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	197251
<015>	Study Area Name	Shenandoah Telephone Company - NR
<020>	Program Year	2017
<030>	Contact Name: Person USAC should contact with questions about this data	John Edwards
<035>	Contact Telephone Number: Number of the person identified in data line <030>	5409845873 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	john.edwards@emp.shentel.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

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<039>	Contact Email Address - Email Address of person identified in data line <030>	john.edwards@emp.shentel.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.

197251va112.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.	Yes

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

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July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	john.edwards@emp.shentel.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

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<039>	Contact Email Address - Email Address of person identified in data line <030>	john.edwards@emp.shentel.com

<300> Unfulfilled service request (voice): 0

<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband): 0

<330> Detail on attempts (broadband)

Name of Attached Document

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

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July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	john.edwards@emp.shentel.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

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<039>	Contact Email Address - Email Address of person identified in data line <030>	john.edwards@emp.shentel.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	197251va510.pdf

(600) Functionality in Emergency Situations
Data Collection Form

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<039>	Contact Email Address - Email Address of person identified in data line <030>	john.edwards@emp.shentel.com
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	197251va610.pdf

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

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July 2013

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<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

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<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>	john.edwards@emp.shentel.com

<810>	Reporting Carrier	Shenandoah Telephone Company
<811>	Holding Company	Shenandoah Telecommunications Company
<812>	Operating Company	Shenandoah Telephone Company

<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

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<035>	Contact Telephone Number - Number of person identified in data line <030>	5409845873 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	john.edwards@emp.shentel.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>	john.edwards@emp.shentel.com

<1000>	Voice services rate comparability certification	Yes
<1010>	Attach detailed description for voice services rate comparability compliance	197251va1010.pdf 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	Name of Attached Document

(1100) No Terrestrial Backhaul Reporting 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>	john.edwards@emp.shentel.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
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July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	john.edwards@emp.shentel.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

197251va1210.pdf

Name of Attached Document

<1220> Link to Public Website

HTTP

"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	197251
<015>	Study Area Name	Shenandoah Telephone Company - NR
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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

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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	190250va3010.pdf
(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	197251va3026.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

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Financial Data Summary

(3027) Revenue	[redacted]
(3028) Operating Expenses	[redacted]
(3029) Net Income	[redacted]
(3030) Telephone Plant In Service(TPIS)	[redacted]
(3031) Total Assets	[redacted]
(3032) Total Debt	[redacted]
(3033) Total Equity	[redacted]
(3034) Dividends	[redacted]

Name of Attached Document Listing Required Information

(4005) Rural Broadband Experiment Additional Documentation Data Collection Form

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

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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: Shenandoah Telephone Company - NR

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

Printed name of Authorized Officer: Thomas Reed

Title or position of Authorized Officer: Director, Accounting

Telephone number of Authorized Officer: 5409845295 ext.

Study Area Code of Reporting Carrier: 197251 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
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<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	John Edwards
<035>	Contact Telephone Number - Number of person identified in data line <030>	5409845873 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	john.edwards@emp.shentel.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

ATTACHMENT – LINE 112

Five-Year Network Improvement Plan and Progress Report

ATTACHMENT REDACTED IN ENTIRETY

(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	197251
<015>	Study Area Name	Shenandoah Telephone Company - NR
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	John Edwards
<035>	Contact Telephone Number - Number of person identified in data line <030>	5409845873 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	john.edwards@emp.shentel.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**
VA	Mt. Solon		FR	14.25	0.0	0.0	0.0	14.25
VA	Mt. Solon		MS	12.8	0.0	0.0	0.0	12.8
VA	Mt. Solon		MS	11.6	0.0	0.0	0.0	11.6
VA	Mt. Solon		MS	0.01	0.0	0.0	0.0	0.01
VA	Mt. Solon		MS	0.015	0.0	0.0	0.0	0.02
VA	Mt. Solon		MS	0.1	0.0	0.0	0.0	0.1

(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	197251
<015>	Study Area Name	Shenandoah Telephone Company - NR
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	John Edwards
<035>	Contact Telephone Number - Number of person identified in data line <030>	5409845873 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	john.edwards@emp.shentel.com

<711>

<a1> State	<a2> Exchange (ILEC)	<b1> Residential Rate	<b2> State Regulated Fees	<c> Total Rates and Fees	<d1> Broadband Service - Download Speed (Mbps)	<d2> Broadband Service -Upload Speed (Mbps)	<d3> Usage Allowance (GB)	<d4> Usage Allowance Action Taken When Limit Reached {select}
VA	Mt. Solon	69.95	0.0	69.95	10.0	1.0	0.0	Other, Month-to-Month - no limit
VA	Mt. Solon	59.95	0.0	59.95	5.0	768.0	0.0	Other, Month-to-Month - no limit

(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	197251
<015>	Study Area Name	Shenandoah Telephone Company - NR
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	John Edwards
<035>	Contact Telephone Number - Number of person identified in data line <030>	5409845873 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	john.edwards@emp.shentel.com

<810>	Reporting Carrier	Shenandoah Telephone Company
<811>	Holding Company	Shenandoah Telecommunications Company
<812>	Operating Company	Shenandoah Telephone Company

<813>

<a1>	<a2>	<a3>
Affiliates	**SAC**	**Doing Business As Company or Brand Designation**
Shenandoah Personal Communications, LLC		Sprint
Shenandoah Mobile, LLC		
Shentel Communications, LLC		Shentel
Shenandoah Cable Television, LLC		Shentel
Shentel Management Company		
Shentel Cable of Shenandoah County, LLC		Shentel
NTELOS Holdings Corp.		
NTELOS Inc.		
NTELOS Cable of Virginia Inc.		
NTELOS Communications, Inc.		
R&B Communications, LLC		
NTELOS Cable Inc.		
NTELOS Licenses Inc.		
NTELOS PCS Holdings, LLC		
NTELOS Payroll Corp.		
Virginia RSA 6 LLC		
Richmond 20 MHz, LLC		
West Virginia PCS Alliance, L.C. - Kentucky	169010	
West Virginia PCS Alliance, L.C. - West Virginia	209909	
West Virginia PCS Alliance, L.C. - Mobility Fund	208002	
R&B Cable, Inc.		
The Beeper Company		
Virginia PCS Alliance, L.C.	199008	

(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	197251
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<810>	Reporting Carrier	Shenandoah Telephone Company
<811>	Holding Company	Shenandoah Telecommunications Company
<812>	Operating Company	Shenandoah Telephone Company

<813>

<a1>	<a2>	<a3>
Affiliates	**SAC**	**Doing Business As Company or Brand Designation**
Shenandoah Telephone Company	190250	Shentel

SHENANDOAH TELEPHONE COMPANY

Response to Row 600, Form 481

Shentel hereby certifies that is able to function in emergency situations in accordance with 47 C.F.R. § 54.202(a)(2). Specifically, Shentel has developed an Emergency Response Protocol to evaluate and address situations expected to occur during a disruptive event impacting the company's services. All Shentel facilities are equipped with on-site, back-up generator power. These generators are sized to meet or exceed the power draw required to energize all communications services originating from the company's switching facilities, and are supported by significant fuel stores allowing them to run for at least 36 hours before refueling is required. Shentel also has priority fueling contracts in place with vendors to insure that the company's fuel needs will be met in the event of an emergency. In addition to the generator back-up power, all communications facilities, central offices and remote facilities, have a minimum of 8 hours of battery back-up. This back-up is intended to smooth the transition from commercial to back-up power and provide additional back-up power if any generator does not start immediately. Shentel's optical transport network employs a ring architecture, which permits fiber transport disruptions to be routed to the other side of the optical ring, ensuring a continuity of services. Shentel's networks are also sized to support traffic increases caused by an emergency situation. Shentel also has alternate paths to route traffic to providers with additional capacity during these times, effectively balancing the load should the load exceed the capability of any single upstream provider.

SHENANDOAH TELEPHONE COMPANY

Response to Row 500, Form 481

Shentel hereby certifies that it complies with all applicable service quality standards and consumer protection rules, including applicable rules, regulations, and orders of the Federal Communications Commission and the Virginia State Corporation Commission. In addition, the company abides by the terms and conditions set forth in its retail tariffs. Finally, the company also complies with all applicable consumer protection laws of the Commonwealth of Virginia.

SHENTEL®
Always connected to you

July 1, 2016

Certification Letter

I hereby certify Shentel is taking reasonable steps to provide, upon reasonable request, broadband service at actual speeds of at least 10 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.

Regards,

Edward H. McKay

Edward McKay
Senior Vice President Engineering and Network Planning
Shentel

500 SHENTEL WAY • P.O. BOX 459 • EDINBURG, VIRGINIA 22824-0459

SHENANDOAH TELEPHONE COMPANY

Response to Row 1210, Form 481

Following are Shentel's Terms and Conditions for Lifeline Service as set forth in its Commission-approved tariff. Note that Lifeline support is provided to the end user as a credit against any tier of phone service the customer chooses –Budget, Economy, or Premium – terms and conditions applicable to non-Lifeline subscribers to these tiers are also applicable to Lifeline subscribers and are included in this attachment. No toll charges are included with Lifeline service.

SHENANDOAH TELEPHONE COMPANY
Edinburg, Virginia

GENERAL TARIFF

VIRGINIA UNIVERSAL SERVICE PLAN

I. GENERAL

The Virginia Universal Service Plan provides Lifeline Assistance. This program was developed to reduce rates for low-income customers. The Telephone Company participates in this assistance program to increase the availability of telecommunications services to all consumers in its service areas. Lifeline Assistance reduces an eligible customer's monthly rates for local service. Lifeline Assistance is available to all residential customers who meet the income based qualifier of 135% of Federal Poverty Levels or participate in one of the programs listed in A. below. (C) (C)

II. REGULATIONS – LIFELINE ASSISTANCE PROGRAM (T)

A. Lifeline assistance is available to all residential customers who meet the following eligibility requirements: (C)

a) Customers must participate in one of the following programs:

1) Supplemental Nutrition Assistance Program (SNAP)
2) Medicaid
3) Supplemental Security Income (SSI)*
4) Low Income Home Energy Assistance Program (LIHEAP)*
5) Temporary Assistance for Needy Families (TANF)*
6) National School Lunch's Free Lunch Program* or
7) Federal Public Housing Assistance* or Section 8 (a Federal Assistance Program* administered by the Dept. of Urban Development). (C)

B. Lifeline Assistance will be provided to a customer only so long as a customer meets the criteria outlined above. The continuation of qualification for Lifeline Assistance must be recertified every 12 months. Without such recertification, the customer's Lifeline Assistance will be discontinued. The Company is responsible for conducting periodic verification of continued eligibility of its customers. The Telephone Company will comply with any continued eligibility verification procedures established by State and/or Federal requirements. (T) (C) (N) (N)

* = Additional Federal qualifications (M)
(M) Text moved to Section 14, Sheet 2

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Division of Communications

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II. REGULATIONS – LIFELINE ASSISTANCE PROGRAM (Continued)

C. When the Telephone Company determines that the customer is no longer meeting the criteria outlined above, the Telephone Company will then notify the customer that the Lifeline Assistance will be discontinued. (M) (C)

D. A customer on Lifeline Assistance may not subscribe to any other Local or Foreign Exchange Service on the same premises. (T)

E. Lifeline Assistance service is subject to all of the regulations governing Local Exchange Service except as herein modified. (T)

F. Lifeline Assistance is available to all qualified customers and is restricted to all grades of residential service including Budget, Economy, and Premium service. Lifeline Assistance is applicable only on the primary residence line per household. (T) (T)

G. The Company will not disconnect local service for non-payment of toll charges. (M)

H. Lifeline Assistance will not be connected if an outstanding balance associated with local service is owed by the customer. (T)

I. Customers eligible for Lifeline Assistance are not required to pay a deposit if the customer does not owe the Company for previous service. (T)

J. Customers eligible for Lifeline Assistance are not required to pay a deposit in order to initiate service if the customer voluntarily elects toll blocking. Voluntary Toll Blocking will be provided to qualifying Lifeline Assistance customers at no charge. (T) (T)

K. Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges. (N) (N)

(M) Text moved from Section 14, Sheet 1

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III. LINK-UP AMERICA PROGRAM

Reserved for future use (R)

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IV. LIFELINE ASSISTANCE CREDITS

A. Lifeline Assistance provides for a credit to monthly local service charges for qualifying residential customers. (T)

B. Lifeline Assistance is supported by the federal universal service support mechanism. (T)

C. Federal baseline support of $9.25 per month is available for Lifeline Assistance and is passed through to the subscriber. An additional $1.75 monthly credit is provided through State support. The total Lifeline credit available to an eligible STC customer is $11.00 per month, however, the amount of the credit will not exceed the charge for local service. (D) (D) (D)

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SHENANDOAH TELEPHONE COMPANY
Edinburg, Virginia

SCC No. 1

Sheet 1
Revision No. 1

GENERAL TARIFF

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(M)

(M) Text moved to Section 2, Sheet 2

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Effective December 1, 2009

By Christopher E. French, President

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G. (Reserved) (T)

H. (Reserved)

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(M) Text moved from Section 2, Sheet 1

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I. GENERAL

It is the intent and moral responsibility of the Telephone Company to give courteous, accurate, and speedy telephone service at all times to all who desire it in an exchange area within normal economic guidelines. In order that these main objectives be accomplished, some plan for furnishing service must be set up in order to keep the cost of operating at a minimum and the rates as low as possible for any given type of service.

The general plan for furnishing telephone service is for the Company to furnish Basic Service lines, including all facilities from the Telephone Company's central office up to and including the Network Interface Device. The customer has the choice of having the station wiring installed by the Company or by others.

II. BASIC SERVICE CHARGE

This charge covers the cost and maintenance of the central office equipment, outside plant facilities, and station protector up to and including the Network Interface Device and the customer's premises.

III. TEMPORARY SERVICE

The charges shown in this section, Paragraph IX, are for regular service. The monthly charges for temporary service are 200% of the applicable monthly charge.

IV. CALLING AREAS

Service Area Exchange	Local Calling Exchanges	(T)
Rate Group 1		
Bergton	Broadway, Harrisonburg, Edom, Hinton, Dayton, Bridgewater, Weyers Cave, Grottoes, McGaheysville, Keezletown, Elkton	
New Market	Broadway, Mt. Jackson, Basye, Edinburg, Woodstock, Fort Valley, Toms Brook, Strasburg	(T)

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SHENANDOAH TELEPHONE COMPANY
Edinburg, Virginia

GENERAL TARIFF

BASIC TELEPHONE SERVICE

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IV. CALLING AREAS (Continued)

Service Area Exchange	Local Calling Exchanges	
Mt. Jackson	Basye, Edinburg, Woodstock, Fort Valley, Toms Brook, Strasburg, New Market	(T)
Basye	Mt. Jackson, Edinburg, Woodstock, Fort Valley, Toms Brook, Strasburg, New Market	
Edinburg	Mt. Jackson, Basye, Woodstock, Fort Valley, Toms Brook, Strasburg, New Market	
Woodstock	Mt. Jackson, Basye, Edinburg, Fort Valley, Toms Brook, Strasburg, New Market	
Fort Valley	Mt. Jackson, Basye, Edinburg, Woodstock, Toms Brook, Strasburg, New Market	
Toms Brook	Mt. Jackson, Basye, Edinburg, Woodstock, Strasburg, New Market	
Strasburg	Mt. Jackson, Basye, Edinburg, Woodstock, Toms Brook, New Market	(T)
Rate Group 2		
Mount Solon	Bridgewater	(N)

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BASIC TELEPHONE SERVICE

V. REMOTE AREAS

The extension of service into any remote area outside the normal plan must be met by one of the following conditions:

A. The applicant for such extended service will meet the special condition imposed, as by payment for installation or construction charges.

B. The applicant will provide facilities to meet the Telephone Company's line at some agreed-upon point which is within the scope of its general plan for development.

C. The Telephone Company will provide telephone service in recreational subdivisions, large lot subdivisions, or similar locations within its certificated area under the following guidelines:

1. The Company will estimate the cost of extending the minimum facilities required to provide service to the requesting customer (presently a two-pair buried drop).

2. Of the estimated costs, the Company will bear a portion of up to seven times the current annual local service revenue for premium (flat rate) service. Any estimated costs over and above the amount assumed by the Company will be applied as an additional monthly service surcharge, of equal amounts, for a period of up to three years.

3. The customer or customers requesting service in recreational subdivisions or similar-type locations must agree to subscribe for three continuous years of premium service (no vacation rate).

4. Large lot subdivisions are defined in size as three acres and above.

SHENANDOAH TELEPHONE COMPANY
Edinburg, Virginia

GENERAL TARIFF

BASIC TELEPHONE SERVICE

VI. BASE RATE AREA

The base rate area for special services for each exchange is as follows:

A. New Market – Corporate limits as of May 1, 1967

B. Mt. Jackson – Corporate limits as of May 1, 1967

C. Edinburg – Corporate limits as of May 1, 1967

D. Woodstock – Corporate limits as of May 1, 1967

E. Toms Brook – Corporate limits as of May 1, 1967

F. Strasburg – Corporate limits as of May 1, 1967

G. Bergton – One-half mile radius of dial office

H. Basye – One-half mile radius of dial office

I. Ft. Valley – One-half mile radius of dial office

J. Mount Solon – One-half mile radius of dial office (N)

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BASIC TELEPHONE SERVICE

VII. APPLICATION OF BUSINESS AND RESIDENTIAL RATES

A. Business Rates - These rates apply at the following locations:

1. In offices, stores, factories, mines, and all other places of a strictly business nature.

2. In boarding houses, except as noted under B-2; offices of hotels, halls, and offices of apartment buildings; quarters occupied by clubs or lodges; public, private, or parochial schools; colleges; hospitals; libraries; churches; and other similar institutions.

3. At residential locations when the customer has no regular business telephone and the use of the service, either by himself, members of his household, or his guests, or parties calling him, can be considered as more of a business than of a residential nature, which fact might be indicated by advertising--either by business cards, newspapers, handbills, billboards, circulars, motion pictures, screens, or other advertising matter, such as on vehicles, etc.; or when such business use is not such as commonly arises and passes over to residential telephone during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.

4. At residential locations when an extension station or extension bell is located in a shop, office, or other place of business.

5. In any location where the listing of service at that location indicates a business, trade or profession, except as specified under B-3 below.

6. At time-share units where service is provided to a management association.

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BASIC TELEPHONE SERVICE

VII. APPLICATION OF BUSINESS AND RESIDENTIAL RATES (Continued)

B. Residential Rates - These rates apply at the following locations:

1. In private residence where business listings are not provided.

2. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the customer's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.

3. In the place of residence of a clergyman or nurse and in the place of residence of a physician, surgeon, or other medical practitioner, dentist or veterinarian, provided the customer does not maintain an office in the residence.

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BASIC TELEPHONE SERVICE

VIII. OPTIONAL USAGE PRICING SERVICE

A telephone service available on an optional basis and furnished on a usage basis for customers with low and average usage.

A. Optional Usage Pricing Service customers are regularly billed in advance a fixed monthly rate which may include a usage allowance stated as a dollar amount. Local usage which exceeds such allowance is billed in arrears. Local usage allowance amounts not utilized in one billing period are not credited to the customer's account for any other billing period.

B. Where a customer contracts for two or more individual Optional Pricing lines of the same type on the same premises and agrees to grouped billing, the amount of monthly usage allowance per line, as specified below, will be multiplied by the number of such Optional Usage Pricing lines of the same type and measured usage in excess of this product will be billed at the Optional Usage Pricing charges as indicated below.

C. Usage charges will not apply for calls to the Company Business Office, Repair Service, Directory Assistance, or for "911" Emergency Service.

D. For a period of six months after the effective date that Optional Usage Pricing is available, normal service charges will not apply for conversion from Premium Service to Optional Usage Pricing, or for conversion from Optional Usage Pricing to Premium Service.

SHENANDOAH TELEPHONE COMPANY
Edinburg, Virginia

GENERAL TARIFF

BASIC TELEPHONE SERVICE

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IX. TYPES OF BASIC TELEPHONE SERVICE

A. Premium Service - A Flat Rate Touchtone Service furnished throughout the service area without mileage, message, usage, or zone charges.

1. Rates

	Monthly				
	Rate Group 1		Rate Group 2		
a. Residence	BSRP1	$ 17.05	NRTCRP1	$14.25	(I)
b. Business					
(1) Single-Line	BSBP1	25.30	NRTCBP1	17.25	
(2) Key Systems and PBX Trunks					
(a) 1-4 Trunks (per trunk)	BSBP2	34.15			
(b) 5 Trunks or Over (per trunk)	BSBP3	42.00			(I)

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Edinburg, Virginia

GENERAL TARIFF

BASIC TELEPHONE SERVICE

SCC No. 1
Section 2
Sheet 8
Revision No. 7

IX. TYPES OF BASIC TELEPHONE SERVICE (Continued)

B. Economy Service - An optional basic touchtone service for residential customers in both Rate Groups and business customers in Rate Group 1, which is furnished at a basic rate for different classes of customers. The basic rate includes an allowance in dollars for local and extended area usage. Additional usage is priced on a per-minute basis.

1. Rates

		Monthly Rate Group 1	Monthly Rate Group 2	
a. Residence Includes a $4 usage allowance	BSRE1	$ 15.20	12.80	(I)
b. Business Single-Line Includes an $8 usage allowance	BSBE1	22.60	N/A	
c. Business Multi-Trunks				
(1) 1-4 Trunks Includes a $12 usage allowance	BSBE2	28.60	N/A	
(2) 5 Trunks or Over Includes a $16 usage allowance	BSBE3	34.60	N/A	(I)
d. Usage per Minute		Per Minute Charge		
(1) Calls to Same Exchange (NXX Office Code)		$ .01	N/A	
(2) Calls to Other Exchanges in Same Local Calling Area		.015	N/A	

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SHENANDOAH TELEPHONE COMPANY
Edinburg, Virginia

GENERAL TARIFF

BASIC TELEPHONE SERVICE

IX. TYPES OF BASIC TELEPHONE SERVICE (Continued)

C. Budget Service - An optional limited touchtone service for residential customers in both Rate Groups and single-line business customers in Rate Group 1 who make few calls each month. This service is furnished at a low basic rate which includes 30 calls of usage. Additional calls are priced on a per-call basis.

1. Rates

		Monthly		
		Rate Group 1	Rate Group 2	
a. Residence Includes 30 Calls	BSRB1	$ 13.70	11.60	(I)
b. Business, Single-Line Includes 60 Calls	BSBB1	20.30	N/A	(I)
		Per Call		
c. Additional Calls Within Local Calling Area		$ .10	N/A	

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IX. TYPES OF BASIC TELEPHONE SERVICE (Continued)

D. Public Telephone Service - An exchange pay telephone service installed at the Company's initiative, or at its option, at a location chosen or accepted by the Company as suitable and necessary for furnishing service to the general public. Public Telephone Service is equipped with Company-provided coin or coinless telephones and is installed for the use of the general public; and their use by any occupants of the premises in which they are located is only incidental to their principal purpose. Public Telephone Service with coinless telephones is provided for the purpose of meeting a requirement for optional message calling arrangements on an originating basis only. (T)

The Company recognizes its responsibility for providing adequate telephone facilities to meet all reasonable public requirements; and the decision as to the extent, character, and location of the public telephone facilities rests with the Company.

In the selection of premises, the Company endeavors to secure the most suitable of those available for the purpose, public convenience considered. The character of the premises or the location of the equipment should not be such as to offer risk to the Company's equipment or receipts.

1. Regulations

a. Public telephones are ordinarily equipped with coin-collecting devices; however, at the option of the Company, coinless public telephones may be connected directly to the long distance switchboard for the placing of collect, credit card, or third number billed long distance calls only.

b. Booths are furnished when, in the judgment of the Company, they are warranted by the estimated amount of traffic or by the character of the location, as in lobbies, waiting rooms, etc.

c. Extension stations are not furnished in connection with Public Telephone Service.

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IX. TYPES OF BASIC TELEPHONE SERVICE (Continued)

D. Public Telephone Service (Continued)

1. Regulations (Continued)

d. In all cases, the Company furnishes and displays such of its standard signs as are necessary to properly identify the station.

e. Public Coin Sets

(1) Public Coin-Dial

(2) Public Touch Calling

(3) Public Coinless

2. Inside Wiring

Inside wiring for Public Telephone Service between the Network Interface Device and the coin or coinless telephone set will be furnished and maintained by the Company.

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IX. TYPES OF BASIC TELEPHONE SERVICE (Continued)

E. Pay Telephone Service (N)

Pay Telephone Service is individual dial tone line local exchange service for use by pay phone service providers to connect coin, coinless, or combination coin/coinless pay telephones to the Telephone Company's network.

1. Types of Service

a. Network Controlled Coin Line (NCCL)

A Network Controlled Coin Line (NCCL) is a dial tone line, local exchange service for use with coin-operated pay telephones. The Network Controlled Coin Line is equipped with network coin control capability which includes coin collect and return features.

b. Network Controlled Non-Coin Line (NCNL)

A Network Controlled Non-Coin Line (NCNL) is a dial tone, line local exchange service for use with non-coin pay telephones, including card reader or credit card telephones. This line prevents the completion of chargeable direct-dialed local or chargeable direct- dialed toll calls without operator intervention.

c. Customer-Owned Coin Operated Telephone Service (COCOTS)

A public telephone service which uses a business exchange line and is provided at the request of the customer for telecommunications use by the general public. Customer-owned coin operated telephone service is designed for use with station-controlled pay telephones. (N)

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IX. TYPES OF BASIC TELEPHONE SERVICE (Continued)

E. Pay Telephone Service (Continued) (N)

2. Regulations

a. NCCL and NCNL pay telephone exchange lines may be provisioned as Two-way or One-way, Outgoing Only exchange lines.

b. NCCL and NCNL pay telephone exchange lines prevent the completion of incoming collect or third-number calls when such calls originate within the continental United States and when such calls are processed through the billing verification database. Outgoing operator-handled calls are restricted to collect, third number, and calling card only.

c. Directory listings are not available with One-way, Outgoing Only NCCL or One-way, Outgoing Only NCNL pay telephone exchange lines.

d. Directory listings are available with NCCL Two-way, NCNL Two-way, and COCOTS pay telephone lines subject to the regulations applicable to listings for individual line business service.

e. Line Side Answer Supervision may be provided on NCNL and COCOTS exchange lines. This is an optional feature that detects and provides signalling to activate billing mechanisms upon connection of a call and deactivate billing mechanisms when the call is terminated. (N)

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IX. TYPES OF BASIC TELEPHONE SERVICE (Continued)

E. Pay Telephone Service (Continued) (N)

2. Regulations (Continued)

f. COCOTS exchange lines may be provided with 700/900 Call Restriction as an optional feature, subject to the regulations and rates specified in the General Tariff, Section 5.

g. Pay telephones connected to a pay telephone service exchange line must be registered in compliance with Part 68 of the FCC's Code of Regulations.

h. Only one pay telephone will be permitted to be connected to each pay telephone service exchange line. Extensions must be configured and wired so that only one telephone will operate on the line at one time.

i. The pay telephone service subscriber must furnish local directory number information.

j. NCCL, NCNL, and COCOTS subscribers are subject to the same directory assistance rates applicable to business service specified in the General Tariff, Section 11.

k. NCCL, NCNL, and COCOTS subscribers may charge users of their pay telephones the tariffed business rate for directory assistance as specified in the General Tariff, Section 11, rounded up to the nearest multiple of $.05.

l. Exchange users of NCCL, NCNL, and COCOTS must be permitted access at no charge to Universal Emergency Number 911 Services and the Telephone Company's operator. (N)

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IX. TYPES OF BASIC TELEPHONE SERVICE (Continued)

E. Pay Telephone Service (Continued) (N)

2. Regulations (Continued)

m. Pay telephones must be equipped to receive incoming calls unless they are prominently marked with either the words "Outgoing Calls Only", "No Incoming Calls", or other language deemed acceptable by the Virginia State Corporation Commission.

n. Pay telephone service subscribers must notify Shenandoah Telephone Company of a pay telephone instrument's connection, location, SCC registration number, and such other details as Shenandoah Telephone Company may need for billing purposes. Failure to provide accurate information could result in the instrument not being connected or being disconnected.

o. The pay telephone service subscriber shall be responsible for payment of all charges, including applicable local, toll, and FCC charges associated with the provisioning of this service.

p. The maximum rate for local calls or extended area calls originating from pay phone instruments, whether the call is completed coin paid, billed collect, billed to a credit card, or billed to a third number, may not exceed the rate approved for Shenandoah Telephone Company, including any operator-assisted charges. (N)

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IX. TYPES OF BASIC TELEPHONE SERVICE (Continued)

E. Pay Telephone Service (Continued) (N)

2. Regulations (Continued)

q. The maximum charge for all intrastate intraLATA toll calls placed from pay telephone service exchange lines may not exceed the approved charge for similarly rated calls, including any operator assistance charges, as specified in Shenandoah Telephone Company's tariff, plus a surcharge of $1.00. The maximum charge for all intrastate, interLATA toll calls placed from pay telephone service exchange lines may not exceed the charge for similarly rated calls as specified in the tariffs of AT&T, plus a surcharge of $1.00.

r. All pay telephone service subscribers must post consumer information and instructions on their pay telephone instruments as specified by the Virginia Public Telephone Information Act and the Virginia State Corporation Commission.

s. In providing intrastate toll service, pay telephone subscribers must allow dialed user access without charge from their pay telephone instruments to all operator service providers' networks through their "950", "800", or "1-0-xxx-0+" numbers.

t. All coin operated pay telephone instruments must accept any combination of nickels, dimes, and quarters for local and long distance calling charges. All coin operated pay telephone instruments must return any deposited amount if the call is not completed. (N)

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IX. TYPES OF BASIC TELEPHONE SERVICE (Continued)

E. Pay Telephone Service (Continued) (N)

2. Regulations (Continued)

u. Pay telephone service subscribers must assure that a process exists for making prompt refunds to customers.

v. In those cases where pay telephone instruments have been connected but not reported, the subscriber will reimburse the Telephone Company for all charges which would have applied had the correct procedures been followed.

w. Pay telephone service subscribers must make all reasonable efforts to minimize the extent and duration of service interruptions. Ninety percent to one hundred percent (90% - 100%) of all pay telephone instruments which are reported as being out of service, when the trouble condition does not require construction work, must be restored to service within twenty-four (24) hours of the report receipt. The 24-hour clearance standard excludes trouble reports received on Sundays, legal holidays, and during emergency operating conditions. Out-of-service reports which require construction must be cleared within five business days of report receipt. (N)

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BASIC TELEPHONE SERVICE

IX. TYPES OF BASIC TELEPHONE SERVICE (Continued)

E. Pay Telephone Service (Continued) (N)

3. Rates

	Installation	Monthly
a. Pay Telephone Service		
1. Network Controlled Coin Line		
(a) One-way Outgoing Only	* CPTNC1	$ 27.76
(b) Two-way Service	* CPTNC2	25.76
2. Network Non-Coin Line		
(a) One-way Outgoing Only	* CPTNN1	32.76
(b) Two-way Service	* CPTNN2	30.76
3. COCOTS	* CPTCOC	23.55
4. Usage		
(a) Local Message	$0.10 Per Message	
b. Line Side Answer Supervision - Per Line	$20.00 CPTCAS	2.00 (N)

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*Applicable Service Charges in Section 3 also apply.

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BASIC TELEPHONE SERVICE

The material formally found in this section for Semipublic Telephone Service has been canceled and withdrawn.

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BASIC TELEPHONE SERVICE

The material formally found in this section for Semipublic Telephone Service has been canceled and withdrawn.

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IX. TYPES OF BASIC TELEPHONE SERVICE (Continued)

I. Other Pay Telephone Services

1. Transfer of Local Messages

Local message charges may be transferred: i.e., billed to the station called, or billed to a station other than the calling station, or called station, except that such message charges will not be billed to pay telephone service or other lines with Billed Number Screening. The following charges apply for transferring local message charges and are in addition to the 25-cent charge below for local messages. (T)

a. Transferring of Local Message Charges (per message) $ .75 (D)

(R)

2. Message Charges (T)

End user local messages from a pay telephone service are charged for at 25 cents each and long distance messages are charged at the established long distance telephone rates. (T)

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IX. TYPES OF BASIC TELEPHONE SERVICE (Continued)

J. Remote Call Forwarding - A telecommunications network service that utilizes a telephone number and electronic central office switching facilities to automatically forward all incoming calls dialed to the Remote Call Forwarding telephone number to the terminating telephone number. There are no outside plant facilities associated with this service.

1. Regulations

a. A Remote Call Forwarding arrangement includes the equipment necessary to forward one telephone call to a terminating telephone number.

b. Remote Call Forwarding calls may be terminated in Private Branch Exchange (PBX) trunks, Centrex Service, "800" Service, and dial tone lines, excluding party lines, Semi-Public Telephone Service, and Customer-Owned Coin-Operated Telephone Service. A Centrex Service number may not be used as a Remote Call Forwarding originating number.

c. Remote Call Forwarding is provided on the condition that the customer subscribe to sufficient Remote Call Forwarding arrangements and terminating telephone numbers to adequately handle calls to the Remote Call Forwarding customer without interfering with or impairing any services offered by the Telephone Company. If, in the opinion of the Telephone Company, additional Remote Call Forwarding arrangements or terminating telephone numbers are required, the customer will be responsible for subscribing to such additional Remote Call Forwarding arrangements or terminating telephone numbers. In the event the customer refuses to subscribe to such additional Remote Call Forwarding arrangements or terminating telephone numbers, such customer's Remote Call Forwarding Service shall be subject to termination.

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IX. TYPES OF BASIC TELEPHONE SERVICE (Continued)

J. Remote Call Forwarding (Continued)

1. Regulations (Continued)

d. Where additional terminating telephone numbers are requested by the customer or required by the Telephone Company for association with the same Remote Call Forwarding number, such additional terminating telephone numbers must be of the same class and grade of service, and on the same premises as, the first terminating telephone number.

e. Remote Call Forwarding is not represented as suitable for satisfactory transmission of data.

f. The Custom Calling Service Call Forwarding feature is not offered for use with a Remote Call Forwarding terminating station.

g. The Telephone Company will not provide identification of the originating telephone number to the Remote Call Forwarding customer.

h. Charges for calls from the originating service to a Remote Call Forwarding telephone number are the responsibility of the originating service, unless such calls are accepted as collect at the terminating telephone number. Charges, as specified in Paragraph IX.J.2., for the forwarding of calls from the Remote Call Forwarding number to the terminating telephone number are the responsibility of the Remote Call Forwarding customer.

i. For any collect calls placed to the Remote Call Forwarding number, charges as specified in Paragraph IX.J.2., for calls forwarded to the terminating telephone number apply, regardless of whether or not such calls are accepted as collect at the terminating telephone number.

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IX. TYPES OF BASIC TELEPHONE SERVICE (Continued)

J. Remote Call Forwarding (Continued)

2. Rates

	Installation	Monthly
a. First arrangement associated with a Remote Call Forwarding Number	* BSR01	$ 16.00
b. Additional arrangements with the same Remote Call Forwarding Number (per arrangement)	--- BSR03	12.00
c. Calls forwarded to terminating number in same local or Extended Calling Area		Per Call .10
d. Calls forwarded to terminating number outside local or Extended Calling Area	Applicable long distance charges	

K. Digital Centrex - A central office based, multi-line business service offering advanced telecommunications features. (N)

1. Regular service is available from suitably equipped central offices and remote switching units. Business customers of the telephone company serving areas qualify for this service. Service is subject to the availability of the necessary central office and outside plant cable facilities.

2. Centrex Service is a service arrangement which consists of Centrex lines, host central office interface equipment, and software. This service provides local exchange access, intra-system communications, and feature packages as set forth in Paragraph K.7. following. (N)

*Applicable service charges in Section 3 also apply.

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BASIC TELEPHONE SERVICE

IX. TYPES OF BASIC TELEPHONE SERVICE (Continued)

K. Digital Centrex (Continued) (N)

3. The rates contained herein are for central office features and local loops only. The applicable interexchange mileage and termination charges will be charged for any private and foreign exchange lines.

4. Digital Centrex Service is not provided in association with public or semi-public telephone service.

5. All exchange lines in a digital Centrex system must have the same billing arrangement.

6. All terminal equipment and wiring on the customer's premise shall be provided by the customer. Terminal equipment provided by the customer must be compatible with the services and equipment provided by the company. (N)

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IX. TYPES OF BASIC TELEPHONE SERVICE (Continued)

K. Digital Centrex (Continued)

7. Centrex Service consists of feature packages Centrex I, Centrex II, Centrex III, Small Business Centrex, and Featurephone lines shown below at rates and charges set forth in Paragraph K.10. following. Features provided via Centrex service from host central office equipment and software include: (N)

(a) Centrex I - Call Transfer (Internal Only), Direct Access to Private Facilities, Station Transfer Security, Attendant Transfer (All Calls), Consultation Hold-All Calls, DTMF/DP Dialing, Station-to-Station Dialing, Direct Outward Dialing, Tandem Tie Trunk Facility Dialing, Add on Conference, Call Transfer (All Calls), Manual Lines, Direct Inward Dialing, Abbreviated Dialing, Call Transfer (Outside), Call Forward (No Answer), Speed Call Individual Eight Numbers, Call Waiting, Call Forward (Fixed), Call Pick-up, Call Forward (Busy), Call Forward (Within Group Only), Call Forward (All), Call Transfer (To fully Restricted Station), Call Forward Variable, Call Hold, Call Transfer (Individual-Incoming Only), Consultation Hold (Incoming Only), Distinctive Alerting/Call Waiting Indication, Second Dial Tone, Trunk Answer from any Station, Code all Access, Fully Restricted Termination, Immediate Ringing, Loud Speaker Paging Access, Toll Restriction, Simulated Facility Group (SFG) for In/Out Calls, Fully Restricted Origination, Denied Termination, CCSA/ESPCS Trunk Access, Denied Origination, Predetermined (Fixed) Night Answer, FX/Tie Trunk Access, Code Restrictions (3/6 Digits), Semi-Restricted Originating, Voice Paging (Meet-Me-Trunk), Semi-Restricted Terminating, and Predetermined (Flexible) Night Answer.

(b) Centrex II - Centrex I plus: Meet-Me-Conference, Automatic Callback (Station Camp-on), Call Park, Speed Call Individual (30 Numbers), Cancel Call Waiting, Direct Switched Line, Data Line Security, Expanded Direct Switched Line, Speed Calling (Group), Recorded Telephone Dictation, Secretarial Hunt, Off-Hook Queuing.

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BASIC TELEPHONE SERVICE

IX. TYPES OF BASIC TELEPHONE SERVICE (Continued)

K. Digital Centrex (Continued)

7. (Continued)

(c) Centrex III - Centrex I and II plus: Circular Hunting, Automatic Callback (Trunk Camp-on), Conference Calling (16 Port), Add-On Conference (Incoming Only), Station Forced Busy, Call Forward Busy (Incoming Only), Saved Number Redialed, Call Forwarding to Private Facilities, Single Digit Dialing, Repeat Number Dialing, Call Forwarding - All Calls (Incoming Only), Call Forward - No Answer (Incoming Only), Extended Dial Call Pick-up, Route Advance, Return to Home Hunting, Automatic Route Selection (ARS), Distributive Hunting, Most Economical Route Selections (MERS), Stop Hunt, Make Busy, Authorization Codes, Expensive Route Warning Tone, Remove Access to Features.

(d) Small Business Centrex - Intercom Dialing, Distinctive In/Out Ringing, 3-Way Conferencing, Call Transfer, Call Pickup, Call Hold, Call waiting, Cancel Call Waiting, Individual Speed Calling (8 or 30), Call Forwarding (Fixed, Busy, No Answer), Circular Hunting, Toll Control, Repeat Number Dialed.

(e) Featurephone Line - Central office hardware/software which supports an integrated digital Featurephone to enhance feature operation by means of single-button access to features, real-time control of features, and an alphanumeric display. (N) (N)

8. Liability of the Telephone Company - The Telephone Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Centrex Service. Credit adjustments for interruptions of service will be made as provided in Section 1 of the General Tariff.

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IX. TYPES OF BASIC TELEPHONE SERVICE (Continued)

K. Digital Centrex (Continued)

9. Conditions

a. The Company will furnish one alphabetical and one classified directory listing on a per Centrex service summary account, without charge. Additional directory listings are offered subject to the provisions set forth in Section 5 of the General Tariff.

b. The rates and charges shown for Centrex service apply to establishment of Centrex Service only. Other services, as provided for in the tariffs of the Company, may be furnished in connection with this service at rates and charges specified for such services.

c. Centrex Service is offered on a contractual basis commencing on the date the service is established. The rates per Centrex line, feature package, and line/trunk charges as set forth in Paragraph K.10. following apply each month from the time the system is placed in service until the Centrex Service is discontinued.

d. In the event that the Centrex Service is terminated or reduced, in whole or in part, by the customer prior to completion of the initial contract period, the Company will develop the applicable contract termination charge using the formula described below and levy it for payment by the customer.

(1) In the event of termination of Centrex Service during the contract period, the customer will remain liable for the balance of contract period rates, which shall upon any such termination immediately become due and payable in its entirety.

(2) In the event the customer reduces the number of Centrex Service lines initially contracted by 10% or more, the termination liability as specified in Paragraph K.9.d.(1) above is applicable and will be applied to the total number of lines rendered under the initial contract.

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e. Rotary dial stations are not capable of accessing all Centrex Service features.

BASIC TELEPHONE SERVICE

IX. TYPES OF BASIC TELEPHONE SERVICE (Continued)

K. Digital Centrex (Continued)

9. Conditions (Continued)

f. Centrex Service system lines are not eligible for Vacation Service Rates as set forth in Section 7 of the General Tariff.

g. Direct Inward Dialing Service Rates set forth in Section 5 of the General Tariff do not apply to Centrex Service lines.

h. (deleted) (R)

h. This Tariff contemplates the use of central office equipment selected by the Company. When special central office equipment or features are provided at the request of the customer, special assembly rates and charges will apply in addition to those shown herein.

j. This Tariff (including the rates and charges shown herein) for Centrex Service is subject to such changes or modifications as the appropriate regulatory authority may from time to time direct or allow in the exercise of its jurisdiction.

10. Rates

a. The following rates and charges apply.

(1) Centrex Service is offered via the following rate stability plans: 12 months, 36 months, and 60 months. If an existing business line, key trunk, or PABX trunk is enhanced by software classification as a Centrex line, a contract is not needed if the 12-month rate stability plan rates are utilized.

(2) The rates and charges shown apply in addition to all other applicable rates and charges shown elsewhere in the General Tariff.

IX. TYPES OF BASIC TELEPHONE SERVICE (Continued)

K. Digital Centrex (Continued)

10. Rates (continued)

b. The following monthly Centrex Service system line rates apply:

	Rate Stability Plans						
	12 Months		36 Months		60 Months		
	USOC	Rate	USOC	Rate	USOC	Rate	
2-100 Lines (per line)	TCCX112	$9.50	TCCX136	$9.00	TCCX160	$8.50	(I)
101-200 Lines (per line)	TCCX212	$9.25	TCCX236	$8.75	TCCX260	$8.25	(I)

c. The following monthly Feature Service rates apply as long as the system is in service:

		USOC	Recurring Monthly Charge	
(1)	Centrex I (a) 2-200 Lines (per line)	TCCXFS1	$4.95	(I)
(2)	Centrex II (a) 2-200 Lines (per line)	TCCXFS2	$5.45	
(3)	Centrex III (a) 2-200 Lines (per line)	TCCXFS3	$5.95	
(4)	Small Business Centrex (a) 1-30 Lines (per line)	TCCXFS4	$4.75	(I)
(5)	Featurephone Line (per line)	TCCXFS5	$25.00	

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BASIC TELEPHONE SERVICE

IX. TYPES OF BASIC TELEPHONE SERVICE (Continued)

K. Digital Centrex (Continued)

10. Rates (continued)

d. Small Business Centrex is provided as a line enhancement to a Business Individual Line, Key Trunk, or PABX Trunk, and the Centrex line rate is billed in addition to the applicable line/trunk rate as stated in Section 2 of the General Tariff.

e. Digital Centrex I, II, and III is provided by serving each station with a Centrex line and by the use of a simulated trunk group. The Centrex line rate is billed in addition to the following Centrex trunk rate:

	USOC	Rate
(1) Centrex Trunk Rate (per member of simulated trunk group)	TCCSTRK	$ 30.00

f. Centrex data base programming charges are as follows:

(1) Initialization of Centrex Service

	USOC	Non-Recurring Charge	
(a) Centrex I	TCCXIN1	$ 500.00	
(b) Centrex II	TCCXIN2	600.00	
(c) Centrex III	TCCXIN3	1,000.00	
(d) Small Business Centrex	TCCXIN4	50.00	
(e) Featurephone Line	TCCXIN5	75.00	(N)

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IX. TYPES OF BASIC TELEPHONE SERVICE (Continued)

(N)

K. Digital Centrex (Continued)

10. Rates (continued)

f. Centrex data base programming charges (continued)

(2) Changes made to an existing database to: (1) establish a new line, (2) change the class of service for an existing line, (3) establish or change a line's dial call pickup group assignment or feature series, or (4) for any other modification in service.

	USOC	Rate
(a) First line programmed or reprogrammed	TCCXPC1	$ 35.00
(b) Each additional line programmed or reprogrammed	TCCXPC2	2.00

g. Subsequent line additions/deletions.

(1) Subsequent line additions will be rated under the same rate stability plan contracted.

(2) Subsequent line deletions resulting in reductions equal to or exceeding 10% of the initial lines under a rate stability plan will be treated as set forth in K.9.d.(2) preceding.

(3) If a customer requests an upgrade of an existing feature package (i.e., from Centrex I to Centrex II or from Centrex II to Centrex III), his existing per line contract rate will be changed to reflect the appropriate rate applicable to the new feature package, as set forth in Paragraph K.10.c. preceding. The new rate would apply for the duration of the existing contract period. No down grade of feature packages will be permitted during the contract period.

(N)

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BASIC TELEPHONE SERVICE

IX. TYPES OF BASIC TELEPHONE SERVICE (Continued)

L. Special Services

These include Private Line Services and other similar services which are furnished at tariff charges, as covered in Section 8.

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BASIC TELEPHONE SERVICE

IX. TYPES OF BASIC TELEPHONE SERVICE (Continued)

M. Switched 56kb Service - Provides a customer with the ability to send and receive data at a speed of 56,000 bytes per second over the telecommunications network. (N)

1. Regulations

a. Switched 56kb Service is a business service provided only from specially equipped telephone company central offices located in designated wire centers in conjunction with network facilities designed to accommodate only 56 kilobytes per second, full duplex, synchronous transmission.

b. Switched 56kb Service is provided subject to the availability of appropriate network facilities from the closest designated Switched 56kb Service Wire Center.

c. A local line provides a communications path between a customer's premises and the Switched 56kb Service Wire Center for customers who are located within the normal serving area of an equipped Switched 56kb Service Wire Center.

2. Rates

All originating and terminating calls from or to a Switched 56kb Service will be charged on a minutes of use basis. Such charges are in addition to all other applicable local or long distance charges as appropriate.

	USOC	Installation	Monthly
a. Local Line	TSCB56	$250.00	$ 45.00

	Per Minute of Use
b. Originating and Terminating Calls	$ .10

(N)

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BASIC TELEPHONE SERVICE

IX. TYPES OF BASIC TELEPHONE SERVICE (Continued)

N. Dial-Up Data Service - Provides a customer with the ability to send and receive data at various speeds up to 50 kilobits per second over the telecommunications network. (N)

1. Regulations

a. Dial-Up Data Service is a residential or business service provided over specially engineered facilities for the purpose of switched data, such as internet access.

b. The furnishing of this service is subject to the availability on a continuing basis of all necessary facilities and the ability to rearrange network facilities to furnish this service as required at the sole discretion of the company.

c. A local line provides a communications path between a customer's premises and the Service Wire Center.

d. Dial-Up Data Service is not intended for and may not meet the minimum standards for voice-grade service.

2. Rates

Dial-Up Data Service is provided as a line enhancement to a residential or business individual line, key trunk, or PBX trunk. The Dial-Up Data Service rate is billed in addition to the applicable line or trunk rates as stated in Section 2 of the General Tariff.

	Installation	USEC	Monthly	USEC
a. Dial-Up Data Service (per line)	$25.00	xxxxx	$10.00	xxxxx

(N)

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SHENANDOAH TELEPHONE COMPANY

Response to Row 1000, Form 481

Shentel hereby certifies that its rates for voice services are within two standard deviations of the national average urban rate for voice service of $21.93, released by the FCC Wireline Competition Bureau on April 5, 2016. The highest monthly residential rate Shenandoah Telephone Company charges for voice service in Shenandoah County is $17.05. In North River, the highest rate Shentel charges for voice service is even lower, at $14.25. After all state and federal taxes and surcharges are added, the rates in both Study Areas remain well below the rate comparability benchmark set by the FCC at $41.07.

ATTACHMENT – LINE 3026

ATTACHMENT REDACTED IN ENTIRETY