

Service Quality Standards and Consumer Protection

Custer Telephone Cooperative, Inc. ("Custer") understands and complies with the Idaho Public Utilities Commission's *Telephone Customer Relations Rules*, IDAPA 31.41.01, adopted under the general legal authority of the Public Utilities Law, Chapters 1 through 7, Title 61, Idaho Code, and the Telecommunications Act of 1988, Chapter 6, Title 62, Idaho Code, with regards to service.

These telephone customer relations rules provide a set of fair, just, reasonable, and non-discriminatory rules regarding deposits, guarantees, billing, application for service, denial of service, termination of service, complaints to telephone companies, billing for interrupted service, and provisions of certain information about customer to authorities.

Custer implements the *Telephone Consumer Relation Rules* through the terms and conditions set forth in its tariff, and through its standard company operating procedures, which is readily available to the public at their Headquarters office.

Custer also complies with Customer Proprietary Network Information (CPNI) and Red Flag rules through established operating procedures. A description of Custer's CPNI procedures is filed annually with the FCC.

Functionality in Emergency Situations

Pursuant to 47 C.F.R. § 54.313(a) (6) and/or 47 C.F.R § 54.422(b) (4) as set forth in 47 C.F.R. § 54.202(a) (2) Custer Telephone Cooperative, Inc. meets the requirements to remain functional in emergency situations and has the following capabilities: Back-up power is provided to Custer Telephone's central and or remote office(s) by use of fixed generator and batteries that provide it with 120 hours of emergency power service. In addition, Custer Telephone's field electronics have 8 hours of back-up power by use of fixed/mobile generators and batteries. Custer Telephone also has SONET technology in its network that allows for self-healing network should a fiber cut occur in its core network and will automatically reroute traffic. Custer Telephone also has two (2) redundant paths within its network to provide for the capability to reroute traffic. Custer Telephone has equipped its remote offices/and or field gear, with Emergency Stand Alone technology that will provide for call completion and access to 911 in emergency situations. Custer Telephone is capable of managing traffic spikes resulting from emergency situations.

**(710) Broadband Price Offerings
Data Collection Form**

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

<010>	Study Area Code	472218
<015>	Study Area Name	CUSTER TEL COOP
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Dennis L Thornock
<035>	Contact Telephone Number - Number of person identified in data line <030>	2088792281 ext.17
<039>	Contact Email Address - Email Address of person identified in data line <030>	dennis@custertel.net

<711>

State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service Download Speed (Mbps)	Broadband Service Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select)
ID	Challis	34.95	0.0	34.95	4.0	1.0	999999	Other, Unlimited data usage
ID	Challis	59.95	0.0	59.95	6.0	1.0	999999	Other, Unlimited data usage
ID	Challis	69.95	0.0	69.95	10.0	1.0	999999	Other, Unlimited data usage
ID	Challis	89.95	0.0	89.95	5.0	5.0	999999	Other, Unlimited data usage
ID	Challis	99.95	0.0	99.95	15.0	1.0	999999	Other, Unlimited data usage
ID	Challis	149.95	0.0	149.95	10.0	10.0	999999	Other, Unlimited data usage
ID	Challis	199.95	0.0	199.95	50.0	10.0	999999	Other, Unlimited data usage
ID	Challis	279.95	0.0	279.95	100.0	10.0	999999	Other, Unlimited data usage
ID	Clayton	34.95	0.0	34.95	4.0	1.0	999999	Other, Unlimited data usage
ID	Clayton	59.95	0.0	59.95	6.0	1.0	999999	Other, Unlimited data usage
ID	Clayton	69.95	0.0	69.95	10.0	1.0	999999	Other, Unlimited data usage
ID	Clayton	89.95	0.0	89.95	5.0	5.0	999999	Other, Unlimited data usage
ID	Clayton	99.95	0.0	99.95	15.0	1.0	999999	Other, Unlimited data usage
ID	Clayton	149.95	0.0	149.95	10.0	10.0	999999	Other, Unlimited data usage
ID	Clayton	199.95	0.0	199.95	50.0	10.0	999999	Other, Unlimited data usage
ID	Clayton	279.95	0.0	279.95	100.0	10.0	999999	Other, Unlimited data usage
ID	Elk Bend	34.95	0.0	34.95	4.0	1.0	999999	Other, Unlimited data usage
ID	Elk Bend	59.95	0.0	59.95	6.0	1.0	999999	Other, Unlimited data usage
ID	Elk Bend	69.95	0.0	69.95	10.0	1.0	999999	Other, Unlimited data usage
ID	Elk Bend	89.95	0.0	89.95	5.0	5.0	999999	Other, Unlimited data usage
ID	Elk Bend	99.95	0.0	99.95	15.0	1.0	999999	Other, Unlimited data usage

Custer Telephone Cooperative, Inc.
2015 From 481
472218ID1010

Voice Services Comparability Report

Pursuant to 47 C.F.R. § 54.313 (a) (10) Custer Telephone Cooperative, Inc. ("Custer") is in compliance with the requirement that voice services is no more than two standard deviations above the national average urban rate for voice service of \$47.48 as specified in Public Notice DA 15-470 issued on April 16, 2015. Custer's current total local end-user rate¹ for all wire centers of \$16.16 (which includes a local fee of \$16.00, mandated state fees of \$.16 and mandatory extended area service charges of \$0) is not above the standard deviation as specified in the USF/ICC Transformation Order.²

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

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

Lifeline

What Is The Telephone Assistance Program?

Financial assistance is available in Idaho to help qualified low-income individuals pay for telephone service. The Idaho Telephone Service Assistance Program (ITSAP) offers a \$2.50 discount on monthly telephone bills. A separate program – the Federal Communication Commission's Life line program (Lifeline) offers a monthly discount of \$9.25. 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 reach by telephone. 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 surcharge is Waived for customers receiving the ITSAP discount. The Idaho Public Utilities Commission (IPUC) Reviews the surcharge annually and may increase or decrease the surcharge.



Who Is Eligible?

Any residential customer who meets program-based or income-based eligibility criteria. To find out if you are eligible contact the Eastern Idaho Community Action Partnership.

The assistance provides the following discounts:

Landline:

- Idaho Telephone Service Assistance Credit - \$2.50
- Lifeline FCC End User Charger Credit - \$6.50
- Federal Lifeline Credit - \$2.75

How Do I Apply For Assistance?

In order to receive benefits, you must apply for these programs with the Eastern Idaho Community Action Partnership (EICAP) office. Website link and local address is listed below. EICAP will work with you and Custer Telephone to recertify you for the program each year; failure to recertify will terminate your eligibility for program benefits.

- Apply at the Eastern Idaho Community Action Partnership office.
- If you are eligible, your name and telephone number will be forwarded to Custer Telephone or your local service provider if different than Custer Telephone.
- The monthly discount will begin by your next billing period if your name and number match the telephone company's records.

Do I Need To Apply Every Year?

Yes. Your eligibility must be renewed each year.

If you have questions regarding ITSAP, please contact Custer Telephone or the Eastern Idaho Community Action Partnership.

Lifeline is a government assistance program; the service is non-transferable, only eligible consumers may enroll in the program, and the program is limited to one discount per household.

Eastern Idaho Community Action Partnership
955 Riverfront Drive
Suite A
Salmon, ID 83467
208.756.3999
<http://www.eicap.org/>

Lifeline Service Terms

Custer Telephone Cooperative, Inc. is a quality telecommunications service provider who provides basic and enhanced services at reasonable rates within its service territory. Basic Residential service is offered at the following rate:

	Monthly Rates Charges	One-Time Non-Recurring
Single Party Residence Service	\$16.00	\$18.00
The following fees apply in addition to the above monthly rates:		
• End User Common Line	\$6.50	
• Idaho Telephone Service Assistance Program (ITSAP)	\$0.01	
• Idaho Universal Service Fund (ID USF)	\$0.16	
• Custer County 911 Fee	\$1.25	
• Federal Excise Tax	\$0.76	
• Federal Universal Service Fund	\$1.13	
• Residential Access Recovery Charge	\$1.50	
• FUSC- Residential ARC	\$0.26	
Single Party Residential Service Total	\$27.57	
Federal Lifeline Credit	(\$9.25)	
Idaho Telephone Assistance Program Credit	(\$2.50)	
Single Party Universal Life Line Service Monthly Rate*	\$15.72	\$18.00

*Discounted basic service rates and free Toll-Blocking are available to those that qualify for Universal Life Line Service.

The above rates include the following:

- Local Calling
- Touch Tone Capability
- Access to Operator Services
- Directory Assistance and Inter-Change Service Providers
- Voice Grade Access to the Public Switched Network
- Free Access to 800 and 800-like Toll Free Services
- One Free Directory Listing
- Free Access to a Business Office and Free Access to the Idaho Relay Service by Dialing 711

Emergency 911 Service.....Surcharge for 911 services
are assessed according to
Government assessments

Long Distance is not included.

Long Distance rate is ten cents (\$0.10) per minute

Custer Telephone Cooperative, Inc offers basic services to all customers in the following exchanges:
838-Clayton / 879-Challis / 876-May / 894-Elk Bend

For additional detail on any of these services, please contact our business office at 208.879.2281 or toll-free 866.879.2281.

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CERTIFICATION OF Custer Tel. Cooperative under 47 CFR 54.313(f)(1)(i)

Custer Telephone Cooperative, Inc. certifies that it is taking reasonable steps to provide upon reasonable request broadband service at actual speeds of at least 4 Mbps downstream/1Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas as determined in an annual survey, and that requests for such service are met within a reasonable amount of time.

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Community Anchor Institutions

Custer Telephone Cooperative, Inc. did not begin providing service to any Community Anchor Institutions in the previous calendar year (2014)