

FCC Form 481 - Carrier Annual Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	449006
<015> Study Area Name	SANTA ROSA TEL COOP
<020> Program Year	2014
<030> Contact Name: Person USAC should contact with questions about this data	Jason Tole
<035> Contact Telephone Number: Number of the person identified in data line <030>	940-886-2014
<039> Contact Email Address: Email of the person identified in data line <030>	jason.tole@srcaccess.net

ANNUAL REPORTING FOR ALL CARRIERS	54.313 Completion Required	54.422 Completion Required
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<100> Service Quality Improvement Reporting	<i>(complete attached worksheet)</i>	<i>(check box when complete)</i>	
<200> Outage Reporting (voice)	<i>(complete attached worksheet)</i>		
<210>	<input checked="" type="checkbox"/> <-- check box if no outages to report		
<300> Unfulfilled Service Requests (voice)	<input type="text" value="0"/>		
<310> Detail on Attempts (voice)	<input type="text" value="449006TX310"/> <i>(attach descriptive document)</i>		
<320> Unfulfilled Service Requests (broadband)	<input type="text"/>		
<330> Detail on Attempts (broadband)	<input type="text"/> <i>(attach descriptive document)</i>		
<400> Number of Complaints per 1,000 customers (voice)			
<410> Fixed	<input type="text" value="0.0"/>		
<420> Mobile	<input type="text"/>		
<430> Number of Complaints per 1,000 customers (broadband)			
<440> Fixed	<input type="text"/>		
<450> Mobile	<input type="text"/>		
<500> Service Quality Standards & Consumer Protection Rules Compliance	<i>(check to indicate certification)</i>		
<510>	<input type="text" value="449006TX510"/> <i>(attach descriptive document)</i>		
<600> Functionality in Emergency Situations	<i>(check to indicate certification)</i>		
<610>	<input type="text" value="449006TX610"/> <i>(attach descriptive document)</i>		
<700> Company Price Offerings (voice)	<i>(complete attached worksheet)</i>		
<710> Company Price Offerings (broadband)	<i>(complete attached worksheet)</i>		
<800> Operating Companies and Affiliates	<i>(complete attached worksheet)</i>		
<900> Tribal Land Offerings (Y/N)?	<input type="radio"/> <input checked="" type="radio"/> <i>(if yes, complete attached worksheet)</i>		
<1000> Voice Services Rate Comparability	<i>(check to indicate certification)</i>		
<1010>	<input type="text"/> <i>(attach descriptive document)</i>		
<1100> Terrestrial Backhaul (Y/N)?	<input checked="" type="radio"/> <input type="radio"/> <i>(if not, check to indicate certification)</i>		
<1110>	<i>(complete attached worksheet)</i>		
<1200> Terms and Condition for Lifeline Customers	<i>(complete attached worksheet)</i>		

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	<i>(check to indicate certification)</i>		
<2005>	<i>(complete attached worksheet)</i>		

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	<i>(check to indicate certification)</i>		
<3005>	<i>(complete attached worksheet)</i>		

(100) Service Quality Improvement Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<110> Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document (.pdf)

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How (USF) was used to improve service quality
- <116> How (USF) was used to improve service coverage
- <117> How (USF) was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

(900) Tribal Lands Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<030>	Contact Name - Person USAC should contact regarding this data	Jason Tole
<035>	Contact Telephone Number - Number of person identified in data line <030>	940-886-2014
<039>	Contact Email Address - Email Address of person identified in data line <030>	jason.tole@arcaccess.net

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document (.pdf)

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes, No, NA)

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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<015>	Study Area Name	SANTA ROSA TEL COOP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jason Tole
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<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)

(1200) Terms and Condition for Lifeline Customers Lifeline Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<030>	Contact Name - Person USAC should contact regarding this data	Jason Tole
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<1210> Terms & Conditions of Voice Telephony Lifeline Plans 449006TX1210

Name of attached document (.pdf)

<1220> Link to Public Website HTTP

“Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221>** Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,
- <1222>** Details on the number of minutes provided as part of the plan,
- <1223>** Additional charges for toll calls, and rates for each such plan.

(2000) Price Cap Carrier Additional Documentation Data Collection Form <i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	440006
<015> Study Area Name	SANTA ROSA TEL COOP
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Jason Tole
<035> Contact Telephone Number - Number of person identified in data line <030>	940-886-2014
<039> Contact Email Address - Email Address of person identified in data line <030>	jason.tole@rcacces.net

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting		
<2010>	2nd Year Certification {47 CFR § 54.313(b)(1)}	<input type="checkbox"/>
<2011>	3rd Year Certification {47 CFR § 54.313(b)(2)}	<input type="checkbox"/>
Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}		
<2012>	2013 Frozen Support Certification	<input type="checkbox"/>
<2013>	2014 Frozen Support Certification	<input type="checkbox"/>
<2014>	2015 Frozen Support Certification	<input type="checkbox"/>
<2015>	2016 and future Frozen Support Certification	<input type="checkbox"/>
Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}		
<2016>	Certification Support Used to Build Broadband	<input type="checkbox"/>
Connect America Phase II Reporting {47 CFR § 54.313(e)}		
<2017>	3rd year Broadband Service Certification	<input type="checkbox"/>
<2018>	5th year Broadband Service Certification	<input type="checkbox"/>
<2019>	Interim Progress Certification	<input type="checkbox"/>
<2020>	Please check the box to confirm that the attached PDF, on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	<input type="checkbox"/>
<2021>	Interim Progress Community Anchor Institutions	Name of Attached Document Listing Required Information _____

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	SANTA ROSA TEL COOP
Signature of Authorized Officer:	CERTIFIED ONLINE Date 10/10/2013
Printed name of Authorized Officer:	Jason Tole
Title or position of Authorized Officer:	Assistant GM/CPO
Telephone number of Authorized Officer:	940-886-2014
Study Area Code of Reporting Carrier:	449006 Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

Santa Rosa Telephone Cooperative, Inc. (Study Area – 449006)

OUTAGE REPORTING – §54.313 (a)(2)

Detailed information on any outage in the prior calendar year, as that term is defined in 47 C.F.R. 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect (i) At least ten percent of the end users served in a designated service area; or (ii) A 911 special facility, as defined in 47 C.F.R. 4.5(e). 47 C.F.R. §54.313(a)(2).

Detailed Outage Information for 2012						
Date of Outage	Time of Outage	Description of Outage and Resolution	Particular Services Affected	Geographic Areas Affected	Steps Taken to Prevent Future Recurrences	Number of Customers Affected
		No Outages Occurred				

Santa Rosa Telephone Cooperative was not required to file this information with the Texas Public Utilities Commission for the year 2012, so the information is not available for this filing. We will report the required data related to 2013 in next year's filing.

Response Line 510
Santa Rosa Telephone Cooperative, Inc.
Study Area 449006

Pursuant to 47 C.F.R. § 54.313(a)(5) and or 47 C.F.R. § 54.422(b)(3) Santa Rosa Telephone Cooperative, Inc. is in compliance with appropriate FCC Service Quality Standards and Consumer Protection Rules. Santa Rosa Telephone Cooperative, Inc. provides CPNI training to all of its new employees and in addition trains all of its existing employees on an annual basis. Santa Rosa Telephone Cooperative, Inc. also conducts subscriber outreach regarding CPNI by periodically placing CPNI explanation messages into subscriber's bills and also has signage in its business office regarding CPNI rules and regulations. In addition Santa Rosa Telephone Cooperative, Inc. trains staff on Red Flag issues on an annual basis. All company employees are required to sign and acknowledge that they have completed CPNI and Red Flag training and understand obligations to adherence of applicable rules.

Response Line 610
Santa Rosa Telephone Cooperative, Inc
Study Area 449006

Functionality in Emergency Situations:

Pursuant to 47 C.F.R. § 54.313(a)(6) and 47 C.F.R § 54.22(b)(4) as set forth in 47 C.F.R. § 54.202(a)(2) Santa Rosa Telephone Cooperative, Inc meets the requirements to remain functional in emergency situations and has the following capabilities: Back-up power is provided to Santa Rosa Telephone Cooperative, Inc. central by use of a fixed generator and batteries that provide it with 6 hours of emergency power. In addition, Santa Rosa Telephone Cooperative, Inc. field electronics have 6 hours of back-up power by use of mobile generators and batteries. Santa Rosa Telephone Cooperative, Inc. also has SONET/DWDM/ATM technology deployed in its core fiber optic network that is a self-healing and will automatically reroute traffic should a fiber cut occur. In addition Santa Rosa Telephone Cooperative, Inc. has connectivity to the neighboring exchanges of 442141 to exchange traffic which is the LATA Tandem which further provides capabilities of handling traffic. Lastly, Santa Rosa Telephone Cooperative, Inc. is prepared and capable of managing traffic spikes resulting from emergency situations and has developed procedures for employees to follow during emergency situations.

Santa Rosa Telephone Cooperative Inc.
LIFELINE SERVICE AND UNIVERSAL SERVICES
Texas

The Federal Communications Commission and the Public Utility Commission of Texas have established two programs to make basic telephone service more affordable to eligible customers. **Lifeline Service** is a program designed to make basic telephone service available at reduced rates to eligible residential customers. Customer's eligibility to receive the discount must be renewed periodically.

Who Qualifies? You are eligible for Lifeline Service if your annual household income is at or below 150% of the federal poverty guidelines, or in your household resides a person who receives or has a child who receives benefits from at least one of the following programs:

- Medical Assistance (Medicaid)
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Food Distribution Program on Indian Reservations (FDPIR)
- Low Income Home Energy Assistance Program (LIHEAP)
- Health benefits coverage under the state Children's Health Insurance Program (CHIP)
- An eligible customer residing in tribal lands
- Temporary Assistance for Needy Families (TANF)
- National School Lunch Program (only applicant or customer who satisfy the income standard of the program for free meals)
- Children under 17 years of age with no health insurance
- Other eligible programs may apply

Information about customers who qualify for Lifeline Service may be shared between state agencies and Santa Rosa Telephone Cooperative Inc. Lifeline customers can also subscribe to optional services at the same rate offered to other customers.

What Universal Services are available to all customers? Universal services are offered to all customers of Santa Rosa Telephone Cooperative. Universal Services available include the following services:

- Voice grade access to the public switched network
- Local usage
- Dual tone multi-frequency signaling or its functional equivalent
- Single-party service or its functional equivalent
- Access to emergency services
- Access to operator services
- Access to interexchange services
- Access to directory assistance and annual local directory
- Telecommunications relay service
- Toll limitation for qualifying low-income consumers
- Local Calling for Residential Service is \$10.55 - \$14.00 and Business Service is \$15.90 - \$23.30
- Ability to report service problems seven days a week

In addition to the above services, Santa Rosa Telephone Cooperative offers optional calling features, along with Santa Rosa Communications Long Distance, SRCaccess.net - internet/DSL, and SRTV (where available). Customers who are eligible for the Lifeline Program are also eligible for toll blocking at no charge.

How do Telephone Customers and Applicants for Telephone Service Apply for Lifeline Program? Please call the LIDA at 1 866-454-8387 or go to www.liteuptexas.org if you wish to apply for or have any questions regarding the Lifeline Service. LIDA provides self-enrollment forms by direct mail upon customer request.

How to Apply for Telephone Service? If you do not have telephone service and wish to obtain telephone service or if you have telephone service and you move and you are in the Santa Rosa Telephone Cooperative serving areas please call our business office number 1 888-886-2217 for services and rates and we will be glad to assist you.

SRC Long Distance Residential Rates

Flat Rate

- 24/7 \$.10/min

Peak/Off Peak

- 7:00am to 6:59pm (M-F) \$.11/min
- All other time \$.09/min

Volume Discount

- \$0-\$24.99/month \$.11/min
- \$25-\$49.99/month \$.10/min
- \$50-\$99.99/month \$.08/min
- Over \$100/month \$.07/min

SRC LD One Rate

- \$4.95/month \$.07/min

SRC 48 States Unlimited

- Long Distance \$30

** Does not include Alaska and Hawaii*

Substantive Rule § 26.89(a) (Continued)

(3) A tariff, schedule or list showing all recurring and nonrecurring rates for each service provided:

a. Direct Distance Dialed Calls:

	<u>Rate Per Minute</u>
Residential	\$.10
Business	\$.12

b. Operator Assisted & Other Surcharges:

	<u>0 + Rate</u>	<u>0 - Rate</u>
Operator-Assisted		
Billed to Third Party	\$ 4.95	\$ 3.95
Collect	\$ 3.95	\$ 3.00
Person-Person	\$ 8.95	\$ 8.95
Sent Paid - Non Coin	\$ 3.95	\$ 3.95
Automated Card	\$ 2.50	
Automated Collect	\$ 3.00	

c. Directory Assistance Service:

	<u>Rate Per Minute</u>	
Residential	\$ 1.50	I
Business	\$ 1.50	I

d. Toll Free Service:

	<u>Rate Per Minute</u>	
Residential	\$.15	R
Business	\$.15	R

e. Travelers Card:

	<u>Rate/Surcharge</u>	
Per Call Surcharge	\$.20	R
Per minute of Use	\$.19	R
Pay Phone Surcharge	\$.40	R

f. Pre - Paid Calling Card:

	<u>Rate/Minutes</u>	
Thirty (30) minute card	\$ 3.00	R
Sixty (60) minute card	\$ 6.00	R
One hundred twenty (120) minute card	\$12.00	R

g. Promotional period: for a period of 90 days from the effective date of this tariff offering, SRC will waive all non-recurring charges for new and existing customers subscribing to this long distance plan.

Sept. 1, 2008 5

Substantive Rule §26.89(a) (Continued)

(3) A tariff, schedule or list showing all recurring and nonrecurring rates for each service provided: (Continued)

g. **Volume Discount Plans:**

1) Residential

Peak/Off-Peak Flat Rate

<u>Monday – Friday</u>	<u>Rate Per Minute</u>
7:00 AM - 6:59 PM (Day)	\$.11
7:00 PM – 6.59 AM (Night)	\$.09
Weekends & Holidays	\$.09

Flat Rate with Volume Discount

<u>Monthly Usage:</u>	<u>Rate Per Minute</u>
\$0 - \$24.99 per-month	\$.11 per minute
\$25 - \$49.99 per month	\$.10 per minute
\$50 - \$99.99 per month	\$.08 per minute
over \$100 per month	\$.07 per minute

2) Business

Peak/Off-Peak Flat Rate

<u>Monday – Friday</u>	<u>Rate Per Minute</u>
7:00 AM - 6:59 PM (Day)	\$.13
7:00 PM – 6.59 AM (Night)	\$.11
Weekends & Holidays	\$.11

Flat Rate with Volume Discount

<u>Monthly Usage:</u>	<u>Rate Per Minute</u>
\$0 - \$24.99 per month	\$.13 per minute
\$ 25.00 - \$49.99 per month	\$.12 per minute
\$ 50.00 - \$99.99 per month	\$.10 per minute
\$100.00 - \$149.99 per month	\$.09 per minute
\$150.00 - \$299.99 per month	\$.08 per minute
over \$300.00 per month	\$.07 per minute

All per minute charges are billed in one minute increments.

Substantive Rule §26.89(a) (Continued)

- (3) A tariff, schedule or list showing all recurring and nonrecurring rates for each service provided: (Continued)

h. Optional Calling Plans:

1) SRC One Rate Plan

	<u>Monthly Surcharge</u>	<u>Rate Per Minute</u>
Residential	\$4.95	\$.07
Business	\$4.95	\$.09

2) SRC Unlimited Long Distance Plan

	<u>Rate Per Month</u>
Residential	20.00
Business	N/A

Restrictions for the SRC Unlimited Calling Plan:

- a) SRC's Unlimited Long Distance Plan is available to those residential customers who subscribe to Santa Rosa Telephone Cooperative's residential local service. SCR's calling scope includes only the 48 contiguous United States.
- b) Not included in the Unlimited Long Distance Plan is Calling Card calls, Collect calls, Operator Assisted calls, Third Number Calls, Directory Assistance and International Long Distance. The rates and terms for these services are located elsewhere in this tariff.
- c) The SRC Unlimited Long Distance Calling Plan, cannot be used for long distance access to autodialing, chat room calls, data devices, fax machines, Internet, mass communication, telemarketing, incoming toll-free calls, and pay per-call numbers (e.g., 976 calls). SRC reserves the right, upon notice, to discontinue service to customers on the Calling plan that are determined to have long distance calling patterns that are atypical of normal residential customer usage. Should a customer be removed from the Unlimited Plan due to a violation of this tariff, an alternative plan may be offered to the customer.
- d) This plan is not to be combined with any other discount plans for the same customer with multiple lines.
- e) The company reserves the right to advertise and implement promotional rates as they see fit. Plan rates do not include, and are in addition to, applicable local, state and federal taxes, surcharges, fees, and Universal service charges.
- f) Services may not be available in all service areas or on all calls.

Substantive Rule §26.89(a) (Continued)

(3) A tariff, schedule of list showing all recurring and nonrecurring rates for each service provided: (Continued)

h. Optional Calling Plans: (Continued)

3) SRC 48 Unlimited Long Distance Plan

	<u>Rate Per Month</u>
Residential	\$30.00
Business	N/A

Restrictions for the SRC 48 Unlimited Long Distance Plan:

- a) SRC 48 Unlimited Long Distance Plan is available to those residential customers who subscribe to Santa Rosa Telephone Cooperative's residential local service. SRC's calling scope includes only the 48 contiguous United States. (Does not include Alaska, Hawaii, Puerto Rico, Virgin Islands etc...)
- b) Not included in the SRC 48 Unlimited Long Distance Plan are Calling Card calls, Collect calls, Operator Assisted calls, Third Number Calls, Directory Assistance and International Long Distance. The rates and terms for these services are located elsewhere in this tariff.
- c) The SRC 48 Unlimited Long Distance Plan, cannot be used for business or long distance access to autodialing, chat room calls, data devices, fax machines, Internet, mass communication, telemarketing, incoming toll free calls, and pay per-call numbers (e.g., 976 calls). SRC reserves the right, upon notice, to discontinue service to customers on the Calling plan that are determined to have long distance calling patterns that are atypical of normal residential customer usage. Should a customer be removed from the SRC 48 Unlimited Long Distance Plan due to a violation of this tariff, an alternative plan will be offered to the customer.
- d) This plan is billed per residential local service access line.
- e) The company reserves the right to advertise and implement promotional rates as they see fit. Plan rates do not include, and are in addition to, applicable local, state and federal taxes, surcharges, fees, and Universal service charges.
- f) Services may not be available in all service areas or on all calls.

N

N

Sept. 1, 2008 6

Line 3017 – Not Required for CLEC