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VTC

VALLEY TELEPHONE COOPERATIVE, INC.

June 16, 1998

RECEIVED
OCT 20 1998
FCC MAIL ROOM

Maureen A. Scott
Attorney, Legal Division
Arizona Corporation Commission
1200 West Washington
Phoenix, AZ 85007

RE: ACC Data Request – Docket No. T- I 847B-97-626 (Unserved Areas)

Dear Ms. Scott:

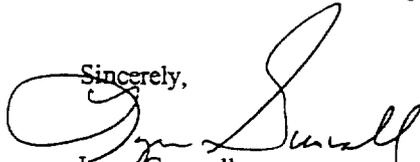
We have enclosed two copies each of the completed data requests for Valley Telephone Cooperative, Inc. and Copper Valley Telephone Inc.

Responses to questions DS-1 through DS-10 plus DS-13 through DS-17 were answered by Steve George, Assistant General Manager – Plant Operations plus John Swallow, Engineering Supervisor.

Responses to questions DS-11, DS-17 and DS-18 were provided by Gary Regnier, Commercial Supervisor, and the response for question DS-19 was provided by Lynn Gunwall, CEO / General Manager.

All of the above named employees are located at 752 E. Maley in Willcox, AZ 85644-0970.

Sincerely,



Lynn Gunwall
CEO / General Manager

enclosures

RECEIVED
JUN 17 1998
LEGAL DIV.
ARIZ. CORPORATION COMMISSION

ARIZONA CORPORATION COMMISSION
STAFF'S FIRST SET OF DATA REQUESTS TO
Copper Valley Tel. INC.
ACC DOCKET NO. T-1847B-97-626 (Unserved Areas)
FCC DOCKET NO. 96-45; 97-160; DA 98-715
MAY 29, 1998

- DS-1. Currently, are there any potential customers within the Company's exchange boundaries that do not have telephone service? If yes, how many?
→ Yes, Nine
- DS-2. Please indicate the basis for your estimate provided in response to Question 1.
→ Customer inquires.
- DS-3. Where are these potential customers located? List the estimated number of potential customers by wire center or exchange and by section, township and range.
→ Duncan: One, Elfrida: One, T19S,R27E sec.7 ,
T19S,R24E sec.24 x 6
- DS-4. If your response to DS-1 is yes, why do these potential customers not have telephone service at the present time? Have any of these potential customers requested service at any time? If yes, please provide the names of the customers and the dates service was requested.
→ Cost prohibitive due to location of Subscribers. Yes, Duncan:
[REDACTED] 08/08/96, [REDACTED]
12/08/97, [REDACTED] 04/03/96, [REDACTED] 04/12/96, [REDACTED]
04/03/96, [REDACTED] 04/10/96, [REDACTED] 06/15/96,
[REDACTED] 08/24/95
- DS-5. For the customers listed in your response to DS-3, indicate the distance from the potential customer's location to the nearest available facilities.
→ [REDACTED] 2.800 kf, [REDACTED] 26.0 kf, [REDACTED]
2.9kf, [REDACTED] 18.3kf, [REDACTED] 10.5 kf, [REDACTED]
8.6 kf, [REDACTED] 7.3 kf, [REDACTED] 8.6 kf,
[REDACTED] 9.2 kf
- DS-6. Are there any potential customers immediately outside the Company's exchange boundaries that do not have telephone service? If yes, how many?
→ Yes, One customer.
- DS-7. Please indicate the basis for your estimate provided in response to Question 6.
→ Customer inquiry.
- DS-8. Where are these potential customers located? List the estimated number of potential customers by wire center or exchange, and if possible, by section, township and range.
→ Elfrida : One

- DS-9. If your response to DS-6 is yes, why do these potential customers, if any, not have telephone service at the present time? Have any of these potential customers requested service at any time? If yes, please provide the names of the customers and the dates service was requested.
→ Customer is in US West territory, yes, Don Hudgins 04/09/98
- DS-10. For the customers listed in your response to DS-8, please indicate the distance from the potential customer's location to the nearest available facilities.
→ Approximately 5.3 kf
- DS-11. Has your Company received any complaints from potential customers regarding their inability to obtain telephone service during the last five years? Please indicate the number of complaints received by year, the nature of each complaint, and where the customer is located.
→ Yes one complaint in 1997, ATC cost prohibitive to customers located in Oakdale Ranches.
- DS-12. If your answer to DS- 11 was yes, how were each of these complaints resolved? Please list all instances where the complaint is still unresolved and date the complaint was received.
→ Resolved through Arizona Corporation Commission cost estimate review.
- DS-13. Does your Company have an approved line extension tariff on file with the Commission? If yes, please attach a copy and briefly explain how it works.
→ Yes , See attached copy
- DS-14. How often in the past five years have you given estimates under your tariff to potential customers without service?
→ Approximately 20
- DS-15. What have those estimates been? Please provide as many individual examples as possible for the prior 10 year period. Please also indicate what your average estimate is for line extension requests you receive.
→ See attached sheets, \$9610.00
- DS-16. Have all potential customers provided with these estimates been able to pay the required amount to have facilities put in place to obtain telephone service?
→ No
- DS-17. If your answer to Question 16 is no, how many potential customers have been unable to pay the required amount to have facilities put in place? Please indicate per request the dollar amount which the potential customer was unable to pay, and when the request was made for the last 10 year period.
Nine, [REDACTED] \$1073.00, [REDACTED] \$22480.00,
[REDACTED] \$1202.10, [REDACTED] \$11085.96,
[REDACTED] \$10296.60, [REDACTED] \$10104.32,
[REDACTED] \$9972.76, [REDACTED] \$10104.32,
[REDACTED] \$10165.04. See DS-4 for service date request.

- DS-18. Would any of these potential customers qualify for federal Lifeline assistance using the federal default eligibility criteria? If yes, please estimate how many would fall into this category?
→ *To the best of our knowledge none of the applicants made application to participate in Federal Lifeline Assistance.*
- DS-19. How much does the Company currently receive in Federal High Cost Funds? How much does the Company receive in Long Term Support assistance from the Federal jurisdiction? How much does the Company receive in Federal assistance from DEM Weighting?
→ *Long-term Support \$31449.00, Local Switching \$38083.00, USF \$0.00*

Monday, June 17, 1996

[REDACTED]
Elfrida, AZ 65910

Dear [REDACTED]

We have reviewed your request for telephone service at Lot 16D in the Oakdale Ranches Subdivision.

Our Tariff sets-forth a formula that requires the customer to make a contribution for the building of facilities from the central office to the customer's premises, if the customer's request triggers construction. The formula allocates a pro-rata portion of the cable that will be shared by others, and a 100% allocation for the construction that would be applicable to the potential customer.

Our Engineer has looked at the job and has found that it will require 8,600 feet of new construction in order to extend our existing facilities to your site. The estimated cost for this construction and the pro-rata portion of the required facility reinforcement is \$13,104.32. The cost of the job to you less a \$3,000.00 service offset is \$10,104.32.

The number of formal requests for service we receive may dictate adjusted Aid-To-Construction costs to you. We will notify you of any adjustments to your Aid-To-Construction charges as orders allow us to recalculate total construction costs based on the receipt of all formal applications.

If you are interested in this proposal or have any question or concerns, please contact our business office in Morenci. You may call toll free from any Copper Valley Telephone exchange by dialing 1-520-865-2881. If we have not heard from you within 30 days, we will assume that you are not interested in this proposal.

Sincerely yours,

Arthur P. Martinez
Operations Manager

AM/hb

COST ESTIMATE

APPLICANT (S)	[REDACTED]	6/15/96

TOTAL NO. OF APPLICANTS 1

SUBDIVISION IF APPLICABLE OAKDALE RANCHES SUBDIVISION

LOCATION T- 19 -S R- 24 -E SEC. 24

TOTAL FOOTAGE OF CONSTRUCTION 8,600

CABLE COST	\$	<u>172.00</u>	-1/25 OF A 25PR DIST CA
CONSTRUCTION LABOR	\$	<u>302.72</u>	-1/25 OF TOTAL LABOR
ENGINEERING LABOR	\$	<u>395.60</u>	- 1/25 times distance times 10%
DROP CABLE	\$	<u>21.00</u>	-100% FROM PED TO HOUSE
DROP CABLE LABOR	\$	<u>264.00</u>	-100% FROM PED TO HOUSE
DIGITAL LOOP CARRIER	\$	<u>2,184.00</u>	- 1/24 OF TOTAL DLC COST
FIBER OPTIC CABLE	\$	<u>3,549.00</u>	- 1/24 OF TOTAL FIBER COST
ENG. LABOR AND PERMITS	\$	<u>399.00</u>	- 1/24 OF TOTAL ENG. LABOR
LABOR FOR FIBER PLACEMENT	\$	<u>5,817.00</u>	- 1/24 OF TOTAL FIBER PLACEMENT
TOTAL	\$	<u>13,104.32</u>	
SERVICE OFFSET	\$	<u>(3,000.00)</u>	

TOTAL COST OF JOB TO APPLICANTS
OAKDLALL.XLS

\$ 10,104.32

COST ESTIMATE

APPLICANT (S)	<div style="background-color: black; width: 100px; height: 15px;"></div>	4/10/96

TOTAL NO. OF APPLICANTS 1

SUBDIVISION IF APPLICABLE OAKDALE RANCHES SUBDIVISION

LOCATION T- 19 -S R- 24 -E SEC. 24

TOTAL FOOTAGE OF CONSTRUCTION 7,300

CABLE COST	\$	<u>146.00</u>	-1/25 OF A 25PR DIST CA
CONSTRUCTION LABOR	\$	<u>256.96</u>	-1/25 OF TOTAL LABOR
ENGINEERING LABOR	\$	<u>335.80</u>	- 1/25 times distance times 10%
DROP CABLE	\$	<u>21.00</u>	-100% FROM PED TO HOUSE
DROP CABLE LABOR	\$	<u>264.00</u>	-100% FROM PED TO HOUSE
DIGITAL LOOP CARRIER	\$	<u>2,184.00</u>	- 1/24 OF TOTAL DLC.COST.....
FIBER OPTIC CABLE	\$	<u>3,549.00</u>	- 1/24 OF TOTAL FIBER.COST.....
ENG. LABOR AND PERMITS	\$	<u>399.00</u>	- 1/24 OF TOTAL ENG. LABOR.....
LABOR FOR FIBER PLACEMENT	\$	<u>5,817.00</u>	- 1/24 OF TOTAL FIBER.PLACEMENT....
TOTAL	\$	<u>12,972.76</u>	
SERVICE OFFSET	\$	<u>(3,000.00)</u>	

TOTAL COST OF JOB TO APPLICANTS
OAKDLALL.XLS

\$ 9,972.76

Monday, June 17, 1996

[REDACTED]
Elfrida, AZ 65910

Dear [REDACTED]

We have reviewed your request for telephone service at Lot 16D in the Oakdale Ranches Subdivision.

Our Tariff sets-forth a formula that requires the customer to make a contribution for the building of facilities from the central office to the customer's premises, if the customer's request triggers construction. The formula allocates a pro-rata portion of the cable that will be shared by others, and a 100% allocation for the construction that would be applicable to the potential customer.

Our Engineer has looked at the job and has found that it will require 8,600 feet of new construction in order to extend our existing facilities to your site. The estimated cost for this construction and the pro-rata portion of the required facility reinforcement is \$13,104.32. The cost of the job to you less a \$3,000.00 service offset is \$10,104.32.

The number of formal requests for service we receive may dictate adjusted Aid-To-Construction costs to you. We will notify you of any adjustments to your Aid-To-Construction charges as orders allow us to recalculate total construction costs based on the receipt of all formal applications.

If you are interested in this proposal or have any question or concerns, please contact our business office in Morenci. You may call toll free from any Copper Valley Telephone exchange by dialing 1-520-865-2881. If we have not heard from you within 30 days, we will assume that you are not interested in this proposal.

Sincerely yours,

Arthur P. Martinez
Operations Manager

AM/hb

COST ESTIMATE

APPLICANT (S)	6/15/96	

TOTAL NO. OF APPLICANTS 1

SUBDIVISION IF APPLICABLE OAKDALE RANCHES SUBDIVISION

LOCATION T- 19 -S R- 24 -E SEC. 24

TOTAL FOOTAGE OF CONSTRUCTION 8,600

CABLE COST	\$	<u>172.00</u>	-1/25 OF A 25PR DIST CA
CONSTRUCTION LABOR	\$	<u>302.72</u>	-1/25 OF TOTAL LABOR
ENGINEERING LABOR	\$	<u>395.60</u>	- 1/25 times distance times 10%
DROP CABLE	\$	<u>21.00</u>	-100% FROM PED TO HOUSE
DROP CABLE LABOR	\$	<u>264.00</u>	-100% FROM PED TO HOUSE
DIGITAL LOOP CARRIER	\$	<u>2,184.00</u>	- 1/24 OF TOTAL DLC COST
FIBER OPTIC CABLE	\$	<u>3,549.00</u>	- 1/24 OF TOTAL FIBER COST
ENG. LABOR AND PERMITS	\$	<u>399.00</u>	- 1/24 OF TOTAL ENG. LABOR
LABOR FOR FIBER PLACEMENT	\$	<u>5,817.00</u>	- 1/24 OF TOTAL FIBER PLACEMENT
TOTAL	\$	<u>13,104.32</u>	
SERVICE OFFSET	\$	<u>(3,000.00)</u>	

TOTAL COST OF JOB TO APPLICANTS

OAKDLALL.XLS

\$ 10,104.32

Monday, April 08, 1996

[REDACTED]
Elfrida, AZ. 85610

Dear [REDACTED]

We have reviewed your request for telephone service at lot 16B in the Oakdale Ranches Subdivision.

Our Tariff sets-forth a formula that requires the customer to make a contribution for the building of facilities from the central office to the customer's premises, if the customer's request triggers construction. The formula allocates a pro-rata portion of the cable that will be shared by others, and a 100% allocation for the construction that would be applicable to the potential customer.

Our Engineer has looked at the job and has found that it will require 8,600 feet of new construction in order to extend our existing facilities to your site. The estimated cost for this construction and the pro-rata portion of the required facility reinforcement is \$13,104.32. The cost of the job to you less a \$3,000.00 service offset is \$10,104.32.

The number of formal requests for service we receive may dictate adjusted Aid-To-Construction costs to you. We will notify you of any adjustments to your Aid-To-Construction charges as orders allow us to recalculate total construction costs based on the receipt of all formal applications.

If you are interested in this proposal or have any question or concerns, please contact our business office in Morenci. You may call toll free from any Copper Valley Telephone exchange by dialing 1-520-865-2881. If we have not heard from you within 30 days, we will assume that you are not interested in this proposal.

Sincerely yours,

Arthur P. Martinez
Operations Manager

AM/hb

COST ESTIMATE

APPLICANT (S)	██████████	4/3/96

TOTAL NO. OF APPLICANTS 1

SUBDIVISION IF APPLICABLE OAKDALE RANCHES SUBDIVISION

LOCATION T- 19 -S R- 24 -E SEC. 24

TOTAL FOOTAGE OF CONSTRUCTION 8,600

CABLE COST	\$	<u>172.00</u>	-1/25 OF A 25PR DIST CA
CONSTRUCTION LABOR	\$	<u>302.72</u>	-1/25 OF TOTAL LABOR
ENGINEERING LABOR	\$	<u>395.60</u>	- 1/25 times distance times 10%
DROP CABLE	\$	<u>21.00</u>	-100% FROM PED TO HOUSE
DROP CABLE LABOR	\$	<u>264.00</u>	-100% FROM PED TO HOUSE
DIGITAL LOOP CARRIER	\$	<u>2,184.00</u>	- 1/24 OF TOTAL DLC COST
FIBER OPTIC CABLE	\$	<u>3,549.00</u>	- 1/24 OF TOTAL FIBER COST
ENG. LABOR AND PERMITS	\$	<u>399.00</u>	- 1/24 OF TOTAL ENG. LABOR
LABOR FOR FIBER PLACEMENT	\$	<u>5,817.00</u>	- 1/24 OF TOTAL FIBER PLACEMENT
TOTAL	\$	<u>13,104.32</u>	
SERVICE OFFSET	\$	<u>(3,000.00)</u>	

TOTAL COST OF JOB TO APPLICANTS **\$ 10,104.32**
OAKDLALL.XLS

Tuesday, April 16, 1996

[REDACTED]
Elfrida, AZ. 85610

Dear [REDACTED]

We have reviewed your request for telephone service at lot 17E in the Oakdale Ranches Subdivision.

Our Tariff sets-forth a formula that requires the customer to make a contribution for the building of facilities from the central office to the customer's premises, if the customer's request triggers construction. The formula allocates a pro-rata portion of the cable that will be shared by others, and a 100% allocation for the construction that would be applicable to the potential customer.

Our Engineer has looked at the job and has found that it will require 10,500 feet of new construction in order to extend our existing facilities to your site. The estimated cost for this construction and the pro-rata portion of the required facility reinforcement is \$13,296.60. The cost of the job to you less a \$3,000.00 service offset is \$10,296.60.

The number of formal requests for service we receive may dictate adjusted Aid-To-Construction costs to you. We will notify you of any adjustments to your Aid-To-Construction charges as orders allow us to recalculate total construction costs based on the receipt of all formal applications.

If you are interested in this proposal or have any question or concerns, please contact our business office in Morenci. You may call toll free from any Copper Valley Telephone exchange by dialing 1-520-865-2881. If we have not heard from you within 30 days, we will assume that you are not interested in this proposal.

Sincerely yours,

Arthur P. Martinez
Operations Manager

AM/hb

COST ESTIMATE

APPLICANT (S)	[REDACTED]	4/12/96

TOTAL NO. OF APPLICANTS 1

SUBDIVISION IF APPLICABLE OAKDALE RANCHES SUBDIVISION

LOCATION T- 19 -S R- 24 -E SEC. 24

TOTAL FOOTAGE OF CONSTRUCTION 10,500

CABLE COST	\$	<u>210.00</u>	-1/25 OF A 25PR DIST CA
CONSTRUCTION LABOR	\$	<u>369.60</u>	-1/25 OF TOTAL LABOR
ENGINEERING LABOR	\$	<u>483.00</u>	- 1/25 times distance times 10%
DROP CABLE	\$	<u>21.00</u>	-100% FROM PED TO HOUSE
DROP CABLE LABOR	\$	<u>264.00</u>	-100% FROM PED TO HOUSE
DIGITAL LOOP CARRIER	\$	<u>2,184.00</u>	- 1/24 OF TOTAL DLC COST
FIBER OPTIC CABLE	\$	<u>3,549.00</u>	- 1/24 OF TOTAL FIBER COST
ENG. LABOR AND PERMITS	\$	<u>399.00</u>	- 1/24 OF TOTAL ENG. LABOR
LABOR FOR FIBER PLACEMENT	\$	<u>5,817.00</u>	- 1/24 OF TOTAL FIBER PLACEMENT
TOTAL	\$	<u>13,296.60</u>	
SERVICE OFFSET	\$	<u>(3,000.00)</u>	

TOTAL COST OF JOB TO APPLICANTS

OAKDLALL.XLS

\$ 10,296.60

Monday, April 08, 1996

[REDACTED]
Gleeson, AZ. 85610

Dear [REDACTED]

We have reviewed your request for telephone service at lot 2B in the Oakdale Ranches Subdivision.

Our Tariff sets-forth a formula that requires the customer to make a contribution for the building of facilities from the central office to the customer's premises, if the customer's request triggers construction. The formula allocates a pro-rata portion of the cable that will be shared by others, and a 100% allocation for the construction that would be applicable to the potential customer.

Our Engineer has looked at the job and has found that it will require 18,300 feet of new construction in order to extend our existing facilities to your site. The estimated cost for this construction and the pro-rata portion of the required facility reinforcement is \$14,085.96. The cost of the job to you less a \$3,000.00 service offset is \$11,085.96.

The number of formal requests for service we receive may dictate adjusted Aid-To-Construction costs to you. We will notify you of any adjustments to your Aid-To-Construction charges as orders allow us to recalculate total construction costs based on the receipt of all formal applications.

If you are interested in this proposal or have any question or concerns, please contact our business office in Morenci. You may call toll free from any Copper Valley Telephone exchange by dialing 1-520-865-2881. If we have not heard from you within 30 days, we will assume that you are not interested in this proposal.

Sincerely yours,

Arthur P. Martinez
Operations Manager

AM/hb

COST ESTIMATE

APPLICANT (S)	[REDACTED]	4/3/96

TOTAL NO. OF APPLICANTS 1

SUBDIVISION IF APPLICABLE OAKDALE RANCHES SUBDIVISION

LOCATION T- 19 -S R- 24 -E SEC. 24

TOTAL FOOTAGE OF CONSTRUCTION 18,300

CABLE COST	\$	<u>366.00</u>	-1/25 OF A 25PR DIST CA
CONSTRUCTION LABOR	\$	<u>644.16</u>	-1/25 OF TOTAL LABOR
ENGINEERING LABOR	\$	<u>841.80</u>	- 1/25 times distance times 10%
DROP CABLE	\$	<u>21.00</u>	-100% FROM PED TO HOUSE
DROP CABLE LABOR	\$	<u>264.00</u>	-100% FROM PED TO HOUSE
DIGITAL LOOP CARRIER	\$	<u>2,184.00</u>	- 1/24 OF TOTAL DLC COST
FIBER OPTIC CABLE	\$	<u>3,549.00</u>	- 1/24 OF TOTAL FIBER COST
ENG. LABOR AND PERMITS	\$	<u>399.00</u>	- 1/24 OF TOTAL ENG. LABOR
LABOR FOR FIBER PLACEMENT	\$	<u>5,817.00</u>	- 1/24 OF TOTAL FIBER PLACEMENT
TOTAL	\$	<u>14,085.96</u>	
SERVICE OFFSET	\$	<u>(3,000.00)</u>	

TOTAL COST OF JOB TO APPLICANTS
OAKDLALL.XLS

\$ 11,085.96

Monday, December 08, 1997

[REDACTED]
ELFRIDA, AZ. 85610

RE: Request for telephone service

Dear [REDACTED]

We have reviewed your request for telephone service in the Elfrida area.

Our Tariff sets-forth a formula that requires the customer to make a contribution for the building of facilities from the central office to the customer's premises, if the customer's request triggers construction. The formula allocates a pro-rata portion of the cable that will be shared by others, and a 100% allocation for the construction that would be applicable to the potential customer.

Our Engineer has looked at the job and has found that it will require 2,900 feet of construction in order to extend our existing facilities to your site. The estimated cost for this construction is \$4,202.10. The cost of the job to you less a \$3,000.00 service offset is \$1,202.10.

If you are interested in this proposal or have any questions or concerns, please contact our business office in Morenci toll free at 520-865-2881 or myself at 520-384-2231. If we have had no response within 30 days the order will be cancelled.

Sincerely yours,

John D. Swallow
Engineering Supervisor

JS/js

COST ESTIMATE

APPLICANT (S)	[REDACTED]	1

TOTAL NO. OF APPLICANTS 1

SUBDIVISION IF APPLICABLE _____

LOCATION T- S R- E SEC.

TOTAL FOOTAGE OF CONSTRUCTION 2,900

CABLE COST	\$	<u>116.00</u>
CONSTRUCTION LABOR	\$	<u>3,828.00</u>
ENGINEERING LABOR	\$	<u>258.10</u>
TOTAL	\$	<u>4,202.10</u>

SERVICE OFFSET [REDACTED]

TOTAL COST OF JOB TO APPLICANTS \$ 4,202.10

Tuesday, August 06, 1996

[REDACTED]
Elfrida, AZ 85610

RE: Request for telephone service

Dear [REDACTED]

We have reviewed your request for telephone service in the Elfrida area.

Our Tariff sets-forth a formula that requires the customer to make a contribution for the building of facilities from the central office to the customer's premises, if the customer's request triggers construction. The formula allocates a pro-rata portion of the cable that will be shared by others, and a 100% allocation for the construction that would be applicable to the potential customer.

Our Engineer has looked at the job and has found that it will require 26,000 feet of construction in order to extend our existing facilities to your site. The estimated cost for this construction is \$25,480.00. The cost of the job to you less a \$3,000.00 service offset is \$22,480.00.

If you are interested in this proposal or have any question or concerns, please contact our business office in Morenci. You may call toll free from any Copper Valley Telephone exchange by dialing 1-520-865-2881.

In addition, we will retain your service order application in our long range file for the Clifton exchange and if telephone facilities are extended closer to your location, we can recalculate the new construction costs as they pertain to you.

Sincerely yours,

Arthur P. Martinez
Operations Manager

AM/hb

COST ESTIMATE

APPLICANT (S)		5/30/96

TOTAL NO. OF APPLICANTS 1

SUBDIVISION IF APPLICABLE _____

LOCATION T- 19 -S R- 27 -E SEC. 7

TOTAL FOOTAGE OF CONSTRUCTION 26,000

CABLE COST \$ 1,300.00

CONSTRUCTION LABOR \$ 22,880.00

ENGINEERING LABOR \$ 1,300.00

TOTAL \$ 25,480.00

SERVICE OFFSET \$ (3,000.00)

TOTAL COST OF JOB TO APPLICANTS **\$ 22,480.00**

Monday, October 07, 1996

[REDACTED]
[REDACTED]
Duncan, AZ 85534

RE: Request for telephone service

Dear [REDACTED]

We have reviewed your request for telephone service in the Duncan Exchange area.

Our Tariff sets-forth a formula that requires the customer to make a contribution for the building of facilities from the central office to the customer's premises, if the customer's request triggers construction. The formula allocates a pro-rata portion of the cable that will be shared by others, and a 100% allocation for the construction that would be applicable to the potential customer.

Our Engineer has looked at the job and has found that it will require 250' feet of buried construction and 2,550' of aerial construction in order to extend our existing facilities to your site. Copper Valley Telephone will have to purchase poles from Duncan Valley Electric, to be able to do the aerial portion of this job the cost for the poles is included. The estimated cost for this construction is \$4,073.00. The cost of the job to you less a \$3,000.00 service offset is \$1,073.00.

If you are interested in this proposal or have any question or concerns, please contact our business office in Morenci. You may call toll free from any Copper Valley Telephone exchange by dialing 1-520-865-2881.

In addition, we will retain your service order application in our long range file for the Duncan exchange and if telephone facilities are extended closer to your location, we can recalculate the new construction costs as they pertain to you.

Sincerely yours,

Arthur P. Martinez
Operations Manager

AM/hb

COST ESTIMATE

APPLICANT (S)	[REDACTED]	8/1/96

TOTAL NO. OF APPLICANTS 1

SUBDIVISION IF APPLICABLE GREENLEE COUNTY

LOCATION T- -S R- -E SEC.

TOTAL FOOTAGE OF CONSTRUCTION 250

CABLE COST	\$	<u>5.00</u>	
CONSTRUCTION LABOR	\$	<u>425.00</u>	
ENGINEERING LABOR	\$	<u>243.00</u>	
AERIAL / POLES	\$	<u>1,400.00</u>	CVT TO BUY POLES FROM DVE
PIPE PUSH	\$	<u>2,000.00</u>	
TOTAL	\$	<u>4,073.00</u>	
SERVICE OFFSET		[REDACTED]	

TOTAL COST OF JOB TO APPLICANTS **\$ 1,073.00**



Citizens Utilities Company

2901 N. Central Ave., Ste 1660
Phoenix, AZ 85012-2736
Direct Dial: (602) 532-4400
Fax: (602) 265-3415
Email: drscott@czn.com

Deborah R. Scott
Senior Attorney

June 19, 1998

Maureen Scott
Arizona Corporation Commission
1200 West Washington
Phoenix, Arizona 85007

RECEIVED
OCT 20 1998
REGISTRATION

**RE: DOCKET NOS. T-03214A-97-0640; T-02115A-97-0640;
T-1954A-97-0640**

Dear Ms. Scott:

Enclosed please find Citizens Utilities Company's responses to the following data requests submitted by Staff in the above referenced matter.

Requestor

Response No.

Staff - DS

Nos. 1 - 19

If you have any questions or comments regarding this matter, please contact Charlie Born at (916) 665-5355.

Very truly yours,

Enclosures

**ARIZONA CORPORATION COMMISSION
STAFF'S FIRST SET OF DATA REQUESTS TO
CITIZENS TELECOMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS**

**ACC DOCKET NO. T-3214-97-640 (Unserved Areas)
FCC DOCKET NO. 96-45; 97-160; DA 98-715
MAY 29, 1998**

Data Request DS-1:

Currently, are there any potential customers within the Company's exchange boundaries that do not have telephone service? If yes, how many?

Response:

Yes, please see Attachment 1 for the estimated number of potential customers.

**ARIZONA CORPORATION COMMISSION
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OF THE WHITE MOUNTAINS**

**ACC DOCKET NO. T-3214-97-640 (Unserved Areas)
FCC DOCKET NO. 96-45; 97-160; DA 98-715
MAY 29, 1998**

Data Response DS-2:

Please indicate the basis for your estimate provided in response to Question 1.

Response:

Citizens management personnel developed estimates based on their familiarity with the area and information from local government agencies.

**ARIZONA CORPORATION COMMISSION
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**ACC DOCKET NO. T-3214-97-640 (Unserved Areas)
FCC DOCKET NO. 96-45; 97-160; DA 98-715
MAY 29, 1998**

Data Request DS-3:

Where are these potential customers located? List the estimated number of potential customers by wire center or exchange and by section, township and range.

Response:

Attachment 1 is compiled by exchange and general location. Adequate resources and time are not available to conduct a detailed house count that would enable dwellings to be identified within a specific section, township and range. A house count of this magnitude would require approximately one year to complete.

**ARIZONA CORPORATION COMMISSION
STAFF'S FIRST SET OF DATA REQUESTS TO
CITIZENS TELECOMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS**

**ACC DOCKET NO. T-3214-97-640 (Unserved Areas)
FCC DOCKET NO. 96-45; 97-160; DA 98-715
MAY 29, 1998**

Data Request DS-4:

If your response to DS-1 is yes, why do these potential customers not have telephone service at the present time? Have any of these potential customers requested service at any time? If yes, please provide the names and the dates service was requested.

Response:

Some of the reasons for potential customers located within our exchange boundaries not having telephone service include: construction costs are not affordable; service has not been requested; monthly service costs are not affordable; cellular is their service of choice; many customers do not have other utility services. Some residents have previously had service that has been discontinued for one reason or another, including disconnected for non-pay, changes in lifestyles, and changes of necessity. Facilities are available to 95% of Citizens' customer base at no additional construction cost because they are located within the one-half mile free allowance allowed in our tariffs. Some customers will wait more than three years to apply for service, until the existing line extension expires, because under the tariff, after that period they will not be required to pay any aid-to-construction costs.

A detailed list of potential customers, including names and addresses, is not available. Citizens does not acquire this information in the normal course of its business.

**ARIZONA CORPORATION COMMISSION
STAFF'S FIRST SET OF DATA REQUESTS TO
CITIZENS TELECOMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS**

**ACC DOCKET NO. T-3214-97-640 (Unserved Areas)
FCC DOCKET NO. 96-45; 97-160; DA 98-715
MAY 29, 1998**

Data Request DS-5:

For the customers listed in your response to DS-3, indicate the distance from the potential customer's location to the nearest available facilities.

Response:

Citizens does not obtain this information in the regular course of business. Generally, if a line extension quote is applicable, the potential customer(s) will most likely be located more than one half mile from the existing facilities. Some of the longer estimates could be up to 20 miles away.

**ARIZONA CORPORATION COMMISSION
STAFF'S FIRST SET OF DATA REQUESTS TO
CITIZENS TELECOMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS**

**ACC DOCKET NO. T-3214-97-640 (Unserved Areas)
FCC DOCKET NO. 96-45; 97-160; DA 98-715
MAY 29, 1998**

Data Request DS-6:

Are there any potential customers immediately outside the Company's exchange boundaries that do not have telephone service? If yes, how many?

Response:

Citizens service territory is bound by the service territories of Tabletop & U.S. West. Citizens is not directly aware of any potential customers in Arizona since they would most likely be in another local exchange company's service territory. However, at the present time in the Alpine Exchange, along the "Blue" open wire lead, there is one customer located in New Mexico that has requested service. The antiquated open wire lead in that area is exhausted.

**ARIZONA CORPORATION COMMISSION
STAFF'S FIRST SET OF DATA REQUESTS TO
CITIZENS TELECOMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS**

**ACC DOCKET NO. T-3214-97-640 (Unserved Areas)
FCC DOCKET NO. 96-45; 97-160; DA 98-715
MAY 29, 1998**

Data Request DS-7:

Please indicate the basis for your estimate provided in response to Question 6.

Response:

Please see to response to DS-6.

**ARIZONA CORPORATION COMMISSION
STAFF'S FIRST SET OF DATA REQUESTS TO
CITIZENS TELECOMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS**

**ACC DOCKET NO. T-3214-97-640 (Unserved Areas)
FCC DOCKET NO. 96-45; 97-160; DA 98-715
MAY 29, 1998**

Data Request DS-8:

Where are these potential customers located? List the estimated number of potential customers by wire center or exchange, and if possible, by section, township and range.

Response:

Please see response to DS-6.

**ARIZONA CORPORATION COMMISSION
STAFF'S FIRST SET OF DATA REQUESTS TO
CITIZENS TELECOMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS**

**ACC DOCKET NO. T-3214-97-640 (Unserved Areas)
FCC DOCKET NO. 96-45; 97-160; DA 98-715
MAY 29, 1998**

Data Request DS-9:

If your response to DS-6 is yes, why do these potential customers, if any, not have telephone service at the present time? Have any of these potential customers requested service at any time? If yes, please provide the names of the customers and the dates service was requested.

Response:

Please see response to DS-4 and DS-6.

**ARIZONA CORPORATION COMMISSION
STAFF'S FIRST SET OF DATA REQUESTS TO
CITIZENS TELECOMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS**

**ACC DOCKET NO. T-3214-97-640 (Unserved Areas)
FCC DOCKET NO. 96-45; 97-160; DA 98-715
MAY 29, 1998**

Data Request DS-10:

For the customers listed in your response to DS-8, please indicate the distance from the potential customer's location to the nearest available facilities.

Response:

Please see response to DS-6.

**ARIZONA CORPORATION COMMISSION
STAFF'S FIRST SET OF DATA REQUESTS TO
CITIZENS TELECOMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS**

**ACC DOCKET NO. T-3214-97-640 (Unserved Areas)
FCC DOCKET NO. 96-45; 97-160; DA 98-715
MAY 29, 1998**

Data Request DS-11:

Has your Company received any complaints from potential customers regarding their inability to obtain telephone service during the last five years? Please indicate the number of complaints received by year, the nature of each complaint, and where the customer is located.

Response:

Citizens has received customer complaints in the last five years, some of which have been filed with the Arizona Corporation Commission. These customers have been located, for the most part, within the Heber, Show Low, Snowflake, and St. Johns exchanges. Enclosed as Attachment 2 are copies of six commission complaint letters, which represent the complaints received within the past year.

**ARIZONA CORPORATION COMMISSION
STAFF'S FIRST SET OF DATA REQUESTS TO
CITIZENS TELECOMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS**

**ACC DOCKET NO. T-3214-97-640 (Unserved Areas)
FCC DOCKET NO. 96-45; 97-160; DA 98-715
MAY 29, 1998**

Data Request DS-12:

If your answer to DS-11 was yes, how were each of these complaints resolved? Please list all instances where the complaint is still unresolved and date the complaint was received.

Response:

All complaints were satisfied with the Commission Staff. Please refer to Attachment 2, which includes copies of the six (6) commission complaint letters.

**ARIZONA CORPORATION COMMISSION
STAFF'S FIRST SET OF DATA REQUESTS TO
CITIZENS TELECOMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS**

**ACC DOCKET NO. T-3214-97-640 (Unserved Areas)
FCC DOCKET NO. 96-45; 97-160; DA 98-715
MAY 29, 1998**

Data Request DS-13:

Does your Company have an approved line extension tariff on file with the Commission? If yes, please attach a copy and briefly explain how it works.

Response:

Please see Attachment 3, a copy of the approved tariff. In summary, Citizens will construct at its expense a maximum of 5/10 mile, route measurement, of outside plant facilities per applicant, the combination of which includes not more than 2/10 mile on private property. In those circumstances where extensions to outside plant facilities exceed 5/10 mile (exceeding the free footage allowance), beyond that 5/10 mile the customer, in addition to any material or labor to be furnished by him, will pay in advance the estimated total cost of Citizens' construction as prescribed in a contract executed between the utility and the customer.

**ARIZONA CORPORATION COMMISSION
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OF THE WHITE MOUNTAINS**

**ACC DOCKET NO. T-3214-97-640 (Unserved Areas)
FCC DOCKET NO. 96-45; 97-160; DA 98-715
MAY 29, 1998**

Data Request DS-14:

How often in the past five years have you given estimates under your tariff to potential customers without service?

Response:

Approximately 500 line extension/aid to construction estimates have been processed during the past five years. Please refer to the Line Extension Contract Log Attachment 4 enclosed, 37 pages for the period of 12/5/85 through 5/21/98.

EXCHANGE NAME	EXCHANGE NUMBER	# OF LEC QUOTES	AVERAGE EST. COST	AVERAGE DETAIL COST	# OF LEC PAID
HEBER	4242	1			
HOLBROOK	4240	2			
PINEDALE	4263	1			
PINETOP	4262	1			
SHOW LOW	4260	43			
SNOWFLAKE	4244	57			
ST. JOHNS	4246	22			
TOTALS		127	\$4,043.67	\$1,374.24	30

**ARIZONA CORPORATION COMMISSION
STAFF'S FIRST SET OF DATA REQUESTS TO
CITIZENS TELECOMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS**

**ACC DOCKET NO. T-3214-97-640 (Unserved Areas)
FCC DOCKET NO. 96-45; 97-160; DA 98-715
MAY 29, 1998**

Data Request DS-15:

What have those estimates been? Please provide as many individual examples as possible for prior 10-year period. Please also indicate what your average estimate is for line extension requests you receive.

Response:

The estimates have ranged from \$300 to \$90,000. Citizens does not have detailed information for the past 10 years. Please see response to Item DS-14 for the available information.

**ARIZONA CORPORATION COMMISSION
STAFF'S FIRST SET OF DATA REQUESTS TO
CITIZENS TELECOMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS**

**ACC DOCKET NO. T-3214-97-640 (Unserved Areas)
FCC DOCKET NO. 96-45; 97-160; DA 98-715
MAY 29, 1998**

Data Request DS-16:

Have all potential customers provided with these estimates been able to pay the required amount to have facilities put in place to obtain telephone service?

Response:

No. It is estimated that less than 10% of the potential customers have paid the quoted line extension charges.

**ARIZONA CORPORATION COMMISSION
STAFF'S FIRST SET OF DATA REQUESTS TO
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**ACC DOCKET NO. T-3214-97-640 (Unserved Areas)
FCC DOCKET NO. 96-45; 97-160; DA 98-715
MAY 29, 1998**

Data Request DS-17:

If your answer to question 16 is no, how many potential customers have been unable to pay the required amount to have facilities put in place? Please indicate per request the dollar amount which the potential customer was unable to pay, and when the request was made for the last 10-year period.

Response:

Please refer to the response for Item DS-16 and Attachment 4, the Line Extension Contract Log, for the information that is readily available.

**ARIZONA CORPORATION COMMISSION
STAFF'S FIRST SET OF DATA REQUESTS TO
CITIZENS TELECOMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS**

**ACC DOCKET NO. T-3214-97-640 (Unserved Areas)
FCC DOCKET NO. 96-45; 97-160; DA 98-715
MAY 29, 1998**

Data Request DS-18:

Would any of these potential customers qualify for federal Lifeline assistance using the federal default eligibility criteria? If yes, please estimate how many would fall into this category?

Response:

Without knowing the personal profile of these potential customers, it is not known if they qualify for Lifeline assistance.

**ARIZONA CORPORATION COMMISSION
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CITIZENS TELECOMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS**

**ACC DOCKET NO. T-3214-97-640 (Unserved Areas)
FCC DOCKET NO. 96-45; 97-160; DA 98-715
MAY 29, 1998**

Data Request DS-19:

How much does the company currently receive in Federal High Cost Funds? How much does the Company receive in Long Term Support assistance from the federal jurisdiction? How much does the Company receive in Federal assistance from DEM weighting?

Response:

Citizens Telecommunications Company of the White Mountains currently receives \$287,840 per month from the Federal High Cost Fund. The Company receives no assistance for Long Term Support from the federal jurisdiction. Federal assistance from DEM weighting totals \$133,437 per month for 1998.

ATTACHMENT 1

JH COST AREAS - CITIZENS TELECOMMUNICATIO

COMPANY OF THE WHITE MOUNTAINS, INC.

04-22-98						
EXCHANGE	LOCATION	DWELLINGS	SQUARE MILES	REQUESTS	AVERAGE QUOTE	NUMBER PAID
ALPINE	Ranch at Lake Sierra Blanca on road to Big Lake-8 mi.	1		0	0	0
	Sprucedale - Black River	20		0	0	0
	SUB TOTAL	21		0		0
GREER	None-Dobson Ranch, Big Lake	1		0	0	0
	Concessionaire-USFS-(summer only)	4		0	0	0
	SUB TOTAL	5		0		0
HAWLEY LAKE	None	0		0	0	0
	SUB TOTAL	0		0		0
HEBER	Woods Canyon Lake, Concessionaire & USFS-20 mi LEC	5		0	0	0
	North of Camperland-Hwy 260	5	2	1	3,198	0
	South of Alpine	12	2	1	12,022	0
	SUB TOTAL	22		2		0
HOLBROOK	North of I-40	20	20	0	0	0
	Hwy 377 (scattered along)	10	20	0	0	0
	SUB TOTAL	30		0		0
MCNARY	None	0		0	0	0
	SUB TOTAL	0		0		0
PINEDALE	North of Clay Springs along Hwy 260	5	2	5	2,742	1
	SUB TOTAL	5		5		1
PINETOP	None	0		0	0	0
	SUB TOTAL	0		0		0
SHOW LOW	Show Low Pines-Units 8-10 (cluster	65	3	39	5,804	0
	Stanford Drive	3	10	20	1,547	7
	Show Low Pines-Units 8-10 (cluster	20	24	19	1,233	2
	Hwy 61 to EAB-active LEC	14	12	2	1,196	0
	S. Timber Knoll Road-1.5 mile LEC	3		1	1,688	0

EXCHANGE	LOCATION	DWELLINGS	SQUARE MILES	REQUESTS	AVERAGE QUOTE	NUMBER PAID
SHOW LOW	Forestdale-Hwy 80-4 mile LEC	2		0	0	0
	Whitting Ranch-6 mile LEC	3		0	0	0
	SUB TOTAL	110		81		9
SNOWFLAKE	West-Freeman Hollow area	20	2	0	0	0
	Shumway-back road-5 mile LEC	12		0	0	0
	Old Woodruff Rd (east & west of rd-average LEC 1 mile)	25	20	3	1,977	0
	South Snowflake Heights-1 mile LEC	1		13	1,327	6
	South White Antelope	20	18	11	1,237	3
	North White Antelope	30	30	20	2,405	4
	Hay Hollow area	12	20	5	4,041	1
	Black Mesa Valley	20	16	15	2,482	3
	Ranch of the Golden Horse	30	10	4	314	4
	Garabaldi area	12	12	9	867	4
	North of Old Hunt Road (lots of active LEC's in this area)	50	50	47	1,657	12
	South of Old Concho, East of County Line	8	10	7	2,175	2
SUB TOTAL	240		134		39	
SPRINGERVILLE	Aspen Meadows - (fiber Terminal)	5		0	0	0
	Greens Peak Subdivision	10	2	0	0	0
	SUB TOTAL	15		0		0
ST. JOHNS	Toward Vortac	10	21	0	0	0
	Toward Zuni	8	100	0	0	0
	West of Salado-5 mile LEC	11	2	1	10,000	0
	Concho Hwy 61 West-Little Ortega Lake	20	6	25	2,803	11
	Hunt to Old Concho-Hwy 180A	15	28	10	3,292	6
	Old Concho Road	100	90	9	14,412	0
	Old Hunt Rd-N.&S. off road (active LEC's on both ends)	45	16	15	2,299	7
	Northeast Hunt-Hwy 180-2 ranches-7 mile LEC	2		1	375	1
	Northwest Hunt-Hwy 180	12	50	5	5,905	0
SUB TOTAL	221		66		25	
WHITERIVER	Grasshopper, 15-20 miles from Cibecue	20	3	0	0	0
	Salt River-28 miles from Carrizo	2		0	0	0
	SUB TOTAL	22		0		0
TOTALS OF DWELLINGS-REQUESTS AND NUMBERS PAID		691		288		74

ATTACHMENT 2

Investigator: Rodney L. Moore

Phone: (602) 542-0842 FAX: (602) 542-2129

Arizona Corporation Commission
Utility Complaint Form

page 1

Complaint No: 97-13559 Date: 08/12/97 RLM

Re: 10A Construction Costs

Priority: Respond in 5 days

Complaint by:

Home : (520) 000-0000

Account Name:

Home : (520) 000-0000

Account No:

CBR:

Acct Address:

Snowflake AZ 85937-0000

Utility Co: Citizens Utilities Company

Contact:

Nature of Complaint:

Received Correspondence.

Disposition:

1/14 Replied, see attachment.

CLOSED

Company Contacted on: 08/12/97 at 13:26

Date Completed: 08/14/97

ARIZONA CORPORATION
 COMMISSION
RECEIVED
 AUG 11 1997
 Director of Utilities

TO WHOM IT CONCERNS

I am writing on behalf of the Cedar Hills Property Owners Association in regard to the funding of telephone service in rural areas. It was brought to our attention that there is a fund available and that in the past Citizens Telephone Co. has been getting funds to cover costs involved to install telephone lines in rural areas. The Cedar Hills area covers about three townships or approximately fifty thousand acres, divided into mostly 40 acre parcels. The residents that reside in this area are mostly older folks and lower income families with school age children. The need for telephone service in the area is great as the necessary services, medical, police, fire, etc. are many miles away and cellular phones do not work in many of the areas. The cost of acquiring and using cellular phones is such that most of the folks residing here cannot afford this service also it does not have the option of access to the internet which is almost a necessity these days for most students.

There are some hard telephone lines in a few areas along main roads and currently the telephone company has given several residents prices of around three thousand dollars to install a phone line. Since most of the residents in this area are living on limited incomes, some below the poverty level, the need to subsidize the cost of installing telephone lines is in most cases a necessity. Any help that you can give our community in obtaining grants or funding from the utilities fund will be greatly appreciated. Thanking you in advance for your help in this matter I am

CARL J. KUNABEK
CHAIRMAN

JAMES M. IRVIN
MEMBER

JENNINGS
MEMBER



JACK ROSE
EXECUTIVE SECRETARY

ARIZONA CORPORATION COMMISSION

August 14, 1997

[Redacted address block]

Phoenix, Arizona 85937

Dear [Redacted name]

This is in response to your correspondence to the Arizona Corporation Commission (Commission). Your letter indicates frustration over the inability to obtain telephone service from Citizens Utility Company (Citizens) in the Cedar Hills area.

At present, there is no funding available to subsidize the provisioning of telephone service. The Commission supports the concept and the tariff authorizes the customer to pay for the placement of telephone service in situations involving substantial extra cost or risk. Specifically, you are requesting exchange service for an area where the telephone facilities are not available. Therefore, your costs include the payment of the construction charge, installation charges and the regular monthly rates applicable for the products and services provided.

Citizens is not responsible to residents who locate in an area where basic telephone service has never been available and yet expect reliable and reasonable telephone service plus the option of accessing the internet.

Citizens is also not responsible or liable for the dispatching of emergency services. People who reside in areas where such services may be compromised by the lack of basic telephone service must accept personal responsibility for their actions.

In conclusion, the good faith estimate provided previously to you and other residents of the area have been perused by Commission Staff and are considered accurate and reasonable.

Please do not hesitate to call me toll free at 1-800-222-7000 if I can be of any further assistance.

Sincerely,

Rodney I. Moore
Consumer Service Specialist
Utilities Division



Citizens Telecom
of Arizona

180 N. Ninth Street
Show Low, AZ 85901-5198
602-537-6602

February 18, 1997

TO: Joan Ruff
Arizona Corporation Commission

FAX: 602-542-2129

RE: TELEPHONE SERVICE TO [REDACTED]
[REDACTED] SNOWFLAKE, AZ., LINE EXTENSION FILE #507.

Our last quoted line extension charge in April, 1996, will change significantly in November of this year. 4,218 feet of cable placed on a job in 1994 will become free distance in November, 1997, reducing the cable chargeable to Mr. Marcum from 13,774 to 9,556. If he so desires at that time we can do a complete recomputation to determine the actual revised line extension charge.

Any questions or if you need any further explanation, please let me know.

Thanks,

Lorna Steinberger
Admin Assistant Engineering
520-537-6606
FAX: 520-537-4125

Investigator: Michael J. Brockman Phone: (602) 542-0836 FAX: (602) 542-2129

Arizona Corporation Commission
Utility Complaint Form

page 1

Complaint No: 97-10743 Date: 03/13/97 MJB
Re: 3C New Service New Service Fees

Priority: Respond in 5 days

Complaint by: [REDACTED]
Account Name: [REDACTED]
Account No: [REDACTED]

Cellul: [REDACTED]
Home : (520) 000-0000
CBR: [REDACTED]

Acct Address: [REDACTED]
CONCHO AZ 85924-0000

Utility Co: Citizens Utilities Company
Contact: Trish Duncan

Nature of Complaint:

Customer states she applied for service and was quoted \$60.00 install, No deposit, & basic monthly service \$22.00 plus tax. Now she is being told \$700.00 install. Why the difference? (she did tell me this home never had service before but that her husband would do all the trenching) Are there any funds available to help pay install fee if it is \$700.00?

Disposition:

Closed 3/17 - adv ACC of LEC charge. No funds available thru phone company - could check with DES.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Priority: RESPOND WITHIN FIVE DAYS

Investigator: Reg Lopez

PHONE: (520) 628-6555

FAX: (520) 628-6559

COMPLAINT No. 97 - 147899

Date: 12/12/97

COMPLAINT DESCRIPTION: 38 New Service Additional or No Facilities

First:

Last:

Complaint By:

Home:

Account Name:

Work:

Street:

CBR:

City: Snowflake

By: neighbor

State: AZ ZIP: 85937-

Utility Co. Citizens Utilities Company.

Division:

Contact Name: Ron Ethridge

Contact Phone: 520 537-6600

Nature of Complaint:

Customer ordered service approximately 6-24-97, had due date of 6-25. Service was not installed. He was told 3 different reasons for delay: 1) no phone lines in the area 2) there was no pedestal in front of his house.. which there is, and 3) Citizens needed to place addl equipment. He was later given a due date of 11-11, service not installed again. Another date was set for 12-9, again he got the same results as before. He feels that he is getting the run around. He is diabetic and needs to have phone service in case of emergency. The order # that he was given was 1617077.

Investigator's Comments:

12-12 Spoke to Ron, advised of complaint and that I would fax complaint to him. Faxed to Ron @ 520 537-4125, 1:55p.

Disposition:

Company Contacted On: 12/12/97 1:23:40

Date Completed:

COMPLAINT No. 97 - 147899

12-18-97 Talked to Reg Lopez, told him service would be installed no later than 12-26-97. He said OK. RL

12-15-97

TO: DANNY MISNER
RON ETHRIDGE
MIKE GILES

FROM: LORNA

LISTED BELOW ARE THE 11 CUSTOMERS I SHOW PENDING IN OUR DOR
LOG WAITING FOR UMC-EAGLE HAVEN JOB 47R7.

<u>ORDER #</u>	<u>CUSTOMER</u>	<u>APPL DATE</u>
I034528	[REDACTED]	06-23-97
I617077	[REDACTED]	06-27-97
I620116	[REDACTED]	07-30-97/LEC EXPIRED 11/97
I038972	[REDACTED]	08-18-97
I039529	[REDACTED]	08-29-97/PAID LEC SINCE 10-20-97
I626988	[REDACTED]	10-02-97
I627664	[REDACTED]	10-09-97
C044088	[REDACTED]	10-20-97
I044440	[REDACTED]	10-22-97
T629715	[REDACTED]	11-03-97/RELIEF FOR 113 X-BOX
C045208	[REDACTED]	11-03-97/RELIEF FOR 113 X-BOX

ARIZONA CORPORATION COMMISSION UTILITY COMPLAINT FORM

Priority: **RESPOND WITHIN FIVE DAYS**

Investigator: Rodney Moore

PHONE: (802) 542-0842

FAX: (802) 542-2129

COMPLAINT No. 98 - 148507

Date: 1/29/98

COMPLAINT DESCRIPTION: 10A Construction Costs

First:

Last:

Complaint By: [REDACTED]

Home: [REDACTED]

Account Name:

Work:

Street: [REDACTED]

CBR:

City: Moorpark

By:

State: CA ZIP: 93021-

Utility Co. Citizens Utilities Company

Division: Telephone

Contact Name: ~~Bebbie Beasley~~

Contact Phone: ~~(520) 753-0308~~

Nature of Complaint:

CONSTRUCTION COSTS-Customer would like the attached quote verified as to its reasonableness if all alternatives have been explored. Ms. Day contends that a alternative route from a different change would be cheaper since her neighbor did not pay this much for service.

Investigator's Comments:

Please investigate and report any action taken so I may update my file, Thank.

Disposition:

01/29/98 @ 6:45 AM. FAXED TWO PAGES.

Company Contacted On: 1/29/98 8:28:30

Date Completed:

COMPLAINT No. 98 - 148507

To: Ron Skridge
Snow Low, AZ

Explained to Rod n
1/29 that customer
wasn't John exch -
not Sntl - can't
cross exchange
boundaries..
Closed
1/29/98

PHONE NO. : 16225422125

JAN. 29. 1998 1:21PM P 1

PHONE NO. : 603 529 2221

M : RUBEN MONGER

180 North 9th Street
Show Low, AZ 85901**CITIZENS**
COMMUNICATIONS

January 23, 1998

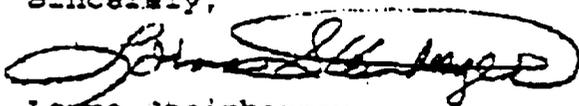
Dear [REDACTED]

In order to establish new telephone service to your property on County Road N8564 we will have to construct additional cable. According to our filed tariff, your line extension exceeds the maximum free footage allowance. The charges quoted at this time are only an estimate. If you wish to obtain service, the line extension charge will be approximately \$12,000.00 to \$15,000.00 to provide our facilities to your property. Our business office representative wrote your order for Snowflake phone service but your property is actually in our serving area of St. Johns so I will correct before phone service could be installed.

Line extension payment is required in full up front and does not include the normal installation charge, trench on your property for service wire and is for one phone line only. A detail figure will be determined if this price is within your planned payment amount.

Please contact me within 30 days, my office hours are from 7:00 a.m. to 11:00 a.m. and 12:00 p.m. to 4:00 p.m. and our main office building is open to the public from 8:30 a.m. to 4:30 p.m.

Sincerely,



Leona Steinberger
Admin Assistant
Engineering Department
(520) 537-6661 (collect)

FILE: Line Extension #715B

351.467

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Priority: RESPOND WITHIN FIVE DAYS

Investigator: Bradley Morton

PHONE: (602) 542-0818

FAX: (602) 542-2129

INQUIRY No. 97 - 148068

Date: 12/29/97

COMPLAINT DESCRIPTION: 3C New Service New Service Fees

First:

Last:

Complaint By:

Home:

Account Name:

Work:

Street:

CBR:

City:

Apache County

By:

State:

AZ

ZIP: 85801-

Utility Co.

Citizens Utilities Company

Division:

Contact Name: Paul Moreland

Contact Phone: (520)753-0282

Nature of Complaint:

Customer resides in rural area and has been quoted \$4,000 to get svc to his home, but claims a neighbor, who he will not identify paid under \$100. Please advise. This is for telephone svc.

Investigator's Comments:

Disposition:

Company Contacted On: 12/29/97 3:55:06

Date Completed:

INQUIRY No. 97 - 148068

HEP 10/28/97 LEC 515 AD

LEC 5359

1.1 mile

Filed as an inquiry
adv m. Blackman of LEC
chg + other neighbors who
had paid. Closed.
1/7/98

ATTACHMENT 3

EXCHANGE AND NETWORK SERVICES TARIFF
CITIZENS TELECOMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS, INC.
d/b/a CITIZENS COMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS

TARIFF PART: Subject Index
1st Revised Sheet No.1
CANCELLING: Original Sheet No. 1

SUBJECT INDEX

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DATE ISSUED: November 20, 1997
EFFECTIVE DATE: January 1, 1998
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 60514

DOCKET NO.: T-3214-97656

SUBJECT INDEX

SUBJECT

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TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

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DOCKET NO.: E-1032-96-353

EXCHANGE AND NETWORK SERVICES TARIFF
CITIZENS TELECOMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS, INC.
d/b/a CITIZENS COMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS

TARIFF PART: Outside Plant Facilities
Original Sheet No.1
CANCELLING: Sheet No.

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 15 of this schedule are effective as of the date on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	Original
2	Original
3	Original
4	Original
5	Original
6	Original
7	Original
8	Original
9	Original
10	Original
11	Original
12	Original
13	Original
14	Original
15	Original

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RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

APPLICABILITY

Applicable to services offered involving outside plant facility charges within the exchange areas of the utility.

TERRITORY

In the exchange areas of all exchanges as said areas are defined on maps filed as part of the tariff schedules.

RATES

		<u>Nonrecurring Charge</u>
A1	Nonrecurring facility charges for connections to the utility's network or non-network access facilities	
B1	For services provided within the Base Rate Area(s)	
C1	Aerial, or at utility's option, underground extension of outside plant facilities upon public property	No charge
C2	Aerial, or at utility's option, underground extension of outside plant facilities on private property	
D1	To subdivision, mobile home park, or real estate development	Actual cost
D2	To all other subscribers	No Charge

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DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

RATES

Nonrecurring Charge

A1 (continued)

B2 For services provided outside Base Rate Area(s)

C1 Aerial, or at utility's option underground,
extension of outside plant facilities upon
public property

D1 Requiring reinforcements to existing
facilities

See Condition A1B10

D2 Requiring extension of new facilities*

E1 Free footage allowance**

The utility will construct at its
expense a maximum of 5/10 mile,
route measurement, of outside
plant facilities per applicant, the
combination of which includes not
more than 2/10 mile on private
property.

E2 In excess of free footage
allowance

Actual cost - See Condition A1B3

* The utility may charge the applicant for any abnormal cost incurred in acquiring a suitable right-of-way when constructing plant on private property.

The utility may charge the applicant for any cost incurred when acquiring special permits to construct plant which will provide service.

** Applicants may, at the option of the utility, be required to execute a termination agreement in an amount equal to 12 months exchange service.

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TITLE: Assistant Vice - President

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DOCKET NO.: E-1032-96-353

EXCHANGE AND NETWORK SERVICES TARIFF
CITIZENS TELECOMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS, INC.
d/b/a CITIZENS COMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS

TARIFF PART:

Outside Plant Facilities
Original Sheet No.4

CANCELLING:

Sheet No.

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

RATES

Nonrecurring Charge

A1 (continued)

B2 (Cont'd)

C2 Aerial, or at utility's option underground,
extension of outside plant facilities upon
private property

D1 To subdivision, mobile home park or real
estate development

Actual cost - See Condition A1B7

D2 To all other subscribers

Actual cost - See A1B2C1D2E2
above and Condition A1B3

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EFFECTIVE DATE: September 24, 1997

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TITLE: Assistant Vice - President

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DOCKET NO.: E-1032-96-353

EXCHANGE AND NETWORK SERVICES TARIFF
CITIZENS TELECOMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS, INC.
d/b/a CITIZENS COMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS

TARIFF PART:

Outside Plant Facilities
Original Sheet No.5

CANCELLING:

Sheet No.

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

RATES (continued)

		<u>Monthly</u> <u>Rate</u>	<u>Billing</u> <u>Code</u>
A2	Recurring Facility Rates		
B1	On/off premises intraexchange network access facilities.		
C1	Where the terminals are in different buildings on the same continuous property		
D1	300 feet or less	No charge	
D2	Over 300 feet, each 1/4 mile or fraction thereof	\$1.00	CPM
C2	Where the terminals are in different buildings on noncontinuous property		
D1	First 1/4 mile or fraction thereof	3.80	OPM1
D2	Each additional 1/4 mile or fraction thereof	2.00	OPM2
C3	Where the terminals are in the same building on the same continuous property		
D1	300 feet or less	No charge	

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TITLE: Assistant Vice - President

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EXCHANGE AND NETWORK SERVICES TARIFF
CITIZENS TELECOMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS, INC.
d/b/a CITIZENS COMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS

TARIFF PART:

Outside Plant Facilities
Original Sheet No.6

CANCELLING:

Sheet No.

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

RATES (continued)

Monthly Billing
Rate Code

- A2 Recurring facility rates (continued)
- B2 Answering bureau patron line mileage
- C1 Same rates as above
- B3 Foreign Exchange Service
- C1 Each business and residence one-party
access line, multiline access line,
and PBX trunkline in local exchange
- D1 The closed end of a foreign exchange network access
line service will be billed voice grade special
access service rates as shown in Section 7 of the
intrastate Access Service tariff.

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TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS

A1 Nonrecurring facility charges

B1 General

- C1 Charges under this schedule are for facility extensions to prevent the unreasonable burdening of the general body of existing customers.
- C2 Charges in this schedule are:
- D1 Applicable to aerial and underground facilities whether utility or jointly owned or rented and to all classes, types and grades of service.
- C3 All outside plant facilities will be owned and maintained by the utility. The applicant or subdivider/developer, however, if mutual agreement is made with the utility, may clear the right-of-way, furnish and install the underground supporting structure or open and close a trench for buried services, all in accordance with the utility's construction specifications. The utility in these cases will furnish and install the fixtures and wire or cable at its expense. Ownership of facilities, structures, etc., so provided by applicant shall be vested to the utility.
- C4 Nonrecurring charges under this schedule are payable in advance and are not refundable except as specified in CONDITION A1 B7 C2.

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EXCHANGE AND NETWORK SERVICES TARIFF
CITIZENS TELECOMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS, INC.
d/b/a CITIZENS COMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS

TARIFF PART: Outside Plant Facilities
Original Sheet No.8
CANCELLING: Sheet No.

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

A1 Nonrecurring facility charges (continued)

B2 Measurement of extensions to plant facilities

C1 The distance (excluding the length of aerial and buried dropwire, if any) for determining free footage and charge is measured from the point of connection at the existing distribution facility to the point of connection (local protector) with the interior wiring at the building being served. The free footage portion on private property, 2/10 mile, is deducted from the total free footage to determine the remaining free footage along public roads.

C2 Where the proposed route over private property will be part of the route to serve two or more customers, or where, at the utility's option, the route will be on private property rather than on public roads, such routes will be treated as being on public roads.

B3 Actual cost determination

C1 In those circumstances where extensions to outside plant facilities exceed 5/10 mile (exceeding the free footage allowance), beyond that 5/10 mile the customer, in addition to any material or labor to be furnished by him, will pay in advance the estimated total cost of the utility's construction as prescribed in a contract executed between the utility and the customer.

C2 Should the amount advanced by the customer exceed the actual cost, a refund will be made within 60 days after completion of the utility's construction.

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DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

- A1 Nonrecurring facility charges (continued)
- B3 Actual cost determination (Cont'd)
- C3 In no instance will the utility charge more than the actual cost at the closing of the job order.
- C4 When the construction provided includes provisions for additional future customers (at utility option), the charges assessed to current applicants shall be based upon a proration of cost to their services, and not based upon the actual total of the job order.
- B4 In those instances where outside plant construction involves unusual conditions, such as, unusual terrain or where extraordinary charges applicable to government land crossings, forestry permits, etc., are involved, a departure from the rates and conditions specified in this schedule may be made on behalf of the utility.
- C1 In those instances where the customer requested type of construction differs from that normally provided by the utility, the customer will bear any additional actual cost or savings associated with the construction. Such concurrence with the customer request will only be provided in accordance with standard utility construction specification.
- C2 When the application of this schedule appears impracticable or unjust, the utility or the customer may refer the matter to the Arizona State Corporations Commission for special ruling or for approval of mutually agreed upon special conditions prior to commencing construction.

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DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

A1 Nonrecurring facility charges (continued)

B5 Collective application and grouping of applicants

- C1 When construction is required to serve a new applicant, a survey is made of all prospects who might be served from the new construction or an extension thereof and who might benefit by being included in the project. Allowances are made only for those prospective customers signing contracts for service at the time the project is initiated.
- C2 All applicants are grouped in a single project when there is no more than one-half mile of construction between successive applicants. Separate projects are established whenever the construction between any two successive applicants exceeds one-half mile.
- C3 An applicant at any premises receives only one single outside plant facility extension allowance regardless of the number of services ordered at that premises.
- C4 No applicant is required to pay a higher charge than he would if the project were established for him alone.

B6 Temporary or speculative projects

- C1 Outside plant facilities to provide service to an applicant engaged in temporary or speculative projects shall be provided in accordance with terms specified in a contract executed between the customer and the utility.

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DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

- A1 Nonrecurring facility charges (continued)
- B6 Temporary or speculative projects (Cont'd)
- C2 Charges for such a temporary or speculative project may include the construction and removal of telephone facilities.
- B7 Outside plant extensions serving real estate subdivisions when subdivider/developer elects to pay all applicable costs.
- C1 For the purpose of this schedule, a subdivision or real estate development is improved or unimproved land under a definite plan of development wherein it can be shown that there are reasonable prospects within the next three years for four or more customers for nontemporary main telephones and/or PBX trunk line services.
- C2 All charges for costs within the area will be billed to the subdeveloper per a signed contract. When, within the first three-year period after completion of construction, the subdivider/developer has 75% occupancy with telephone service capacity provided, the utility will refund the advance made by the subdivider. If customer(s) disconnect within the three-year period, the customer(s) will not be included in the seventy-five percent (75%) fill requirement. No interest will be paid on such advances.
- C3 There will be no additional line extension charges to customers who establish service for any portion of the facilities advance/refund to the developer/subdivider.

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DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

A1 Nonrecurring facility charges (continued)

B7 Outside plant extensions serving real estate subdivisions when subdivider/developer elects to pay all applicable costs. (Cont'd)

C4 Should the developer/subdivider fail to provide for the distribution facilities as provided for in this conditions, customers residing in the completed subdivision would be treated as either individual or collectively grouped applicants, as applicable.

B8 Charges to subsequent applicants

C1 When a subsequent applicant is secured who can be served from an existing project within three years of initial date of same project, the new applicant will pay an equal portion of the facility charge as paid by the original applicants to that project. If new or additional facilities are required to provide the service, Condition A1B3 will apply.

B9 Reuse of facilities

C1 When a customer discontinues service and service is reestablished for a new applicant at the same location, no adjustment or refund in charges will be made to the original customer, nor will the new applicant be required to pay additional charges where facilities are in place.

C2 Where a customer is disconnected for any reason and subsequently reapplies for service from the same premises, the customer will not be required to pay any additional plant extension charges in addition to his total original obligation.

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TITLE: Assistant Vice - President

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EXCHANGE AND NETWORK SERVICES TARIFF
CITIZENS TELECOMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS, INC.
d/b/a CITIZENS COMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS

TARIFF PART: Outside Plant Facilities
Original Sheet No.13
CANCELLING: Sheet No.

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

A1 Nonrecurring facility charges (continued)

B10 Reinforcements to existing facilities

C1 When services are ordered but facilities are not available due to utilization of existing plant facilities, nonrecurring facility charges may apply under the following circumstances.

D1 If the utility has a planned reinforcement for the route within a reasonable period of time, but the customers require service in advance of planned completion date.

D2 If the quantity of services ordered exceeds the "normal" use of such services at the premises, such as Telephone Answering Service.

D3 Where such facilities were initially provided under an REA construction program, but the applicant initially did not apply for service within a reasonable period of availability and such facilities have been used for other new applicants.

D4 When a customer requests a grade of service higher than the outside Base Rate Area suburban flat rate service offered in that exchange.

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DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

A1 Nonrecurring facility charges (continued)

B11 Service provided to movable premises

- C1 When service is provided to movable premises by means of aerial plant, the customer shall provide a treated clearance pole which they will place, own and maintain. However, if the customer elects, the utility will place, own and maintain the pole and bill the customer the cost of placing the pole.
- C2 The clearance pole must comply with specifications determined to be applicable by the utility.
- C3 Trenching is required for buried facilities (drop wire) from the pole to the protector on the movable premises.

B12 Disconnects

When one or more customers on a project disconnect within the three-year term, no refund is made of the nonrecurring facility charge to the disconnected customers. Charges to remaining customers are not affected by disconnects.

B13 Nonrecurring facility charges do not apply to.

C1 REA-financed construction

- D1 The utility shall serve all persons included in the project for which the loan is made, to a maximum practical extent, without payment by said persons of any contribution in aid of construction for the lowest grade of service offered in each central office area.

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DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

A1 Nonrecurring facility charges (continued)

B14 Move or change of outside plant facilities at customer's request.

C1 When a customer requests that outside plant facilities located on that customer's property be moved or changed the utility will charge the customer the actual cost incurred by such a move or change. The utility reserves the right to approve or deny any such requests.

A2 Recurring Facility Rates

B1 Recurring facility rates apply to the airline distances measured between the terminals of the telephone located off the premises of the associated service or PBX switchboard, and are in addition to other rates applicable to these services.

B2 No recurring facility rate is applicable to telephone service located within 300 feet or less, airline measurement, from a primary set, key system equipment cabinet, or private branch exchange attendant's position.

A3 Answering bureau patron lines are measured from the terminal or bridging point (CO), whichever is shorter, to the customer's telephone.

A4 The patron is the line from the telephone answering bureau's switchboard to the customer's telephone.

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