

ELIGIBLE TELECOMMUNICATIONS CARRIER (ETC) ANNUAL RE-CERTIFICATION

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Section 1: Eligible Telecommunication Carrier Information

Date of ETC Annual Report:

Company Name:

Address:

Company Contact Person/Title:

Telephone Number:

Email Address:

Service Area Code (SAC):

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

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, 2010—June 30, 2011. See Order No. 29841, page 18.

Number of outages: _____

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, 2010—June 30, 2011). 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: _____

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, 2010—June 30, 2011).

The number of customer complaints per 1,000 handset or working access lines: _____

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.

**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.

Example A

State of _____)
) ss
County of _____)

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 (Company name) , 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. (Company name) 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 (Company name) 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, _____, through December 31, _____, 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

Date

SUBSCRIBED AND SWORN to before me this _____ day of August _____

Notary Public for _____, residing at _____
My Commission expires _____

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, 2011—June 30, 2012*

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

Year 2: 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

*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, 2011—June 30, 2013)
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 1, 2011.**

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