

Subscriber Notification Report

WC Docket No. 05-196 & WC Docket No. 04-36

**Company
Information**

NPG Cable, Inc.
102 N. Woodbine Rd
Saint Joseph, Mo 64506
816-279-1234

**Compliance
Contact**

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Actions Taken NPG Cable, Inc. requires each subscriber ordering phone service to complete a recorded Third Party Verification which includes the following statement:

“Digital Phone does not include back-up power and, as is the case with a cordless phone, should there be a power outage, Digital Phone will not be available until the power is restored.”

At every phone installation, the customer receives a welcome package from the installer which contains the following information:

“Digital Phone does not include back up power and, as is the case with a cordless phone, should there be a power outage, Digital Phone, including the ability to access 911 services, will not be available until the power is restored.”

As of July 28, 2005, all phone equipment contains a sticker, in plain view, with the following statement:

“Digital Phone does not include back up power and, as is the case with a cordless phone, should there be a power outage, Digital Phone, including the ability to access 911 services, will not be available until the power is restored.”

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**Sticker
Distribution**

As of July 28, 2005, all equipment has been altered to include the warning sticker in plain view.

For customers installed prior to July 28, 2005, customers received a letter by U.S. mail instructing them to attach the enclosed sticker to their phone equipment (see attached letter). Letters were mailed July 29, 2005.

Quantification 100% of phone customers were sent the letter and warning sticker. (254 total phone lines, a letter and sticker was mailed for every phone line)

Affirmative acknowledgement via Third Party Verification is currently at 83%. The remaining 17% of customers received in addition to the letter and warning sticker, an acknowledgement to be signed and returned to NPG Cable, Inc., postage paid.

NPG Cable, Inc. expects not to receive acknowledgement from less than 2% of subscribers.

Action for non-acknowledgement

For subscribers who do not respond affirmatively to the acknowledgement by August 30, 2005, NPG Cable, Inc., plans to order disconnects for the installed telephone lines.

Storage of Acknowledgements

NPG Cable, Inc. is storing all returned acknowledgements in hard copy form at their office located at 102 N. Woodbine Rd., Saint. Joseph, Missouri.

End.