

CONTACT PERSON
STATE OF MICHIGAN
TRS STATE CERTIFICATION
September 28, 2007

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ARTICLE 1
GENERAL PROVISIONS

Sec. 101. (1) This act shall be known and may be cited as the "Michigan telecommunications act".

(2) The purpose of this act is to do all of the following:

- (a) Ensure that every person has access to just, reasonable, and affordable basic residential telecommunication service.
- (b) Allow and encourage competition to determine the availability, prices, terms, and other conditions of providing telecommunication services.
- (c) Restructure regulation to focus on price and quality of service and not on the provider. Supplement existing state and federal law regarding antitrust, consumer protection, and fair trade to provide additional safeguards for competition and consumers.
- (d) Encourage the introduction of new services, the entry of new providers, the development of new technologies, and increase investment in the telecommunication infrastructure in this state through incentives to providers to offer the most efficient services and products.
- (e) Improve the opportunities for economic development and the delivery of essential services including education and health care.
- (f) Streamline the process for setting and adjusting the rates for regulated services that will ensure effective rate review and reduce the costs and length of hearings associated with rate cases.
- (g) Encourage the use of existing educational telecommunication networks and networks established by other commercial providers as building blocks for a cooperative and efficient statewide educational telecommunication system.
- (h) Ensure effective and timely review and disposition of disputes between telecommunication providers.
- (i) Authorize actions to encourage the development of a competitive telecommunication industry.

Sec. 102. As used in this act:

- (a) "Access service" means access to a local exchange network for the purpose of enabling a provider to originate or terminate telecommunication services within the local exchange. Except for end-user common line services, access service does not include access service to a person who is not a provider.
- (b) "Basic local exchange service" or "local exchange service" means the provision of an access line and usage within a local calling area for the transmission of high-quality 2-way interactive switched voice or data communication.
- (c) "Broadband service" means a retail service capable of transmitting data over an access line at a rate greater than 200 kilobits per second.
- (d) "Cable service" means 1-way transmission to subscribers of video programming or other programming services and subscriber interaction for the selection of video programming or other programming services.
- (e) "Commission" means the Michigan public service commission.
- (f) "Contested case" or "case" means a proceeding as defined in section 3 of the administrative procedures act of 1969, 1969 PA 306, MCL 24.203.

essential facilities it uses in the provision of toll, WATS, or other service for which toll access service is a component.

(2) All other providers of intrastate special toll access service, switched toll access service, toll, or WATS shall impute to themselves in the aggregate on a service by service basis their individual cost of special or switched toll access service or its equivalent in their pricing.

(3) Telecommunications services that utilize special or switched toll access service shall be made available for resale by the telecommunication provider offering the service.

C. TOLL SERVICE

Sec. 312. (1) The commission shall not review or set the rates for toll service.

(2) The commission shall require that toll service is universally available to all persons within the state.

(3) Upon commission review and approval, all providers of toll service shall make available to their customers adjacent exchange toll calling plans. All providers of toll service shall inform their customers of the available plans that provide a monthly allowance of toll calling to adjacent exchanges for which there is no local calling. All providers of toll service shall inform their customers of the available plans. The plans required under this subsection shall remain in effect under this act until altered by order of the commission.

Sec. 312c. (1) Before connecting any call, the operator service provider that owns or operates the payphone or contracts to provide toll service for the pay phone provider shall at no charge disclose, audibly and distinctly, how the consumer may receive a rate quote.

(2) To receive a rate quote, the consumer shall have the option of either pressing a sequence of not more than 2 keys or staying on the line for assistance.

(3) The consumer shall not be assessed any charge for the use of the payphone or toll service if the consumer terminates the call after receiving the rate quote.

(4) This section does not apply to calls made by a consumer utilizing his or her toll provider of choice by dialing the provider's access service method.

(5) As used in this section, "consumer" means a person initiating a telephone call using an operator service. In collect calling arrangements handled by an operator service provider, the term consumer includes the party on the terminating end of the call. For bill-to-third party calling arrangements handled by an operator service provider, the term consumer includes the party to be billed for the call if that party is contacted by the operator service provider to secure billing approval.

D. DISCONTINUANCE OF SERVICE

Sec. 313. (1) A telecommunications provider that provides either basic local exchange or toll service, or both, may not discontinue either service to an exchange unless 1 or more alternative telecommunication providers are furnishing the same telecommunication service to the customer in the exchange.

(2) A telecommunication provider proposing to discontinue a regulated service to an exchange shall file a notice of the discontinuance of service with the commission, publish the notice in a newspaper of general circulation within the exchange, and provide other reasonable notice as required by the commission.

(3) Within 30 days after the date of publication of the notice as required by subsection (2), a person or other telecommunication provider affected by a discontinuance of services by a telecommunication provider may apply to the commission to determine if the discontinuance of service is authorized pursuant to this act.

Sec. 314. (1) A provider of a regulated service shall not discontinue the regulated service for failure by a customer to pay a rate or charge imposed for an unregulated service. For the purposes of this section, the commission may determine how payments are allocated between regulated and unregulated services.

(2) The commission shall determine when and under what conditions a provider of basic local exchange service may discontinue service under this section.

Sec. 314a. (1) Except as otherwise provided by this section, a telecommunication provider shall not discontinue basic local exchange telecommunication service to the residence of a qualifying customer who has made a filing under this section. A customer making a filing under this section shall retain the telephone number assigned to the customer on the date of the filing.

(2) A qualifying customer may apply for shut-off protection for telecommunication service under this section by notifying the provider that the qualifying customer is in need of assistance caused by a reduction in household income through a call to active duty status in the military.

(3) A provider of service may request verification of the call to active duty status from the qualifying customer. A provider of service may also request verification of the qualified customer's reduction in household income.

(4) A provider of service may require restrictions or elimination of calling features or toll service as a condition of granting a qualifying customer's request for shut-off protection under this section.

(5) A qualifying customer may receive shut-off protection from the provider of service under this section for up to 90 days. Upon application to the provider, the provider may grant the qualifying customer 1 or more extensions.

(6) A qualifying customer receiving assistance under this section shall notify the provider of the end of the call to active duty status as soon as that status is known.

(7) Unless waived by the provider, the shut-off protection provided under this section does not void or limit the obligation of the qualifying customer to pay for telecommunication services received during the time of assistance.

(8) Within 48 hours of receiving all information requested of the qualifying customer, a provider shall do all of the following:

(a) Create a repayment plan requiring minimum monthly payments that allows the qualifying customer to pay any past due amounts over a reasonable time period not to exceed 1 year.

(b) Provide a qualifying customer with information regarding any governmental, provider, or other assistance programs.

(9) This section does not affect or amend any commission rules or orders pertaining to billing standards. If the terms and conditions arranged by the provider with the qualifying customer under subsection (8) are not followed by the customer, then the provider shall follow procedures as set forth in the commission's billing standards for basic residential telecommunication service.

(10) As used in this section, "qualifying customer" means all of the following:

(a) A residential household where the income is reduced because the customer of record, or the spouse of the customer of record, is called to active military service by the president of the United States or the governor of this state during a time of declared national or state emergency or war.

(b) Assistance is needed by the residential household to maintain telecommunication service.

(c) The residential household notifies the provider of the need for assistance and provides verification of the call to active duty status.

Sec. 314b. (1) Except as otherwise provided by this section, a telecommunication provider shall not discontinue basic local exchange telecommunication service to a residence of a person who is certified as deaf or hard of hearing, or speech-impaired by a licensed physician, licensed audiologist, or qualified state agency, who has made a filing under this section.

(2) A deaf or hard of hearing, or speech-impaired customer may apply for shut-off protection for telecommunication services under this section by notifying the provider that the deaf or hard of hearing, or speech-impaired customer is in need of assistance caused by a reduction in household income.

(3) A provider of service may request verification of the reduction in household income from the deaf or hard of hearing, or speech-impaired customer.

(4) A provider of service may require restrictions or elimination of calling features or toll service as a condition of granting a deaf or hard of hearing, or speech-impaired customer's request for shut-off protection under this section. The provider shall not restrict the deaf or hard of hearing, or speech-impaired customer's access to a telecommunication relay service required under section 315.

(5) A deaf or hard of hearing, or speech-impaired customer may receive shut-off protection from the provider of service under this section for up to 90 days. Upon application to the provider, the provider may grant the qualifying customer 1 or more extensions.

(6) Unless waived by the provider, the shut-off protection provided under this section does not void or limit the obligation of the qualifying customer to pay for telecommunication services received during the time of assistance.

(7) Within 48 hours of receiving all information requested of the deaf or hard of hearing, or speech-impaired customer, a provider shall do all of the following:

(a) Create a repayment plan requiring minimum monthly payments that allows the deaf or hard of hearing, or speech-impaired customer to pay any past due amounts over a reasonable time period not to exceed 1 year.

(b) Provide a deaf or hard of hearing, or speech-impaired customer with information regarding any governmental, provider, or other assistance programs.

(8) This section does not affect or amend any commission rules or orders pertaining to billing standards. If the terms and conditions arranged by the provider with the deaf or hard of hearing, or speech-impaired customer under subsection (7) are not followed by the customer, then the provider shall follow procedures as set forth in the commission's billing standards for basic residential telecommunication service.

E. SERVICES FOR THE HEARING IMPAIRED

Sec. 315. (1) The commission shall require each provider of basic local exchange service to provide a text telephone-telecommunications device for the deaf at costs to each individual who is certified as deaf or hard of hearing or speech-impaired by a licensed physician, licensed audiologist, or qualified state agency, and to each public safety answering point as defined in section 102 of the emergency telephone service enabling act, 1986 PA 32, MCL 484.1102.

(2) The commission shall require each provider of basic local exchange service to provide a telecommunication relay service whereby persons using a text telephone-telecommunications device for the deaf can communicate with persons using a voice telephone through the use of third party intervention or automated translation. Each provider of basic local exchange service shall determine whether to provide a telecommunication relay service on its own, jointly with other basic local exchange providers, or by contract with other telecommunication providers. The commission shall determine the technical standards and essential features of text telephone and telecommunication relay service to ensure their compatibility and reliability.

(3) The Michigan telecommunication relay service advisory board is created within the department. The board shall consist of 9 members. One member shall be the chair of the commission or his or her designated representative. One member shall be the director of the division on deaf and hard of hearing within the department or his or her designated representative. One member shall be a deaf consumer appointed by the director of the department upon the recommendation of the Michigan deaf association. One member shall be a hard of hearing consumer appointed by the department upon the recommendation of Michigan self-help for hard of hearing. One member shall be a speech impaired consumer appointed by the director of the department. Four members shall be appointed by the director of the department to represent telecommunication providers. Appointed members shall be appointed for terms of 4 years. A vacancy on the board shall be filled in the same manner as the original appointment for the remainder of the unexpired term.

(4) The board shall designate from among its appointed members a chairperson and vice-chairperson, who shall serve for 2-year terms and who may be reelected. The board shall meet not less than 4 times each year. Special meetings may be called by the chairperson, or upon written request of not less than 4 board members. Meetings shall be held at a location designated by the chairperson.

(5) Members of the board shall serve without compensation, but shall be reimbursed for actual and necessary expenses.

(6) Staff services shall be performed by personnel of the department. Assistance shall also be made available, as requested by the board, from other agencies, departments, and authorities of the state. The board may employ a staff to assist it in the performance of its duties, subject to civil service rules and within fiscal restraints.

(7) A majority of the members appointed to and serving on the board constitute a quorum. A majority vote of the members voting shall be required to pass upon any question, action, or business of the board.

(8) The business performed by the board shall be conducted at a public meeting of the board. The board shall keep minutes of its proceedings, showing the vote of each member on each proposition or question, or indicating if a member is absent or fails to vote. A record of board action and business shall be made and maintained.

(9) A writing prepared, owned, used, in the possession of, or retained by the board in the performance of an official function shall be made available to the public.

(10) Rates and charges for calls placed through a telecommunication relay service shall not exceed the rates and charges for calls placed directly from the same originating location to the same terminating location. Unless ordered by the commission, a provider of a telecommunications relay service shall not be required to handle calls from public telephones except for calls charged collect, cash, to a credit card, or third party number.

(11) Notwithstanding any other provision of this act, a provider may offer discounts on toll calls where a text telephone-telecommunications device for the deaf is used. The commission shall not prohibit such discounts on toll calls placed through a telecommunication relay service.

(12) The commission shall establish a rate for each subscriber line of a provider to allow the provider to recover costs incurred under this section and may waive the costs assessed under this section to individuals who are deaf or severely hearing impaired or speech impaired.

(13) No later than January 1, 2008, the board shall conduct a study and report to the governor and the house and senate standing committees with oversight of telecommunication issues on the ability for deaf, hard of hearing, and speech-impaired customers to access telecommunication services. The report shall include, but is not limited to, activities by the commission to ensure reasonable access, impediments to access, identification of activities in other states to improve access, and recommendations for legislation, if any.

(14) As used in this section:

- (a) "Board" means the Michigan telecommunication relay service advisory board created under subsection (3).

(b) "Department" means the department of labor and economic growth.

F. LIFELINE SERVICES

Sec. 316. (1) The commission shall require each provider of residential basic local exchange service to offer certain low income customers the availability of basic local exchange service and access service at reduced rates as described in subsections (2) and (3).

(2) Except as provided under subsections (3) and (4), the rate reductions for low income customers shall be at a minimum, 20% of the basic local exchange rate or \$8.25, which shall be inclusive of any federal contribution, whichever is greater.

(3) If the low income customer is 65 years of age or more, the rate reduction shall be at a minimum, 25% of the basic local exchange rate or \$12.35, which shall be inclusive of any federal contribution, whichever is greater.

(4) The total reduction under subsection (2) or (3) shall not exceed 100% of all end-user common line charges and the basic local exchange rate. The dollar amounts in subsections (2) and (3) shall be adjusted annually to reflect any increases or decreases in the federal contribution.

(5) To qualify for the reduced rate under this section, the person's annual income shall not exceed 150% of the federal poverty income standards as determined by the United States office of management and budget and as approved by the state treasurer, or the person must participate in 1 of the following federal assistance programs:

- (a) Medicaid.
- (b) Food stamps.
- (c) Supplemental security income.
- (d) Federal public housing assistance.
- (e) Low-income home energy assistance program.
- (f) National school lunch program's free lunch program.
- (g) Temporary assistance for needy families.

(6) The commission shall establish a rate for each subscriber line of a provider to allow the provider to recover costs incurred under this section.

(7) The commission shall take necessary action to notify the general public of the availability of lifeline services including, but not limited to, public service announcements, newspaper notices, and such other notice reasonably calculated to reach those who may benefit from the services.

Sec. 316a. (1) As used in this section:

- (a) "Affordable rates" means, at a minimum, rates in effect on January 1, 2006 or as determined by the commission.
- (b) "Intrastate universal service fund" means a fund created by the commission to provide a subsidy to customers for the provision of supported telecommunication services provided by any telecommunication carrier.
- (c) "Supported telecommunication services" means primary residential access lines and a minimum level of local usage on those lines, as determined by the commission.
- (d) "Universal service" shall mean the provision of supported telecommunication services by any carrier.

(2) The commission shall determine for each provider whether and to what extent the affordable rate level to provide supported telecommunication services is below each provider's forward looking economic cost of the supported telecommunication services.

(3) If an intrastate universal fund is created under this section, to the extent providers provide supported telecommunication services at an affordable rate that is below the forward looking economic cost of the supported telecommunication services, the fund shall provide a subsidy for customers in an amount which is equal to the difference between the affordable rate as determined by the commission and the forward looking economic cost of the supported services, less any federal universal service support received for those supported services.

(4) Eligibility for customers to receive intrastate universal service support under subsection (3) shall be consistent with the eligibility guidelines of section 254(e) of the telecommunications act of 1996 and the rules and regulations of the federal communications commission. The state fund shall be administered by an independent third-party administrator selected by the commission.

(5) To the extent an intrastate universal service fund is established, the commission shall require that the costs of the fund be recovered from all telecommunication providers on a competitively neutral basis. Providers contributing to the intrastate universal service fund may recover from end-users the costs of the financial support through surcharges assessed on end-users' bills.

(6) Upon request or on its own motion, the commission, after notice and hearing, shall determine if, based upon changes in technology or other factors, the findings made under this section should be reviewed.

(7) This section does not apply if an interstate universal service fund exists on the federal level unless otherwise approved by the commission.

G. OPERATOR SERVICE PROVIDERS

Sec. 317. (1) An operator service provider shall not provide operator services in this state without first registering with the commission. The registration shall include the following information:

- (a) The name of the provider.
- (b) The address of the provider's principal office.
- (c) If the provider is not located in this state, the address of the registered office and the name of the registered agent authorized to receive service of process in this state.
- (d) Any other information that the commission may require.

(2) The registration shall be accompanied with a registration fee of \$100.00.

(3) The registration is effective immediately upon filing with the commission and the payment of the registration fee and shall remain in effect for 1 year from its effective date.

(4) A registration may be renewed for 1 year by filing with the commission a renewal registration on a form provided by the commission and the payment of a renewal fee of \$100.00.

(5) At no charge, an operator service provider shall immediately connect a person making an emergency call to an emergency responder service.

H. PAYPHONE SERVICES

Sec. 318. (1) A provider of basic local exchange service shall not discriminate in favor of its or an affiliate's payphone service over similar services offered by another provider.

(4) If the commission finds that a party's complaint or defense filed under this section is frivolous, the commission shall award to the prevailing party costs, including reasonable attorney fees, against the nonprevailing party and their attorney.

Sec. 507. (1) A telecommunications provider shall not include or add optional services in an end-user's telecommunications service package without the express oral or written authorization of the end-user.

(2) Upon the receipt of a complaint filed by a person alleging a violation of this section or upon the commission's own motion, the commission may conduct a contested case as provided under section 203.

ARTICLE 6
PENALTIES, REPEALS, AND EFFECTIVE DATES

Sec. 601. If after notice and hearing the commission finds a person has violated this act, the commission shall order remedies and penalties to protect and make whole ratepayers and other persons who have suffered an economic loss as a result of the violation, including, but not limited to, 1 or more of the following:

- (a) Except as provided in subdivision (b), the person to pay a fine for the first offense of not less than \$1,000.00 nor more than \$20,000.00 per day that the person is in violation of this act, and for each subsequent offense, a fine of not less than \$2,000.00 nor more than \$40,000.00 per day.
- (b) If the provider has less than 250,000 access lines, the provider to pay a fine for the first offense of not less than \$200.00 or more than \$500.00 per day that the provider is in violation of this act, and for each subsequent offense a fine of not less than \$500.00 or more than \$1,000.00 per day.
- (c) A refund to the ratepayers of the provider of any collected excessive rates.
- (d) If the person is a licensee under this act, that the person's license be revoked.
- (e) Cease and desist orders.
- (f) Except for an arbitration case under 252 of part II of title II of the communications act of 1934, chapter 622, 110 Stat. 66, attorney fees and actual costs of a person or provider of less than 250,000 end-users.

Sec. 602. The commission shall assure that none of the amounts paid pursuant to section 601 or any other related defense costs are passed through to the provider's customers in any manner.

Sec. 603. The following acts and parts of acts are repealed:

<u>Year of Act</u>	<u>Public Act Number</u>	<u>Section Numbers</u>	<u>Compiled Law Sections</u> (1979)
1883	72		484.51
1913	206	1 to 3f	484.101 to 484.103f
		4 to 11a	484.104 to 484.111a
		12 to 14	484.112 to 484.114
		19 to 24	484.119 to 484.124
		26	484.126
1913	383		469.491 to 469.493

Sec. 604. This act is repealed effective December 31, 2009.



Consumer Alert

The Michigan Relay Center

If you receive a telephone call and a person says, "the Michigan Relay Center is calling," don't hang up! The Center is a communications system that allows hearing persons and hearing-impaired, hard-of-hearing, or speech-impaired persons to communicate by telephone. Here's how the Relay Center works:

- ▶ **A person who is hearing-impaired, hard-of-hearing, or speech-impaired uses a keyboard device or Teletypewriter (TTY) to contact a Relay Representative.** Through use of a TTY and the Relay center, users can make or cancel appointments, order a pizza, and place countless other personal and business calls.
- ▶ **The Relay Representative puts the TTY caller in touch with you by giving you the TTY message verbally.** The representative literally "voices" the message verbatim and waits for your response. The Relay Representative then types your response back to the caller.
- ▶ **You can "talk" to TTY users by calling the Center.** Hearing persons may also use the service. To communicate with someone who is hearing-impaired, hard-of-hearing, or speech-impaired, call the Michigan Relay Center toll-free at **1.800.649.3777**, or simply dial **711**. Tell the Relay Representative the name, area code and phone number of the person you would like to reach. You may also have to tell the Relay Representative the name of your long distance company if it is a toll call so it can be properly billed. While you talk as though you were speaking directly to the TTY user, the Relay Representative is relaying your conversation via the TTY system.

STATE OF MICHIGAN
Department of Labor & Economic Growth
Michigan Public Service Commission
Customer Support Section
PO Box 30221
Lansing, MI 48909
800.292.9555
www.michigan.gov/mpsc
Alet 07-14 • April 2007



- ▶ **Charges for calls through the Center, whether local or long distance, are charged the same as if the hearing or speech-impaired person had dialed the other person directly.** The Relay Representative will provide information on a call's charges upon request.
- ▶ **Calls made through the Center are not edited by Relay Representatives.** Relay Representatives are also forbidden to disclose any information from the calls and no records of conversation are kept.

The Michigan Relay Center is operated by AT&T on behalf of Michigan's Local Telephone Companies.

So remember! Don't hang up if the Michigan Relay Center calls you. To find out more about the Michigan Relay Center, access AT&T's Relay website at www.michiganrelay.com.



The Department of Labor & Economic Growth will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, marital status, disability, or political beliefs. If you need assistance with reading, writing, hearing, etc., under the Americans with Disabilities Act, you may make your needs known to this agency.

Rights & Responsibilities

Local & Long Distance Dialing

- Local calls within your area code
Dial the 7-digit number
- Local calls outside your area code
Dial 1 + area code + 7-digit number
- Long distance direct dial station paid calls
Dial 1 + area code + 7-digit number
- Long distance alternately billed calls
Dial 0 + area code + 7-digit number
- Toll free 800, 866, 877 or 888 area code calls
Dial 1 + 800, 866, 877 or 888 + 7-digit number

If you are unsure whether a call is local or long distance, contact your local telephone service provider at the appropriate number for local calling area information on the Telephone Provider Information page.

Michigan Relay Center

The Michigan Relay Center (MRC) makes it possible for deaf, hard-of-hearing and/or speech-impaired TTY phone customers to call persons or businesses without TTYs anywhere 24 hours a day, 7 days a week. A hearing person may also use the MRC to call a TTY user. All calls are confidential and billed at regular telephone rates. To use the service:

TTY/VoiceDial 711 or 800-649-3777

Instructions for making a Relay Call from a

For Local Calls:

1. Dial 7-1-1
2. Provide the Communications Assistant (CA) with the area code and phone number you wish to dial.
 - Local calls are free

For Toll or Long Distance Calls using a calling card or prepaid calling card:

1. Dial 7-1-1
2. Provide the CA with the toll-free number listed on the calling card, the PIN number, and the area code and phone number you wish to dial.

- Calling card calls cost no more than if you paid with coins.
- Prepaid calling card rates vary. Check with your card provider about their rates.

For Toll or Long Distance Calls using the "collect" calling method:

1. Dial 7-1-1
2. Provide the CA with your name, the area code and phone number you wish to dial.

Rates To Other Calling Areas

Long distance service to other calling areas, states and countries is provided by long distance companies. Rates are determined by the company that provides the service.

Operator-Assisted Calls

To make an operator-assisted call, dial 0 + area code (if necessary) + 7-digit number. When the operator answers, state the type of call you are making. Service charges may apply when the operator helps place a local or long distance call. If you have trouble on your call, hang up. Then pick up the phone again and dial "0" for an operator. Explain the situation so the operator can help you.

RIGHTS & RESPONSIBILITIES

Your local telephone services are regulated services, subject to the terms and conditions of its tariffs on file with the Michigan Public Service Commission.

Fair Resolution of Complaints

You have the right to have your complaints and grievances about telephone services, billing or other policies and procedures settled fairly.

If you have a question about a policy or procedure, call your local telephone service provider at the number for bill inquiries

listed on the Telephone Provider Information page. Your service representative has the responsibility to answer your questions and resolve your problems.

If you are not satisfied with the company's decision, you may also call the Michigan Public Service Commission at **517-241-6180** or **800-292-9555**.

If you prefer, you may write to:

**Michigan Public Service Commission
P.O. Box 30221
Lansing, MI 48909**

AT&T Special Needs Center

The AT&T Special Needs Center helps people with special needs maintain an active life style by offering a wide variety of assistive telephone and communication products that can help people with hearing, speech, vision or mobility problems. The Special Needs Center is also able to assist business, healthcare, and government entities meet their ADA obligations. Equipment is billed at competitive and tariff rates. For more information call **800-433-8505**.

Directory Errors & Omissions

AT&T cannot guarantee White Pages listings, and is not responsible for damages if your listing is incorrect or omitted. Exceptions are listed in tariffs filed with the Michigan Public Service Commission.

Should an error occur, our liability is limited by our tariffs to the resulting impairment of the service and in no case shall exceed the charge for the service, excluding message charges, for the period covered by the directory. Errors or omissions in advertising are governed by the terms and conditions of the advertising contract.

To appear accurately in the next directory, listing corrections must arrive at AT&T four months before the month shown on this directory cover.

Rights & Responsibilities continued on next page

Jennifer M. Granholm
GOVERNOR

STATE OF MICHIGAN
PUBLIC SERVICE COMMISSION
DEPARTMENT OF LABOR & ECONOMIC GROWTH
KEITH W. COOLEY
DIRECTOR

Orjiakor N. Isiogu
CHAIRMAN

Monica Martinez
COMMISSIONER

Steven A. Transeth
COMMISSIONER

Ms. Diane Mason
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW, Room-3-A503
Washington, DC 20554

RE: TRS Certification Application for the Michigan Relay Center

Dear Ms. Mason:

The Michigan Public Service Commission (MPSC) submits the following documentation for renewal of its certification of telecommunications relay services (TRS) from the Federal Communications Commission, pursuant to its Public Notice DA 07-2762 released on June 22, 2007.

The Michigan Relay Center (MRC) was established by the MPSC in its order in Case No. U-9117, dated March 13, 1990. The order directed local exchange carriers in Michigan to, among other things, design and implement a telecommunications relay system to provide intrastate communications for hearing and speech-impaired citizens of Michigan, and to place the system in operation within 18 months of the date of the order.

AT&T Michigan f/k/a Michigan Bell Telephone Company, undertook the process of operating the MRC on behalf of all basic local exchange service providers in Michigan. The MRC design proceeded with the objective of providing the highest quality service possible. Input for the design of the system was gathered via discussion with hearing-impaired communities, visits to other relay centers, and experiences from other TRS providers, and on May 29, 1991, the MRC commenced operation,.

In its order dated December 5, 1991, the MPSC authorized the MRC to handle interstate calls originating in Michigan, and intrastate calls.

Section 313 of 1991 Public Act 179 as amended, directed the MPSC to require the establishment of a single, statewide relay system for persons with hearing and speech disabilities and also lists specific requirements and conditions for the establishment of a relay system.

On May 6, 1992, the MPSC issued an order in Case U-10086, which acknowledged that all provisions of Section 315 are, met through previous MPSC orders. The order also stated that the Commission had reviewed the requirements of the 1990 Americans with Disabilities Act and found that Michigan's relay program met or exceeded those requirements, in all respects.

I certify that the State of Michigan's TRS program has met the mandatory minimum standards, *In the matter of the State of Michigan – Telecommunications Relay Services (TRS) Application for State Certification Renewal Pursuant to Title IV of the Americans with Disabilities Act, 47 U.S.C. §225, at 47 C.F.R. §§ 64.601 – 605.*

§ 64.604 © (2)

Public Access to Information: This section requires carriers; through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TT numbers in telephone directories, assure that callers in their service areas are aware of the availability and use of TRS. Samples of directory pages, billing inserts, and the 2006 Michigan Relay Center Advisory Board Annual Report, demonstrate compliance with this requirement. (See attachments, Section 1)

§ 64.605(b) (2)

This section requires that the state program provide adequate procedures and remedies for enforcing the requirements of the state program. Sections 313 and 601 of the Michigan Telecommunications Act, demonstrate compliance with this requirement. (See attachments, Section II)

§ 64.604(d) (2)

Method of Funding: This section requires mechanisms, if labeled, to be labeled in a manner that promotes national understanding of TRS and does not offend the public. The state must advise whether labeling is used in connection with the funding for the state's TRS program and, if so, submit sample telephone bill or other documents with funding label attached demonstrating compliance with this requirement. Enclosed is a one page summary sheet listing the funding mechanism and excerpts from orders of the Michigan Public Service Commission regarding the TRS fund mechanism. (See attachments Sections III).

The undersigned, duly authorized to act on behalf of the State of Michigan, certifies under penalty of perjury that the foregoing is true and correct.

Executed on: September 27, 2007

Mary J. Kunkle
Executive Secretary

In the matter of the State of Michigan –Telecommunications Relay Services (TRS) Application for State Certification Renewal Pursuant to Title IV of the Americans with Disabilities Act, 47 U.S.C. § 225, are codified at 47 C.F.R. §§ 64.601 – 605.

§ 64.605(d)

Funding mechanism for the Michigan Relay Center is as follows:

<u>Company</u>	<u>MPSC Order No. or Public Act</u>	<u>Factor*</u>
Allendale	U-10079	\$.10
Baraga	U-10900	\$.13
Ameritech	U-8997 U-10672	\$.135
GTE North	U-9385	N/A **
All other companies	PA 179	N/A ***

* Factor - The amount included in basic local exchange rates as revenues on applicable per access line basis.

** GTE North - GTE North in Case No. U-9385 agreed to provide \$1,457,000 annually for the TRS.

*** All Other - All companies not listed above absorb the cost of the program. They do not pass the program costs on to the customer nor do they include a rate factor in basic local exchange rates..

Note: Attached are excerpts from the above stated orders for supporting documentation.

STATE OF MICHIGAN
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

* * * * *

An inquiry, on the Commission's own motion, into the establishment and operation of a statewide telecommunications relay system for persons who are hearing and/or speech impaired.

Case No. U-9117

At a session of the Michigan Public Service Commission held at its offices in the city of Lansing, Michigan, on the 13th day of March, 1990.

PRESENT: Hon. William E. Long, Chairperson
Hon. Steven M. Fetter, Commissioner
Hon. Ronald E. Russell, Commissioner

OPINION AND ORDER

I.

HISTORY OF PROCEEDINGS

On May 26, 1988, the Commission issued its order and notice of hearing establishing this contested case to gather information concerning the telecommunications needs of hearing- and speech-impaired persons and to evaluate the need for regulatory or other actions to ensure reasonable access to the telecommunications network for hearing- and speech-impaired persons. All local exchange companies (LECs) regulated by the Commission were made parties to the case, and notice of the proceeding was published in daily newspapers throughout the state.

Hearings began before Administrative Law Judge Alfred A. Sullivan (ALJ) on August 9, 1988 and continued on December 5, 1988, March 21, 22, and 23, and June 1, 1989. Michigan Bell Telephone Company (Michigan Bell), GTE North

h. For other local exchange companies, the additional expenses and revenues associated with implementation and operation of the relay system should be reviewed in their formal annual earnings reviews.

THEREFORE, IT IS ORDERED that:

A. A single, statewide relay system shall be established as provided for in this order.

B. An advisory board is created as provided for in this order.

C. Michigan Bell Telephone Company, GTE North Incorporated, Telephone Association of Michigan, and the advisory board shall meet, develop appropriate criteria for the system, solicit bids, and work together to place the relay system in operation within 18 months of the date of this order.

D. Funding for Michigan Bell Telephone Company's and GTE North Incorporated's portions of the relay system shall be provided as authorized in the Commission's March 13, 1990 orders in Cases Nos. U-8987 and U-9385, respectively.

E. For other local exchange companies, the additional expenses and revenues associated with implementation and operation of the relay system shall be reviewed in their formal annual earnings reviews.

The Commission specifically reserves jurisdiction of the matters herein contained and the authority to issue such further order or orders as the facts and circumstances may require.

Any party desiring to appeal this order must perfect an appeal to the appropriate court within 30 days after issuance and notice of this order, pursuant to MCL 462.26.

MICHIGAN PUBLIC SERVICE COMMISSION

/s/ William E. Long
Chairperson

(S E A L)

/s/ Steven M. Fetter
Commissioner

/s/ Ronald E. Russell
Commissioner

By the Commission and pursuant to
its action of March 13, 1990.

/s/ Dorothy Wideman
Its Executive Secretary

STATE OF MICHIGAN
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

* * * * *

In the matter of the application of)
ALLENDALE TELEPHONE COMPANY)
for authority to alter rates for certain basic)
local exchange services, to discontinue certain)
services, and to file revised tariff sheets.)
_____)

Case No. U-10779

At the April 13, 1995 meeting of the Michigan Public Service Commission in Lansing,
Michigan.

PRESENT: Hon. John G. Strand, Chairman
Hon. Ronald E. Russell, Commissioner
Hon. John L. O'Donnell, Commissioner

ORDER

On January 20, 1995, Allendale Telephone Company (Allendale) filed an application pursuant to 1991 PA 179 (Act 179), MCL 484.2101 et seq., with supporting testimony and exhibits. In its application, Allendale requested authority to alter its rates for certain basic local exchange services, discontinue certain services, and file revised tariff sheets.

Pursuant to due notice, a public hearing was held on March 2, 1995 before Administrative Law Judge James N. Rigas. Allendale and the Commission Staff (Staff) participated in the proceedings. At that time, the testimony and exhibits were admitted into evidence. In addition, the Staff submitted written comments.

In its application, Allendale proposed to alter its basic exchange services by (1) offering exclusive one-party service; (2) discontinuing two-party and four-party business and residential

basic local exchange services; (3) combining basic local exchange service rates and touchcall rates for new installations resulting in a rate of \$5.26 per residential line and \$7.76 per business line; (4) introducing a new class of basic local exchange service without touchcall service for existing residence one-party lines who do not purchase touchcall service, at a rate of \$3.76 per line; (5) including in its basic local exchange service rates an amount of \$0.10 to recover the intrastate cost of providing access to dual-party relay services; (6) introducing a discount to residential one-party subscribers to reflect the cost savings of multiple lines to one point of demarcation; (7) introducing certain residential and business time discounts; and (8) adjusting its service order charges.

Allendale states that its proposed charges, which are related to the intrastate cost of providing access to dual-party relay services, are authorized by Section 315 of Act 179, and will result in an annual increase, on average, of \$1.20 per basic local exchange service line.

Allendale further states that its proposal to adjust the tariff structure of its service charges results in the following charges:

Service Ordering Charge

- | | |
|--|---------|
| a. Initial service order, per order
Applies to any new customer's service order | \$15.00 |
| b. Subsequent service order, per order
Applies to any present customer's order
to relocate, install, change or add to
the service; additional central office
lines, etc. | \$ 9.00 |

Line Connection Charge

Per line	\$12.00
----------	---------

The Commission FINDS that:

a. Jurisdiction is pursuant to 1991 PA 179, MCL 484.2101 et seq.; 1969 PA 306, as amended, MCL 24.201 et seq.; and the Commission's Rules of Practice and Procedure, R 460.17101 et seq.

b. Baraga's proposal to alter its basic local exchange service rates, so as not to exceed 1% less than the increase in the Consumer Price Index, should be approved.

c. Baraga's request to include \$0.13 in its basic local exchange rates to recover costs associated with providing dual party relay services should be approved.

THEREFORE, IT IS ORDERED that:

A. Baraga Telephone Company is authorized to alter its basic local exchange service rates as set forth in its application and exhibits.

B. Baraga Telephone Company is authorized to include \$0.13 in its basic local exchange service rates to recover costs associated with providing dual party relay services.

C. Baraga Telephone Company shall, within 30 days of issuance of this order, submit to the Commission for approval and filing its tariff sheets in substantially the same form as Exhibit A-5 attached to its application.

D. Baraga Telephone Company shall implement the alterations approved in this order effective with the first billing cycle following the issuance of this order.

The Commission reserves jurisdiction and may issue further orders as necessary.

STATE OF MICHIGAN
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

* * * * *

In the matter of the application of
MICHIGAN BELL TELEPHONE COMPANY for
authority to implement a trial plan
for modified regulation.

Case No. U-8987

At a session of the Michigan Public Service Commission held at its offices
in the city of Lansing, Michigan, on the 13th day of March, 1990.

PRESENT: Hon. William E. Long, Chairperson
Hon. Steven M. Fetter, Commissioner
Hon. Ronald E. Russell, Commissioner

OPINION AND ORDER

I.

HISTORY OF PROCEEDINGS

On December 29, 1987, Michigan Bell Telephone Company (Michigan Bell) filed an application requesting the Commission to revise the method by which it regulates the company. Michigan Bell filed an amended application on May 11, 1988. In pertinent part, Michigan Bell proposed that during a three-year trial, the company's rate-of-return regulation be eliminated, in effect permitting the company to earn any rate of return it could.

On February 7, 1989, the Commission issued an order and notice of hearing. Based on comments and information filed by the parties, as well as previous findings within the orders and reports contained in Cases Nos. U-8716 and U-8816, the Commission found that a competitive market exists for many of Michigan Bell's services such as message toll service (MTS), wide area telephone

funding of approximately \$7 million. Initially, the company will not need this entire amount. However, for the initial start-up and construction of the system, it is reasonable to fund the relay system at a level of \$1 million annually for the next two years, i.e., April 1990 through March 1991, and April 1991 through March 1992. The remaining \$6 million per year shall be refunded to local ratepayers in the form of a temporary credit. This credit will be eliminated gradually as the relay system requires additional funding. The company shall reduce the credit by \$2 million increments on April 1, 1992 and on October 1, 1992 and eliminate the credit on April 1, 1993.

On a per access line basis, the Commission finds that local rates shall be altered as follows:

April 1, 1990	Permanent reduction	\$.27
	Temporary credit	.15
April 1, 1992	Temporary credit reduced to	.10
October 1, 1992	Temporary credit reduced to	.05
April 1, 1993	Temporary credit eliminated	

Finally, the Commission takes notice of the fact that, on February 8, 1990, Michigan Bell filed its first annual report on lifeline service. We recognize that this report may affect the amount of revenue required to fund lifeline service. However, any such determinations should be made following Commission review of Michigan Bell's report; it does not change our finding in this order.

Sharing of Future Excess Earnings

In its February 7, 1989 order, the Commission ordered that above the authorized rate of return, a portion of excess earnings shall be returned to ratepayers. Michigan Bell presented the testimony of Harold E. D'Orazio, the company's then Executive Vice-President and Chief Financial Officer, in support

STATE OF MICHIGAN
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

* * * * *

In the matter of the complaint of the)
MICHIGAN PUBLIC SERVICE COMMISSION)
STAFF against AMERITECH MICHIGAN.)
_____)

Case No. U-10672

At the October 12, 1994 meeting of the Michigan Public Service Commission in Lansing, Michigan.

PRESENT: Hon. John G. Strand, Chairman
Hon. Ronald E. Russell, Commissioner
Hon. John L. O'Donnell, Commissioner

ORDER APPROVING SETTLEMENT AGREEMENT

Ameritech Michigan¹ operates the Michigan Relay Center (MRC) for deaf, hard of hearing, and speech-impaired persons. In its March 13, 1990 order in Case No. U-9117, the Commission required a reconciliation of the costs and revenues for the MRC. On April 1, 1994, Ameritech Michigan filed its 1993 Advisory Board Annual Report.

On September 2, 1994, the Commission Staff (Staff) filed a complaint against Ameritech Michigan. In its complaint, the Staff stated that it had audited Ameritech Michigan's report and discovered that the company has a substantial overcollection of revenue for 1993. The Staff claimed that because access lines are expected to increase, it is unlikely, with the present level and method of funding, that expenses will equal or exceed revenues absent a

¹Ameritech Michigan is an assumed name under which Michigan Bell Telephone Company does business.

Commission order. As a result, the Staff alleged that Ameritech Michigan will remain in a permanent overrecovery position.

The Staff further alleged that Ameritech Michigan entered into a contract with Ohio Bell Telephone Company (Ohio Bell), its affiliate, for the use of the MRC by Ohio Bell. The Staff claimed that Ameritech Michigan undercharged Ohio Bell in excess of \$1,000,000. According to the Staff, Ameritech Michigan's action of extending more favorable terms to an affiliate violates Section 305(1)(p) of the Michigan Telecommunications Act.

The Staff and Ameritech Michigan subsequently entered into a settlement agreement, attached as Exhibit A to this order. Among other things, the settlement provides that Ameritech Michigan's overrecovery through December of 1993 for its operation of the MRC and the claimed underrecovery through July of 1994 from Ohio Bell total \$1.773 million. Ameritech Michigan agrees to input that amount as a revenue entry in the 1994 reconciliation report, which will be filed on April 1, 1995. Ameritech Michigan will also reduce by 4¢ per access line the rate for the MRC, which is included in the monthly basic local exchange rate. That reduction will become effective concurrently with any other rate alteration approved by the Commission in 1994, but it will not appear as a separate line item on customers' bills. Ameritech Michigan further agrees that services for the deaf, hard of hearing, and speech-impaired persons that are provided to an affiliate will be priced on the same terms and conditions offered to other local exchange carriers.

The Commission FINDS that:

a. Jurisdiction is pursuant to 1991 PA 179, MCL 484.2101 et seq.; 1969 PA 306, as amended, MCL 24.201 et seq.; and the Commission's Rules of Practice and Procedure, R 460.17101 et seq.

AMERITECH

6

established the funding for the MRC program. Currently, the funding for MBT is \$7 million annually. The \$7 million is to be collected from the ratepayers through an additional charge on the customer bill. The additional charge became part of the excess earnings credit and built into basic local exchange rates. MBT calculated the amount of the charge for 1993 to be \$.175 per applicable access line per month. However, MBT used \$.15 per access line per month based on 4 million access lines (7,00,000/4,000,000/12) in the report filed for the 1993 calendar year.

- Q. Won't the annual reviews account for all the revenues and expenses of the program?
- A. The order in Case No. U-10086, dated May 6, 1992, specified the companies should continue to file reports with the Commission reconciling the amounts funded with the amounts expended. The current funding amount for MBT is \$7 million annually. Consequently, MBT reconciles the \$7 million of revenues, per Commission order, with the actual expenses of the program. MBT does not reconcile the actual revenues collected with the actual expenses of the program.
- Q. Please quantify the difference in revenues?
- A. Exhibit S-___ (DMF-2) is a calculation of the revenues collected under both methods and the difference between the two methods since 1990. It shows MBT's actual 1993 revenues exceeded the funded amount by over \$1,100,000.
- Q. What does Staff propose?

STAFF TESTIMONY U-10672

STATE OF MICHIGAN
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

* * * * *

In the matter of the application of
GTE NORTH INCORPORATED for authority
to revise its schedule of rates and
charges.

Case No. U-9385

At a session of the Michigan Public Service Commission held at its offices
in the city of Lansing, Michigan, on the 13th day of March, 1990.

PRESENT: Hon. William E. Long, Chairperson
Hon. Steven M. Fetter, Commissioner
Hon. Ronald E. Russell, Commissioner

ORDER APPROVING SETTLEMENT AGREEMENT

On June 16, 1989, GTE North Incorporated (GTE) filed an application seeking
authority to revise its schedule of rates and tariffs to provide additional
revenues in the amount of \$22,844,000.

Pursuant to due notice, a prehearing conference was held on September 12,
1989 before Administrative Law Judge Frank V. Strother. The Commission Staff
(Staff), Michigan Bell Telephone Company, Central Michigan University, Michigan
Telemessaging Association, AT&T Communications of Michigan, Inc., MCI Telecom-
munications Corporation, and the International Brotherhood of Electrical
Workers, Local 1106, participated in the proceedings.

On January 23, 1990, the parties submitted a settlement that disposes of
all of the issues in this case. The settlement and stipulation agreement,
attached as Attachment A, is signed by GTE and the Staff. The other parties
submitted signed statements of non-objection.

The settlement agreement provides, among other things, that GTE be granted rate relief in the amount of \$9,600,000 annually; provides for the establishment of a range of rate of return on equity of 12.0%-14.0% for a four-year trial period; provides for a reduction of \$9,107,000 over a three-year period in the Michigan Transition Mechanism charge paid to GTE; includes a Lifeline Telephone Service for eligible customers; and provides \$1,457,000 for a dual party relay system for the hearing impaired.

Both Rule 33 of the Commission's Rules of Practice and Procedure, R 460.43, and Section 78 of the Administrative Procedures Act of 1969, MCL 24.278, provide for the disposition of matters by stipulation and agreement. Those provisions do not relieve the Commission of its responsibility to determine whether the stipulation of the parties is in the public interest.

After a review of the settlement agreement in this case, we find it is reasonable and in the public interest and should be approved.

Although the process of settlement involves compromise, the Commission views it as an opportunity for parties to resolve their disputes fairly and expeditiously. A solution devised by the parties themselves is more likely to fit their needs and circumstances. A settlement also conserves the scarce resources of the parties and the Commission. For these reasons, and as long as it can be demonstrated that the public interest is served by a particular settlement, the Commission encourages parties to settle their disputes.

The Commission FINDS that:

a. Jurisdiction is pursuant to 1913 PA 206, as amended, MCL 484.101 et seq.; 1919 PA 419, as amended, MCL 460.51 et seq.; 1939 PA 3, as amended, MCL 460.1 et seq.; 1969 PA 306, as amended, MCL 24.201 et seq.; and the Commission's Rules of Practice and Procedure, 1979 Administrative Code, R 460.11 et seq.

STATE OF MICHIGAN
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

In the matter of establishing compliance)
and rate requirements for the hearing-)
and speech-impaired under the Michigan)
Telecommunications Act.)
_____)

Case No. U-10086

At the May 6, 1992 meeting of the Michigan Public Service Commission in Lansing,
Michigan.

PRESENT: Hon. Steven M. Fetter, Chairman
Hon. Ronald E. Russell, Commissioner
Hon. John L. O'Donnell, Commissioner

OPINION AND ORDER

The Michigan Telecommunications Act, 1991 PA 179 (Act 179), MCL 484.2101 et seq. became effective January 1, 1992. Section 315 of Act 179 provides that the Commission shall require that a single, statewide relay system for hearing- and speech-impaired persons be established. That section also delineates specific requirements and conditions for the establishment of the relay system. Specifically, calls must be billed as if they had not been placed through the relay center; coin-telephone calls going through the system must be collect, credit card, or bill-to-third-party; and the Commission must establish a rate mechanism for cost recovery. Section 315(2) permits each provider of basic local exchange service to determine whether to provide a relay service on its own, jointly with other basic local exchange providers, or by contract with other telecommunications providers. Finally, the

Commission must appoint a three-person advisory board to assist in administering this section of Act 179.

On March 13, 1990, the Commission issued an order in Case No. U-9117. In that order, the Commission required telephone companies to establish, within 18 months of the order, a single, statewide relay system that would permit reasonable access to the state's switched telecommunications network for hearing- and speech-impaired persons. The Commission ordered Michigan Bell to take the lead in instituting the relay system, and provided mechanisms to fund its operation. The Commission also created a three-person advisory board, consisting of one representative each from the Commission, the Michigan local exchange carrier (LEC) industry, and the hearing- and speech-impaired community, to assist in planning and running the relay system. The relay system and advisory board are both in operation today. The relay system operates 24-hours-per-day, seven-days-per-week; it provides toll free access; calls are billed as if they had not been placed through the relay center but, rather, directly between originating and terminating customer premises equipment (CPE); it handles both intrastate and interstate calls; it handles calls to "700" and "800" numbers, but not to "900" and "976" numbers; and any coin-telephone calls processed through the system are cash, collect, credit card, or bill-to-third-party calls.

Section 315(5) of Act 179 states that a provider may offer discounts on toll calls where a text-telecommunications device (TTD) is used, and precludes the Commission from prohibiting discounts on toll calls placed through a telecommunications relay service. In its March 13, 1990 order in Case No. U-9117, the Commission ordered that calls placed through the relay system be ineligible for toll discounts for hearing- and speech-impaired customers. The Commission reasoned that the operation of the system, including billing for calls as if they

were not going through the relay center, already provides a discount. That portion of the Commission's order is superseded by the legislation.

In Case No. U-9117, the Commission required continuing reconciliations of costs and revenues for the relay system. Act 179 is silent on this issue, although Section 315(6) requires the Commission to establish rates that recover costs incurred by a provider of the relay service. It would appear, then, that the reconciliations ordered by the Commission in Case No. U-9117 are reasonable and will permit appropriate cost recovery. Thus, the companies should continue to file reports reconciling the amounts funded with the amounts expended. This report should be filed on April 1 of each year and should cover the previous calendar year period. The report should also include a proposal to deal with any over- or under-recovery of monies.

In Case No. U-9117, the Commission rejected free distribution of TTDs for the deaf because it would greatly increase the cost of the relay system. At that time, the Commission reasoned that system users should provide their own CPE, as do other users of the public switched network. The issue of the provision of TTDs is addressed by 1981 PA 405 (Act 405), which states that a telephone company shall sell or lease telecommunications equipment to the deaf or severely hearing-impaired at the actual purchase cost of the equipment to the telephone company. Act 405 also permits customers who lease the equipment to apply lease payments toward the purchase of the equipment. Furthermore, Act 405 directs the Commission to establish a rate recovery mechanism that permits telephone companies to recover their costs in selling or leasing telecommunications equipment. Similarly, Act 179 requires telephone companies to make TTDs available at cost to those who are deaf or severely hearing- or speech-impaired and to public safety answering points. Thus, both Act 179 and

Act 405 fully address the issue of providing TTD equipment to deaf and speech- and hearing-impaired customers by each provider of basic local exchange service at cost.

In Case No. U-9117, the Commission created an advisory board to assist in the design and operation of a relay system. The Commission indicated that it would appoint all three members of the Board, acting on recommendations from the LEC industry and from the hearing- and speech-impaired community, and it would appoint one representative from the Commission or Commission staff. Members would serve at the pleasure of the Commission. The only advisory board members who would be reimbursed for meeting expenses would be those who are not employees of state government or of a public utility company. The board's reasonable expenses would be covered by the relay system provider.

As indicated earlier in this order, Act 179 also requires the establishment of a three-person advisory board, to include representatives from the hearing- and speech-impaired community, the LEC industry, and the Commission to assist the telephone companies in administering the provisions of Section 315 of Act 179. Act 179 also broadens the responsibility of the board by directing it to investigate and make recommendations on the hiring of "a reasonably prudent number of people" from the hearing- and speech-impaired community to work in the provision of a telecommunications relay service. The Commission concludes that the advisory body created in Case No. U-9117 is consistent with the requirements of Act 179. Therefore, this board should be retained to carry out its previous duties as well as assume the additional responsibilities contained in Act 179.

As indicated earlier in this order, Section 315(6) of Act 179 provides that the Commission shall establish a rate for each subscriber line to allow the provider to recover costs incurred in establishing the relay system. In its March 13, 1990 orders in Cases Nos. U-9385 and

U-8987, the Commission addressed the funding mechanism for Michigan's telecommunications relay system. For GTE, in Case No. U-9385, the Commission authorized funding for a dual party relay system in the annual amount of \$1,457,000. For Michigan Bell, in Case No. U-8987, the Commission ordered the funding of the relay system at a level of \$1 million annually, from April 1, 1990 through November 29, 1991. The Commission further provided that funding will increase by \$2 million increments each on November 29, 1991 and on May 29, 1992. As of November 30, 1992, the relay system is to be funded at a level of \$7 million annually.

At this time, the independent telephone companies are absorbing the cost of the relay system for their customers. If the companies want to establish formal funding, they may file an application under the procedures prescribed by Act 179.

Based on the foregoing discussion, the Commission finds that Michigan's telecommunications relay system for the hearing- and speech-impaired complies with the requirements of Act 179.

Finally, on July 26, 1990, the Americans with Disabilities Act (ADA) was signed into law. The ADA prohibits discrimination against the disabled in employment, public services, and public accommodations. Title IV of the law requires that all common carriers provide telecommunications relay service for deaf and hearing- and speech-impaired persons.

The Commission has reviewed the requirements of the ADA and finds that Michigan's relay program meets or exceeds those requirements. Therefore, Michigan Bell should take the lead in applying for FCC certification.

The Commission FINDS that:

a. Jurisdiction is pursuant to 1991 PA 179, MCL 484.2101 et seq.; 1919 PA 419, as amended, MCL 460.51 et seq.; and the Commission's Rules of Practice and Procedure, 1979 Administrative Code, R 460.11 et. seq.

b. Providers of basic local exchange service should continue to provide at cost a TTD for each individual who qualifies under Act 179.

c. Providers of basic local exchange service should continue to provide a telecommunications relay system enabling a TTD user to communicate with a voice telephone user. This service should continue to be provided through the Michigan Relay Center established as a result of the Commission's March 13, 1990 order in Case No. U-9117.

d. The three-person advisory board created by the Commission in Case No. U-9117 should continue to carry out its current duties as well as assume the additional duties incorporated in Act 179. The board should make its first report to the Commission by December 31, 1992 and annually thereafter.

e. Rates and charges for calls placed through the relay system should not exceed the rates and charges of similar calls made directly between originating and terminating telecommunications equipment.

f. The funding mechanisms for cost recovery of the relay system established by the Commission in Case No. U-9117 should remain in place unless and until it is determined that they are overrecovering or not adequately recovering costs.

g. Michigan's telecommunications relay system is in compliance with the requirements of Title IV of P.L. 101-336, the Americans with Disabilities Act, and, therefore, Michigan Bell should take the lead in applying for certification of the system by the FCC.

Michigan Relay Center - FCC TRS Certification Documentation 9/07

Sec. 64.604 Mandatory **minimum** standards.

(a) Operational standards-

(1) Communications assistant (CA). TRS providers are responsible for requiring that CAs be sufficiently trained to effectively meet the specialized communications needs of individuals with hearing and speech disabilities; and that CAs have competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech disability cultures, languages and etiquette. CAs must possess clear and articulate voice communications. CAs must provide a typing speed of a minimum of 60 words per minute. Technological aids may be used to reach the required typing speed. Providers must give oral-to-type tests of CA speed. TRS providers are responsible for requiring that VRS CAs are qualified interpreters. A "qualified interpreter" is [[Page 23811 able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary.

The Michigan Relay Center (MRC) requires that its Relay Representatives (CAs or reps) type at a minimum speed of 60 W.P.M., which is determined by giving an oral-to-type test. In addition, prospective MRC reps are tested in the areas of grammar, reading, spelling, and are interviewed on their familiarity with cultures of the user group.

Interpretation of typewritten **ASL** is provided by qualified **interpreters/translators** hired specifically for this purpose. Translators are given receptive and expressive tests as part of the qualification process.

MRC reps are given training in Deaf Culture by deaf qualified trainers. This training covers areas such as, the history of deafness; terminology of deafness; language of the deaf, impact of expression skill and how they view their culture; communication systems and devices; as well as stereotypes and myths of deafness. MRC reps learn the history of the establishment of the **MRC** and receive hands-on experience in making telephone calls using a TTY and calling through the **MRC**. Other user groups, such as speech-impaired, are also discussed during training sessions.

The MRC does not provide VRS at this time.

Michigan Relay Center - FCC TRS Certification Documentation 9/07

(2) Confidentiality and conversation content. (i) Except as authorized by section 705 of the Communications Act, 47 U.S.C. 605, CAs are prohibited from disclosing the content of any relayed conversation regardless of content, and with a limited exception for STS CAs, **from** keeping records of the content of any conversation beyond the duration of a call, even if to do so would be inconsistent with state or local law. STS CAs may retain information from a particular call in order to facilitate the completion of consecutive calls, at the request of the user. The caller may request the STS CA to retain such information, or the CA may ask the caller if he wants the CA to repeat the same information during subsequent calls. The CA may retain the information only for as long as it takes to complete the subsequent calls. (ii) CAs are prohibited from intentionally altering relayed conversation and, to the extent that it is not inconsistent with federal, state or local law regarding use of telephone company facilities for illegal purposes, must relay all conversation verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of an ASL call. A STS CA may facilitate the call of an STS user with a speech disability so long as the CA does not interfere with the independence of the user, the user maintains control of the conversation, and the user does not object. Appropriate measures must be taken by relay providers to ensure that confidentiality of **VRS** users is maintained.

MRC CAs are required to maintain strict confidentiality regarding relayed conversations. They are prohibited from disclosing and keeping records of the content of any relayed conversation. CAs relay all conversations regardless of content, staying within role, and applying no judgement to the call.

The equipment used in the **MRC** is specifically designed to be incapable of saving the text of relay conversations. This text is erased from the CA's position at the end of each call. The only records that are maintained by the **MRC** are customer billing records. If a customer experiences equipment trouble during call-handling, the CA may record the customer's number to refer the problem for resolution.

MRC CAs do not intentionally alter or summarize a relayed conversation. All conversation is relayed verbatim, however, at the request of the user(s), conversation is relayed in English word order to the hearing party. This is done by means of a qualified interpreter/handler. To the extent possible, the CAs will transmit to the **TTY** user everything that is said and heard while on the relay call.

CAs are trained to **ask**, as part of STS call set up, if the customer wishes the CA to take an active or passive role in processing the call. CAs are provided specific training on these roles to facilitate the call. The training emphasizes that the caller always maintains full control of the call and at no time would a CA interfere in the conversation. An example of the active role would be for the CA to repeat

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everything voiced by the STS user, unless no need is evident. In the passive role, the CA will only facilitate upon request, or if the need becomes evident. Communications Assistants are also trained to allow the relay user to direct aspects of their call, such as, not having the Communications Assistant introduce the call or allowing the caller to provide their own explanation of the relay service.

(3) Types of calls. Consistent with the obligations of common carrier operators, CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing relay services. **TRS** shall be capable of handling any type of call normally provided by common carriers and the burden of proving the infeasibility of handling any type of call will be placed on the carriers. Providers of TRS are permitted to decline to complete a call because credit authorization is denied.

The **MRC** imposes no restriction on the length or number of sequential calls placed by its customers.

The MRC is capable of handling all types of calls. Coin sent paid is handled in the manner prescribed by the FCC. In addition, the MRC is in compliance with all traditional TRS call handling, as well as for 900 pay per call, Speech to Speech and Spanish Relay.

(4) Handling of emergency calls. Providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to the nearest Public Safety Answering Point (PSAP). In addition, a CA must pass along the caller's telephone number to the PSAP when a caller disconnects before being connected to emergency services.

The CAs utilize a list of emergency agency numbers to immediately connect the callers to the nearest PSAP and complete the relay call. The process consists of two steps: the CA asks the customer for the name of the city in which they need emergency service, then the CA connects the customer to the emergency agency. Typically, a supervisor will be immediately assigned to work with the CA in any emergency call situation. Communications Assistants pass the caller's telephone number, address, or other details about the emergency to the agency to ensure the rendering of immediate emergency service.

(5) In-call replacement of CAs. CAs answering and placing a TTY- based TRS or **VRS** call must stay with the call for a minimum of ten minutes. CAs answering and placing an STS call must stay with the call for a minimum of fifteen minutes.

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"In-call replacement of CA" procedures are in full compliance with FCC requirements. Anytime a change of Communications Assistant occurs, both parties will be notified with minimum disruption to the call. Communications Assistants stay with STS calls for a minimum of **15** minutes and all other relay calls for a minimum of 10 minutes.

(6) **CA** gender preferences. **TRS** providers must make best efforts to accommodate a **TRS** user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.

The MRC makes every effort to accommodate a TRS user's requested CA gender, both when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.

(7) STS called numbers. Relay providers must offer **STS** users the option to maintain at the relay center a list of names and telephone numbers which the STS user calls. When the STS user requests one of these names, the CA must repeat the name and state the telephone number to the STS user. This information must be transferred to any new STS provider.

All STS customers have the option of filling out a Relay Choice Profile to include preferences for their calls. One of these options is Personal Memory Dial (PMD), which can include up to 20 numbers. The customer gives the CA a name from their PMD and the number is then accessed and automatically inserted in the bill for dialing.

Our STS call procedures require the CA to repeat the name and number the customer is calling as part of normal call set up.

(b) Technical standards-

(1) ASCII and Baudot. **TRS** shall be capable of communicating with ASCII and Baudot format, at any speed generally in use.

The MRC equipment is capable of interfacing with both ASCII and Baudot users, at any speed generally in use.

(2) Speed of answer. TRS shall include adequate staffing to provide callers with efficient access under projected calling volumes, so that the probability of a busy response due to CA unavailability shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network. TRS shall,

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except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold. The ten seconds begins at the time the call is delivered to the TRS center's network. The call is considered delivered when the relay center's equipment accepts the call from the local exchange carrier and the public switched network actually delivers the call to the TRS center. Abandoned calls shall be included in the speed-of-answer calculation. A provider's compliance with this rule shall be measured on a daily basis. The system shall be designed to a P.O1 standard. A LEC shall provide the call attempt rates and the rates of calls blocked between the LEC and the relay center to relay administrators and relay centers upon request.

The **MRC** is engineered and staffed to consistently meet or exceed service levels that are functionally equivalent to those a voice caller would experience in attempting to reach a party through the voice network. Internal Speed of Answer objectives far exceeds the 10 second performance standard.

(3) Equal access to interexchange carriers. **TRS** users shall have access to their chosen interexchange carrier through the **TRS**, and to all other operator services, to the same extent that such access is provided to voice users.

MRC customers have access to their chosen interexchange carrier via a trunking arrangement which returns the call to the calling customers' carrier of choice in the LATA of call origination. All other operator services are provided to **MRC** users on intraLATA calls, and to the extent that the interexchange carrier offers these services, on interLATA calls. This access is equal to access provided to voice network users.

(4) TRS facilities. TRS shall operate every day, 24 hours a day. TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use. TRS shall transmit conversations between TTY and voice callers in real time. Adequate network facilities shall be used in conjunction with TRS so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network. Relay services that are not mandated by this Commission are not required to be provided every day, 24 hours a day.

The **MRC** operates every **day**, 24 hours a day. Two separate but linked relay center facilities have been established in widely separated cities to help ensure continuous relay service. Both centers are capable of handling all traffic offered by the Automatic Call Distributor (ACD) in the event that one center experiences

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a failure. An uninterrupted power supply is provided for the ACD as well as for both relay center facilities.

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(5) Technology. No regulation set forth in this subpart is intended to discourage or impai4 the development of improved technology that fosters the availability of telecommunications to person with disabilities. VCO and HCO technology are required to be standard features of TRS.

VCO and HCO are standard technologies offered to **users** of the MRC.

The **MRC** and the **MPSC** consistently keep apprised of improved technologies that foster the availability of telecommunications to persons with disabilities.

(6) Voice mail and interactive menus. CAs **must** alert the **TRS** user to the presence of a recorded message and interactive menu through a hot key on the CA's terminal. The hot key will send text from the CA to the consumer's **TTY** indicating that a recording or interactive menu has been encountered. Relay providers shall electronically capture recorded messages and retain them for the length of the call. Relay providers may not impose any charges for additional calls, which must be made by the relay user in order to complete calls involving recorded or interactive messages. Relay services shall be capable of handling pay-per-call calls.

CAs utilize a hot key to inform customers of when they have reached a recorded message. Customers arc not charged when subsequent calls are necessary for capturing additional information from recorded messaged interactive **menus**, nor are they charged for redialing to complete calls. The **MRC** is compliant in offering pay-per-call service.

(c) Functional standards--

(1) Consumer complaint logs.

(i) States and interstate providers must maintain a log of consumer complaints including all complaints about TRS in the state, whether filed with the TRS provider or the State, and must retain the log until the next application for certification is granted. The log shall include, at a minimum, the date the complaint **was** filed, the nature of the complaint, the date of resolution, and an explanation of the resolution.

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(ii) Beginning July 1, 2002, states and TRS providers shall submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the Commission by July 1 of each year. Summaries of logs submitted to the Commission on July 1, 2001 shall indicate the number of complaints received from the date of OMB approval through May 31, 2001.

The **MRC** and the **MPSC** each maintain their own **TRS** log of consumer complaints and will retain the logs until the next application for certification is granted. The complaint logs are maintained in the format required under this section, and are filed accordingly on July 1 of each year.

(2) Contact persons-

(i) Beginning on June 30, 2000, states must submit to the Commission a contact person or office for TRS consumer information and complaints about intrastate **TRS**. This submission must include, at a minimum, the name and address of the state office that receives complaints, grievances, inquiries and suggestions, voice and TTY telephone numbers, fax number, e-mail address, and physical address to which correspondence should be sent.

(ii) Beginning on June 30, 2000, providers of interstate TRS and relay providers having state **TRS** contracts must submit to the Commission a contact person or office for TRS consumer information and complaints about the provider's service. This submission must include, at a minimum, the name and address of the office that receives complaints, grievances, inquiries and suggestions, voice and TTY telephone numbers, fax number, e-mail address, and physical address to which correspondence should be sent.

The **MPSC** and the **MRC** respectively have complied with the requirement under this section.

(3) Public access to information. Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of **TRS**. Efforts to educate the public about TRS should extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. In addition, each common carrier providing telephone voice transmission services shall conduct, not later than October 1, 2001, ongoing education and outreach programs that publicize the availability of 711 access to TRS in a manner reasonably designed to reach the largest number of consumers possible. .

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The MRC telephone number is listed in the front information section of the telephone directory, and is available through directory assistance. The MRC sponsors Town Hall meetings, outreach programs and seminars to foster a better understanding of TRS, specifically, the methods and procedures used in relay. Ongoing efforts are made by the MRC to educate not only those who are Deaf, but hard-of-hearing, speech disabled, senior citizens, as well as the general population.

Furthermore, the MRC publishes and distributes to the Deaf Community informational brochures and newsletters on the MRC. Periodic telephone bill inserts are used to keep all customers informed on **TRS** issues, e.g.; 7-1-1 Access to TRS. The MRC maintains its own website at www.rnichieanrelav.com,

In addition, the MRC has an Advisory Board that consists of 3 members. Members include one person from the MPSC Staff, one person from the Deaf Community, and one person from the Telecommunications Industry. Meetings are held on a quarterly basis and are open to the public.

(4) Rates. **TRS** users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination.

MRC users pay rates which are equivalent to those rates applicable to (direct dialed) calls on the voice network. There is no additional charge for use of the relay service which is accessed by a toll-free 800 number or by dialing 7-1-1.

(5) Jurisdictional separation of costs—

(i) General. Where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set forth in the Commission's regulations adopted pursuant to section **410** of the Communications Act of 1934, as amended.

Where appropriate, costs of providing **TRS** are separated in accordance with the jurisdictional separation procedures and standards set forth in the Commission's regulations adopted pursuant to section **410** of the Commissions Act of 1934, **as** amended.

(ii) Cost recovery. Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism. Except **as** noted in this paragraph, with respect to

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VRS, costs caused by intrastate TRS shall be recovered from the intrastate jurisdiction. In a state that has a certified program under Sec. **64.605**, the state agency providing TRS shall, through the state's regulatory agency, permit a common carrier to recover costs incurred in providing **TRS** by a method consistent with the requirements of this section. Costs caused by the provision of interstate and intrastate VRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism.

MRC costs caused by interstate TRS shall be recovered utilizing a shared-funding cost recovery mechanism. MRC is a state certified program under Sec. **61.605**. The state regulatory agency does permit a common carrier to recover costs incurred in providing TRS by a method consistent with the requirements of this section. The MRC does not provide VRS at this time.

(iii) Telecommunications Relay Services Fund. Effective July 26, 1993, an Interstate Cost Recovery Plan, hereinafter referred to as the TRS Fund, shall be administered by an entity selected by the Commission (administrator). The initial administrator, for an interim period, will be the National Exchange Carrier Association, Inc.

Section I

Includes documents regarding:

- Sec. 64.604 Mandatory minimum standards
- AT&T Michigan – Greater Lansing Area – White & Yellow Pages
- Information on the Michigan Relay Center
- Telephone Directory: How to reach Venison
- Verizon bill insert: Dial 711 to reach Telecommunications Relay Center
- Michigan Relay Center – Advisory Board Annual Report 2007
- Contact Person

TRS State Certification FCC Application
State of Michigan – September 28, 2007

TRS State Certification FCC Application
State of Michigan – September 28, 2007

Section II

Includes:

- Excerpts from the Michigan Telecommunications Act.

Section III

Includes:

- List of the funding mechanism for the Michigan Relay Center followed by excerpts from referenced Michigan Public Service Commission Orders.
- M.P.S.C. Case No. U-10086

GENERAL INFORMATION

Possible Problems With Telephone Wire and Jacks

Telephone wire and jacks have a long life. They do not normally go bad just because of age. But many things, including everyday wear and tear, can damage the telephone wire or jacks inside your home. The charge you pay for basic Verizon residential telephone service does not cover repairs to your inside wire or jacks. It is your responsibility to get your wire or jacks fixed if something does go wrong. With Verizon's Inside Wire Maintenance Plan, you'll never again pay for unexpected or expensive repairs to your jacks or inside wire.

Repairs Covered by the Plan

Customers with existing Verizon telephone service are subject to a 30-day waiting period before inside wire coverage takes effect. New customers are not subject to this 30-day waiting period. Verizon's Inside Wire Maintenance Plan includes these benefits:

- Repair of faulty telephone jacks or wire inside your home as long as they were working when the Inside Wire Maintenance Plan was ordered
- Diagnostic work to determine where the problem is. Verizon's Inside Wire Maintenance Plan does not include repair of the phone or other equipment, such as answering machines and computer modems, connected to the jacks, but does include letting you know if the problem is in the equipment so that you can have the equipment repaired.
- Coverage on all newly installed or relocated standard telephone inside wire and jacks
- Discounted labor rates on service to add new wiring and jacks or to replace nonstandard wiring

Repairs Not Covered by the Plan

Verizon's Inside Wire Maintenance Plan does not cover:

- Repair of telephone instruments and other devices, such as computer modems and answering machines, connected to the inside wiring and jacks
- Inside wiring and jack coverage for marine activity, recreational vehicles (RVs) and construction trailers, or other temporary or moveable structures
- Damage due to natural disasters, floods, or acts of God, other than lightning
- Nonstandard wiring is wiring that does not meet telephone industry standards or the National Electric Code Material Standards for carrying telephone signals. Nonstandard wiring may work in some situations, such as for single line service, but may not work properly in other situations, such as for two line service where you may get crosstalk. Verizon's Inside Wire Maintenance Plan will cover the "repair" of breaks to nonstandard wire, but only to restore the wire to its original condition. The plan does not cover "replacement" of nonstandard wire.
- Repair of damage due to malicious activity, vandalism, riot, or civil disturbance

Hassle-Free Service

Verizon's Inside Wire Maintenance Plan provides you reliable protection for only pennies a day. This charge applies for each telephone line in your residence or office. If you do not have the plan and you call us to make repairs, you will be billed at Verizon's standard repair rate. Currently this standard repair rate for residence is approximately \$91 per ½ hour, and you will be billed for a minimum of ½ hour. All time beyond this first ½ hour minimum is charged at \$46 per ½ hour interval or any portion thereof. Currently this standard repair rate for business is approximately \$120 per ½ hour, and you will be billed for a minimum of ½ hour. All time beyond this first ½ hour minimum is charged at \$55 per ½ hour interval or any portion thereof. Repairs can often be completed within one hour, but some repairs take longer, depending on the conditions at your home or office.

Verizon's Inside Wire Maintenance Plan is an unregulated monthly service that can be canceled at any time without penalty. If you choose not to subscribe to the plan and your inside wiring or jacks break, you can still call us to do the repairs. You can also get inside wire maintenance and repair service from other companies. Or, if you prefer, you can do the work yourself.

Additional Service Information

- If you rent your home, you should be aware that residential landlords may be responsible for repairs and maintenance of inside telephone wire. Check with your landlord or your lease to determine who is responsible for inside wire maintenance and repair.
- Verizon's Inside Wire Maintenance Plan is available to residential and single-line business customers on a per line basis. The business rate may be different from the residential rate. Verizon's Inside Wire Maintenance Plan is not available to business customers who use Key/PBX Systems.

To subscribe to Verizon's Inside Wire Maintenance Plan call the telephone number listed on your monthly bill.

Calling Instructions

Directory Assistance

Need assistance finding a local or long-distance number, published listing, name and/or address? Please call **4 1 1**
 If you need a toll-free number, please call **1-800-555-1212**
 (See page 10, Area Code listings under WATS for a list of toll-free area codes.)

If you have a Text Telephone (TTY), please call, toll-free, **1-800-855-1155** for Directory Assistance. However, applicable long-distance and operator service charges will apply on operator-assisted calls.



Account Summary

Previous Charges	\$ 95.94
No Payment Received	.00
Past Due Charges (please pay now)	\$ 95.94
New Charges	
Verizon (page 3)	\$ 84.06
Verizon Long Distance (page 6)	11.25
Total New Charges Due Aug 01	\$ 95.31
To avoid a late payment charge of \$5.00 plus 1.5% of past due amounts, payment must be received before Aug 06, 2007.	
Total Due: (Past Due + New)	\$ 191.25

1-866-VZ-MOVES

*Moving? 1-866-VZ-MOVES
Across the street or across the nation, one call can do it all.
Call us for Internet, phone and entertainment in your new home.*



*Twice The Fun - All In One
Sign up for Verizon Double Freedom and enjoy unlimited U.S. calling and DIRECTV® service available through Verizon for as low as \$79.99/mo, plus taxes & fees. Call anywhere in the U.S. Get over 140 all digital-quality channels. For details, call 1-877-692-3340.*



*Fergie Verizon Mobile VIP Tour
Concerts occur from May through July.
Go behind the scenes with Fergie at fergieperformances.com*

Mail payments to:

Verizon North, PO Box 9688, Mission Hills CA 91346-9688

Change of billing address?

Go to verizon.com/billingaddress or see page 2.

▼ Detach & return payment slip with your check, payable to Verizon.



*Yes! I want to be a Literacy Champion.
Sign me up for a \$1 monthly donation to Verizon Reads.*

Account: 07

New Charges Due: 08/01/07

Total Due: \$ 191.25

Amount Paid :



211*HBRDA1
00000642 000003783
21-M1 1050
24888 19961204

070707

GN0707:3.63.17951 1 AV 0.312

07/16/07



VERIZON NORTH
PO BOX 9688
MISSION HILLS CA 91346-9688



How to Reach Us

Billing questions	verizon.com/onlinehelp	1 800 483-3000	8 am - 6 pm M-F
Repair	verizon.com/repair	1 800 483-1000	24 hours a day
To order services	verizon.com/storefront	1 800 483-4000	8 am - 6 pm M-F
Are you moving?	verizon.com/movingcenter	1 800 483-4000	8 am - 6 pm M-F
Centro Hispano de Verizon	verizon.com/espanol	1 800 743-2483	8 am - 6 pm M-F
Online billing & payment	verizon.com/billview		24 hours a day
Direct payment enrollment	verizon.com/billpay	1 800 345-6563	24 hours a day
Customers with disabilities	verizon.com/disabilities	1 800 974-6006 v/tty	8 am - 6 pm M-F
Tariff questions	www.verizon.com/tariffs	1 800 483-3000	8 am - 5:30 pm M-F

For Your Information

Previous Payments

If you sent a payment that we did not receive in time to be reflected on this bill, please deduct that amount before sending payment. To check whether your payment has been received, call the Billing Questions number above.

Returned Payments

If your payment is returned for any reason, Verizon will resubmit it electronically. A charge may apply for each payment returned.

Past Due Amounts

The due date on your bill only applies to New Charges. Any past due amount should be paid immediately.

Service Suspension for Non-Payment

Based on state regulatory and notice requirements, once your bill is past due, some or all of your service may be suspended. Charges may apply to suspend and reconnect service. A deposit to reestablish service may also be required.

Consumer Information

For important consumer information see the Customer Guide in your Verizon White Pages Directory.

Late Payment Charges

To avoid a late payment charge of 1.5% plus \$5.00, full payment must be received by the due date shown on page 1.

Correspondence Address Only

P.O. Box 11328
 St. Petersburg, FL 33733-1328

For payment address, see page 1.

Direct Payment Enrollment for Account: 07

Enroll at verizon.com, or by signing below, you authorize and instruct your financial institution to deduct the amount of your monthly telephone bill from your checking account and remit directly to Verizon. (To discontinue Direct Payment, you must call Verizon).

- 1: Check this box 2: Sign and Date 3: Return this slip with your check for this month's payment.

Sign here to enroll in Direct Payment

Date

Billing Address Changes or Corrections for Account: 07

If your billing address has changed, or if your address is incorrect as it appears on this bill, please provide corrections here.

- 1: Check this box 2: Enter your correct billing address 3: Return this slip with your payment.

Street Address _____

City, State, Zip _____

MONTHLY SERVICE - BASIC (Jul 7 to Aug 7)

Description	Qty	Unit Rate	
1 Residence line	2	22.42	44.84
2 Interstate access charge	1	6.50	6.50
3 Interstate non-primary access	1	7.00	7.00
Total		\$ 58.34	

LOCAL CALLS

For 248 889-████

Unlimited Service

4 13 Local call(s) at \$.00 per call

LOCAL CALLS

For 248 889-████

Unlimited Service

5 5 Local call(s) at \$.00 per call

LOCAL TOLL CALLS

Sensible Minute[®] Plan Calls

For 248 889-████

Direct Dialed Calls

Day	Date	Time	Place called	Number called	MI	Min.	
6 Tue	Jun 12	9:02 am	Troy	██████████	MI	1	.09
7 Tue	Jun 12	11:39 am	Farmington	██████████	MI	1	.09
8 Tue	Jun 12	11:40 am	Detroit	██████████	MI	1	.09
9 Tue	Jun 12	11:41 am	Farmington	██████████	MI	1	.09
10 Tue	Jun 12	11:45 am	Roseville	██████████	MI	1	.09
11 Wed	Jun 13	9:19 am	Farmington	██████████	MI	1	.09
12 Wed	Jun 13	1:17 pm	Birmingham	██████████	MI	2	.18
13 Wed	Jun 13	2:47 pm	Roseville	██████████	MI	1	.09
14 Mon	Jun 18	11:58 am	Detroit	██████████	MI	1	.09
15 Mon	Jun 18	12:10 pm	Southfield	██████████	MI	1	.09
16 Wed	Jun 20	8:53 am	Northville	██████████	MI	1	.09
17 Wed	Jun 20	12:09 pm	Royal Oak	██████████	MI	1	.09
18 Wed	Jun 20	12:16 pm	Flint	██████████	MI	1	.09
19 Wed	Jun 20	12:24 pm	Flint	██████████	MI	1	.09
20 Wed	Jun 20	12:32 pm	Ann Arbor	██████████	MI	2	.18
21 Wed	Jun 20	12:33 pm	Ypsilanti	██████████	MI	1	.09
22 Wed	Jun 20	12:35 pm	Ann Arbor	██████████	MI	3	.27
23 Wed	Jun 20	12:39 pm	Warren	██████████	MI	1	.09
24 Wed	Jun 20	12:42 pm	Detroit	██████████	MI	1	.09
25 Wed	Jun 20	12:43 pm	Ann Arbor	██████████	MI	1	.09
26 Wed	Jun 20	12:44 pm	Ann Arbor	██████████	MI	3	.27
27 Thu	Jun 21	2:02 pm	Flint	██████████	MI	1	.09
28 Thu	Jun 21	2:34 pm	Farmington	██████████	MI	1	.09
29 Thu	Jun 21	2:35 pm	Temperance	██████████	MI	1	.09
30 Thu	Jun 21	3:30 pm	Ann Arbor	██████████	MI	1	.09
31 Thu	Jun 21	3:31 pm	Detroit	██████████	MI	1	.09
32 Thu	Jun 21	3:31 pm	Howell	██████████	MI	1	.09
33 Thu	Jun 21	3:32 pm	Flint	██████████	MI	3	.27
34 Thu	Jun 28	8:18 am	Utica	██████████	MI	1	.09
35 Thu	Jun 28	8:19 am	Utica	██████████	MI	2	.18
36 Thu	Jun 28	1:20 pm	Trenton	██████████	MI	1	.09
37 Thu	Jun 28	1:21 pm	Trenton	██████████	MI	1	.09
38 Thu	Jun 28	1:29 pm	Northville	██████████	MI	1	.09
39 Fri	Jun 29	10:29 am	Flint	██████████	MI	1	.09
40 Tue	Jul 3	12:52 pm	Farmington	██████████	MI	1	.09
41 Tue	Jul 3	12:54 pm	Plymouth	██████████	MI	1	.09
42 Thu	Jul 5	10:18 am	Flint	██████████	MI	1	.09

LOCAL TOLL CALLS (continued)

Sensible Minute® Plan Calls (continued)

For 248 889-

Direct Dialed Calls (continued)

Day	Date	Time	Place called	MI	Number called	Min.	
1	Thu	Jul 5	10:20 am	Grandblanc	MI		
						1	.09
Subtotal							4.23

For 248 889-

Direct Dialed Calls

Day	Date	Time	Place called	MI	Number called	Min.	
2	Tue	Jun 12	8:46 am	Detroit	MI		.09
3	Tue	Jun 12	8:47 am	Wayne	MI		.45
4	Tue	Jun 12	8:52 am	Detroit	MI		.09
5	Tue	Jun 12	9:35 am	Detroit	MI		.18
6	Tue	Jun 12	11:06 am	Flint	MI		.27
7	Tue	Jun 12	1:59 pm	Farmington	MI		.18
8	Tue	Jun 12	3:47 pm	Flint	MI		.18
9	Wed	Jun 13	1:06 pm	Farmington	MI		.09
10	Fri	Jun 15	9:31 am	Farmington	MI		.27
11	Fri	Jun 15	9:35 am	Farmington	MI		.09
12	Mon	Jun 18	8:17 am	Utica	MI		.18
13	Mon	Jun 18	11:33 am	Farmington	MI		.09
14	Mon	Jun 18	11:50 am	Farmington	MI		.09
15	Tue	Jun 19	8:53 am	Trenton	MI		.09
16	Tue	Jun 19	10:49 am	Farmington	MI		.09
17	Wed	Jun 20	8:42 am	Farmington	MI		.09
18	Sun	Jun 24	5:41 pm	Farmington	MI		.09
19	Tue	Jun 26	7:18 pm	Farmington	MI		.09
20	Thu	Jun 28	8:20 am	Utica	MI		.09
21	Thu	Jun 28	9:05 am	Farmington	MI		.09
22	Thu	Jun 28	10:14 am	Farmington	MI		.09
23	Thu	Jun 28	10:58 am	Ann Arbor	MI		.09
24	Fri	Jun 29	9:36 am	Royal Oak	MI		.18
25	Mon	Jul 2	9:22 am	Troy	MI		.09
Subtotal							3.33

Summary of Sensible Minute® Plan

26	Plan Charge	1.00	
27	New plan charge effective Jun 1, 2007, 36 day(s) at new charge.		1.20
28	Plan calls	7.56	
	Total	\$ 9.76	

Sensible Minute® Plan start date: 07/29/03

Total local toll charges \$ 9.76

Thank you for using Verizon.

CONVENIENT PAY-PER-USE CALLING SERVICES

For 248 889-

Day	Date	Time	Service type		
29	Sun	Jun 17	2:50 pm	Automatic Call Return	.95
	Total			\$.95	

MISCELLANEOUS CHARGES AND CREDITS

30	Late payment charge on \$95.94 at 1.5% plus minimum \$5.00	6.44
	Total	\$ 6.44

BASIC SERVICE TAXES AND SURCHARGES

31	Federal excise tax	1.79
32	State tax	4.26
33	Emergency telephone service	.44
34	911 Operational Charge	.56
35	Federal Universal Service Fee	.73
36	Federal Universal Service Fee	.79

BASIC SERVICE TAXES AND SURCHARGES (continued)	
Total	\$ 8.57
<i>Verizon basic charges</i>	<i>\$ 84.06</i>
Total Verizon charges	\$ 84.06

Verizon Reads

If you have checked the box on the first page of your phone bill or called your local business office and signed up to be a Literacy Champion, a tax deductible \$1 donation will be included monthly in the Verizon section of your bill.

Contributions will benefit Verizon Reads, a non-profit effort supporting literacy programs. Even if you check the box or call the local business office to sign up, you are not required to pay the literacy donation. Phone service will not be terminated if you do not contribute. To discontinue your literacy donation, call the phone number on page two of your bill.

Telephone service in Michigan is governed by the Public Service Commission, Lansing, Michigan.

Rate schedules for local exchange service rendered are available and will be mailed upon request.

CHANGE IN CHARGES

Changes in Federal Charges Beginning on or about July 1, 2007

Effective on or about July 1, 2007, the Federal Subscriber Line Charge may change on your main phone line and on any additional phone line. This charge helps pay for the costs of providing and maintaining the local network.

In addition, your Federal Universal Service Fund (FUSF) surcharge may change effective on or about July 1, 2007. The FUSF surcharge, which is authorized by the FCC and reviewed quarterly, provides funding for programs to keep local telephone rates affordable for all customers and to provide discounts to schools, libraries, rural health care providers and low-income families. This charge is not applied to Lifeline, except for the FUSF surcharge on incidentals.

E911 Rate change

Beginning 07/01/2007, The technical E911 surcharge rate will change. The technical surcharge is collected by Verizon to help provide 911 service.

FOR YOUR INFORMATION

Important billing information

When you provide a check, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process this transaction as a check. If you wish to be excluded from this process, please call 1-888-500-5358. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution.

Important Relay Service Information

The Telecommunications Relay Service (TRS) enables people who have difficulty hearing or speaking on the telephone to communicate with standard voice telephone users. TRS is available across Michigan by dialing 7-1-1 from a telephone. Visit the website <http://www.michiganrelay.com> for more information about TRS.

Important Credit Reporting Notice

Verizon furnishes bill payment information for all of our customers to the major credit reporting agencies in accordance with the Fair Credit Reporting Act (FCRA). Please make your payment timely by the due date indicated on page 1 of your bill. To establish or re-establish a good track record of making payments on

FOR YOUR INFORMATION

time, consider signing up for our automated Direct Payment Enrollment on the reverse side of your remittance form on page 2 of your bill.

Important Lifeline Information

Under Lifeline and Link-Up Programs qualified low-income residential telephone customers can receive a discount on the installation for new service and a discount on monthly local telephone service.

Current recipients of Supplemental Security Income (SSI), Medicaid, Food Stamps, Temporary Assistance to Needy Families also known as Work First (formerly Aid for Families with Dependent Children), Federal Public Housing Assistance (Section 8), Low-Income Home Energy Assistance Program (LIHEAP), The National School Lunch Program's Free Lunch or low income households at or below 150% of Federal Poverty Guidelines can qualify for Lifeline and Link-Up Programs. Verizon also provides low-cost Lifeline service through its Native American Lifeline (NAL) program which provides qualifying residents basic telephone service for as low as \$1.00 per month. Residents of federally recognized tribal lands who meet the NAL eligibility criteria are also eligible for federal assistance of up to \$100.00 in Link-Up installation credits to establish telephone service. For additional information on Lifeline, visit the Michigan Public Service Commission's Web site at http://www.michigan.gov/documents/lifelinelinkup_152143_7.pdf

Verizon Long Distance

The following long distance charges appear on your Verizon bill as a service to Verizon Long Distance.

LONG DISTANCE HELPFUL NUMBERS

Questions about your long distance bill	1 877 483-5305
Trouble with your long distance service	1 800 483-8494
Changes to your long distance service	1 888 483-7547
Other long distance questions	1 888 483-7547
Visit our Website at	verizonLD.com

SUMMARY OF CHARGES FOR VERIZON LONG DISTANCE

Domestic	Amount	
Direct Dialed	3.76	
Total usage	\$ 3.76	
Plan Charges	6.00	
Total Long Distance calls		\$ 9.76
Other Charges and/or Credits		.23
Taxes and Surcharges	1.26	
Total Verizon Long Distance Charges		\$ 11.25

Your calling plan(s): Verizon Five Cents Plansm
Verizon Five Cents Plansm

For 248 889-[REDACTED]

Direct Dialed Calls

Day	Date	Time	Place called	Number called	Min.	
1	Fri Jun 8	3:51 pm	Saginaw	MI [REDACTED]	1	.07
2	Mon Jun 11	1:12 pm	Saginaw	MI [REDACTED]	1	.07
3	Mon Jun 11	1:15 pm	Lansing	MI [REDACTED]	1	.07
4	Mon Jun 11	1:15 pm	Benton Hbr	MI [REDACTED]	1	.07

Verizon Long Distance

Verizon Five Cents PlanSM (continued)

For 248 889-████

Direct Dialed Calls (continued)

Day	Date	Time	Place called	Number called	Min.	
1	Wed	Jun 13	2:45 pm Climax	MI	1	.07
2	Wed	Jun 13	2:46 pm Louisville	KY	1	.05
3	Wed	Jun 13	2:47 pm Worthingtn	OH	1	.05
4	Wed	Jun 13	2:49 pm Kalamazoo	MI	1	.07
5	Wed	Jun 13	2:50 pm Kalamazoo	MI	2	.14
6	Wed	Jun 13	2:51 pm Saginaw	MI	1	.07
7	Tue	Jun 19	1:12 pm Wayne	PA	1	.05
8	Wed	Jun 20	8:46 am Grand Rpds	MI	1	.07
9	Wed	Jun 20	12:11 pm Rossmoyne	OH	1	.05
10	Wed	Jun 20	12:13 pm Fairmont	MN	1	.05
11	Wed	Jun 20	12:14 pm Benton Hbr	MI	1	.07
12	Wed	Jun 20	12:15 pm Benton Hbr	MI	1	.07
13	Wed	Jun 20	12:18 pm HickoryCor	MI	1	.07
14	Wed	Jun 20	12:19 pm Alpena	MI	1	.07
15	Wed	Jun 20	12:21 pm TraverseCy	MI	1	.07
16	Wed	Jun 20	12:26 pm Midland	MI	1	.07
17	Wed	Jun 20	12:27 pm Kalamazoo	MI	1	.07
18	Wed	Jun 20	12:29 pm Midland	MI	1	.07
19	Wed	Jun 20	12:30 pm Midland	MI	1	.07
20	Thu	Jun 21	2:07 pm Battle Crk	MI	1	.07
21	Thu	Jun 21	2:13 pm Kalamazoo	MI	1	.07
22	Thu	Jun 21	2:16 pm Kalamazoo	MI	1	.07
23	Thu	Jun 21	2:17 pm Kalamazoo	MI	1	.07
24	Thu	Jun 21	2:18 pm TraverseCy	MI	1	.07
25	Thu	Jun 21	2:20 pm TraverseCy	MI	1	.07
26	Thu	Jun 21	2:25 pm TraverseCy	MI	1	.07
27	Thu	Jun 21	2:37 pm TraverseCy	MI	1	.07
28	Thu	Jun 21	2:39 pm Bay City	MI	1	.07
29	Thu	Jun 21	2:41 pm Mason	MI	1	.07
30	Thu	Jun 21	3:05 pm Lansing	MI	1	.07
31	Thu	Jun 21	3:37 pm Lansing	MI	1	.07
32	Tue	Jul 3	1:41 pm Eau Gallie	FL	1	.05
33	Tue	Jul 3	1:43 pm Eau Gallie	FL	1	.05
34	Thu	Jul 5	10:22 am Eau Gallie	FL	1	.05
35	Thu	Jul 5	11:57 am Eau Gallie	FL	1	.05
36	Thu	Jul 5	3:04 pm Eau Gallie	FL	1	.05
Subtotal						2.67

For 248 889-████

Direct Dialed Calls

Day	Date	Time	Place called	Number called	Min.	
37	Fri	Jun 15	9:36 am Grand Rpds	MI	1	.07
38	Mon	Jun 18	8:12 am Ludington	MI	5	.35
39	Tue	Jun 19	8:39 am HickoryCor	MI	1	.07
40	Tue	Jun 19	8:40 am Kalamazoo	MI	1	.07
41	Tue	Jun 19	8:42 am Grand Rpds	MI	1	.07
42	Wed	Jun 20	12:51 pm Richmond	VA	2	.10
43	Fri	Jun 29	3:29 pm Owosso	MI	3	.21
44	Wed	Jul 4	2:14 pm Union Hall	VA	1	.05
45	Wed	Jul 4	2:15 pm Greensboro	NC	1	.05
46	Thu	Jul 5	3:08 pm Eau Gallie	FL	1	.05
Subtotal						1.09

Verizon Long Distance

Verizon Five Cents Plansm (continued)

Summary of Verizon Five Cents Plansm

1 Plan Charge	6.00
2 Plan calls	3.76
Total	\$ 9.76

Verizon Five Cents Plansm start date: 06/22/06

Total Long Distance calls \$ 9.76

Thank you for using Verizon Long Distance.

MONTHLY PLAN CHARGES

3 Qualifying Long Distance Charges \$9.76	
4 Shortfall Charge	.23

Your Long Distance qualifying charges this month are \$9.76.
When your long distance charges are less than \$9.99, the
Short Fall charge is the difference between those charges and \$9.99.
All long distance charges except for taxes and surcharges are included.
Total \$.23

TAXES AND FEES ON NON-BASIC SERVICES

5 State tax	.62	
6 Federal Universal Service Fee - Verizon LD		.64
Total	\$ 1.26	

Verizon Long Distance non-basic charges \$ 11.25

****Your local telephone service will not be disconnected for failure to pay the charges on this portion of your bill.**

***Total Verizon Long Distance Charges* \$ 11.25**



Account Summary

Previous Charges	\$ 77.30
Payment Received Jul 02. Thank You.	77.30
Balance	\$.00
New Charges	
Verizon (page 3)	\$ 35.67
Verizon Long Distance (page 5)	28.68
Total New Charges Due Aug 01	\$ 64.35
To avoid a late payment charge of \$5.00 plus 1.5% of past due amounts, payment must be received before Aug 06, 2007.	
Total Due: (Past Due + New)	\$ 64.35

1-866-VZ-MOVES

*Moving? 1-866-VZ-MOVES
Across the street or across the nation, one call can do it all.
Call us for Internet, phone and entertainment in your new home.*



*Fergie Verizon Mobile VIP Tour
Concerts occur from May through July.
Go behind the scenes with Fergie at fergieperformances.com*



*Verizon Unveils Thinkfinity.org
Thinkfinity.org provides K-12 and literacy resources to educators, students and parents.
Thinkfinity offers more than 55,000 free resources that were built by the leading standard-setting organizations.*

Mail payments to:

Verizon North, PO Box 9688, Mission Hills CA 91346-9688

Change of billing address?

Go to verizon.com/billingaddress or see page 2.

▼ Detach & return payment slip with your check, payable to Verizon.



*Yes! I want to be a Literacy Champion.
Sign me up for a \$1 monthly donation to Verizon Reads.*

Account: 01

New Charges Due: 08/01/07

Total Due: \$ 64.35

Amount Paid :



212*HBRDA1
00043844 0000253715
42-M1 7814
269227 20040914

070707

GN0707:6.152.42845 1 MB 0.360

07/16/07



VERIZON NORTH
PO BOX 9688
MISSION HILLS CA 91346-9688



How to Reach Us

Billing questions	verizon.com/onlinehelp	1 800 483-3000	8 am - 6 pm M-F
Repair	verizon.com/repair	1 800 483-1000	24 hours a day
To order services	verizon.com/storefront	1 800 483-4000	8 am - 6 pm M-F
Are you moving?	verizon.com/movingcenter	1 800 483-4000	8 am - 6 pm M-F
Centro Hispano de Verizon	verizon.com/espanol	1 800 743-2483	8 am - 6 pm M-F
Online billing & payment	verizon.com/billview		24 hours a day
Direct payment enrollment	verizon.com/billpay	1 800 345-6563	24 hours a day
Customers with disabilities	verizon.com/disabilities	1 800 974-6006 v/tty	8 am - 6 pm M-F
Tariff questions	www.verizon.com/tariffs	1 800 483-3000	8 am - 5:30 pm M-F

For Your Information

Previous Payments

If you sent a payment that we did not receive in time to be reflected on this bill, please deduct that amount before sending payment. To check whether your payment has been received, call the Billing Questions number above.

Returned Payments

If your payment is returned for any reason, Verizon will resubmit it electronically. A charge may apply for each payment returned.

Past Due Amounts

The due date on your bill only applies to New Charges. Any past due amount should be paid immediately.

Service Suspension for Non-Payment

Based on state regulatory and notice requirements, once your bill is past due, some or all of your service may be suspended. Charges may apply to suspend and reconnect service. A deposit to reestablish service may also be required.

Consumer Information

For important consumer information see the Customer Guide in your Verizon White Pages Directory.

Late Payment Charges

To avoid a late payment charge of 1.5% plus \$5.00, full payment must be received by the due date shown on page 1.

Correspondence Address Only

P.O. Box 11328
St. Petersburg, FL 33733-1328

For payment address, see page 1.

Direct Payment Enrollment for Account: 01

Enroll at verizon.com, or by signing below, you authorize and instruct your financial institution to deduct the amount of your monthly telephone bill from your checking account and remit directly to Verizon. (To discontinue Direct Payment, you must call Verizon).

- 1: Check this box 2: Sign and Date 3: Return this slip with your check for this month's payment.

Sign here to enroll in Direct Payment

Date

Billing Address Changes or Corrections for Account: 01

If your billing address has changed, or if your address is incorrect as it appears on this bill, please provide corrections here.

- 1: Check this box 2: Enter your correct billing address 3: Return this slip with your payment.

Street Address _____

City, State, Zip _____

MONTHLY SERVICE - BASIC (Jul 7 to Aug 7)			
Description	Qty	Unit Rate	
1 Residence line	1	22.40	22.40
2 Interstate access charge	1	6.50	6.50
Total		\$ 28.90	

LOCAL CALLS

Unlimited Service

3 1 Local call(s) at \$.00 per call

LOCAL TOLL CALLS

Direct Dialed Calls

Day	Date	Time	Place called	MI	Number called	Period	Min.	
4 Sat	Jun 30	11:07 am	Benton Hbr	MI		Night	1	.25
Total								\$.25

Rate Periods: Day/7:00am to 6:59pm
 Night/7:00pm to 6:59am, all day Saturday & Sunday

Total local toll charges \$.25

Thank you for using Verizon.

BASIC SERVICE TAXES AND SURCHARGES

5 Federal excise tax	.87
6 State tax	1.81
7 Emergency telephone service	.26
8 911 Operational Charge	2.85
9 Federal Universal Service Fee	.73
Total	\$ 6.52

Verizon basic charges \$ 35.67

Total Verizon charges \$ 35.67

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FOR YOUR INFORMATION

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Verizon Long Distance

The following long distance charges appear on your Verizon bill as a service to Verizon Long Distance.

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Questions about your long distance bill 1 877 483-5305
 Trouble with your long distance service 1 800 483-8494
 Changes to your long distance service 1 888 483-7547
 Other long distance questions 1 888 483-7547
 Visit our Website at verizonLD.com

SUMMARY OF CHARGES FOR VERIZON LONG DISTANCE

Domestic	Amount	
Direct Dialed	22.80	
Other	1.99	
Total usage	\$ 24.79	
Total Long Distance calls		\$ 24.79
Taxes and Surcharges		3.89
Total Verizon Long Distance Charges		\$ 28.68

Operator Assistance Calls

Day	Date	Time	Place called	Number called	
1 Sat	Jun 30	9:21 pm	Dir Asst	[REDACTED]	1.99
Total				\$ 1.99	

Direct Dialed Calls

Day	Date	Time	Place called	Number called	Period	Min.	
2 Sat	Jun 23	9:57 am	Chicago	IL	Night	1	.40
3 Sat	Jun 30	9:21 pm	Dir Asst	NJ	Night	1	.40
4 Sat	Jun 30	9:23 pm	Princeton	NJ	Night	1	.40
5 Sat	Jun 30	9:24 pm	Princeton	NJ	Night	3	1.20
6 Sun	Jul 1	12:06 pm	Chicago	IL	Night	5	2.00
7 Sun	Jul 1	12:10 pm	Chicago	IL	Night	6	2.40
8 Sun	Jul 1	4:53 pm	Chicago	IL	Night	2	.80
9 Tue	Jul 3	11:07 am	Chicago	IL	Day	6	2.40
10 Tue	Jul 3	11:10 am	Chicago	IL	Day	2	.80
11 Tue	Jul 3	11:13 am	Naperville	IL	Day	2	.80
12 Tue	Jul 3	11:22 am	Naperville	IL	Day	2	.80
13 Tue	Jul 3	11:23 am	Chicago	IL	Day	3	1.20
14 Tue	Jul 3	11:25 am	Chicago	IL	Day	1	.40
15 Tue	Jul 3	11:26 am	Chicago	IL	Day	1	.40
16 Tue	Jul 3	11:26 am	Chicago	IL	Day	1	.40
17 Tue	Jul 3	12:02 pm	Chicago	IL	Day	4	1.60
18 Tue	Jul 3	12:05 pm	Chicago	IL	Day	1	.40
19 Tue	Jul 3	12:06 pm	Chicago	IL	Day	1	.40
20 Tue	Jul 3	12:07 pm	Wheeling	IL	Day	1	.40
21 Tue	Jul 3	1:42 pm	Chicago	IL	Day	4	1.60
22 Tue	Jul 3	1:43 pm	Roselle	IL	Day	3	1.20
23 Tue	Jul 3	3:13 pm	Chicago	IL	Day	1	.40
24 Tue	Jul 3	3:59 pm	Chicago	IL	Day	3	1.20
25 Tue	Jul 3	4:33 pm	Naperville	IL	Day	1	.40
26 Wed	Jul 4	11:34 am	Chicago	IL	Night	1	.40
Total				\$ 22.80			

Verizon Long Distance

TAXES AND FEES ON NON-BASIC SERVICES

1 State tax	1.62	
2 Federal Universal Service Fee - Verizon LD		2.27
Total	\$ 3.89	

Verizon Long Distance non-basic charges **\$ 28.68**

****Your local telephone service will not be disconnected for failure to pay the charges on this portion of your bill.**

***Total Verizon Long Distance Charges* \$ 28.68**

- How to Reach Verizon.....See Below
- How to Reach Other Local Phone Service Providers2
- Doing Business With Verizon—
Installation, Billing, and Repair.....3

For assistance finding a number, published listing, name and/or address anywhere in the U.S., please call **4 1 1**

Note: National Directory Assistance may not be available in all Verizon serving areas.

How to Reach Verizon

FOR INSTALLATION/ADDITIONAL SERVICES/CHANGES IN SERVICES, CALL:

Residential Customers **1-800-483-4000**
 Business Customers **1-800-483-5000**
 Visit us at **www.verizon.com**

VERIZON CENTER FOR CUSTOMERS WITH DISABILITIES

Residential Customers
 Monday - Friday 8:00 a.m. - 6:00 p.m.
 Voice & TTY **1-800-974-6006**

FOR QUESTIONS ABOUT YOUR BILL, CALL:

Residential Customers **1-800-483-3000**
 Business Customers **1-800-483-5000**
 Visit us at **www.verizon.com**

FOR PROBLEMS WITH YOUR TELEPHONE SERVICE, CALL:

Answered 24 hours a day, including holidays
 Residential Customers **1-800-483-1000**
 Business Customers
 (five lines or less) **1-800-483-1000**
 Multiline Business Customers
 (six lines or more) **1-800-483-2000**
 Visit us at **www.verizon.com/repair**

FOR PERSONS WITH HEARING OR SPEECH DISABILITIES, CALL:

Michigan Relay Center
 Text Telephone (TTY) Customers
 **7 1 1 or 1-800-649-3777**

CENTRO HISPANO DE VERIZON

Instalación, traslados, cancelaciones, servicios especiales,
 equipo telefónico, facturación
 Clientes Residenciales..... **1-800-743-2483**
 Clientes Comerciales..... **1-800-483-4522**

1970 Apple Ave., Muskegon

1-800-483-6697

Not all services are available in all areas.

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國語住家客戶服務中心 **1-800-483-8688**

星期一到星期五8:00 a.m. - 5:00 p.m. PST

國語商務客戶服務中心 **1-877-500-5522**

星期一到星期五8:00 a.m. - 5:30 p.m. PST

한국어 가정용 고객 **1-800-483-7772**

월요일 - 금요일8:00 a.m. - 5:00 p.m. PST

한국어 비즈니스 고객 **1-877-511-5522**

월요일 - 금요일8:00 a.m. - 5:30 p.m. PST

Trung tâm khách hàng Việt Nam **1-800-483-2262**

Thứ hai - Thứ sáu8:00 a.m. - 5:00 p.m. PST

VERIZON LONG DISTANCE

Residential Customers **1-800-483-3737**
 Business Customers **1-800-483-1660**

VERIZON PREPAID PHONE CARDS

Business Customers Only **1-800-411-8461**

INTERNET FROM VERIZON

Residential Customers **1-888-587-7333**
 Business Customers **1-877-781-7233**
 Contact us on the Internet at..... **www.verizon.net**

CONFERENCE CALLING FROM VERIZON-CONFERENCE CONNECTIONS®

Reservationless Conference Service **1-800-779-2972**
 Visit us on the Internet at
www.verizon.com/conferenceconnections

BURIED CABLE-MISS DIG

Please give 72 hours notice (excluding weekends and holidays) but not more than 21 calendar days.

Before you dig or drill, call **1-800-482-7171**

PUBLIC COIN TELEPHONES: FOR QUESTIONS REGARDING PAY PHONES, CALL:

Independent Payphone Providers
 Orders & Billing **1-800-483-2678**
 Repair **1-800-483-1000**
 Verizon Payphones **1-800-483-2646**

VERIZON TARIFFS

Available on the Internet at **www.verizon.com/tariffs**



EMERGENCY CALLS ONLY

911

FIRE SHERIFF POLICE AMBULANCE Hillsdale and Lenawee Counties

For Nonemergency Calls Consult the
White Pages Listings.

- Federal Bureau of Investigation (FBI)
- Hillsdale County, Call
Kalamazoo 269-349-9607
- Lenawee County, Call
Ann Arbor 734-995-1310
- If No Answer Detroit 313-965-2323
- National Center for Missing
and Exploited Children 1-800-843-5678
- Text Telephone (TTY) Customers
1-800-826-7653
- National Hopeline Network
Suicide Prevention Hotline 1-800-SUICIDE
(1-800-784-2433)
- National Response Center
Report Chemical/Oil Spills and
Chemical/Biological Terrorism
(Voice/TTY) 1-800-424-8802
- National Suicide Prevention Lifeline
1-800-273-TALK
(1-800-273-8255)
- Poison Control Center
(Voice/TTY) 1-800-222-1222
- Vanished Children's Alliance
24-Hour Sighting Hotline 1-800-VANISHED
(1-800-826-4743)

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How to reach Verizon, the basics of telephone
service and more.

Everyone from your best friend to your family
doctor appears in this alphabetical listing of
home and business phone numbers in the
area.

Your source for ideas on products and
services that can make life better. Easy-to-use
listings and advertising from area businesses,
arranged alphabetically under descriptive
headings.

- For Installation/Additional
Services/Changes in Services, Call:
 - Residential Customers 1-800-483-4000
 - Centro Hispano de Verizon 1-800-743-2483
 - Business Customers 1-800-483-5000
 - Centro Hispano de Verizon 1-800-483-4522
 - Before You Dig, Call 1-800-482-7171
- For Questions About Your Bill, Call:
 - Residential Customers 1-800-483-3000
 - Centro Hispano de Verizon 1-800-743-2483
 - Business Customers 1-800-483-5000
 - Centro Hispano de Verizon 1-800-483-4522
- For Problems With Your Telephone Service, Call:
24 Hours a Day
 - Residential Customers 1-800-483-1000
 - Business Customers
(five lines or less) 1-800-483-1000
 - Multiline Business Customers
(six lines or more) 1-800-483-2000
- Michigan Relay Center
Text Telephone (TTY)
Customers 7 1 1 or 1-800-649-3777

Local Calling

To make a local call you don't need to dial 1 + area code. Simply dial the seven-digit telephone number. See the chart below to determine your local (toll-free) calling area.

Note: Although we make every effort to maintain the accuracy of these lists, the ever-changing nature of the telephone industry makes it impossible for us to ensure 100% accuracy. For more information please call Verizon's Customer Contact Center.

LOCAL CALLING AREA										
To From →	Addison	Adrian		Brooklyn	Bundy Hill	Hudson	Clayton	North Adams	Onsted	Osséo
		↓	547 659 921	207 264 266	263 417 902	592 938	688 900	448 502 519	445	287 698
Addison	547	•	•	•	•	•	•	•	•	•



Local Call. Dial listed number.

Busy Line

If the number you're calling is always busy, you can ask the operator to check the line to see if the number is working properly. If you have an emergency, ask the operator to interrupt the conversation. Operator charges might apply. To ensure that you don't miss emergency calls—even when you're on the phone—check into optional Call Waiting or Voice Mail services.

Calling Assistance for People With Hearing or Speech Disabilities

The Americans with Disabilities Act of 1990 requires all states to provide access to nationwide Telecommunications Relay Services (TRS). Through the TRS, callers using Text Telephones (TTYs/TDDs) are able to communicate with people who use standard voice telephones. TRS communication assistants relay telephone conversations verbatim simultaneously between TTY users and non-TTY users. The [Michigan Relay Center](#) operates 24 hours a day, seven days a week. Employees of the relay service are not allowed to disclose any information received during the relay of the call. Calls made through the relay service are confidential. Operators relay entire conversations, leaving nothing out. There is no charge to use the relay service. Discounted rates may apply to calls placed to telephone numbers within your LATA. Calls to telephone numbers outside of your LATA will be billed at the long-distance provider's regular rates. (Please see page 9 for LATA information.)

The toll-free numbers for the Michigan Relay Center are **7 1 1** and **1-800-649-3777** for TTY and voice users. If you are using the relay service to make a long-distance call, tell the operator which long-distance company you want to handle your call. Some long-distance companies have their own access numbers for relay services. Contact your long-distance provider for more information.

Customers with TTYs can use the Michigan Relay Center to call their local telephone service providers. Here's how: Call the Michigan Relay Center at **7 1 1** or **1-800-649-3777**. Tell the operator the number you wish to call. (Please see pages 1-2 for a list of contact numbers.)

Using a Text Telephone (TTY) device, someone with hearing or speech disabilities can call the TTY Communication Assistance Operator, toll-free, at **1-800-855-1155** for assistance. Calls to this number are free, but long-distance and operator assistance charges will apply. The TTY operator can help with:

- Operator-Assisted Calls
- Collect Calls
- Calling Card and Third-Number Billing Calls
- Person-To-Person Calls
- Directory Assistance Requests
- Calls From Motels and Hotels
- Line Interruptions
- Busy Line Verifications

Customers with certain disabilities may be exempt from Directory Assistance charges. They may also qualify for special rates on out-of-area direct-dialed and station-to-station calls. For more information, call your local telephone service provider.

Long-Distance Calling

Use area codes when making calls to locations outside of your local calling area. Refer to the map and listings starting on page 9 to locate the area codes you need. If the city you want is not listed, contact your long-distance provider.

To make a long-distance call without operator assistance, dial 1 + (area code) + number. You can save money by dialing your calls direct without involving the operator. Charges for long-distance calls are set by your long-distance provider. Contact your provider for information about rates and discounts.

Forward Access

ENHANCING COMMUNICATION FOR VERIZON CUSTOMERS | APRIL 2007



PREPARING FOR EMERGENCIES



Cynthia Waddell, J.D., a member of the Deaf and hard-of-hearing community, authored the first accessible Web design standard in the U.S. Read more on page 3.

Following the attacks of September 11th, attention to emergency preparedness (planning, response, and recovery) intensified across the nation. Natural disasters, such as Hurricane Katrina, further underscored the necessity. The National Organization on Disability's (NOD) Emergency Preparedness Initiative (EPI), for example, reported that 85.7% of community-based organizations serving the most vulnerable populations during Katrina didn't know how to access their emergency management system prior to the disaster.

Organizations like the NOD and the Center for Disability and Special Needs Preparedness (DPC) are addressing the unique needs of people with disabilities. Throughout the year, EPI travels across the

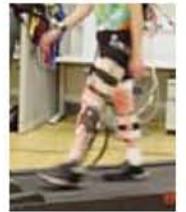
country, lending its expertise to a diverse audience that includes first responders, government agencies, and disability service providers. The DPC works to ensure that all individuals are included in the development and implementation of emergency and disaster plans.

Most experts agree, however, that emergency preparedness begins at home. Maintaining a traditional telephone line can help decrease the impact of a disaster. Verizon's copper network, for instance, provides 100% backup to its users in the event of an emergency. Customers who are Deaf or hard of hearing may also want to consider nationwide 711 (See *In Other Words*, page 2) as an alternate mode of communication.

For additional information, visit nod.org/emergency.

Device Could Help Injured Regain Mobility

University of Michigan (U-M) researchers have developed technology that could someday help people with partial nervous system impairment



(e.g., resulting from stroke and spinal cord injury) regain limb function. Unlike traditional rehabilitative aids, the robotic exoskeleton is controlled by the wearer's own nervous system.

The exoskeleton uses electrodes attached to the leg to transfer electrical signals from the brain to the wearer's muscles. The signals from the wearer's muscles are then transmitted to the pneumatic artificial muscles in order to increase pressure and create movement.

In the study, wearers learned how to walk with the exoskeleton in about 30 minutes, and retained the ability to control the device for three days.

According to U-M associate professor Daniel Ferris, the next step is to test the device on patients with impaired muscle function. For more details, visit ns.umich.edu. ■

E-mail a Verizon Center for Customers with Disabilities (VCCD), and ask to be notified when new issues of *Forward Access* are available.

VCCD East: VCCDEast@Verizon.com

VCCD West: VCCDWest@Verizon.com

■ **American Red Cross:** redcross.org/services/disaster/beprepared/disability.pdf

■ **American Red Cross—Prepare:** prepare.org/disabilities/disabilities.htm

■ **DPC:** disabilitypreparedness.org

■ **Ready America:** 800-BE-READY, or ready.gov/america/getakit/disabled.html

Designing a World That Keeps Everyone in Mind

Key Statistics

- In the U.S., the average life span is now 30 years longer than 100 years ago.
- 51.2 million Americans (about 18% of the population) report having some degree of disability, according to the U.S. Census Bureau.

Founded in 1978, Adaptive Environments (AE) is an educational nonprofit committed to advancing the role of design and enhancing experiences for people of all ages and abilities. It has been at the forefront nationally and internationally in promoting Universal Design (UD) for nearly 30 years.

Defining UD as “human-centered design of *everything* with *everyone* in mind,” AE offers training on accessibility law; education through lectures, workshops, and conferences; and consultation services for individuals, schools, organizations, and institutions across the globe.

Last month, as part of its ongoing commitment to growth, exploration, and innovation, AE opened the

Institute for Human Centered Design. The Institute is the first permanent and public center in the U.S. where visitors can find exhibits, a library, training, and research devoted to UD.



“We want to expose visitors to what’s happening, not only nationally, but internationally,” says Executive Director Valerie Fletcher. That includes cutting-edge products like the NTT DoCoMo universally designed phone from Japan, which will be on display at the Institute for six months.

“We wanted a creative place where people can come and experience design that works,” Valerie explains, “an environment that excites and shows people that

design can be fun.”

Learn more about Adaptive Environments or the Institute for Human Centered Design at adaptenv.org.

I can't remember the User ID and Password for my online Verizon account. How can I get this information?

You can retrieve your User ID and Password safely and easily online at **Verizon.com**.



Begin by clicking on the “Sign In” button in the upper right corner of the Web page. Then select “My Account” from the dropdown menu, and click on “Forgot User ID or Password?”.

Enter your e-mail address in the space provided and hit “next.” Your User ID and Password information will be automatically sent to you at that e-mail address.

You can also contact the Verizon Center for Customers with Disabilities (VCCD) toll free at **800-974-6006 (V/TTY)**.

NATIONWIDE 711

Similar in concept to 911, the three-digit calling shortcut 711 will automatically connect you to the Telecommunications Relay Services (TRS) center in your state during an emergency.

The TRS centers will facilitate telephone conversations between people with and people without hearing or speech disabilities. You can dial 711 from anywhere in the U.S. using a text (TTY) or standard telephone. There is no cost for using this service.

Since 2001, the FCC has required all U.S. telecommunications carriers, including landline, wireless, and payphone providers, to offer access to TRS by dialing 711.



Community Studio Diversifies On-Demand Programming



Exciting developments are underway for fans of Verizon's FiOS TV service. A new pilot program, known as Community Studio, will offer groundbreaking public interest programming using video-on-demand service for anytime access.

Community Studio is already being applauded by community leaders. "The American Association of People with Disabilities is delighted to be involved," says Andrew Imparato, president of the AAPD. He also notes that leveraging Verizon's network will create long-awaited opportunities for broadcasting relevant issues and information to national audiences.

In addition to AAPD, initial partners will include the U.S. Distance Learning Association, the National Hispanic Media Coalition, the Black Leadership Forum, and the Leadership Conference on Civil Rights. Verizon will provide pilot service for Community Studio to participating national organizations free of charge.

For more information, visit **Verizon.com**, and watch for updates in future issues of *Forward Access*. To learn more about FiOS, you may also call the Verizon Center for Customers with Disabilities (VCCD) at **800-974-6006 (V/TTY)**.

FiOS TV service delivers broadcast and on-demand programming to subscribers over Verizon's high-capacity, fiber-optic network.

Cynthia Waddell, J.D.

"Accessibility has become a critical concept for addressing nondiscrimination and equality in our global society."

Awoman who gets things done, Cynthia Waddell is not only a recognized expert in the accessible design of electronic and information technology, but also the Executive Director of the International Center for Disability Resources on the Internet (ICDRI). Her mission? To increase equal opportunity and remove barriers for people with disabilities by promoting universal design of Internet technology for the global community.

Born with bilateral hearing loss, Cynthia has dedicated her career to the cause, combining her expertise in disability legislation and technology to provide professional consulting

services for government and private sector clients. Her foray into the field, however, was fortuitous. "Ironically enough, a blind City Commissioner filed a complaint in my office alleging that a City website was not accessible. As the Americans with Disabilities Act (ADA) Compliance Officer [for the City of San Jose], I looked at the problem and began to realize that those of us with hearing loss would soon experience barriers on the Web as audio streaming without captioning became popular."

That realization prompted her to develop the first accessible web design standard in the U.S., which became recognized as a best practice by the



federal government. And this was in 1995, before the launch of the W3C Web Accessibility Initiative.

Cynthia believes the ultimate success of accessible design lies in its universality. "Accessibility has become a critical concept for addressing nondiscrimination and equality in our global society," she says. "It counters segregation, economic marginalization, and other human rights violations. It must be protected as a human right."

And if Cynthia's track record is any indication, she'll continue to blaze trails on the information highway and help lead the way in closing the digital divide for *all* individuals.



Accessory Enhances Two-Way Conversations

The Ultra Clear Neckloop by ClearSounds is currently available from Verizon Wireless online at verizonwireless.com/neckloop.

Now available from Verizon Wireless, the Amplified Powered Hearing Aid Neckloop by ClearSounds can improve phone conversations for anyone who wears a t-coil hearing aid or other hearing device.

Simply connect the Ultra Clear Neckloop to a conventional phone or wireless device, such as a cell phone. Then use its customized volume settings to adjust the amplification to suit your needs.

Designed for two-way conversations, the multifunctional Neckloop includes a 2.5 mm jack for hands-free listening, a built-in microphone for outgoing speech, and a 3.5 mm adaptor for when you want to wear it as an audio-only neckloop.



In order to conserve battery power during use with wireless



devices, the Neckloop is powered by two AAA batteries.

The ClearSounds Neckloop is available online at verizonwireless.com/neckloop for \$119.99.

Staying Safe on the Internet

Verizon and i-SAFE, a leader in Internet safety education, have teamed up to help keep all of your online experiences positive ones.

Together, Verizon and i-SAFE are providing students, educators, parents, and communities with the training, materials, and guidance necessary to lead a safe and responsible life online.

The comprehensive Internet safety program incorporates community outreach and education-based materials that address:

- illegal downloading
- plagiarism
- fraud and identity theft
- predators and cyber bullying
- cyber security threats

For additional information on the Internet safety program, visit isafe.org/verizon.

To learn about Verizon High Speed Internet service, based on DSL technology, log on to verizon.com/DSL, or call the VCCD at **800-974-6006 (V/TTY)**.

- **Cover Story:** nod.org/emergency
- **In the News:** ns.umich.edu
- **Adaptive Environments:** adaptenv.org
- **Online Verizon Account Info:** verizon.com
- **Community Studio / FiOS:** verizon.com
- **AAPD:** aapd-dc.org
- **In Profile:** icdri.org

■ **We welcome your comments, questions, and suggestions. Please contact us at:**

Verizon Center for Customers with Disabilities
V/TTY: 800-974-6006

E-mail: vcdd@verizon.com

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EVENTS ■ SEMINARS ■ GATHERINGS

EVENT	DATE	LOCATION	CONTACT
World of Possibilities Disabilities Expo	May 18–20	Timonium, MD	expo.caringcommunities.org
Vision 5K Walk/Run	June 2	Boston, MA	vision5k.org
FICCDAT Conferences	June 16–19	Toronto, Canada	www.ficcdat.ca
NCIL Conference	July 9–12	Washington, D.C.	ncil.org/conference2007.html

For specific accessibility information on these events, please contact the organization directly.



STATE OF MICHIGAN

BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

* * * * *

In the matter of the application of)
MICHIGAN RELAY CENTER ADVISORY BOARD)
to allow the current telecommunications relay)
system provider in Michigan to offer Captioned)
Telephone Service.)
_____)

Case No. U-14458

At the June 30, 2005 meeting of the Michigan Public Service Commission in Lansing,
Michigan.

PRESENT: Hon. J. Peter Lark, Chairman
Hon. Robert B. Nelson, Commissioner
Hon. Laura Chappelle, Commissioner

OPINION AND ORDER

On March 17, 2005, a majority of the Michigan Relay Center Advisory Board (the Board) submitted an application to allow the current telecommunications relay system (TRS) provider, which is SBC Michigan (SBC), the ability to offer enhanced access to switched telecommunications networks through the use of Captioned Telephone Service (CapTel) for the hearing impaired and handicapped.

On March 13, 1990, the Commission issued an order in Case No. U-9117 requiring telephone companies to establish a statewide relay system to permit those persons who are hearing impaired reasonable access to the switched telecommunications network. The Commission has since ordered appropriate upgrades in the system to keep pace with advances in technology for the hearing impaired. *See*, the November 26, 1996 order in Case No. U-10210.

The current application asks the Commission to approve CapTel technology, which allows for hearing impaired persons to receive caption displays while simultaneously allowing for auditory reception to the extent possible for those with a hearing disability.

The CapTel technology has been adopted by 26 other states. Based on this experience, it is estimated that the additional cost in the first year will be \$0.01 per line per month through the cost recovery mechanism provided in Section 315 of the Michigan Telecommunications Act (MTA), MCL 484.2315.

In the Commission's March 29, 2005 order in this case, the Commission requested comments from interested persons on the application. The Commission permitted comments to be filed no later than April 12, 2005. The Commission received comments from the Telecommunications Association of Michigan (TAM), Verizon North Inc. and Contel of the South, Inc., d/b/a Verizon North Systems (Verizon), the Michigan Department of Labor and Economic Growth, Division of Deaf and Hard of Hearing, and 20 members of the public. All comments favored granting the application.

In addition, Verizon commented that the Commission should implement a streamlined process to ensure that the TRS provider recovers the associated costs, without over recovering those costs. Verizon states that such a process could be incorporated into the current reporting process.

TAM suggests that the Commission issue an order in this case authorizing all basic local exchange service providers to implement an increase in rates corresponding to the increase estimated by the Board, without the necessity of individual providers petitioning for rate increases to cover the increased amount. TAM also states its concern that all basic local exchange service providers be required to provide TRS. It states that if competitive local exchange carriers

(CLECs) are not required to provide this service, then incumbent local exchange carriers (ILECs) are at a competitive disadvantage, due to the extra costs involved.

The Commission finds that it should adopt the Board's proposal to upgrade the TRS system to include CapTel service, and to increase the charge to basic local exchange service providers as requested in the application. The CapTel enhancement will permit some individuals to use TRS that are not currently able to do so. Moreover, the additional cost per service line appears to be reasonable.

The Commission is not persuaded that significant changes in the present system of reporting and reconciling costs and revenues need to be adopted. By April 1 of each year, SBC shall file an annual report to reconcile the funding revenues with the expenses incurred for the relay system. In the report filed by April 1, 2006, SBC shall include a review of the implementation process for CapTel, detailing how many customers requested and received the CapTel service, recurring and one-time implementation costs, as well as any customer satisfaction measurement metrics that may be available to SBC for the CapTel service. Annual reports will be subject to Commission Staff (Staff) review and audit. If there is reason to believe that the TRS provider charge should be altered, or other changes should be required, the Staff or SBC may file an appropriate proceeding before the Commission.

As to TAM's concerns that ILECs are at a competitive disadvantage, the Commission finds no support in the statute for finding that CLECs are not required to provide TRS. The statute provides that the Commission "shall require each provider of basic local exchange service" to provide TRS. MCL 484.2315(1) and (2). There is no statutory language excepting CLECs from this requirement. If TAM is aware of a CLEC that has failed to provide TRS, it may take appropriate action to challenge that behavior before the Commission.

Finally, the Commission rejects TAM's request that the Commission authorize all basic local exchange service providers to increase their rates to compensate for the increased charge per access line from the TRS provider. To grant that request would essentially grant a single issue rate increase, a concept that the Commission has historically eschewed. Not all providers would require the increase, and those that do may apply for approval pursuant to the provisions of the MTA.

The Commission FINDS that:

- a. Jurisdiction is pursuant to 1991 PA 179, as amended, MCL 484.2101 *et seq.*; 1969 PA 306, as amended, MCL 24.201 *et seq.*; and the Commission's Rules of Practice and Procedure, as amended, 1999 AC, R 460.17101 *et seq.*
- b. The Board's proposal to enhance TRS with CapTel should be approved.

THEREFORE, IT IS ORDERED that the application to allow the use of Captioned Telephone Service to enhance access by hearing impaired and handicapped individuals to switched telecommunications networks is granted.

The Commission reserves jurisdiction and may issue further orders as necessary.

“Adopt and issue minute dated February 9, 2006 designating Communication Access Center for the Deaf and Hard of Hearing, Inc., to the extent that it meets the applicable criteria of the Federal Communications Commission, as an eligible service provider of Internet protocol relay services.”

MICHIGAN PUBLIC SERVICE COMMISSION



J. Peter Lark, Chairman



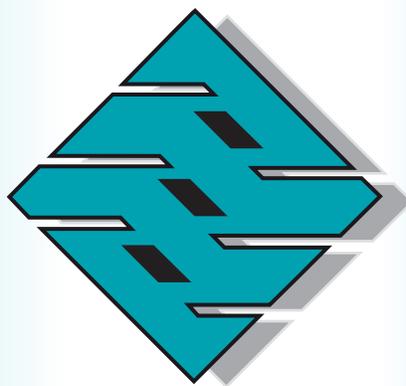
Laura Chappelle, Commissioner

Monica Martinez, Commissioner



Mary Jo Kunkle, Executive Secretary

Michigan Relay Center



**Advisory Board Annual Report
2006**

Michigan Relay Center Advisory Board

This is the sixteenth Annual Report of the Michigan Relay Center (MRC) Advisory Board. The Advisory Board was established by Order of the Michigan Public Service Commission on May 21, 1990. Our on-going purpose is to assist and advise in the operation of the telecommunications relay service (TRS) for the State of Michigan. This service allows deaf, hard-of-hearing, and speech-impaired people to communicate with hearing people through the assistance of a third party or relay representative.

This report provides a synopsis of the MRC activities in 2006. Michigan TRS began on May 29, 1991 allowing deaf, hard-of-hearing, and speech-impaired individuals to call anyone, anywhere, at anytime. Expanded outreach programs presented to numerous groups and individuals have provided information on relay center activities and issues, and have aided in the growth TRS has experienced over the years.

Costs of providing Michigan's TRS and the associated funding are included in this report.

On November 22, 2005, Governor Granholm signed Michigan's new Telecommunication Act, PA 235, which amended PA179 of 1991. The revised Section 315 on TRS expands the Advisory Board from three members to nine.

The Michigan Relay Center Advisory Board met on four occasions in 2006: January 17th, June 21st, October 10th, and December 12th. All Board meetings are open to the general public.

Congratulations to the MRC team on their sixteenth successful year of operation.

The MRC Advisory Board Members are as follows:

David Piasecki, Chairman - Representing AT&T Michigan
Diana McKittrick, Vice Chairman - Representing the Michigan Deaf Association (MDA)
Orjiakor Isiogu – Representing the Michigan Public Service Commission
Christopher Hunter – Representing the Division on Deaf and Hard of Hearing
Brenda Stimpson – Representing the Hard of Hearing Community
Paul Fuglie – Representing Verizon
Jerry Finefrock - Representing Competitive Local Exchange Carriers
Scott Stevenson, TAM President - Representing Independents
Speech Impaired Representative - Unfilled

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Michigan Local Exchange Providers

AT&T Michigan provides Telecommunications Relay Service, (TRS) on behalf of all basic local exchange service (BLES) providers in the state of Michigan. As mandated by the Michigan Public Service Commission (Commission), all providers of BLES must share in the cost of providing TRS at the Michigan Relay Center.

The number of licensed BLES providers is steadily growing in Michigan. You can access the list of BLES providers at the Commission's web site, which can be found on the internet at: <http://cis.state.mi.us/mpsc/comm>.

History of the MRC

The Michigan Relay Center (MRC) was established by Order of the Michigan Public Service Commission (MPSC) on March 13, 1990. The Commission ordered the local exchange carriers in Michigan to design and implement a Telecommunications Relay Service (TRS) to provide communications for deaf, hard-of-hearing and speech-impaired people in the State of Michigan. This system was to be operational by September 13, 1991. AT&T Michigan, with the concurrence of all other local exchange providers in the state, undertook the development and operation of the relay service.

The MRC design proceeded with the objective of providing the highest quality service possible. Input for the design of the system was gathered via the needs of the Deaf Community, visits to other relay centers, and experience from other vendors.

On May 29, 1991 the MRC began operation, marking the beginning of a new telecommunications era in Michigan. Individuals who had to rely on others to make a phone call for something as important as a call to their doctor, or as simple as ordering a pizza, are now able to be as independent as those who formerly made their calls.

On December 8, 1991 after approval by the MPSC, the first calls to points outside of the State of Michigan were completed through the MRC. In compliance with the Americans with Disabilities Act (ADA), MRC users can now call anywhere in the United States as well as anywhere in the world.

On November 6, 1992 the MPSC issued an Order adopting the MRC Advisory Board's recommendation to implement a program which requires each provider of basic local exchange service to provide a text telephone (TTY) device at cost to certified deaf, hard-of-hearing or speech-impaired persons. This Order specified that TTYS provided at cost meet certain minimum requirements. On November 26, 1996 the MPSC issued another Order adopting the MRC Advisory Board's recommendation for a "new" TTY order which supports advanced technology and enhanced telephone services for TTY users. Additional information can be found within the Order in MPSC Case No. U-10210.

On March 6, 2000 the Federal Communications Commission (FCC) amended the Telecommunication Relay Services (TRS) rules in Docket CC 98-67 to expand the kinds of relay services available to consumers with hearing and speech disabilities and to improve the quality of TRS. In particular, the Order required that Speech to Speech and Interstate Spanish Relay be made available by March 1, 2001. Other improvements and requirements of the Order included: ability to make pay per call calls, minimum typing speed of 60 words-per-minute (wpm) by the relay representative, faster answer performance, extended outreach to all callers for all forms of TRS, automatic transfer of emergency calls to 911, etc. In addition, 711 access to the state's relay center was mandated by the FCC to be made available by October 1, 2001.

History of the MRC - continued

On June 17, 2003, the FCC issued another order in the same docket, requiring further enhancements to TRS, such as: Two-line VCO and HCO, HCO to TTY, VCO to TTY, and VCO to VCO. These along with Answering Machine Message Retrieval, Call Release (TTY to TTY), Speed Dialing, and Three-way Calling, had a required implementation date of February 24, 2004. The MRC has complied with the above listed FCC initiatives.

On March 17, 2005, the majority of the MRC Advisory Board submitted an application to the MPSC requesting the current TRS provider, AT&T Michigan, be allowed to offer enhanced access to switched telecommunications networks through the use of Captioned Telephone Service (CapTel™) for the deaf and hard-of-hearing. The MPSC issued an order on June 30, 2005, granting the Advisory Board's application to allow the use of CapTel. CapTel is an advanced form of TRS targeted towards the needs of the hard-of-hearing customer that may want to see and hear what the other party is saying. The conversation of the other party is shown on the display window of the CapTel telephone.

On November 22, 2005, Governor Granholm signed Michigan's new Telecommunication Act, PA 235, which amended PA179 of 1991. The revised Section 315 expands the Advisory Members from a three-member board to nine members. The representatives are as follows: One member shall be the chair of the commission or his or her designated representative. One member shall be the director of the division on deaf and hard of hearing within the department or his or her designated representative. One member shall be a deaf consumer appointed by the director of the department upon the recommendation of the Michigan deaf association. One member shall be a hard of hearing consumer appointed by the department upon the recommendation of Michigan self-help for hard of hearing. One member shall be a speech-impaired consumer appointed by the director of the department. Four members shall be appointed by the director of the department to represent telecommunication providers.

Further, the revised Section 315 requires that by no later than January 1, 2008, the board shall conduct a study and report to the governor and the house and senate standing committees with oversight of telecommunication issues on the ability for deaf, hard of hearing, and speech-impaired customers to access telecommunication services. The report shall include, but is not limited to, activities by the commission to ensure reasonable access, impediments to access, identification of activities in other states to improve access, and recommendations for legislation, if any.

On July 1, 2006, AT&T Michigan began providing CapTel service in Michigan with 100 users and by the end of 2006, had grown to over 270 subscribers. It is expected that by the end of 2007, CapTel users will grow to over 650 subscribers. As described at <http://captionedtelephone.com>, CapTel is ideal for people with some degree of hearing loss. The CapTel telephone works like any other telephone with one important addition: It displays every word the caller says throughout the conversation. CapTel users can listen to the caller, and can also read the written captions in the CapTel's bright display window. For more information, visit the CapTel website.

How Relay Service Works

To use the relay system, a person who is deaf, hard-of-hearing, or speech-impaired uses a device called a text telephone (TTY). The TTY user calls the MRC by either dialing 711¹ or 800-649-3777 to reach a relay representative. The representative calls the person with whom the TTY caller wishes to talk with. The caller types a message into the TTY, which the relay representative receives and "voices" to the person called. The representative then types the called party's response back to the caller.

Hearing persons or non-TTY users may also use the service to reach a TTY user by dialing 711 or the statewide 800 number. The caller tells the representative the area code, telephone number, and the name of the person they are calling. As the conversation is being relayed, the non-TTY user talks as though speaking directly to the TTY user. Relay representatives do not edit calls made through the relay. Center employees are forbidden to disclose any information from the calls, and no records of conversations are kept.

In addition to direct-dial local calls, users can make international calls, interstate and intrastate long distance calls, collect calls, calling card calls, calls billed to a third number, person-to-person calls, and calls from a hotel room. Some telephone service providers may provide toll discounts to those individuals who use a TTY.

Effective November 1995, local calls from a coin telephone made through a Telecommunications Relay Service (TRS) center are provided at no cost to the person making the call. The ability to use coins at pay telephones for TRS users is still not technologically feasible. Toll and long distance calls made through the Michigan Relay Center (MRC) from a pay phone can be charged to a calling card or can be collect and will cost no more than the same call using coins. Brochures with instructions are routinely distributed through MRC outreach efforts and are available upon request.

In 1997, the MRC implemented Customer Profile Service (CPS). CPS is a software upgrade that enables relay representatives to create personalized customer profiles that speed-up call processing. With the CPS enhancement, MRC customers can create their own speed dial list of frequently called numbers, establish a billing preference, pre-select a telephone carrier of their choice, as well as a host of other time saving services. If you are a customer of the MRC and would like to have your own CPS, please contact the MRC supervisor desk on 800-432-0762 for more information.

Beginning December 18, 2000, 900 pay-per-use calling became available. In addition, the MRC implemented Speech to Speech English/Spanish Relay and Spanish to Spanish Relay on February 6, 2001. Customers can dial 711 and be connected to these enhanced TRS services. Or, to obtain the toll free numbers for these additional relay services and to find out more about the MRC, you can access the MRC web site at www.michiganrelay.com. An array of information is provided on use of the MRC, TTY equipment, etc. Also, for information, requests, or to provide comment regarding the MRC, you may reach them through their email address at mrc@michiganrelay.com.

¹Beginning October 1, 2001, 7-1-1 Access to TRS centers nationwide was made available per a federal mandate.

Outreach and Other Efforts of the MRC - 2006

The goal of the Michigan Relay Center (MRC) is not only to provide ongoing educational and informative Outreach Programs on Telecommunications Relay Services (TRS) to users of the MRC, but also to inform all consumers of its purpose and usefulness in everyday life. The MRC, through their outreach efforts, took great strides in targeting a variety of people who are not only Deaf, but who may be Hard-of-Hearing or Speech-Impaired. Many vehicles of communication are utilized in outreach efforts. Through the distribution of brochures, business cards, VCO/HCO/Speech-to-Speech instructions, etc., the MRC made contact with approximately 1,000 people in 2006. Also, contacts were made by AT&T Michigan Outreach Manager, Kenya Lowe, at the following locations and events:

Michigan Department of Public Health- Lansing; Mentor Connect- Southfield; Captel Presentation at Hearing Loss Association of Kalamazoo; Captel Presentation at Hearing Loss Association of Grand Rapids; Participation with the Miss Deaf Michigan Pageant Association and Michigan Deaf Association; Partnership with Deaf C.A.N at the Farmington Hills Library for Deaf Culture training; Presentation at the Detroit Public Schools Parent Network at Schultz Elementary School- Detroit; Blue Cross Blue Shield- Southfield; AT&T- Pontiac; Home visits to assist with VCO phones and Captel phones in Southfield, Hamtramck, and Bloomfield Hills; Lamphere High School's English as a Second Language class- Sterling Heights; "Hear Here 2006 Conference Expo for Michigan SHHH"- Grand Rapids; "Day at the Capitol for Deaf and HH Michiganders"- Lansing; Detroit Day School for the Deaf- Detroit; Eastover Elementary School- Bloomfield Hills; Detroit Black Deaf Advocates- Detroit; Michigan Youth Leadership Forum at Michigan State University- Lansing; National Association for the Deaf Conference in Desert Springs, CA.; Deaf World at Central Michigan University- Mt. Pleasant; Oakland Community College at Orchard Ridge Campus; "Early On"- Dewitt.

Customer Input - 2006

Customer input continues to be a very important element in determining the quality of service the Michigan Relay Center (MRC) provides to its customers. Customer input helps the MRC measure customer satisfaction and is carefully considered when developing methods and training within the MRC.

The MRC has a formal process to receive input directly from customers. MRC customers can call the supervisor desk at 800-432-0762 (24-hour line). The toll free numbers are accessible for both TTY and Voice Callers. Calls are taken from customers who wish to give a commendation to the relay center as well as to discuss any particular relay issues. Immediate action is taken to address any concerns.

The MRC received 1,400 customer contacts in 2006. Of these, 98.9% were satisfied with their service from the MRC or service had exceeded their expectations.

Below are some commendations the MRC received in 2006 from customers regarding their service:

The Rep was extremely friendly and helpful.

The Rep had a cheerful attitude and handled the call efficiently.

The Rep was cooperative and did a wonderful job!

I am very pleased with MRC!!

The Rep was fluent, fast and very pleasant!

The Rep voiced beautifully and had great manners.

The Rep was very polite when she asked me to slow down.

Rep was very helpful when she helped me in understand Relay better.

The Rep was fantastic and had a wonderful tone!

The Rep was very patient with my call.

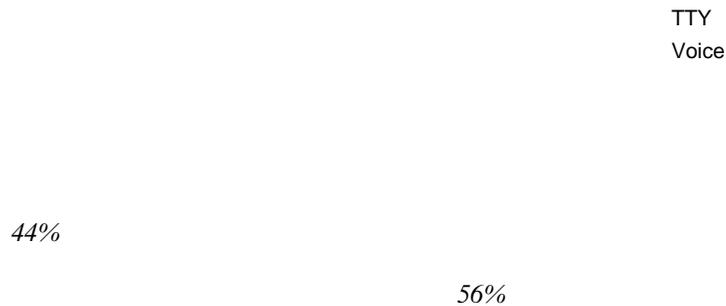
MRC 2006 Incoming Call Volumes With and Without Multiples



The MRC began operation in May, 1991 and ended the year with incoming calls reaching over 200,000. Though traditional TRS continues to experience a decline in volumes, the MRC concluded another successful year of operation and handled over 1.0 million incoming calls with multiples. To date, more than 21 million incoming call requests have been handled by the MRC. Traditional Relay is trending down as other TRS services, such as, IP Relay, CapTel and VRS are being used.

Note: Multiples are a single incoming call requiring more than one outgoing call.

MRC 2006 CALL ORIGINATION



In 2006, MRC Calls originating from TTY customers represented 56%, while Voice customers represented about 44%.

Financial Statistics

2006 Michigan Relay Center Expense:	Expense
1-800-Reconex, Inc.	713
Ace Telephone Company of Michigan, Inc.	12,152
ACN Communication Services, Inc.	18,762
Allendale Telephone Company	13,143
AT&T Communications of Michigan	499,505
AT&T Michigan (formerly SBC Michigan)	5,940,262
Baraga Telephone Company	10,188
Barry County Telephone Company	15,612
Blanchard Telephone Association	2,921
Bloomington Telephone Company	4,420
Carr Telephone Company	3,874
Century Telephone Midwest, Inc.	59,030
Century Telephone of MI, Inc.	127,399
Century Telephone of Northern MI, Inc.	6,684
Chapin Telephone Company	1,468
Chatham Telephone Company	6,227
Chippewa County Telephone Company	3,295
CIMCO Communications, Inc.	5,305
Cinergy Communications Company	647
Climax Telephone Company	3,169
CMC Telecom	15,766
Coast-to-Coast Telecom, Inc.	4,931
Comm South Companies, Inc.	32
Communication Corporation of Michigan	10,373
Contel of the South, Inc.	98,667
Deerfield Farmers' Telephone Company	5,144
Drenthe Telephone Company	1,569
Easton Telecom, Inc.	1,805
Excel Telecommunications, Inc.	5,060
Focal Communications Corporation	25,906
Frontier Communications of MI, Inc.	49,999
Global Connection Inc. of America	6,622
Granite Telecommunications, Inc.	14,919
Hiawatha Telephone Company	13,181
Island Telephone Company	2,633
Kaleva Telephone Company	5,348
Lennon Telephone Company	3,029
Lightyear Network Solutions, LLC	563
MCImetro (MCI)	390,536
McLeodUSA Telecommunications Services, Inc. (Phone MI)	221,193
Midway Telephone Company	1,621
Midwestern Telecommunications, Inc.	865
New Access Communications, Inc.	5,879
Nexus Communications, Inc.	3,737
Ogden Telephone Company	960
Ontonagon County Telephone Company	8,462
Peninsula Telephone Company	3,057
Pigeon Telephone Company	7,669
Planet Access	8,098
Sage Telecom, Inc.	201,650
Sand Creek Telephone Company	2,432
Shiawassee Telephone Company	13,634
Springport Telephone Company	3,972
Sprint Communications Company	22,766
Talk America	607,055
TCG Detroit	27,553
TDS Metrocom LLC	205,556
Trinsic Communications, Inc.	32,700
Upper Peninsula Telephone Company	14,964
VarTec Telecom, Inc.	8,385
Verizon North	1,360,512
Waldron Telephone Company	1,163
Westphalia Telephone Company	2,321
Winn Telephone Company	1,664
Wolverine Telephone Company	21,861
XO Communications Service, Inc.	116,650
Total:	\$10,297,236