does not call customers for sales or marketing purposes and thus does not maintain an internal "Do Not Call" listing. If we have new or additional services available, we will send you that information in the form of a bill stuffer and/or post the information on our website, [www.mtecom.net](http://www.mtecom.net). If you receive a call from someone claiming to be from MTE and they are asking you to buy or subscribe to something, you should be immediately suspicious. We may still contact you, however, for non-solicitation purposes. This would include things like surveys, billing and other service-related matters. For over a century, customers have counted on MTE to respect and protect the privacy of information we obtain in the normal course of providing service. While we are working hard to serve you in new and exciting ways, our commitment to protecting your privacy remains as strong as ever.

**Limitations of Service**

MTE provides dial-tone services to the customer premises, usually marked by a network interface device. Customers are responsible for all inside wiring and any telecommunication devices they choose to connect to our network. MTE is not responsible for any damage to same while connected to the network. If customer-owned wire or equipment is suspected of jeopardizing the integrity of the overall network, MTE will act to protect the network. All service orders and trouble reports will be responded to promptly, in the order they are received, and in accord with all state applicable rules and regulations. MTE cannot be responsible for any loss of business due to a service outage and cannot guarantee service at any specific time. Please see our tariff on file with your state utility commission for full disclosures and limitations.

Arizona Corporation Commission  
1200 W Washington  
Phoenix AZ 85007  
[www.cc.state.az.us](http://www.cc.state.az.us)

Idaho Public Utility Commission  
472 W Washington 83702  
PO Box 83720  
Boise ID 83720-0074  
[www.puc.state.id.us](http://www.puc.state.id.us)

**State Discount Programs**

Each state, in which MTE offers service, has a telephone assistance program that is often paired with the Federal Lifeline program. Please contact your customer service representative at MTE, or visit your state's website to see if you qualify.

Idaho                      <http://www.puc.state.id.us/consumer/itsap.pdf>  
Arizona                  Website not available. Contact MTE for more information.

**Privacy Notice**

With the exception of directory information, MTE does not sell or release any personal information about our customers to anyone. We hold all customer information in strictest confidence.

**Credit Policy**

Although rules vary by state, in most cases, new customers can establish credit simply by providing a copy of their last phone bill showing it was current. In lieu of that, customers may establish credit by paying a \$50 deposit, which is then credited back to your account six months later, provided your account is in good standing.

(Continued on back)

[www.mtecom.net](http://www.mtecom.net)

*Employee Owned, Community Focused, Customer Centered*

### **Delinquent Payment Policy**

All bills are due and payable by the 20<sup>th</sup> of the month they were issued. We do our best to notify customers (both by mail and by phone) when their service is in jeopardy; regardless, it is the customer's responsibility to ensure payment in full and on time. Please feel free to contact your customer service representative for help with managing your account.

### **National Do Not Call List**

Registration of your telephone number on the National Do Not Call Registry is free-of-charge. Telephone numbers placed on the registry will remain on it permanently due to the Do-Not-Call Improvement Act of 2007, which became law in February 2008. You may remove your number from the list at any time. The Do Not Call Registry does not prevent all unwanted calls, such as the following:

- Calls from organizations with which you have established a business relationship;
- Calls for which you have given prior written permission;
- Calls which are not commercial or do not include unsolicited advertisements; or
- Calls by political organizations, charities or telephone surveyors

Subscribers may register their residential telephone number, *including wireless numbers*, on the national Do Not Call registry by calling (888) 382-1222 (TTY call (866)290-4236) or on the website: [www.donotcall.gov](http://www.donotcall.gov). Subscribers must call from the number they wish to register. Telemarketers and sellers are required to search the registry at least once every month and drop from their call-list the phone numbers of subscribers who have registered.

**How to File a Complaint:** A complaint can be filed by completing the form provided on the website ([www.donotcall.gov](http://www.donotcall.gov)) or by calling (888) 225-5322 (TTY call (888) 835-5322). Your complaint should include:

- Name, address, and phone number where you can be reached during the business day;
- Phone number involved with the complaint; and
- As much specific information as possible, including the telemarketer or company contacting you, the date on which you placed your number on the Do-Not-Call registry or made a company-specific do-not-call request, and the dates of any subsequent telemarketing calls from that telemarketer or company.

Please do not hesitate to call if there is anything we can do or with questions you need answered.



[Online Billpay](#)

[Sign Up!](#)

[RNS Webmail](#)

[MTE Webmail](#)

Employee Owned,

## Related Links

Community Focused,

Respect Copyrights

Customer Centered.

### Professional Associations

[Arizona-New Mexico Telephone Association](#)

[Idaho Telephone Association](#)

[National Exchange Carriers Association](#)

### Regulatory Commissions

[Arizona Corporation Commission](#)

[Idaho Public Utility Commission](#)

### State Discount Programs

Each state MTE operates in has a program that is often paired with the Federal Lifeline program.

[Idaho Discount Programs](#) ←

### Network Companies

[Rural Network Services](#)

[Syringa Networks](#)

### Diglines

[Idaho Digline](#)

[Arizona Blue Stake](#)

### Weiser Community Links

[Weiser Chamber of Commerce](#)

[Weiser School District](#)

[Washington County](#)

[Weiser Memorial Hospital](#)

[Weiser Government](#)

### News

[Idaho Statesman](#)

[Idaho Press-Tribune](#)

[Boise Weekly](#)

# Get Connected !

## DO YOU NEED HELP PAYING FOR TELEPHONE SERVICE?

Two forms of financial assistance are available through local telephone companies in Idaho to help qualified low-income individuals pay for telephone service.

- ◆ The Idaho Telephone Service Assistance Program (ITSAP) provides a monthly "lifeline assistance" discount for local phone service.

If you have questions regarding these assistance programs, please contact your local telephone company office, your local Community Action Partnership (CAP) office or the Idaho Public Utilities Commission (IPUC).

## HOW MUCH WILL I SAVE?

### *Idaho Telephone Service Assistance Program*

- ◆ Up to \$12.75 off your local telephone bill
- ◆ No monthly ITSAP surcharge
- ◆ No additional monthly charge or set-up fee for local only/toll restricted service if you agree to have access to long distance service blocked.
- ◆ Deposit waived if service is toll-restricted

The ITSAP discount applies to only one telephone number per household.

## WHO IS ELIGIBLE?

Any residential customer who is:

- ◆ Head of the household
- ◆ Income eligible (income cannot exceed 133% of federal poverty guideline)
- ◆ Name and telephone number for applicant must match telephone company records

## HOW DO I APPLY FOR ITSAP?

- ◆ Apply at a Community Action Partnership office or with an Idaho Department of Health and Welfare Regional Office.

- ❖ If you are eligible, your name and telephone number will be forwarded to your local telephone company.
- ❖ The monthly discount will begin within 60 days if your name and number match the telephone company's records.

#### **DO I NEED TO APPLY FOR ITSAP EVERY YEAR?**

Yes. Your eligibility must be renewed each year.

#### **IS TELEPHONE ASSISTANCE AVAILABLE FOR CELLULAR (WIRELESS) SERVICE?**

Some wireless carriers offer telephone assistance discounts. See the list of **Eligible Telecommunication Carriers** (<http://www.puc.idaho.gov/CONSUMER/ETC.PDF>) on the Commission's website. If you already receive assistance for landline service, you cannot receive an additional discount for cellular service.

#### **WHAT IF I LIVE ON TRIBAL LANDS?**

Under programs established by the Federal Communications Commission, a customer living on tribal lands may be eligible for additional financial assistance towards the cost of local telephone service. Assistance is also available for the cost of setting up new telephone service. Contact your tribal office or your local Community Action Partnership office for more information.

#### **MORE INFORMATION ABOUT ITSAP**

The Federal Communications Commission's (FCC) Universal Service Fund provides a discount of up to \$9.25 on each monthly telephone bill. An additional discount of \$3.50 is provided by the Idaho Telephone Service Assistance Program resulting in a **maximum** monthly savings of \$12.75 for eligible customers.

ITSAP provides a communication "lifeline" to those who might not otherwise be able to afford telephone service. It also enhances the value of service for everyone by increasing the number of people who can be reached on the telephone network. A small surcharge is applied to every Idaho telephone line each month to reimburse local telephone companies for the cost of state discounts under ITSAP. The IPUC reviews the surcharge annually and may increase or decrease the surcharge.

State of Idaho \_\_\_\_\_ )  
 ) ss  
County of Washington)

CERTIFICATION BY ELIGIBLE TELECOMMUNICATIONS CARRIER  
OF COMPLIANCE WITH SERVICE QUALITY AND CUSTOMER  
PROTECTION, ABILITY TO REMAIN FUNCTIONAL IN EMERGENCIES,  
AND USE OF FEDERAL HIGH-COST SUPPORT.

AFFIDAVIT OF BUSINESS OR CORPORATE OFFICER

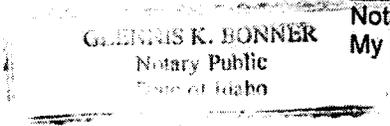
The Idaho Public Utilities Commission Order No. 29841 requires that Eligible Telecommunications Carriers certify that it is compliant with applicable service quality standards and consumer protection rules; and ETCs must demonstrate the ability to remain functional in emergencies. In addition, the Commission must file an annual certification with the USAC and the FCC that all federal high-cost support provided to ETCs within the State of Idaho will be used only for the provision, maintenance, and upgrading of facilities and services for which the support is intended. Accordingly, the undersigned states and verifies under oath the following:

1. I am an officer of Midvale Telephone, an eligible telecommunications carrier for receiving federal universal service support under section 214(e) of the Telecommunications Act of 1996 in the state of Idaho.
2. I am familiar with the Company's day-to-day operations in the state of Idaho and with the State's service quality standards and consumer protection rules as set forth in Commission Order No. 29841.
3. Midvale Telephone is complying with applicable service quality standards and consumer protection rules of the Federal Communications Commission and the Idaho Public Utilities Commission.
4. I certify to the Commission that the Company is able to remain functional in emergencies as set forth in Commission Order No. 29841 and in 47 C.F.R. § 54.201(a)(2).
5. I also certify that all federal universal service support funds received by Midvale Telephone during the current calendar year will be used in a manner consistent with section 254(e); that is, for the provision, maintenance, and upgrading of facilities and services for which the support is intended. The company will continue to comply for the period of January 1, 2013, through December 31, 2013, to be eligible for federal universal service fund support.
6. This verification and affidavit is provided to be the Idaho Public Utilities Commission to enable the IPUC to certify to the FCC that federal universal service support received by the eligible carriers in the state will be used in a manner consistent with Section 254(e) of the Telecommunications Act.

  
\_\_\_\_\_  
Name/Title  
Steve Child, CEO

\_\_\_\_\_  
Date: June 28, 2012

SUBSCRIBED AND SWORN to before me this 28<sup>th</sup> day of August, 2012

  
GLENNIS K. BONNER  
Notary Public  
State of Idaho

Glennis K. Bonner  
\_\_\_\_\_  
Notary Public for Idaho, residing at Midvale  
My Commission expires April 6, 2018

## 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  
Description of project improvement  
Status  
Project start date  
Project completion date  
Estimated cost of project  
Additional comments

#### **Year 2: July 1, 2013—June 30, 2014\***

Wire center  
Description of project improvement  
Status  
Project start date  
Project completion date  
Estimated cost of project  
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 Information Exempt From Public Review—Definitions—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 Customer Relation Rules IDAPA 31.41.01. Wireless companies must agree and comply with the Cellular Telecommunications and Internet Association's Consumer Code for Wireless Service (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](mailto: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](mailto:grace.seaman@puc.idaho.gov)