Response to 500
Line 510 – 482251MT510
Range Telephone Cooperative, Inc.
Study Area 482251

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

Consumer Protection

Voice and Broadband

Range Telephone Cooperative, 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

Range Telephone Cooperative, Inc. complies with the service quality standard rules of the Federal Communications Commission and with those of the State of Montana as promulgated in the Montana Public Service Commission Rules at ARM38-5-3301. Range Telephone Cooperative, Inc. is committed to providing the highest quality service to its subscribers.

Broadband

Range Telephone Cooperative, 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

Mike Dolezal	Asst. CEO	Range Telephone Cooperative, 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 6/20/2016

Signature Mike Dolezal