CASSADAGA TELEPHONE CORPORATION
A COMPANY OF
DFT COMMUNICATIONS

June 29, 2016

Marlene H. Dortch
Secretary,
Office of the Secretary,
Federal Communications Commission
445 12th St. SW, Room TW-A325,
Washington, DC 20554

Re: WC Docket No. 14-58
FCC Form 481 – Carrier Annual Reporting
Study Area Code: 150076

Hon. Secretary Dortch:

Enclosed please find a copy of the FCC 481 – Carrier Annual Report filing for the Cassadaga Telephone Company as required, pursuant to sections 54.313 and 54.422 of the commission's rules.

Contact me with questions.

Regards,

Wade A. Weatherlow
Carrier Relations Manager

FCC Form 481 - Carrier Annual Reporting Data Collection Form

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

<010>	Study Area Code	150076
<015>	Study Area Name	CASSADAGA TEL CORP
<020>	Program Year	2017
<030>	Contact Name: Person USAC should contact with questions about this data	Wade Weatherlow
<035>	Contact Telephone Number: Number of the person identified in data line <030>	7166733091 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	wade.weatherlow@dftel.com
	Form Type	54.313 and 54.422

(100) Service Quality Improvement Reporting
Data Collection Form

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

<010>	Study Area Code	150076
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<020>	Program Year	2017
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<039>	Contact Email Address - Email Address of person identified in data line <030>	wade.weatherlow@dftel.com

<110>	Has your company received its ETC certification from the FCC?	(yes / no)	○ ●
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no)	○ ○

If your answer to Line <111> is yes, please file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

150076ny112.doc, 150076ny112.pdf

Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<113>	Maps detailing progress towards meeting plan targets	Yes
<114>	Report how much universal service (USF) support was received	Yes
<115>	How much (USF) was used to improve service quality and how support was used to improve service quality	Yes
<116>	How much (USF) was used to improve service coverage and how support was used to improve service coverage	Yes
<117>	How much (USF) was used to improve service capacity and how support was used to improve service capacity	Yes
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.	Not Applicable

(200) Service Outage Reporting (Voice)
Data Collection Form

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

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<039>	Contact Email Address - Email Address of person identified in data line <030>	wade.weatherlow@dftel.com

<210> For the prior calendar year, were there any reportable voice service outages? No

<220>

<a> NORS Reference Number	<b1> Outage Start Date	<b2> Outage Start Time	<b3> Outage End Date	<b4> Outage End Time	<c1> Number of Customers Affected	<c2> Total Number of Customers	<d> 911 Facilities Affected (Yes / No)	<e> Service Outage Description (Check all that apply)	<f> Did This Outage Affect Multiple Study Areas (Yes / No)	<g> Service Outage Resolution	<h> Preventative Procedures

(300) Unfulfilled Service Request
Data Collection Form

FCC Form 481
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July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	wade.weatherlow@dftel.com

<300> Unfulfilled service request (voice): 0

<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband): 2

150076ny330.pdf

<330> Detail on attempts (broadband)

Name of Attached Document

(400) Number of Complaints per 1,000 customers
Data Collection Form

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

<010>	Study Area Code	150076
<015>	Study Area Name	CASSADAGA TEL CORP
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<039>	Contact Email Address - Email Address of person identified in data line <030>	wade.weatherlow@dftel.com
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	Offered only fixed voice
<410>	Complaints per 1000 customers for fixed voice	0.0
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	Offered only fixed broadband
<440>	Complaints per 1000 customers for fixed broadband	0.0
<450>	Complaints per 1000 customers for mobile broadband	

(500) Compliance With Service Quality Standards and Consumer Protection Rules Data Collection Form

FCC Form 481
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<039>	Contact Email Address - Email Address of person identified in data line <030>	wade.weatherlow@dftel.com
<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	150076ny510.pdf

(600) Functionality in Emergency Situations
Data Collection Form

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

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<039>	Contact Email Address - Email Address of person identified in data line <030>	wade.weatherlow@dftel.com
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	150076ny610.pdf

(700) Price Offerings including Voice Rate Data
Data Collection Form

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

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<039>	Contact Email Address - Email Address of person identified in data line <030>	wade.weatherlow@dftel.com

<701>	Residential Local Service Charge Effective Date	1/1/2016
<702>	Single State-wide Residential Local Service Charge	

<703>

<a1>	<a2>	<a3>	<b1>	<b2>	<b3>	<b4>	<b5>	<c>
State	**Exchange (ILEC)**	**SAC (CETC)**	**Rate Type**	**Residential Local Service Rate**	**State Subscriber Line Charge**	**State Universal Service Fee**	**Mandatory Extended Area Service Charge**	**Total per line Rates and Fees**

-- See attached worksheet --

(710) Broadbrand Price Offerings
Data Collection Form

FCC Form 481
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July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	wade.weatherlow@dftel.com

<711>

<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>
State	**Exchange (ILEC)**	**Residential Rate**	**State Regulated Fees**	**Total Rate and Fees**	**Broadband Service - Download Speed (Mbps)**	**Broadband Service - Upload Speed (Mbps)**	**Usage Allowance (GB)**	**Usage Allowance Action Taken When Limit Reached {*select*}**
			-- See attached worksheet --					

(800) Operating Companies
Data Collection Form

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

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<039>	Contact Email Address - Email Address of person identified in data line <030>	wade.weatherlow@dftel.com

<810>	Reporting Carrier	CASSADAGA TELEPHONE
<811>	Holding Company	BRICK SKIRT HOLDING CORPORATION
<812>	Operating Company	CASSADAGA TELEPHONE

<813>

<a1>	<a2>	<a3>
Affiliates	**SAC**	**Doing Business As Company or Brand Designation**

-- See attached worksheet --

(900) Tribal Lands Reporting
Data Collection Form

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

<010>	Study Area Code	150076
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<039>	Contact Email Address - Email Address of person identified in data line <030>	wade.weatherlow@dftel.com

<900> Does the filing entity offer tribal land services? (Y/N) No

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

		Select Yes or No or Not Applicable
<921>	Needs assessment and deployment planning with a focus on Tribal community anchor institutions.	
<922>	Feasibility and sustainability planning;	
<923>	Marketing services in a culturally sensitive manner;	
<924>	Compliance with Rights of way processes	
<925>	Compliance with Land Use permitting requirements	
<926>	Compliance with Facilities Siting rules	
<927>	Compliance with Environmental Review processes	
<928>	Compliance with Cultural Preservation review processes	
<929>	Compliance with Tribal Business and Licensing requirements.	

(1000) Voice and Broadband Service Rate Comparability
Data Collection Form

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

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<039>	Contact Email Address - Email Address of person identified in data line <030>	wade.weatherlow@dftel.com

<1000>	Voice services rate comparability certification	Yes
<1010>	Attach detailed description for voice services rate comparability compliance	150076ny1010.xlsx Name of Attached Document
<1020>	Broadband comparability certification	Yes - Pricing is no more than the most recent applicable benchmark announced by the Wireline Competition Bureau
<1030>	Attach detailed description for broadband comparability compliance	150076ny1030.xlsx Name of Attached Document

(1100) No Terrestrial Backhaul Reporting Data Collection Form

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

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<030>	Contact Name - Person USAC should contact regarding this data	Wade Weatherlow
<035>	Contact Telephone Number - Number of person identified in data line <030>	7166733091 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	wade.weatherlow@dftel.com

<1100>	Certify whether terrestrial backhaul options exist (Y/N)	Yes
<1130>	Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).	

(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form

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

<010>	Study Area Code	150076
<015>	Study Area Name	CASSADAGA TEL CORP
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<030>	Contact Name - Person USAC should contact regarding this data	Wade Weatherlow
<035>	Contact Telephone Number - Number of person identified in data line <030>	7166733091 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	wade.weatherlow@dftel.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

150076ny1210.docx

Name of Attached Document

<1220> Link to Public Website

HTTP https://www.dftcommunications.com/terms-and-conditions/

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ✔

<1222> Details on the number of minutes provided as part of the plan, ✔

<1223> Additional charges for toll calls, and rates for each such plan. ✔

(2000) Price Cap Carrier Additional Documentation
Data Collection Form
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

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

<010>	Study Area Code	150076
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Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<2010> 2nd Year Certification 47 CFR § 54.313(b)(1)(i) - Note that for the July 1 2016 certification, this applies to Round 2 recipients of Incremental Support

<2011> 3rd Year Certification 47 CFR § 54.313(b)(1)(ii) - Note that for the July 1 2016 certification, this applies to Round 1 recipients of Incremental Support

<2022> Recipient certifies, representing year two after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.

<2023> The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year two - 54.313(b)(2)(ii). Round 2 recipients only.

<2024A> Round 2 Recipient of Incremental Support?

<2024B> Attach list of census blocks indicating where funding was spent in year two - 54.313(b)(2)(ii). Round 2 recipients only.

Name of Attached Document Listing Required Information

<2025A> Round 1 or Round 2 Recipient of Incremental Support?

<2025B> Attach geocoded Information for Phase I milestone reports (Round 1 for year three and Round 2 for year two) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-

Name of Attached Document Listing Required Information

<2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)

(2000) Price Cap Carrier Additional Documentation (Continued)
Data Collection Form
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

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

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016> Certification support used to build broadband

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017A> Connect America Fund Phase II recipient?

<2017B> Attach information for Phase II - 54.313(e)(1) - list of geocoded locations already meeting the 54.309 public interest obligations at the end of calendar year 2015 and total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2015.

Name of Attached Document Listing Required Information

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(2)(ii)

Name of Attached Document Listing Required Information

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(2)(v)

<2020> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 40% of its supported locations in the state on December 31, 2017 - 54.313(e)(3)

<2021> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 60% of its supported locations in the state on December 31, 2018 - 54.313(e)(4)

<2026> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 80% of its supported locations in the state on December 31, 2019 - 54.313(e)(5)

<2027> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 100% of its supported locations in the state on December 31, 2020 - 54.313(e)(6)

(3005) Rate Of Return Carrier Additional Documentation
Data Collection Form

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

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Complete the items below to note compliance with five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

Progress Report on 5 Year Plan

(3009)	Carrier certifies to 54.313(f)(1)(iii)		
(3010A)	Milestone Certification {47 CFR § 54.313(f)(1)(i)}	Yes - Attach Certification	
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information	150076ny3010.docx
(3012A)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	No - No New Community Anchors	
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information	
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	(Yes/No)	◉ ○
(3014)	If yes, does your company file the RUS annual report	(Yes/No)	○ ◉
	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:		
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		☐
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows		☐
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information	
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No)	◉ ○
	If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:		
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		✔
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows		✔
(3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.		✔
	If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:		
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		☐
(3023)	Underlying information subjected to a review by an independent certified public accountant		☐
(3024)	Underlying information subjected to an officer certification.		☐
(3025)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows		☐
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	DFT 2015 Audit Report _ CASSADAGA TELEPHONE.pdf

(3005) Rate Of Return Carrier Additional Documentation (Continued)

Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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Financial Data Summary

(3027) Revenue	744351
(3028) Operating Expenses	606059
(3029) Net Income	138292
(3030) Telephone Plant In Service(TPIS)	3108975
(3031) Total Assets	2235398
(3032) Total Debt	263022
(3033) Total Equity	1972376
(3034) Dividends	0

Name of Attached Document Listing Required Information

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4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)
Please address Line 4001 regarding compliance with the Commission's public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year. Name of Attached Document Listing Required Information _____

Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481. Name of Attached Document Listing Required Information _____

4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area. Name of Attached Document Listing Required Information _____

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013

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TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients

I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.

Name of Reporting Carrier: CASSADAGA TEL CORP

Signature of Authorized Officer: CERTIFIED ONLINE Date 06/29/2016

Printed name of Authorized Officer: Mark Maytum

Title or position of Authorized Officer: President

Telephone number of Authorized Officer: 7166733031 ext.3026

Study Area Code of Reporting Carrier: 150076 Filing Due Date for this form: 07/01/2016

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013

<010>	Study Area Code	150076
<015>	Study Area Name	CASSADAGA TEL CORP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Wade Weatherlow
<035>	Contact Telephone Number - Number of person identified in data line <030>	7166733091 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	wade.weatherlow@dftel.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier

I certify that (Name of Agent)_____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.

Name of Authorized Agent:

Name of Reporting Carrier:

Signature of Authorized Officer: Date:

Printed name of Authorized Officer:

Title or position of Authorized Officer:

Telephone number of Authorized Officer:

Study Area Code of Reporting Carrier: Filing Due Date for this form:

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier

I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.

Name of Reporting Carrier:

Name of Authorized Agent Firm:

Signature of Authorized Agent or Employee of Agent: Date:

Name of Authorized Agent Employee:

Title or position of Authorized Agent or Employee of Agent

Telephone number of Authorized Agent or Employee of Agent:

Study Area Code of Reporting Carrier: Filing Due Date for this form:

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

Attachments

(700) Price Offerings including Voice Rate Data
Data Collection Form

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

<010>	Study Area Code	150076
<015>	Study Area Name	CASSADAGA TEL CORP
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<030>	Contact Name - Person USAC should contact regarding this data	Wade Weatherlow
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<039>	Contact Email Address - Email Address of person identified in data line <030>	wade.weatherlow@dftel.com

<701>	Residential Local Service Charge Effective Date	1/1/2016
<702>	Single State-wide Residential Local Service Charge	

<703>

<a1>	<a2>	<a3>	<b1>	<b2>	<b3>	<b4>	<b5>	<c>
State	**Exchange (ILEC)**	**SAC (CETC)**	**Rate Type**	**Residential Local Service Rate**	**State Subscriber Line Charge**	**State Universal Service Fee**	**Mandatory Extended Area Service Charge**	**Total per line Rates and Fees**
NY	ALL		FR	11.78	0.0	0.0	0.0	11.78
NY	ALL		MS	7.6	0.0	0.0	0.0	7.6

(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	150076
<015>	Study Area Name	CASSADAGA TEL CORP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Wade Weatherlow
<035>	Contact Telephone Number - Number of person identified in data line <030>	7166733091 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	wade.weatherlow@dftel.com

<711>

<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>
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}
NY	ALL	57.95	0.0	57.95	24.0	1.5	999999	Other, N/A
NY	ALL	52.95	0.0	52.95	18.0	1.5	999999	Other, N/A
NY	ALL	42.95	0.0	42.95	12.0	1.0	999999	Other, N/A
NY	ALL	39.95	0.0	39.95	6.0	1.0	999999	Other, N/A

(800) Operating Companies
Data Collection Form

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

<010>	Study Area Code	150076
<015>	Study Area Name	CASSADAGA TEL CORP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Wade Weatherlow
<035>	Contact Telephone Number - Number of person identified in data line <030>	7166733091 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	wade.weatherlow@dftel.com

<810>	Reporting Carrier	CASSADAGA TELEPHONE
<811>	Holding Company	BRICK SKIRT HOLDING CORPORATION
<812>	Operating Company	CASSADAGA TELEPHONE

<813>

<a1>	<a2>	<a3>
Affiliates	**SAC**	**Doing Business As Company or Brand Designation**
DUNKIRK & FREDONIA TELEPHONE COMPANY	150091	Dunkirk & Fredonia Telephone, DFT, Netsync, DFT Communications, Brick Skirt Holdings
UPPER PENINSULA TELEPHONE COMPANY	310732	Michigan Broadband Services, UPTC, MCBC, Alphacomm.net
MICHIGAN CENTRAL BROADBAND COMPANY	310785	Michigan Broadband Services, MCBC, Alphacomm.net
BELMONT TELEPHONE COMPANY	330847	Belmont, LaGrant Connections, LLC
CUBA CITY TELEPHONE EXCHANGE COMPANY	330872	Cuba City, LaGrant Connections, LLC
CENTRAL SCOTT TELEPHONE COMPANY	351125	Central Scott
CST COMMUNICATIONS, INC.	359032	CST Communications, iWireless
INTERCOMMUNITY TELEPHONE COMPANY	381616	InterCommunity
HAVILAND TELEPHONE COMPANY, INC.	411780	Haviland, Giant Communications, Inc.
J. B. N. TELEPHONE COMPANY, INC.	411785	J.B.N., Giant Communications, Inc.
WESTERN NEW MEXICO TELEPHONE COMPANY, INC.	492268	WNM Communications
CENTRAL UTAH TEL INC	502277	CentraCom Interactive
SKYLINE TELECOM	502283	CentraCom Interactive
BEAR LAKE COMM	503032	CentraCom Interactive
CAL-ORE TELEPHONE COMPANY	542311	Cal-Ore
Giant Communications, Inc.		Giant
Alpha Enterprises Limited, Inc.		Alphacomm.net
World Surfer, Inc.		World Surfer
Netsync Internet Services Corporation		Netsync
Valley Communications, Inc.		Valley
Central Telcom Services, LLC		CentraCom Interactive
LaGrant Connections, LLC		LaGrant Connections, LLC
WNM Communications Corporation		WNM Communications

(800) Operating Companies
Data Collection Form

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

<010>	Study Area Code	150076
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<810>	Reporting Carrier	CASSADAGA TELEPHONE
<811>	Holding Company	BRICK SKIRT HOLDING CORPORATION
<812>	Operating Company	CASSADAGA TELEPHONE

<813>

<a1>	<a2>	<a3>
Affiliates	**SAC**	**Doing Business As Company or Brand Designation**
Cal-Ore Communications, Inc.		Cal-Ore Communications
CS Technologies, Inc.		CS Technologies
BRETTON WOODS TELEPHONE COMPANY, INC.	120038	Bretton Woods, World Surfer
CASSADAGA TELEPHONE COMPANY	150076	Cassadaga, DFT, Netsync, DFT Communications
WAPSI Wireless, LLC	359041	Wireless

150076ny112

Cassadaga Telephone Corporation
Line 112 – Five-Year Service Quality Improvement Plan

Pursuant to 47 C.F.R. § 54.313 The Cassadaga Telephone Corporation is required to provide:

A progress report on its five-year service quality improvement plan pursuant to § 54.202(a), including maps detailing its progress towards meeting its plan targets, an explanation of how much universal service support was received and how it was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information shall be submitted at the wire center level or census block as appropriate;

It's five-year plan completed in 2015:

Add new Fiber/Copper installation with digital CSA site equipment on Dean Road and Coe Road, which improved service to over 80 locations in the Town of Stockton. Anticipated expense for both locations: $72,500. (Project Not Completed in 2015)
Central Office general support. $28,000.
New FTTB deployment: $7,500.
Routine, Copper, Fiber, Poles: $22,000.
Building expenses: $5,000.

Between January 1, and May 31, 2016, Cassadaga Telephone received USF Support from the following funds:

CAF ICC Monthly Support:	$4,582.
ICLS Monthly Support:	$11,640.

Its five-year plan anticipated that in 2016, the company would:

Add new Fiber/Copper installation with digital CSA site equipment on Dean Road and Coe Road in the Town of Stockton. Anticipated expense for both locations: $72,500.
DSL equipment augment $5,000.
DSL Capitalized Labor: $7,000.
New FTTB deploy: $6,000.
Routine, Copper, Fiber, Poles: $12,500.

Note: Answers to lines 115, 116 and 117 overlap and are very difficult to differentiate. When installing or upgrading additional fiber and Digital Line Carrier (DLC's/CSA's) service quality, coverage and capacity increase. Since most of the Company's customers can receive 4/1, it is

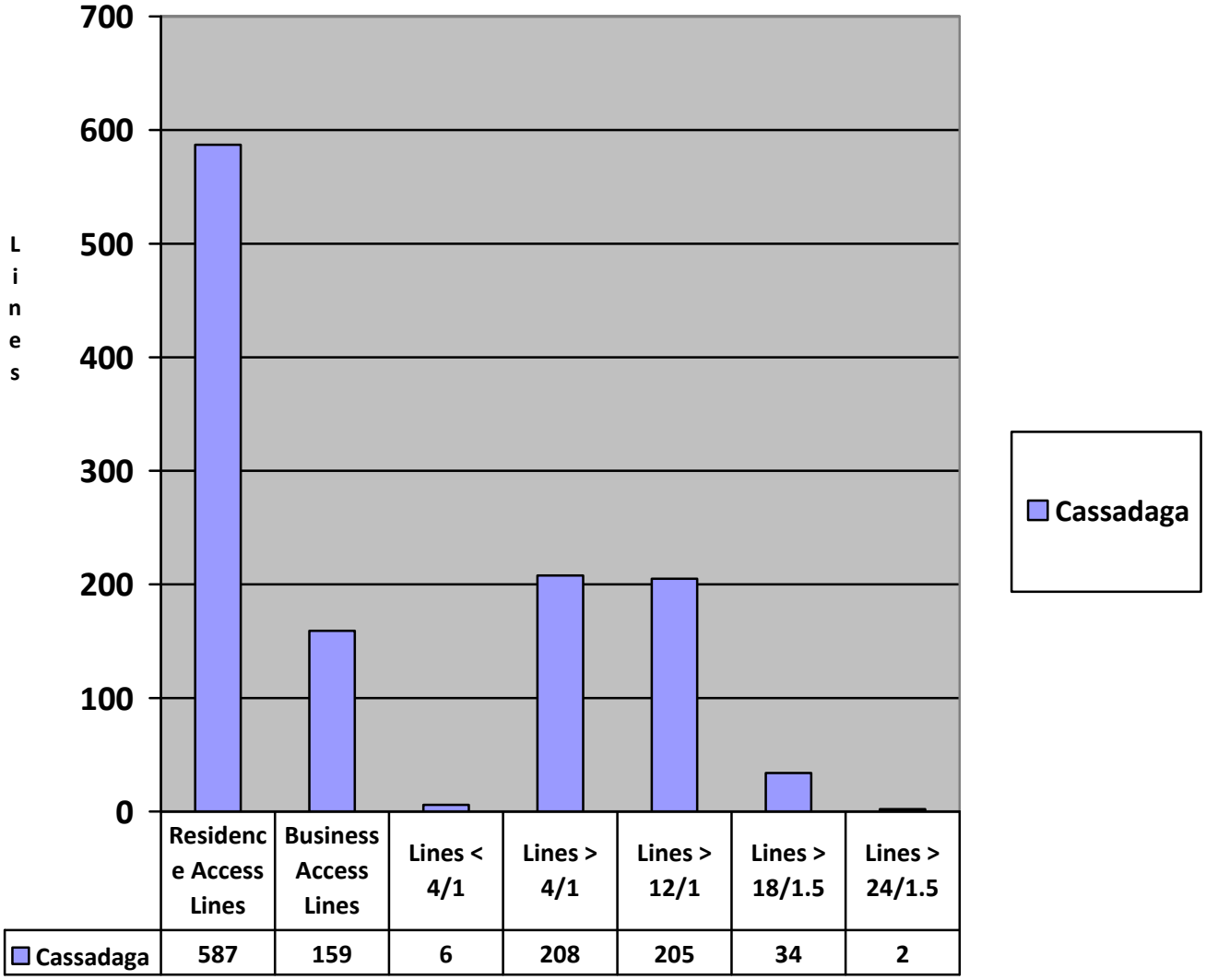
not typically increasing service coverage, but rather, service capacity, quality of service improvements.

Cassadaga Telephone does not typically begin its summer construction projects until May, due to seasonal weather conditions. At this time, Cassadaga Telephone has not completed its larger projects and accordingly has not booked there expenses.

Cassadaga Telephone provides maps of identifying 2015 work completed and 2016 work in anticipation of completion.

COMPANY SERVICE AREA INCLUDED IN FIVE-YEAR PLAN:

The Company serves a very rural portion of the United States where there are numerous challenges to serving the most rural customer locations. Within the RLEC's service territory of approximately 51 square miles, the company provides voice service to residential and business access lines and broadband service as shown below:



	Residence Access Lines	Business Access Lines	Lines < 4/1	Lines > 4/1	Lines > 12/1	Lines > 18/1.5	Lines > 24/1.5
Cassadaga	587	159	6	208	205	34	2

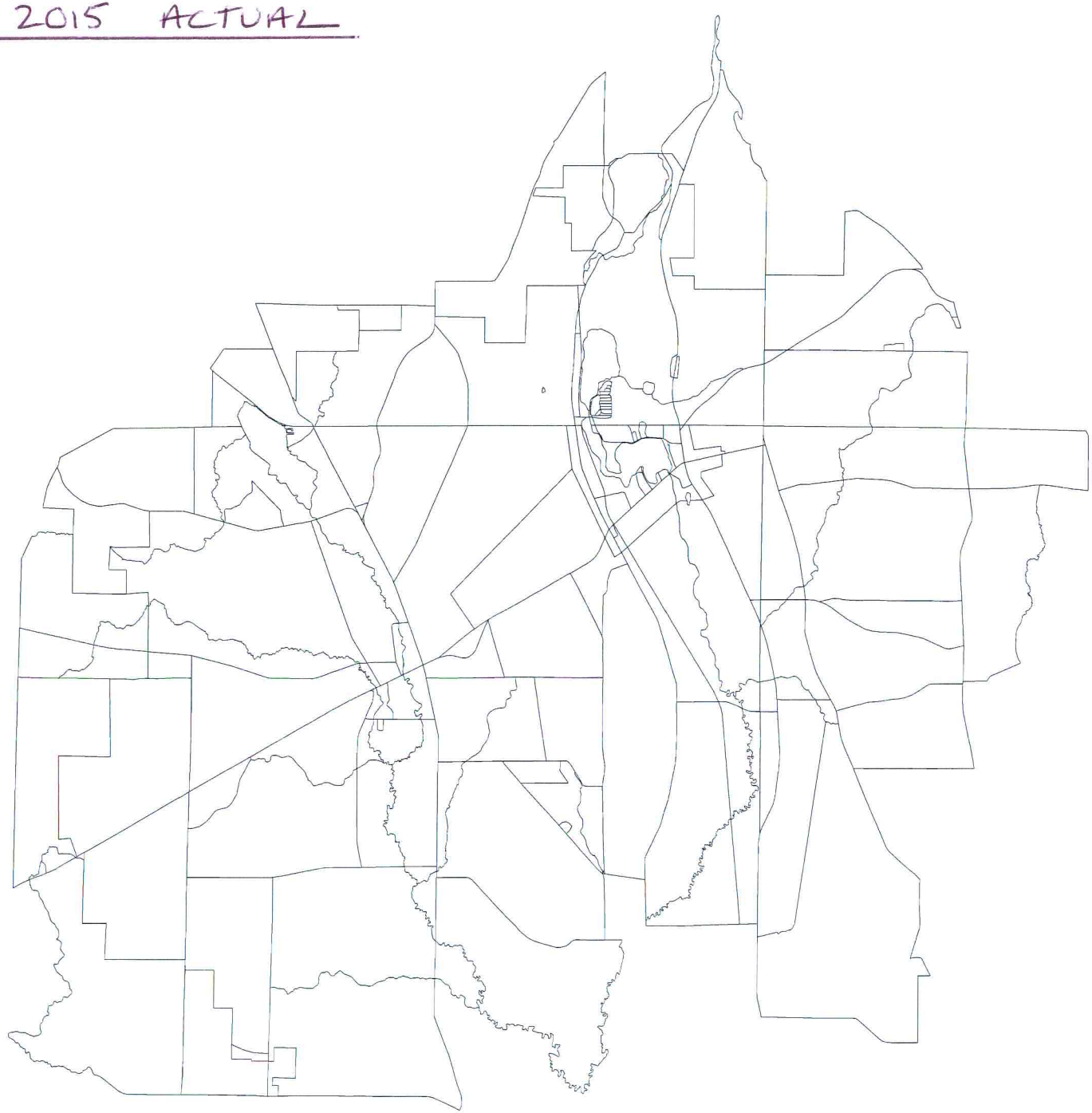
Each exchange in the company only has one wire center; therefore, the five-year plan is presented at the exchange level (which is also the wire center level). The above chart shows the breakdown of the number of access lines by exchange within the RLEC territory for residence and business and the number of broadband lines subscribed to by customers at a speed less than 4 Mbps down and 1 Mbps up and those greater broadband service level lines. As shown on the chart above, there are still a number of customers that subscribe to broadband service at a speed less than 4 Mbps down and 1 Mbps up, many of which currently have access to higher broadband access but have chosen a lower service level. The company is

making significant efforts to market and transition customers to higher speed service so that they can have the full benefit of the information super-highway.

CONCLUSION:

The Company's five-year service quality improvement plan is designed to continue to improve and upgrade facilities in order to provide customers with the highest quality voice and broadband service in the most cost-effective manner. This includes shortening the length of the loops, as needed, in order to provide greater bandwidth to the customer, augmenting and upgrading the interexchange facilities, as needed, to provide greater speeds and sufficient facilities for special access circuits, including, but not limited to, dedicated facilities to wireless towers, modifying switching equipment, as needed, in order to provide the services and features desired by the customer, and adding/replacing general support equipment, as needed, in order to continue to operate as a company and provide service to the end user.

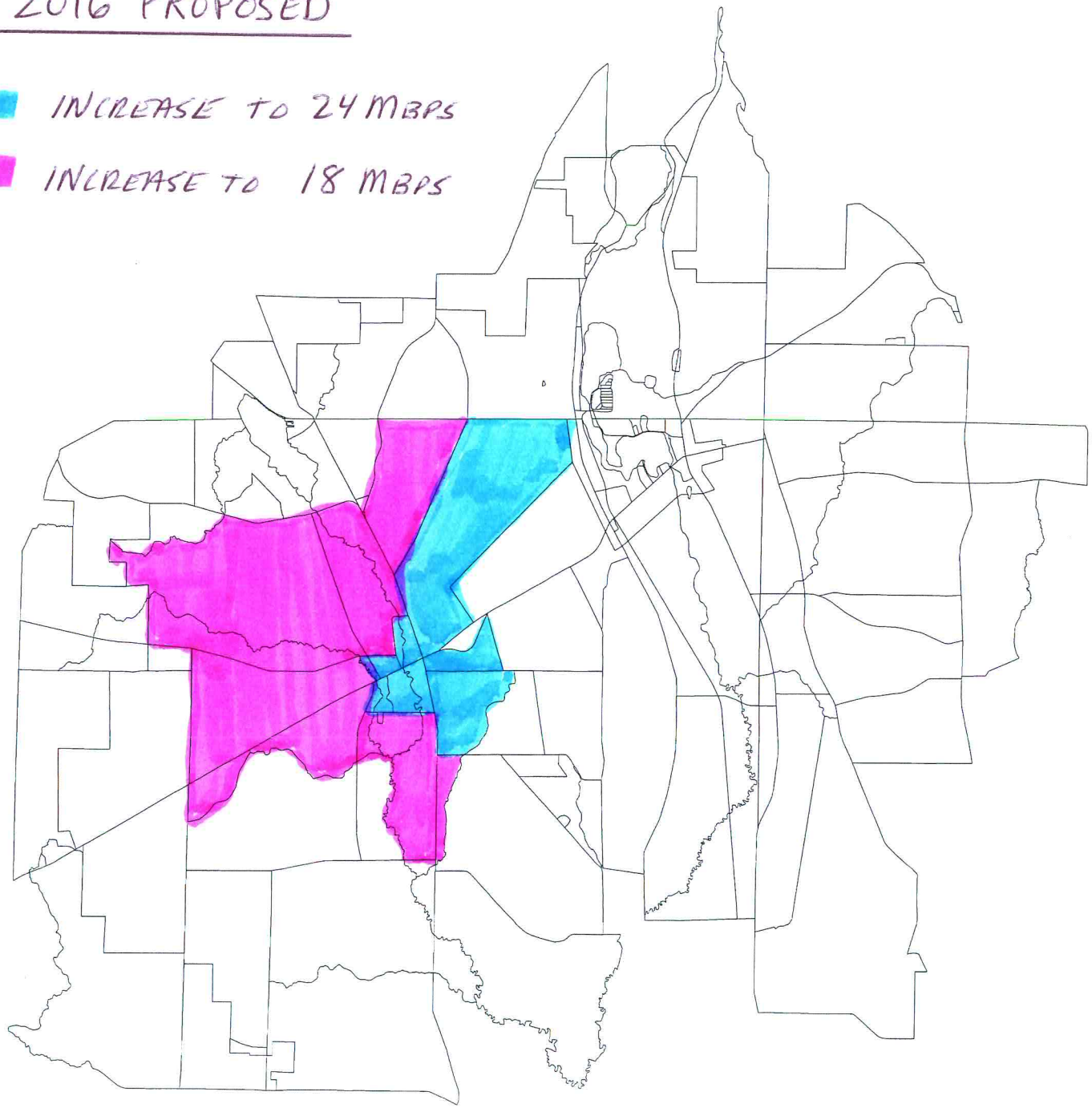
CASSADAGA TELEPHONE
2015 ACTUAL



CASSADAGA TELEPHONE
2016 PROPOSED

INCREASE TO 24 MBPS

INCREASE TO 18 MBPS



150076ny310.pdf

Cassadaga Telephone Corporation
Line 310 – Unfulfilled Voice Telephony Service Requests Resolution

As required in 47 C.F.R. § 54.313(a)(3), the following provides the Company's status on providing service to potential customers in 2015:

There were no unfulfilled service requests in 2015 in the service area in which the Company is designated as an ETC so no further documentation is required.

160076ny330

Cassadaga Telephone Corporation

FCC Form 481

Section 330 Response

Broadband Unfulfilled Service requests – Attempts

Calendar Year 2015

Customer 1, requested DSL service at 5234 Dean Road, Stockton, New York. Currently, there are no available DSL ports available in the local carrier unit. We are in the process of upgrading that remote carrier unit with increased customer servicing capacity. The customer will be contacted when the additional carrier ports are available in their area.

Customer 2, requested DSL service at 3384 Ames Road, Cassadaga, New York. Currently, there are no available DSL ports available in the local carrier unit. We are in the process of upgrading that remote carrier unit with increased customer servicing capacity. The customer will be contacted when the additional carrier ports are available in their area.

150076ny510.pdf

Cassadaga Telephone Corporation

Compliance with Service Quality Standards and Consumer Protection

As required in 47 C.F.R. § 54.313(a)(5) for High-cost Recipients, the following is a detailed description of how the Company complies with Service Quality Standards and Consumer Protection Rules.

SERVICE QUALITY STANDARDS: The Company abides by the State Commission's requirements for service quality. All required reporting is done with the Company in full compliance of the service quality standard requirements shown in Exhibit A.

CONSUMER PROTECTION RULES:
The Company developed and implemented a Customer Proprietary Network Information ("CPNI") Compliance Manual and has appointed a CPNI Compliance Officer. Annually, the Company requires all employees to certify that they have reviewed and understand the CPNI Compliance Manual and that they understand that any violation of the Company's CPNI procedures may result in disciplinary action up to and including dismissal. The Company files an annual report with the Federal Communications Commission ("FCC") certifying compliance with the FCC's CPNI rules.

The Company also developed and implemented an Identity Theft Prevention Program Manual and has appointed a Red Flag Coordinator. Annually, the Company requires all employees certify that they have reviewed and understand the Identity Theft Prevention Program Manual. Further, employees must certify that they understand that any violation of the Company's identity theft prevention procedures may result in disciplinary action up to and including dismissal.

Exhibit A

150076ny510

Cassadaga Telephone Corporation
New York State Quality of Service Rules

§ 609.1 Purpose

This Part sets forth the commission's rules and regulations which apply to the provision of basic local exchange service by telephone corporations when service is provided to residential customers or applicants for residential service as defined
in section 609.2 of this Part.

§ 609.2 Applicability of rules

Notwithstanding any other commission rule or order to the contrary, this Part governs the provision of residential service as defined herein and the rights, duties and obligations of every telephone corporation subject to the jurisdiction of the commission by virtue of Article 5 of the Public Service Law with respect to such service, their residential customers and applicants for residential service.

(a) Residential service is basic local exchange service furnished in private homes or apartments, including all parts of the subscriber's domestic establishment, for domestic use and not for substantial occupational use; in the study of a clergyman located in a church, in college fraternity or sorority houses, college dormitories, convents and monasteries for domestic rather than occupational use in residential quarters.

(b) The term existing residential customer, when used in this Part, shall include any person who is supplied directly by a telephone corporation with residential service at a dwelling for his or her residential use pursuant to an application for
service made by such person or a third party on his or her behalf. The term includes a person requesting such service who was a customer of the same telephone corporation within 12 months of making the request, who was not terminated for nonpayment more than 10 days before making the request, and who may move to a different dwelling within the telephone
corporation's service territory.

(c) The term applicant, when used in this Part, shall include any person who does not qualify as an existing residential customer and who requests basic local exchange service at a dwelling for his or her residential use or the residential use by
another person.

(d) The term reportable charges shall mean any charges for local service which are unpaid 45 days from the date of the bill for the charges, provided that the bill was mailed within six business days of the date of the bill. Charges which are
the subject of a deferred payment agreement under which the customer is making the agreed upon payments are not reportable charges; failure to make an agreed upon payment shall make the entire unpaid balance of the deferred payment agreement a reportable charge. Charges which are the subject of a pending billing dispute pursuant to section 609.16 of this Part are not reportable charges during the pendency of the dispute or for 15 days after its resolution.

(e) The term basic local exchange service shall include the following charges for residential service:

(1) customer access line, including any usage bundled in this charge;

(2) local measured service;

(3) local measured units;

(4) locality rates;

(5) mileage;

(6) late payment charges on local exchange service;

(7) subscriber line charge;

(8) taxes and surcharges prorated to reflect only the taxes and surcharges associated with local exchange service;

(9) nonpublished service;

(10) touchtone;

(11) local exchange service restoral charge;

(12) NSF check charge for local exchange service or any part of local exchange service;

(13) service order charge for local exchange service;

(14) construction charges for local exchange service; and

(15) intra LATA toll service and interregional calls unless intraLATA prescription is offered and selective intra-LATA access is available.

(f) The term suspension shall mean the interruption of outgoing service only.

(g) The term termination shall mean the interruption of both incoming and outgoing service.

(h) The term seasonal customer shall mean a customer who applies for and receives service periodically each year, intermittently during the year, or at other irregular intervals.

(i) The term short-term customer shall mean a customer who requires service for a specified period of time that does not exceed one year.

(j) The terms deny or denied shall mean any determination, by a representative of a telephone corporation in response to an application for service, that service will not be initiated as requested.

(k) The term delinquent in payment shall mean a residential customer has not paid in full a duly rendered bill, or an agreed-upon partial payment, for basic local exchange service 25 days after the first day of the period for which the local service charge is being billed, or within a longer period agreed to by the utility. A residential customer who has not paid in
full a bill, or an agreed-upon partial payment, for basic local exchange service in circumstances where disconnection for nonpayment is precluded under utility complaint procedures established under section 609.16 of this Part or commission complaint procedures under Part 11 of this Title, shall not be considered delinquent in payment. Nothing in this Part shall modify the commission's rules or orders applicable to the provision of telephone service to nonresidential customers.
§ 609.3 Applications for residential basic local exchange service
(a) Extension of service. (1) Consistent with the provisions of this section, every telephone corporation shall provide basic local exchange service to an applicant upon his or her oral or written request.
(2) A telephone corporation shall not be obligated to provide service to an applicant who owes the telephone corporation money for basic local exchange service provided to a prior account in his or her name unless:
(i) the applicant makes full payment for such service provided to any such prior account in his or her name;
(ii) the applicant agrees to make payments under a deferred payment plan, not to exceed three months, of any amount due for basic local exchange service to a prior account in his or her name if the applicant qualifies for such a plan by having been a customer for three months and service was not terminated for nonpayment during that period and if the amount due has not been the subject of a previous deferred payment plan under this subdivision;
(iii) the applicant has pending a billing dispute pursuant to section 609.16 of this Part with respect to any amounts due for service to a prior account in his or her name and has paid any amounts required to be paid pursuant to those provisions;
or
(iv) the commission or its authorized designee directs the provision of service, who may require such extension of service to be made within 24 hours or less.
(3) A telephone corporation shall not be obligated to provide service to an applicant who has reportable charges, or has been terminated for nonpayment within the past 6 months, with any other telephone corporation unless the applicant agrees to:
(i) pay a deposit in accordance with the provisions of section 609.9 of this Part; or
(ii) make advance payment of an amount not to exceed two times the average monthly bill for basic local exchange service. Such payment shall be applied to charges for local service on the first and subsequent bills, until it has been liquidated. The telephone corporation may not condition service upon payment in advance for any person it knows to be a recipient of public assistance, supplemental security income, or additional State payments.
(4) The telephone corporation may request either a deposit or payment in advance, but not both, as a condition of service.
(5) A telephone corporation shall be obligated to provide service to any applicant who meets the requirements of this section within five business days of receipt of a completed oral or written application for service or such later time as may be specified by the applicant, except:
(i) where prevented by labor strikes or precluded by law;
(ii) where precluded by consideration of public safety;
(iii) where the applicant fails to pay, or agree in writing to pay, reasonable chargeable material and installation costs relating to temporary or permanent line extensions, or otherwise fails to comply with any applicable requirements of the commission's rules;
(iv) where precluded by physical impediments including:
(a) adverse weather conditions;
(b) inability to gain access to premises in the possession of the applicant or others when necessary;
(c) incomplete construction of necessary facilities by the applicant or inspection thereof by the appropriate authorities;
or
(d) incomplete construction of necessary facilities by the telephone corporation. the telephone corporation shall make reasonable efforts to eliminate conditions preventing extension of service and shall pursue completion of any facilities it must construct with due diligence; or
(v) where directed by the commission or its authorized designee, who may require such extension of service to be made within 24 hours or less.
(6) An oral application for service shall be deemed completed when an applicant who meets the requirements of this section provides his or her name, address, and address of prior account, if any or prior telephone number, if any. A telephone
corporation may establish nondiscriminatory procedures to require an applicant to provide reasonable proof of the applicant's identity.
(7) A telephone corporation may require an applicant to complete a written application if:
(i) there are reportable charges from a previous account with any telephone corporation at the premises to be served;
or
(ii) the application is made by a third party on behalf of the person(s) who would receive service. A written application may require the submission of information required in an oral application, and reasonable proof of the applicant's responsibility for service at the premises to be supplied. A telephone corporation requiring a written application shall so

notify an applicant as soon as practicable after the request for service is made, and in no event more than three business days after such request, and shall state the basis for requiring a written application. A written application containing the required information shall be deemed completed when received by the utility.
Comment: When a written application is permitted, a telephone corporation may require the applicant to provide a copy of a lease (if one exists), deed, bill of sale or other documentation to show the date the applicant became responsible for service. A telephone corporation may also require an applicant to validate the applicant's prior address.
(8) Subject to the requirements of paragraph (5) of this subdivision, whenever a residential customer moves to a different dwelling within the service territory of the same telephone corporation and requests residential service within 12 months, he or she shall be eligible to receive service at the different dwelling, and such service shall be considered a continuation of service in all respects, with any deferred payment agreement, and with all rights honored; provided, however, that such customer's prior service was not terminated for nonpayment more than 10 days before the request for service.
(9) A telephone corporation shall extend service to an applicant for residential basic local exchange service, whose application for service has previously been denied, within five business days unless a later time is requested by the applicant,
after the following events:
(i) elimination of all the conditions specified in paragraphs (2)-(5) of this subdivision which resulted in the denial of service; or
(ii) by direction of the commission or its authorized designee, who may require such extension of service to be made within 24 hours or less.
(b) Denial of application for service--notice. (1) An application for service not denied within three business days shall be deemed approved.
(2) No telephone corporation shall deny an application for service or condition service upon an advance payment or deposit without advising the applicant within three business days of receipt of the application for service of:
(i) the reason or reasons for the denial, or the requirement for an advance payment or deposit;
(ii) precisely what the applicant must do to qualify for service or eliminate the requirement; and
(iii) his or her right to an investigation and review by the commission or its authorized designees of the denial or request for an advance payment or deposit. The telephone corporation shall advise the applicant of the appropriate methods
available to challenge the action of the telephone corporation and the address and telephone number of the commission.
(3) When the notice required by paragraph (2) of this subdivision is made orally, the telephone corporation shall provide the applicant, upon request, the notice in writing at his or her current address unless a different address is specified.
When oral notification cannot be accomplished within three business days due to the unavailability of the applicant, the telephone corporation shall provide immediate written notification.
§ 609.4 Suspension or termination of basic local exchange service
(a) Conditions for suspension or termination. A telephone corporation may suspend or terminate basic local exchange service as provided for in these rules if the customer:
(1) fails to pay the telephone corporation charges due at any time during the preceding six months; provided, however, that suspension or termination of service for bills due for service rendered during periods in excess of the six-month period is permitted in cases involving billing disputes during the six-month period or the culpable conduct of the customer;
and provided further, that the telephone corporation shall commence any such billing not more than two months after the resolution of the billing dispute, the cessation of the event which caused the telephone corporation to delay or delays caused by the customer's culpable conduct;
(2) fails to pay amounts due under a deferred payment agreement;
(3) fails to pay or agree in writing to pay equipment and installation charges relating to the initiation of service; or
(4) fails to pay a lawfully required deposit.
(b) Notice of suspension or termination--contents. A notice of suspension or termination shall clearly state or include:
(1) the earliest date on which suspension or termination may occur;
(2) the reasons for suspension or termination and the manner in which suspension or termination may be avoided, including the total amount required to be paid to avoid suspension or termination;
(3) the address and telephone number of the office of the telephone corporation that the customer may contact in reference to his or her account;
(4) the availability of procedures for handling complaints;
(5) the availability and a general description of a deferred payment agreement, which shall be highlighted;
(6) a summary of the protections available under this Part, together with a notice that any customer eligible for such protections should contact the telephone corporation; and
(7) the notice may include any additional information not inconsistent with this Part. In addition, the notice shall have printed on its face, in a size type capable of attracting immediate attention, language conveying the following:
"THIS IS A FINAL DISCONNECTION NOTICE. PLEASE BRING THIS NOTICE
TO THEATTENTION OF THE TELEPHONE CORPORATION WHEN PAYING
THIS BILL."

(c) Notice of suspension or termination--time. (1) No telephone corporation shall suspend service until at least eight days nor terminate service until at least 20 days after a notice:
(i) has been served upon the residential customer; or
(ii) has been mailed to the residential customer at the premises where service is rendered; provided, however, if a residential customer has specified to the telephone corporation in writing an alternative address for billing purposes, the notice under this paragraph shall be sent to such alternative address rather than to the premises where service is rendered.
(2) A telephone corporation may not issue or send a notice of suspension or termination unless at least 25 days have elapsed from the date of the bill, except when exceptional circumstances exist, a notice may be issued in less than 25 days,
but only in accordance with procedures approved by the commission or its designee. A telephone corporation shall mail the bill within six business days of the date of the bill. A telephone corporation shall extend the 25-day period one day for each day beyond the sixth business day when bills are mailed late. Individual customers also shall be given the same extension when documentation, such as the postmarked date, exists.
(3) After issuing the notice, the telephone corporation shall attempt to notify the customer by telephone of the intended suspension or termination and how such suspension or termination may be avoided. The attempt to notify the customer by telephone shall include at least one telephone call during nonworking hours before the scheduled date for suspension or termination.
(d) Suspension or termination of service--time. A telephone corporation complying with the conditions set forth in this section may suspend or terminate service to a residential customer for nonpayment of bills only between the hours of 8 a.m. and 7:30 p.m., Monday through Thursday, and between 8:00 a.m. and 3:00 p.m. on Friday, provided such day or the
following day is not:
(1) a public holiday, as defined in the General Construction Law;
(2) a day on which the main business office of the telephone corporation is closed for business; or
(3) during the periods of December 23rd through December 26th and December 30th through January 2nd.
(e) Suspension or termination for abandonment of facilities. (1) No telephone corporation shall suspend or terminate service on the grounds that a customer's facilities have been abandoned or are being used by unauthorized persons unless such corporation shall first determine, by such means as are reasonably calculated to determine occupancy, that such facilities have in fact been abandoned or are being used without the authority of the customer of record. The telephone corporation shall send a notice to the customer stating the reasons for the suspension or termination no later than five days prior to the date of any such suspension or termination, except that the five-day notification period shall be waived when mailings are returned by the post office or a new customer advises that he or she has moved into the location.
(f) No suspension or termination without verification of delinquent account. No telephone corporation shall suspend or terminate service for nonpayment of bills rendered unless:
(1) it shall have verified that payment has not been received at any office of the telephone corporation or at any office of an authorized collection agent through the end of the notice period required by this Part; and
(2) it shall have verified on the day suspension or termination occurs that payment has not been posted to the customer's account as of the opening of business on that day.
(g) Rapid posting of payments in response to notices of suspension or termination. Every telephone corporation shall ensure that any payments made in response to a notice, when the customer brings the fact that such a notice has been issued to the attention of the telephone corporation or its collection agents:
(1) are posted to the customer's account on the day payment is received; or
(2) are processed in some manner so that suspension or termination will not occur.
(h) Additional notice required when payment by check is subsequently dishonored. The telephone corporation shall be required to make at least two attempts, one outside of normal business hours, to contact a customer within 24 hours when the telephone corporation is in receipt of a subsequently dishonored negotiable instrument due to lack of funds, provided that the customer previously has not submitted a dishonored check within the past 12 months. Upon reaching the customer, the telephone corporation shall give him or her an additional 24 hours to pay the bill before suspension or termination of service.
§ 609.5 Suspension or termination of residential basic local exchange service--special procedures
This section provides special protections for residential customers regarding the suspension or termination and restoration of basic local exchange service in cases involving medical emergencies, the elderly, blind or disabled.
(a) Medical emergencies. (1) No telephone corporation shall suspend, terminate or refuse to restore basic local exchange service and any access determined by the customer's doctor to be necessary to reach the customer's doctor when a medical emergency exists, for which certification by a medical doctor or local board of health may be required, for nonpayment of monthly charges in an amount set by the commission; provided, however, that a demonstration of the customer's inability to pay charges for service may be required before a certificate of medical emergency can be renewed pursuant to paragraphs (3) and (4) of this subdivision, unless the commission or its designee directs otherwise.
(2) A medical emergency exists when a resident of a customer's residence suffers from a serious illness or medical condition which severely affects the resident's well-being and the absence of such telephone service would create a serious
risk of inaccessibility of emergency medical assistance, assistance relating to medical care or professional advice. An inability to pay charges for service is demonstrated when a customer is unable to pay past due and current telephone bills

because of insufficient liquid assets and current income, considering other necessary and reasonable expenses of the customer such as food, shelter and medical expenses, which may be documented by provisions of the information required
in the form set in Appendix 17 of this Title or such other form approved by the commission.
(3) Certification. An initial certification of a medical emergency by a medical doctor or local board of health may be made by telephone and shall remain effective if written certification is provided thereafter to the telephone corporation within five business days. A telephone corporation may require that any certification of a medical emergency shall be submitted on stationery of the medical doctor or local board of health, shall be signed by the medical doctor or an official of the local board of health qualified to make a medical judgment and shall state the name and address of the certifying medical doctor or local board of health, the doctor's State registration number, the name and address of the seriously ill person, the nature of the serious illness or medical condition, any service beyond basic local exchange services which may
be necessary to reach the customer's doctor because of the medical condition and an affirmation that the customer suffers from a serious illness or a medical condition that severely affects the resident's well-being and that the absence of such telephone service would create a serious risk of inaccessibility of emergency medical assistance, assistance relating to medical care or professional advice. The certificate shall be effective for 30 days from the time the telephone corporation receives an oral or written certification, whichever occurs earlier. In deciding whether the conditions for a medical emergency are met, the medical doctor or qualified official of the local board of health should use his or her best judgment.
A telephone corporation receiving an initial certificate shall promptly so notify the customer in writing and shall provide information on renewal of certificates, including the form set forth in Appendix 17 of this Title, or such other form
approved by the commission if the telephone corporation intends to make a determination concerning a customer's ability to pay charges for service. The telephone corporation also shall issue a reminder notice on renewal of certificates seven days prior to the expiration of the certificate.
(4) Certificate renewal. If the medical condition is likely to continue beyond the expiration of an initial certification, a certificate may be renewed, provided:
(i) a medical doctor or qualified official of the board of health states in writing to the telephone corporation the expected duration of the medical emergency, and explains either the nature of the medical emergency or the reason why the absence of such telephone service would create a serious risk of inaccessibility of emergency medical assistance or assistance
relating to medical care or professional advice; and
(ii) the customer demonstrates an inability to pay charges for service. A customer may be required, before the expiration of the initial certification, to submit to the telephone corporation the information required in the form set forth in Appendix 17 of this Title, or such other form approved by the commission for the purpose of demonstrating an inability to
pay charges for service. A telephone corporation shall, within five days of submission of such information, determine whether the customer's liquid assets and current income are insufficient to pay such telephone bills, considering other necessary and reasonable expenses of the customer such as food, shelter, medical and other necessary expenses. Whenever
a telephone corporation determines that a customer has not demonstrated a financial hardship, it shall provide the customer with written notice of determination and the customer's right to review of the determination by the commission or its authorized designee. A telephone corporation shall stay any suspension or termination activity pending its determination
on the customer's ability to pay and any review of such determination by the commission or its authorized designee.
A renewed certificate shall remain in effect for 30 days, provided that in cases certified as chronic by a medical doctor or qualified official of the local board of health, the renewed certificate shall remain in effect for 60 days or such longer period as may be approved by the commission or its designee. The telephone corporation may require that the statement of financial hardship shall be completed and submitted to the telephone corporation whenever a certificate is renewed.
(5) No telephone corporation shall suspend or terminate such service to a residential customer after the expiration of a certification of medical emergency or after the telephone corporation determines and the commission or its designee concurs that the customer has an ability to pay charges for service without first sending the customer a final notice of suspension or termination at least eight days prior to suspension of outgoing service and 20 days prior to the date of termination.
(6) While certification of medical emergencies remains in effect, customers shall remain liable for payment of telephone service and shall make reasonable efforts to pay charges for such service. The authorized designees of the commission shall be available to offer assistance to customers for working out equitable payment arrangements in order to avoid substantial arrearages at the end of a medical emergency.
(b) Customers who are elderly, blind or disabled. (1) No telephone corporation shall suspend or terminate or refuse to restore service where a residential customer is known to or identified to the telephone corporation to be blind, disabled, or 62 years of age or older, and all the remaining residents of the household are 62 years of age or older, 18 years of age or

under, blind or disabled, without complying with the procedures specified in this subdivision. A person shall be considered
"disabled" if the person has a disability as that term is defined in the Human Rights Law (*Executive Law, section 292(21)*). A person shall be considered blind if the person has central visual acuity of 20/200 or less in the better eye with the use of a correcting lens. An eye which is accompanied by a limitation in the fields of vision such that the widest diameter of the visual field subtends an angle no greater than 20 degrees shall be considered as having a central visual acuity of 20/200 or less.
(2) In such cases, a telephone corporation shall not suspend or terminate service for an additional 20 days after the date of suspension or termination as stated on the notice and shall make a diligent effort to contact by telephone or in person if telephone contact is unsuccessful, an adult resident at the customer's premises at least eight days prior to the date on which suspension or termination of service may occur for the purpose of devising a payment plan.
(3) In cases where service has been suspended or terminated and the telephone corporation subsequently learns that the customer is entitled to the protections established under this subdivision, the telephone corporation shall, within 24 hours of such notification, restore service for an additional 20 days and make a diligent effort to contact in person an adult resident at the customer's premises for the purpose of devising a payment plan. A telephone corporation unable to contact such person within 24 hours shall make reasonable efforts to achieve contact as soon as practicable.
§ 609.6 Voluntary third-party notice prior to termination of service
Every telephone corporation shall permit a residential customer to designate a third party to receive all notifications relating to suspension and/or termination of service or other credit notices sent to such residential customer, provided that the designated third party agrees in writing to receive such notices. The telephone corporation shall inform the third party that the authorization to receive such notices does not constitute acceptance of any liability on the third party for service provided to the customer. The telephone corporation shall promptly notify the residential customer of the refusal or cancellation of such authorization by the third party.
§ 609.7 Reconnection of service
(a) A telephone corporation shall reconnect suspended or terminated basic local exchange service within 24 hours, unless prevented by circumstances beyond the telephone corporation's control or unless a customer requests otherwise, in the following situations:
(1) receipt by the telephone corporation of the full amount of arrears for which service was suspended or terminated or upon the elimination of conditions that warranted suspension or termination of service;
(2) agreement by the telephone corporation and the customer on a deferred payment plan and the payment of a down payment, if required, under the plan;
(3) where a telephone corporation has notice that a serious impairment to health or safety exists and telephone service is necessary to insure accessibility of emergency medical assistance, assistance relating to medical care or professional advice. Doubts as to whether reconnection of service is required for health or safety reasons shall be resolved in favor of reconnection; or
(4) upon the direction of the commission or its designee.
Comment: A telephone corporation may not insist upon payment of lawful charges that did not provide the basis for suspension or termination before restoring service under this subdivision. In these circumstances, payment of other lawful charges that did not form the basis for the suspension or termination should be part of the deferred payment plan in accordance
with section 609.8 of this Part, unless the customer elects to pay such charge immediately.
(b) Whenever circumstances beyond the telephone corporation's control prevent reconnection of service within 24 hours of any of the events specified in subdivision (a) of this section, service shall be reconnected within 12 hours after those circumstances cease to exist.
§ 609.8 Deferred payment agreements
(a) No telephone corporation shall suspend, terminate or refuse to restore or provide basic local exchange service to a residential customer, who has been an existing residential customer for three months and for whom basic local exchange service has not been terminated for nonpayment during that period because of arrears owed on such person's account, unless it offers the customer a deferred payment agreement pursuant to this section. Customers with medical emergencies and customers who are elderly, blind or disabled shall be exempt from such eligibility criteria. However, any such agreement shall not be available to any customer who the commission or its designee determines has the resources available to pay his or her bill. The offer of a deferred payment agreement shall specify the total amount of arrears, the down payment, the installment payments and the time for making such payments. The telephone corporation shall mail to the customer not less than six days prior to termination of service, a notice describing to the customer a deferred payment plan which shall contain a conspicuous, bold-type notice that the customer may obtain the assistance of the commission in reaching an agreement. Where service is already terminated pursuant to section 609.4 of this Part, such notice shall be given at the time the customer requests reconnection. A new deferred payment agreement need not be offered to a customer
who is in default on an existing deferred payment agreement; provided, however, that such a customer may have his or her existing payment agreement renegotiated once within a 24-month period if he or she demonstrates that his or her financial circumstances have changed significantly because of conditions beyond his or her control.
(b) A deferred payment agreement:
(1) shall obligate the customer to make timely payments of current charges for basic local exchange service together

with payment of the amount deferred during the pendency of the agreement;
(2) shall be for total amounts up to $ 150 but may be greater amounts if agreed to by the telephone corporation or directed by the commission or its authorized designee;
(3) shall be for a time period of no less than 5 months unless otherwise agreed to by the customer; and
(4) may require the customer to make a down payment which shall not exceed the lesser of one fifth of the amount deferred or three months of the customer's average billing for basic local exchange service plus the difference, if any, between the total amount of arrears and the amount being deferred.
(c) Telephone corporations and customers should observe the following practices in developing the terms of deferred payment agreements: payment of amounts deferred may be made on a weekly, monthly or longer basis, at the convenience
of the parties to the agreement. Telephone corporations must voluntarily offer plans with down payments of lesser amounts than allowed by subdivision (b) of this section when a customer cannot reasonably make a down payment equal to the amount allowed by subdivision (b). Eligible customers may voluntarily waive their right to make a down payment of not more than the amount allowed by subdivision (b) of this section, but telephone corporations cannot require or otherwise solicit customers to make such waiver. Amendments of payment agreements should, to the extent reasonable and practical, reflect the changed circumstances of the customer.
(d) If the telephone corporation believes that a deferred payment agreement should not be offered because a customer has the resources to pay his or her bill, it shall notify the customer and the commission or its designee in writing of the reasons for its belief. The commission or its designee shall, in accordance with the complaint procedures set forth in section 609.16 of this Part, forthwith make a determination whether the customer has the resources to pay his or her bill. A
telephone corporation shall stay any suspension or termination activity, and restore or provide service pending the decision
on the telephone corporation's complaint by the commission or its authorized designee.
§ 609.9 Residential basic local exchange service deposits
(a) No telephone corporation shall require any applicant or existing residential customer to post a security deposit as a condition of receiving basic local exchange service unless the existing residential customer or applicant:
(1) is a seasonal customer or short-term customer;
(2) is an existing residential customer who has accumulated two consecutive months of arrears without making reasonable payment of such charges, defined as one-half of the total arrears, prior to the due date of the second bill, provided
that the telephone corporation requests such deposit within two months of such failure to pay. A local exchange carrier intending to require a deposit of an existing residential customer shall provide a customer written notice, including the amount of the deposit, at least 10 days before it may assess a deposit, and state that the failure to make timely payment of the arrears will permit the utility to require a deposit from such customer;
(3) has had basic local exchange service terminated for nonpayment during the preceding six months;
(4) has reportable charges with any other telephone corporation;
(5) does not give a telephone corporation with which he or she is applying for service permission to determine the existence of reportable charges or if the customer has been terminated for nonpayment during the preceding six months on
a previous or current account with other local telephone corporations subject to these regulations; or
(6) fails to provide reasonable proof of identity pursuant to section 609.3(a) (6) of this Part.
(b) Payment of deposit. If a telephone corporation requires a deposit from an existing residential customer or an applicant for telephone service, it shall permit such customer to pay the deposit in installments over a period not to exceed six months.
(c) Exceptions to deposit authorization. (1) No telephone corporation shall require any person it knows to be a recipient of public assistance, supplemental security income, or additional state payments to post a security deposit.
(2) No telephone corporation shall demand or hold a deposit from any applicant or existing residential customer it knows is 62 years of age or older unless such customer has had service terminated for nonpayment of bills within the preceding six months. Telephone corporations shall permit an applicant or existing residential customer 62 years of age or older to pay the deposit in installments over a period not to exceed 12 months.
(d) Deposit amounts. In any case where customer deposits are authorized by this section, the deposit amount shall not exceed two times the average monthly bill for basic local exchange service for a calendar year in order to secure payment for basic local exchange services actually rendered or for the rental of fixtures, instruments and facilities actually supplied.
(e) Interest on deposits. Every telephone corporation shall allow every customer from whom a deposit is required interest on the amount deposited at a rate prescribed annually by the commission.
(f) Application of deposit to unpaid bill. Each telephone corporation holding customer deposits shall render to each depositor, when and as his or her deposit is applied to an unpaid bill or bills, a statement showing:
(1) the amount of the deposit, together with the interest accrued thereon and the period covered thereby; and
(2) the balance of the bill or bills remaining unpaid or the balance of the deposit and interest thereon remaining to the credit of the depositor.
(g) Refunds. (1) Each telephone corporation shall review the accounts of all existing residential customers who have

made deposits at least annually. Each depositor, upon becoming entitled to a refund by reason of nondelinquency for one year or upon ceasing to be a customer, shall receive his or her deposit and all interest thereon which has not been refunded or credited against bills for service.
(2) The telephone corporation shall initiate such refund action and may request the payment of all bills for which such deposit is security.
(3) Any refund may be credited to the customer's account or, at the election of the depositor, the full refund shall be made to the depositor.
(4) For purposes of establishing a refund date when deposits are paid on an installment plan, the date will be the day of receipt of the first installment.
(h) Circular containing terms of deposit. Each and every telephone corporation holding customer deposits shall keep on hand for distribution to its customers a summary of the pertinent features of these requirements and shall inform customers from whom deposits are requested of its availability.
(i) Records. Each telephone corporation holding customer deposits shall keep adequate records with respect to each deposit.
§ 609.10 Backbilling on residential accounts
No telephone corporation shall charge a residential customer for previously unbilled service or adjust upward a bill previously rendered when the period for the unbilled service or billing adjustment is more than 24 months prior to the mailing of the bill or the upward billing adjustment for service to the residential customer unless the culpable conduct of the customer caused or contributed to the failure of the corporation to render timely or accurate billing. If the customer is liable for any service and the delay in billing was not due to the culpable conduct of the customer, the telephone corporation
shall explain the reason for the late billing and shall advise the customer that suspension/termination of service is not permitted for nonpayment of charges billed in excess of six months after the service was provided and that payments may be made under an installment payment plan. Any such installment plan must be consistent with a customer's ability to
pay and for a reasonable period of time that shall not be less than one month for each month represented by the late-billed charges, unless otherwise agreed to by the customer. If requested by the customer, the explanation for the late billing and the installment payment plan will be provided in writing. An adjustment to increase previously rendered bills more than six months after the time service was provided shall be made within four months of the final resolution of the billing dispute.
§ 609.11 Adjusted payments and other charges
(a) Adjusted payment schedule. Every telephone corporation shall offer residential customers on fixed incomes the opportunity to pay their bills on a reasonable schedule that is adjusted for such customer's periodic receipt of income.
(b) Other charges. No telephone corporation may charge any residential customer a late-payment charge, penalty, fee, interest or other charge of any kind without the approval of the commission for any late payment, collection effort, service termination or deferred payment agreement occasioned by the customer's failure to make timely payment for services. Nothing in this section shall prohibit a telephone corporation, with the approval of the commission, from imposing a reasonable charge, not in excess of its costs, pursuant to its tariff for restoral of service, dishonored checks and other lawful purposes.
§ 609.12 Contents of bills
Each telephone corporation's bill to a residential customer shall provide, in clear and understandable form and language:
(a) the name, address and account number of the customer, the name of the telephone corporation, the telephone number of the telephone corporation's business office which may be contacted to discuss the bill, amount owed for the latest period, the date by which payments for the latest period may be paid without a late-payment charge, the late-payment charge for late-paid bills, if any, credits from past bills, any amounts owed and unpaid from previous bills, and credits and charges which are adjustments to past bills due to service and/or rate increases; and
(b) a statement of how the bill may be paid; and
(c) an itemized listing of the services being subscribed to, and their monthly rates. An identification of those services which are not necessary for basic service shall be included with each new customer's first bill, each existing residential customer's first bill after a change in service and semiannually for all customers. New customers will be allowed 60 days to change their type or grade of service, or both, and to cancel any optional nonbasic services without incurring any cancellation or nonrecurring charges other than the original service connection and monthly charges for the period service was used. Nothing in this section shall preclude a telephone corporation from providing pertinent messages and information
on the bill, provided such information does not interfere with the presentation of the information required by this section.
§ 609.13 Notification requirements
(a) Annual notification of rights. Every telephone corporation shall, at the time service is initiated to a residential customer and at least annually thereafter, provide residential customers with a plain language summary of their rights and obligations under this Part, or inform customers that such a summary is available and how it can be obtained from the company. At a minimum, the summary shall include the following:
(1) a description of the complaint-handling procedures available at the telephone corporation and the commission:
Comment: Such notice shall clearly state the means by which a complaint can be made to the company and shall also

advise the customer that, if after contacting the telephone corporation, the customer remains dissatisfied, he or she may contact the New York State Public Service Commission. Such notice shall further state that the Public Service Commission
has a staff available to give assistance in such matters, and shall also specify an appropriate address of the Public Service Commission.
(2) the rights and obligations of residential customers relating to payment of bills, termination of service and reconnection of service;
(3) a description of special protections afforded the elderly, blind, and disabled, and persons with medical emergencies;
(4) a request that residential customers who qualify for the protections referred to in Section 609.5(b) voluntarily so inform the utility;
(5) the right of a customer to designate a third party to receive copies of all notices relating to suspension and/or termination of service or other credit notices;
(6) appropriate forms that customers claiming the protections of section 609.5 of this Part may fill out and return; and
(7) a description of the customers' rights in regard to deferred payment plans and the holding and demanding of security deposits by the telephone corporation.
(b) Notices in telephone directories. The opening pages of each directory published by the telephone corporations shall contain a conspicuous notice advising customers that, should any utility fail to resolve their complaints regarding service or billing disputes to their satisfaction, they may refer their problems to the Consumer Services Division of the New York State Public Service Commission and the appropriate address and telephone number for the Public Service Commission's Consumer Services Division.
(c) Billing information in non-English language. Every telephone corporation providing service to a county where, according to the most recent Federal census, at least 20 percent of the population regularly speaks a language other than English, shall include in its telephone directories in such county a notice in both English and such other language which describes the contents of the telephone corporation's bill. At least once a year, every telephone corporation shall mail to all
residential customers in such county a notice in both English and such other language spoken regularly by at least 20 percent of the population in such county, which describes the contents of the telephone corporation's bill.
§ 609.14 Emergency disconnections of residences
A telephone corporation may disconnect service to a residence when an emergency may threaten the health or safety of a person, a surrounding area or the telephone corporation's distribution system. The telephone corporation shall act promptly to assure restoration of service as soon as feasible. Service shall be restored to any residence before it may be terminated for any other reason.
§ 609.15 Inspection and examination of telephone corporation apparatus
(a) A duly authorized agent of the telephone corporation may enter any dwelling, building or other location supplied with service by the telephone corporation for the purposes of inspecting and examining the wires and other apparatus furnished by the telephone corporation and leased by customers for ascertaining any service-affecting problems on a nonholiday workday between 8 a.m. and 6 p.m., or at such other reasonable times as requested by a customer. At such time, the agent shall exhibit a photo-identification badge signed by the president or vice-president of the telephone corporation.
(b) The provisions of subdivision (a) of this section shall not apply to the inspection and examination of any such equipment where an emergency may threaten the health and safety of a person, the surrounding area, or the telephone corporation's distribution system.
(c) An agent of the telephone corporation otherwise duly authorized to inspect and examine apparatus, may not enter locked premises without the permission of the person lawfully in control on the premises, nor use any manner of force to carry out inspection and examination, except when an emergency may threaten the health or safety of a person, the surrounding
area, or the telephone corporation's distribution system, or where authorized by a court order.
§ 609.16 Telephone corporation complaint-handling procedures
Customer complaints about bills for telephone service deposit requests or other service problems shall first be made to the telephone corporation. The telephone corporation shall allow complaints to be accepted and processed in a simple manner and form. Every telephone corporation shall promptly investigate any complaint in a fair manner and report the results to the complainant. If the report of the investigation is made orally, the telephone corporation shall provide the complainant, upon request, the report in writing. If the complainant requests the report in writing, the telephone corporation
shall send such report in writing within five business days after the request by the complainant. In the event the corporation is unable to give an oral report due to the unavailability of the complainant, either a letter requesting the customer to call the telephone corporation or a written copy of the report shall be sent to the complainant no later than two
business days after the results of the investigation are determined. If a letter requesting the customer to call is not responded
to by the customer in five business days, a written copy of the report shall be sent to the complainant no later than the seventh business day after such letter was sent to the customer. A telephone corporation resolving a complaint in whole or in part in its favor shall inform the complainant of the availability of the commission's complaint-handling

procedures, including the commission's address and telephone number. A telephone corporation shall refrain from suspending
or terminating service for nonpayment during the pendency of a complaint before the telephone corporation or the commission and for 15 days after resolution by the telephone corporation, or by the commission or its authorized designee, unless otherwise provided by the commission or its authorized designee; provided, however, that as a condition of continued service during the pendency of such dispute, a customer shall pay the undisputed portions of any bill for service.

§ 609.17 Waiver

Unless otherwise precluded by the Public Service Law or other applicable law, the commission may, for good cause shown or upon its own motion, waive any requirement of this Part.

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Cassadaga Telephone Corporation
Line 610 – Functionality in Emergency Situations

As required in 47 C.F.R. § 54.313(a)(6) for all high cost recipients, which includes the Company, and as set forth in 47 C.F.R. § 54.202(a)(2), the following provides a detailed description demonstrating that the Company has the ability to remain functional in emergency situations, including a demonstration that 1) it has a reasonable amount of back-up power to ensure functionality without an external power source, 2) is able to reroute traffic around damaged facilities, and 3) is capable of managing traffic spikes resulting from emergency situations.

OVERALL RESPONSE TO EMERGENCY SITUATIONS: The Company has a comprehensive disaster recovery plan (also called a "continuity plan") that was developed and implemented for the Company specifically to deal with emergencies. It has detailed, specific steps that are to be taken for each type of emergency.

POWER: In order to function in an emergency, the Company has a combination of batteries and emergency generators. Some locations have permanent emergency generators with fuel tanks; whereas, other locations require a portable generator to be brought to the location to recharge the on-site batteries. The company owns several portable generators that technicians can take out to recharge the batteries. For example, the company's central offices have automatic stand-by generators to run the entire offices. The digital loop carrier ("DLC") sites also have battery back-up.

REROUTING TRAFFIC AND REDUNDANCY: The Company has established 100% redundant E-911 trunks and SS-7 routes. In addition, the network was designed with redundancy, wherever possible, especially in the backbone network. Where it is not redundant, the Company has the ability to redirect most backbone traffic. In cases where there is no redundancy, it is due to the extreme cost of a 100% redundant network. For example, the loop to the customer location is typically not redundant, especially for residential customers. This is because it would not be cost effective to build totally separate facilities for the "last mile" to the customer.

MANAGING TRAFFIC SPIKES: The Company realizes that when a catastrophe happens, everyone immediately tries to contact friends and family to make certain they are all right. The Company has designed the network to have excess capacity on its backbone network. For example, on Mother's Day, the company handles traffic without the customer receiving the "All Trunks Busy" message which demonstrates the Company's ability to handle peak traffic spikes.

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Cassadaga Telephone Corporation
Line 1010– Voice Services Rate Comparability

Certification with 47 C.F.R. § 54.313

Pursuant to 47 C.F.R. § 54.313 The Cassadaga Telephone Corporation is required to provide:

A letter certifying that the pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice issued by the Wireline Competition Bureau and Wireless Telecommunications Bureau.

The basic residential voice service benchmark rate is no more than $41.07 [1] As shown below, the company is below this rate.

Basic Exchange Service:	$ 11.78
Mandatory EAS:	$-
State Fees:	$-
Total:	$ 11.78

[1]Public Notice, DA 16-362, released April 5, 2016

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Cassadaga Telephone Corporation
Line 1030– Broadband Services Rate Comparability

Certification with 47 C.F.R. § 54.313

Pursuant to 47 C.F.R. § 54.313 The Cassadaga Telephone Corporation is required to provide:

A letter certifying that it offers broadband service at rates that are at or below the relevant reasonable comparability benchmark, as specified in the most recent public notice issued by the Wireline Competition Bureau and Wireless Telecommunications Bureau.

The basic broadband service benchmark rate is no more than the calculated 2015 Broadband Reasonable Comparability Benchmark. As shown below, the company is below this rate.

Broadband Offering	Price	Benchmark
24/1.5	$ 57.95	$ 87.57
18/1.5	$ 52.95	$ 81.05
12/1	$ 42.95	$ 76.34
6/1	$ 39.95	$ 73.54

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Cassadaga Telephone Corporation Lifeline Terms and Conditions

1. **Lifeline Discounted Service**
   This service provides a flat rate federal discount of $9.25, consisting of a $6.50 reduction of the Federal Subscriber Line Charge and a $2.75 reduction in the monthly rate for local exchange telephone service for residential customers. Qualified customers may choose any type or grade of local telephone service, including bundled services that are normally offered by the Company. The Company's voice lifeline plan includes unlimited local minutes-of-use within the toll-free calling area. The Company's voice lifeline plan does not include any free minutes-of-use for toll unless a "bundled minutes" package is chosen.

   1A. Additional Lifeline Discount
   This service provides the discount as outlined above and may provide an additional discount equal to the serving company's increase in residential basic local exchange service, as authorized by the NYS Department of Public Service in Case No. 07-C-0349, released March 4, 2008, whereby the NY Commission authorized certain companies to increase basic local service rates up to $2.00 per year for 2 years. The discount can be found on Addendum 1 of the individual Company tariff for those companies offering the Additional Lifeline Discount.

   Qualified customers may choose to apply the federal Lifeline credit to any of the company's local service offerings, including any local bundled service offering, basic local service, or message rate service. Message rate Lifeline service is available only where central office facilities permit. For connection of new service, service connection charges apply unless the customer qualifies for connection assistance under the Tribal Lands Link Up program.

   Service connection charges do not apply to change existing service from:
   1. Message or flat rate services to Lifeline service.
   2. Lifeline service to non-Lifeline services.
2. **Regulations**
   These services are restricted to low income residential customers. To qualify for Lifeline service a customer must certify and provide documentation as income eligible. For a consumer to be eligible under the income requirements, the consumer's household income as defined in § 54.400(f) of the FCC Rules must be at or below 135% of the Federal Poverty Guidelines for a household of that size or a recipient of benefits from any one of the following Entitlement Programs:
   - Medicaid;
   - Supplemental Nutrition Assistance Program (SNAP) F/K/A Food stamps;
   - Supplemental Security Income;
   - Federal Public Housing Assistance (Section 8);
   - Low-Income Home Energy Assistance Program (LIHEAP);
   - National School Lunch Program's free lunch program;
   - Temporary Assistance for Needy Families/SafetyNet;
   - Veterans Disability Pension
   - Veterans Surviving Spouse Pension

   The Lifeline discount is effective upon receipt of a completed form of eligibility. If the form is not returned, no further action is taken by the Company to establish eligibility.

   The Company, in coordination with appropriate agencies and the Lifeline Customer, will require Lifeline customers to be re-certified, on an annual basis. Lifeline customers will need to certify that they continue to be eligible to receive these Lifeline benefits and that they are not receiving benefits from another company. If, a customer is identified as being ineligible, the customer will be notified that unless the information is shown to be in error, the Lifeline discount will be discontinued. The customer will be billed for discounts received for the time that they were proven to be ineligible for the service.

3. **Locality Charge Waiver**
   Customers receiving Lifeline Telephone Service will have applicable locality charges waived each month while they are receiving the Lifeline Assistance.
4. **Voluntary Toll Blocking (Restriction)**
   Customers receiving Lifeline service can voluntarily request and receive toll blocking (call restriction), third number billing/collect call restriction without a monthly charge. There will be no record order charge to add these types of restrictions (blocking).

Cassadaga Telephone Corporation

FCC Form 481

Section 3010 Response

Progress Report on 5 Year Plan – Milestone Certification

Calendar Year 2015

Certification with 47 C.F.R. § 54.313(f)(1)(i)

Pursuant to 47 C.F.R. 54.313(f)(1)(i) The Cassadaga Telephone Corporation is required to provide:

> A letter certifying that it is taking reasonable steps to provide upon reasonable request broadband service at actual speeds of at least 4 Mbps downstream/1 Mbps 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.

The Cassadaga Telephone Corporation provides throughout its service area broadband service at speeds of at least 4 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol. To the extent that the company's network readily supports 4/1 speeds, services are installed pursuant to its normal installation schedule. Those few locations that are not readily upgraded to provide these speeds are installed on a commercially reasonable basis reflecting existing construction schedules, equipment delivery or a combination of both based on the specific requirements necessary to fulfill the request. The company balances its system-wide network requirements with specific customer requests and believes its resulting installation time is both prudent and reasonable. It service is provided without usage limits and is reasonably comparable to comparable offerings in urban areas as determined in an annual survey.