



Communications

August 9, 2005

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street S.W  
Washington, DC 20554

Re: Subscriber Notification Report  
WC Docket No. 05-196

Dear Ms. Dortch,

In accordance with Public Notice DA 05-2085, released July 26, 2005, attached is the Subscriber Notification Report, WC Docket No. 05-196, of D&E Networks, Inc. ("D&E"), relative to enforcement of subscriber notification provisions of the Federal Communications Commission's rules governing enhanced 911 (E911) capability.

In filing the above-mentioned report, D&E is afforded a 30-day extension of the requirement that affirmative acknowledgements be obtained by July 29, 2005 from 100% of its subscribers that have read and understood an advisory concerning the limitations of their E911 service.

Please contact me at (717) 738-8169 if you have any questions. Thank you.

Sincerely,

Jeanne Price  
Regulatory Relations Supervisor

Cc via electronic mail:

Bryon McCoy, Telecommunications Consumers Division  
Kathy Berthot, Spectrum Enforcement Division  
Janice Myles, Competition Policy Division  
Best Copy and Printing, FCC Copy Contractor

**SUBSCRIBER NOTIFICATION REPORT**  
**WC Docket No. 05-196**

1. **A detailed description of all actions D&E Networks, Inc. ("D&E" or "the Company") has taken to specifically advise every subscriber, prominently and in plain language, of the circumstances under which E911 service may not be available through the interconnected VoIP service and/or may be in some way limited by comparison to traditional E911 service.**

Customers who subscribed to D&E's VoIP service prior to July 20, 2005 were notified of the circumstances under which E911 service may not be available and/or limited in comparison to traditional E911 service through an E911 advisory via e-mail, dated July 20, 2005, by letter, dated July 25, 2005, and by follow-up e-mails and voicemail messages until such time that an acknowledgement of the advisory was received. The July 25, 2005 letter directed customers to visit the Company's web portal to acknowledge the advisory or remit the form provided to acknowledge by mail, fax or e-mail.

As of July 20, 2005, those wishing to subscribe to the Company's VoIP service are required to first acknowledge the E911 advisory; otherwise, the service order to establish the service is not processed. The E911 advisory is available on the Company's web portal.

2. **A qualification of how many of D&E's subscribers, on a percentage basis, have submitted an affirmative acknowledgement, as of the date of the report, and an estimation of the percentage of subscribers from whom D&E does not expect to receive an acknowledgement by August 29, 2005**

D&E has received an affirmative acknowledgement from 99.2% of its subscribers as of August 9, 2005. D&E expects to receive an affirmative acknowledgement from 100% of its subscribers by August 29, 2005.

3. **A detailed description of whether and how D&E has distributed to all subscribers warning stickers or other appropriate labels warning subscribers if E911 service may be limited or not available and instructing the subscriber to place them on and/or near the customer premises equipment used in connection with the interconnected VoIP service.**

Warning stickers have been distributed to all D&E VoIP subscribers. Customers who subscribed to the Company's service prior to July 20, 2005 received warning labels in the above-mentioned July 25, 2005 letter, along with the Company's E911 advisory. New customers, as of July 20, 2005, were/are issued stickers with their phone adapters upon applying for the service.

4. **A quantification of how many subscribers, on a percentage basis, to whom the provider did not send the advisory described in number one, above, and/or whom D&E did not send warning stickers or other appropriate label as identified in number three, above.**

Not applicable. All D&E VoIP subscribers have received the E911 advisory and warning stickers.

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5. **A detailed description of any and all actions D&E plans on taking towards any of its subscribers that do not affirmatively acknowledge having received and understood the advisory, including, but not limited to, disconnecting the subscriber.**

D&E established a deadline for receipt of the acknowledgement of the E911 advisory of August 8, 2005. Multiple e-mail and voicemail messages were issued to advise customers of the importance of acknowledging the advisory or risk jeopardizing the VoIP service. VoIP service of customers who did not respond prior to August 8, 2005 was suspended and will remain suspended until such time that acknowledgement is received or is disconnected on August 30, 2005.

6. **A detailed description of how D&E is currently maintaining any acknowledgements received from its subscribers.**

D&E created a database, which tracks both, web acceptance and paper filing acknowledgements. Customers who subscribe via the web portal generate a log in the database while those subscribing by contacting the Company's business office are logged upon processing of the service order. Each record includes a timestamp of the customer's acknowledgement. Paper copies of acknowledgements received by mail, fax or e-mail are also maintained in hard copy.

7. **The name, title, address, phone number, and e-mail address of the person(s) responsible for D&E's compliance efforts with the VoIP E911 Order.**

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