Response to 500
Line 510
Dubois Telephone Exchange, Inc
Study Area 512291

54.313(a)(5) Satisfactions of Consumer Protection and Service Quality Standards

Consumer Protection

Voice and Broadband
Dubois Telephone Exchange, Inc. complies with the requirements of 47 CFR Part 64 Subpart U, Customer Proprietary Network Information and the Federal Trade Commission Red Flag rules to prevent identity theft. A manual for each of those programs is in place and is part of the employee handbook. Employee training is conducted annually and new hires are instructed on the programs as required by their job functions.

Service Quality Standards

Voice
Dubois Telephone Exchange, Inc. complies with the service quality standard rules of the Federal Communications Commission and with the State of Wyoming as promulgated in the Wyoming Public Service Commission Rules 501 and 503 and with the State of Colorado per 723-2-2187 (f)(II)(D). Dubois Telephone Exchange, Inc. is committed to providing the highest quality service to its subscribers.

Broadband
Dubois Telephone Exchange, Inc. complies with the service standards noted in NECA Tariff #5 and is committed to provide the highest quality service to its broadband customers.

Service Quality Standards and Consumer Protection Rules Annual Certification

Michael J. Kenney	Vice Pres/General Manager	Dubois Telephone Exchange, Inc.
Printed Name of Officer	Title of Officer	Company Name

I am authorized to provide this certification on behalf of the Company. I hereby certify that the Company is in compliance with applicable service quality standards and consumer protection rules.

Executed On May 27, 2016

Signature