

Mountain View Telephone CO.
Study Area 401712

Mountain View Telephone
Company

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**Mountain View Telephone Company
481 Line 510 Service Quality & Standards
Study Area: 401712**

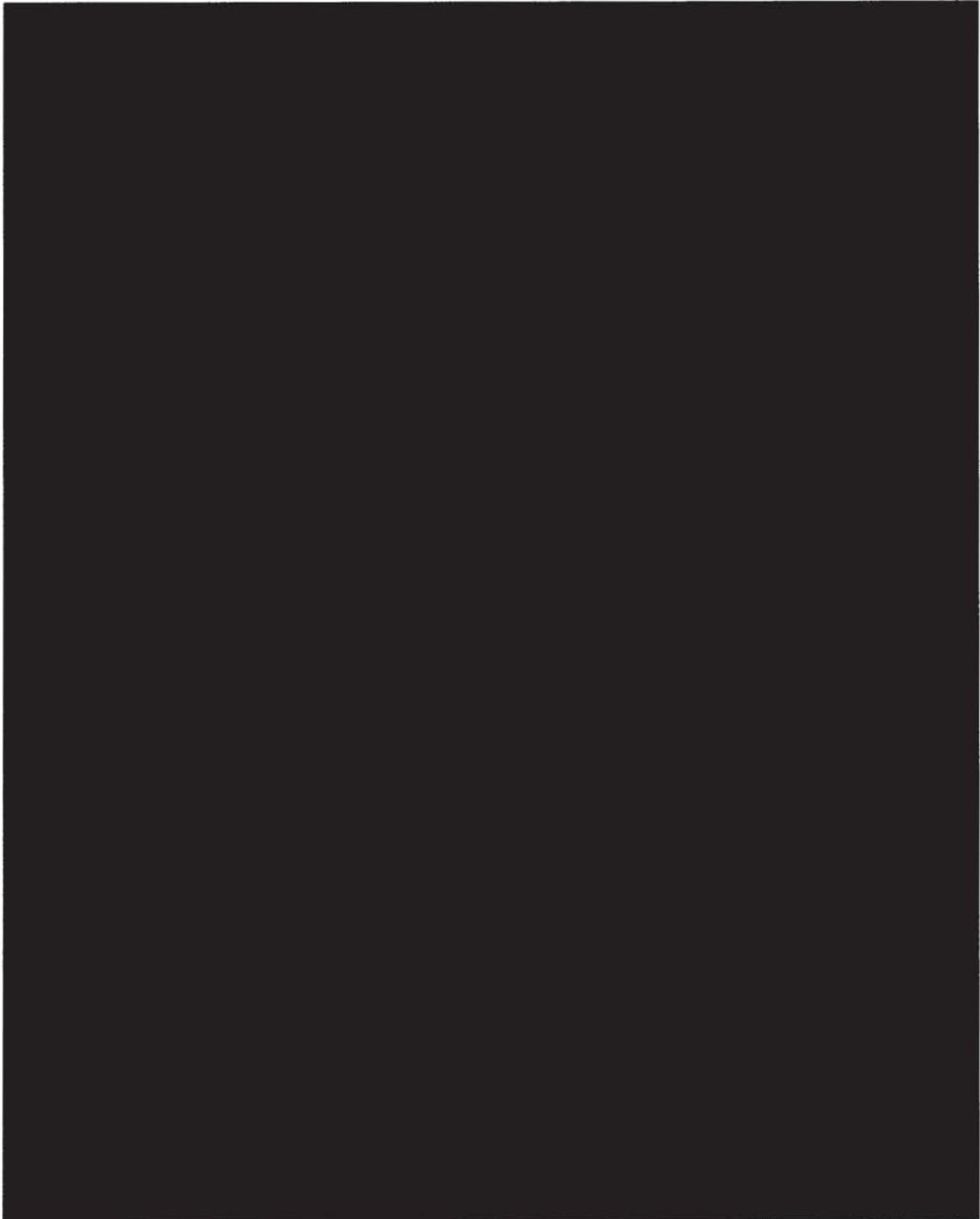
Pursuant to 47 C.F.R. § 54.313(a)(5) and or 47 C.F.R. § 54.422(b)(3), Mountain View Telephone Company is in compliance with appropriate FCC Service Quality Standards, Consumer Protection Rules, as well as standards and procedures as defined in the Arkansas Public Service Commission Telecommunication Provider Rules of Practice and Procedure.

Mountain View Telephone Company provides CPNI training to all of its new employees and in addition trains all of its existing employees on an annual basis to ensure compliance with the CPNI rules, which include new carrier authentication requirements, a requirement to notify customers of account changes, and a requirement to notify both law enforcement and customers in the event of a CPNI breach. Mountain View Telephone Company trains staff on an annual basis regarding Red Flag issues to help prevent identify theft. All company employees are required to sign and acknowledge that they have completed CPNI and Red Flag training and understand obligations to adherence of applicable rules. Mountain View Telephone Company also conducts subscriber CPNI outreach by periodically placing CPNI explanation messages into subscriber's bills and also has signage in its business office regarding CPNI rules and regulations.

Mountain View Telephone Company complies with consumer protection obligations for broadband services under federal law. These obligations include, but are not limited to, the following: network management practices, performance, and commercial terms of broadband internet access services; as a means of providing sufficient information for consumers to make informed choices regarding use of such services, and for content, application, service and device providers to develop, market, and maintain internet offerings as specified in F.C.C. 47 C.F.R. Part 8 §8.3.

Mountain View Telephone Company
481 Line 610 Emergency Situations
Study Area 401712

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Mountain View Telephone Company
481 Line 610 Emergency Situations
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Mountain View Telephone Company
481 Line 1010 Voice Services Comparability Report
Study Area 401712

Mountain View Telephone Company
Voice Services Comparability Report

Pursuant to 47 C.F.R. § 54.313 (a) (10) Mountain View Telephone Company (the Company) is in compliance with the requirement that voice services is no more than two standard deviations above the national average urban rate for voice service of \$47.48 as specified in Public Notice DA 14-470 issued on April 16, 2015.

This applies to all of the Company's exchanges (870-269, 870-585, 870-652, 870-757, 870-363, 870-591, 870-746, 870-948.) The Company's current total local end-user rate is \$15.30. When the Arkansas High Cost Fund (5%), the Federal SLC (\$6.50), ARC Charge (\$1.50), and Arkansas TeleRelay Service (\$.05) are added the rate totals \$24.10. Therefore Mountain View Telephone Company's pricing is not above the standard deviation as specified in the USF/ICC Transformation Order.¹

¹ Local End User Rate as defined in USF/ICC Transformation Order 26 FCC Rcd at 17751, Para. 238

¹ USF/ICC Transformation Order, 26 FCC Rcd at 17694, Para. 84 (footnote included) "The standard deviation is a measure of dispersion. The sample standard deviation is the square root of the sample variance. The sample variance is calculated as the sum of the squared deviations of the individual observations in the sample of data from the sample average divided by the total number of observations in the sample minus one. In a normal distribution, about 68 percent of the observations lie within one standard deviation above and below the average and about 95 percent of the observations lie within two standard deviations above and below the average."

3rd Revised Sheet No. 13a

Replacing: 2nd Revised Sheet No. 13a

Mountain View Telephone Company, Inc.
Name of Company

Kind of Service: Telecommunications Class of Service: Res/Bus

Part III. Rate Schedule No.: 1

Title: LOCAL SERVICE

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1.3. LIFELINE ASSISTANCE PROGRAM

1.3.1. General

(CT)

1.3.1.1. The Lifeline Assistance Program provides for a federal credit equal to 100% of the Interstate Subscriber Line Charge (\$6.50) and a \$2.75 local service reduction.

1.3.1.2. The discounts apply to monthly recurring rates for qualifying residential customers.

1.3.1.3. Discounts are applied to rates and charges for residential telephone service.

1.3.2. Regulations

1.3.2.1. Regulations specified in Part III, Rate Schedule No. 3, Page 15 of this tariff or rate schedule apply to Lifeline Service.

1.3.2.2. Lifeline Service is available only with residence service, excluding foreign exchange service.

1.3.2.3. Lifeline Service is limited to one line per household.

1.3.2.4. The named subscriber to the local telecommunications service, his or her dependent, or someone in his or her household must participate in one of the listed assistance programs to qualify for Lifeline Service. The federal and state credits are applied to the Local Service bills for qualified residential recipients of Supplemental Security Income (SSI), Food Stamps, Aid to Families with Dependent Children recipients, Medicaid, federal public housing assistance or Section 8, Low Income Home Energy Assistance Program (LIHEAP), recipients of Temporary Assistance to Needy Families, participants in the National School Lunch free lunch program, or families whose household income falls below 135% of the Federal Poverty Guideline.

(CT)

2nd Revised Sheet No. 13b

Replacing: 1st Revised Sheet No. 13b

Mountain View Telephone Company, Inc.
Name of Company

Kind of Service: Telecommunications Class of Service: Res/Bus

Part III. Rate Schedule No.: 1

Title: LOCAL SERVICE

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1.3. LIFELINE ASSISTANCE PROGRAM (continued)

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1.3.2.5. The Customer will certify under penalty of perjury that the information supplied at the time of application for Lifeline service is accurate. The Company will obtain sufficient documentation from the customer to verify that the customer qualifies for Lifeline and an officer of the Company will certify that the Company has procedures to review the application for Lifeline Service in accordance with 47 U.S.C. Part 54.

1.3.2.6. The Company will process all applications and apply the appropriate credit on the customer's monthly bill.

1.3.2.7. Customers of Lifeline Service must notify the Company of any changes which would affect qualification. Verification of eligibility will take place initially and at a minimum annually each year of service thereafter. When the customer is no longer eligible for Lifeline Service, the discount will be discontinued and regular rates and charges will apply.

1.3.3. Rates and Charges

1.3.3.1. Monthly Credit (maximum of one line per qualified customer)

1.3.3.2. A discount equal to 100 percent of the Interstate Subscriber Line Charge is applicable to qualified residential customers (\$6.50).

1.3.3.3. A reduction of \$2.75 of the Local Service Rate.

(CT)

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Mountain View Telephone Company
481 Line 3010 Milestone Certification
Study Area 401712

Milestone Certification

Pursuant to 47 C.F.R. § 54.202 MOUNTAIN VIEW TELEPHONE COMPANY ("The Company") provides this certification that it is taking reasonable steps to provide upon reasonable request broadband 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 offerings in urban areas as determined in an annual survey as specified in Public Notice DA 15-470, and that requests for such service are met within a reasonable amount of time. Details for how The Company is meeting its obligations for meeting its goals and required obligations are specified within the FCC Form 481 annual filing. At the time of this filing, there are no unfulfilled, reasonable requests for 4 Mbps downstream/1 Mbps upstream service.

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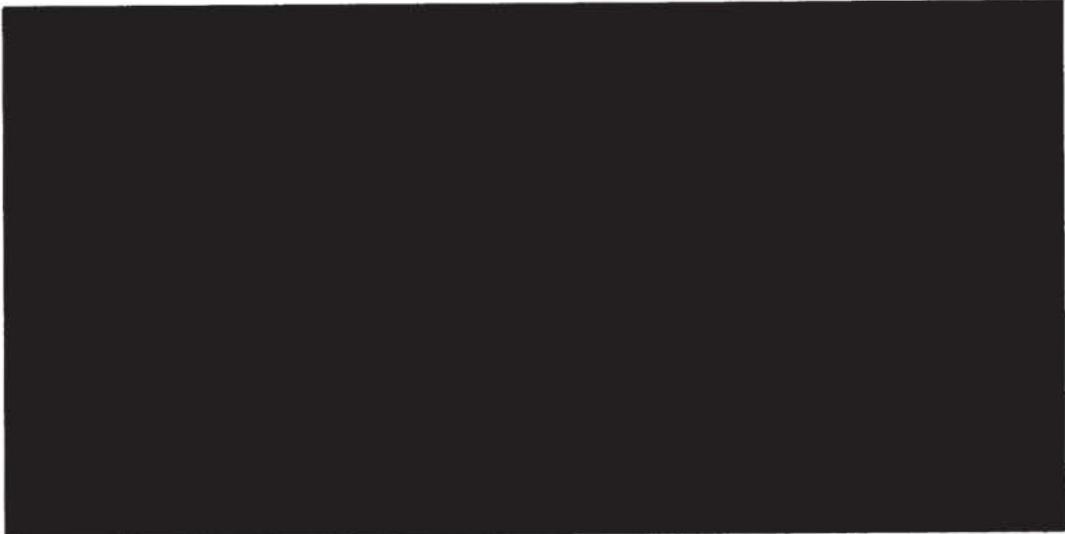
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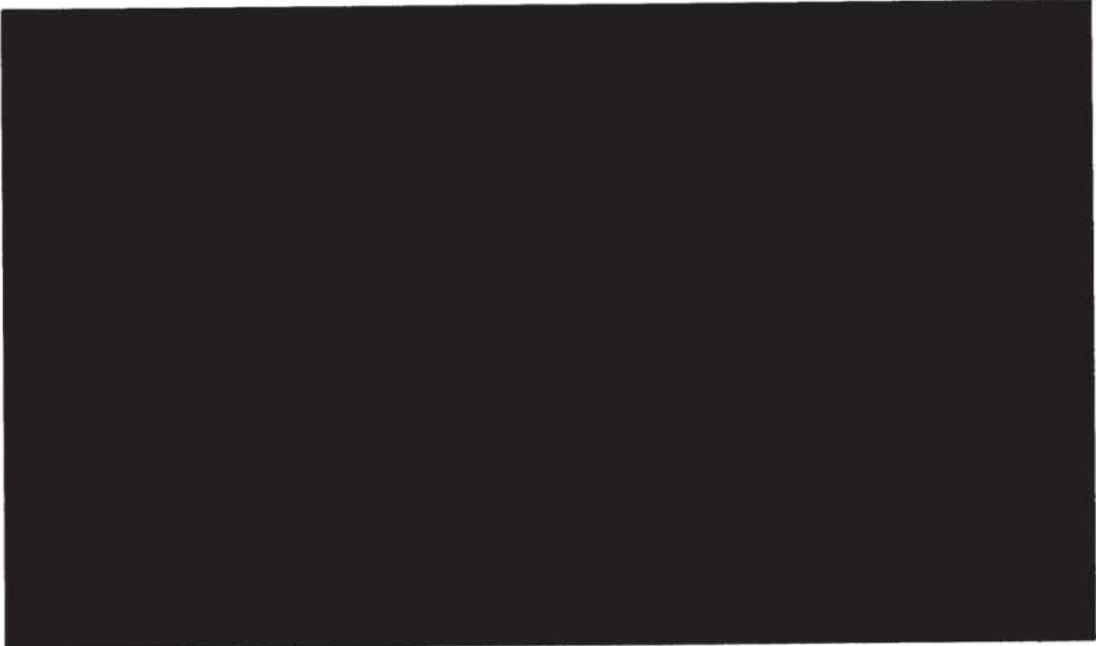


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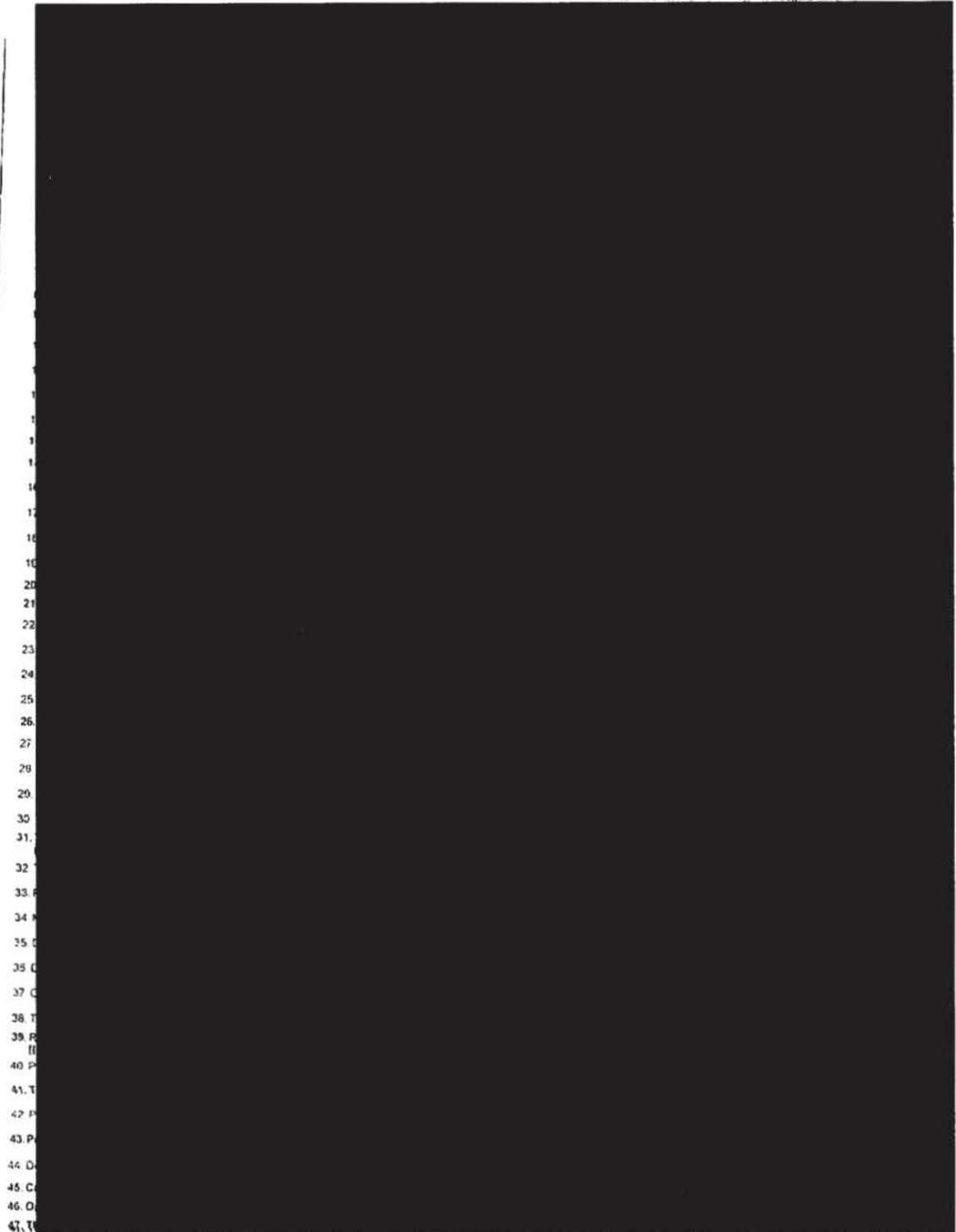
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