

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.