



Your business  
is our business.

REDACTED – FOR PUBLIC INSPECTION

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Greenbelt, Maryland 20770  
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October 8, 2013

**By Hand Delivery**

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

**Re: WC Docket No. 10-90, WC Docket No. 11-42  
2013 ETC Annual Report of Bledsoe Telephone Cooperative Corp.  
Study Area Code 290554**

Dear Ms. Dortch:

On behalf of Bledsoe Telephone Cooperative Corp. “Bledsoe”, JSI files the attached confidential and redacted versions of the FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission’s rules.<sup>1</sup> Bledsoe seeks confidential treatment under Protective Order for section 54.313(f)(2) financial information.<sup>2</sup> The redacted version is also being filed this date via the FCC’s Electronic Comment Filing System.

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall  
JSI Vice President  
301-459-7590  
[jkuykendall@jsitel.com](mailto:jkuykendall@jsitel.com)

cc: Charles Tyler, Telecommunications Access Policy Division (two copies, confidential)

<sup>1</sup> 47 C.F.R. §§ 54.313, 54.422.

<sup>2</sup> *Connect America Fund et al.*, WC Docket No. 10-90 *et al.*, Protective Order, DA 12-1857 rel. Nov. 16, 2012 (Protective Order). 47 C.F.R. § 54.313(f)(2).

<b>FCC Form 481 - Carrier Annual Reporting Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	290554
<015> Study Area Name	BLEDSON TEL COOP
<020> Program Year	2014
<030> Contact Name: Person USAC should contact with questions about this data	Gregory L. Anderson
<035> Contact Telephone Number: Number of the person identified in data line <030>	423-447-1230
<039> Contact Email Address: Email of the person identified in data line <030>	glanderson@bledsoe.net

<b>ANNUAL REPORTING FOR ALL CARRIERS</b>	<b>54.313 Completion Required</b>	<b>54.422 Completion Required</b>
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<i>(check box when complete)</i>		
<100> Service Quality Improvement Reporting	<i>(complete attached worksheet)</i>	<input type="checkbox"/> <input checked="" type="checkbox"/>
<200> Outage Reporting (voice)	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<210> <input type="checkbox"/> <-- check box if no outages to report		
<300> Unfulfilled Service Requests (voice)	<input type="text" value="0"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>
<310> Detail on Attempts (voice)	<input type="text"/>	<input type="checkbox"/> <input type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)	<input type="text"/>	<input type="checkbox"/> <input type="checkbox"/>
<330> Detail on Attempts (broadband)	<input type="text"/>	<input type="checkbox"/> <input type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<410> Fixed	<input type="text" value="0.0"/>	
<420> Mobile	<input type="text"/>	
<430> Number of Complaints per 1,000 customers (broadband)		<input type="checkbox"/> <input type="checkbox"/>
<440> Fixed	<input type="text"/>	
<450> Mobile	<input type="text"/>	
<500> Service Quality Standards & Consumer Protection Rules Compliance	<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<510> <input type="text" value="290554tn510"/>	<i>(attached descriptive document)</i>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<610> <input type="text" value="290554tn610"/>	<i>(attached descriptive document)</i>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	<i>(complete attached worksheet)</i>	<input type="checkbox"/> <input type="checkbox"/>
<710> Company Price Offerings (broadband)	<i>(complete attached worksheet)</i>	<input type="checkbox"/> <input type="checkbox"/>
<800> Operating Companies and Affiliates	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)? <input type="radio"/> <input checked="" type="radio"/>	<i>(if yes, complete attached worksheet)</i>	<input checked="" type="checkbox"/> <input type="checkbox"/>
<1000> Voice Services Rate Comparability	<i>(check to indicate certification)</i>	<input type="checkbox"/> <input type="checkbox"/>
<1010> <input type="text"/>	<i>(attach descriptive document)</i>	<input type="checkbox"/> <input type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)? <input checked="" type="radio"/> <input type="radio"/>	<i>(if not, check to indicate certification)</i>	<input type="checkbox"/> <input type="checkbox"/>
<1110>	<i>(complete attached worksheet)</i>	<input type="checkbox"/> <input type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	<i>(complete attached worksheet)</i>	<input type="checkbox"/> <input checked="" type="checkbox"/>

**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>	<input type="checkbox"/> <input type="checkbox"/>
<2005>	<i>(complete attached worksheet)</i>	<input type="checkbox"/> <input type="checkbox"/>

**Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet**

<3000>	<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/> <input type="checkbox"/>
<3005>	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/> <input type="checkbox"/>

<b>(100) Service Quality Improvement Reporting Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	290554
<015> Study Area Name	BLEDSOE TEL COOP
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Gregory L. Anderson
<035> Contact Telephone Number - Number of person identified in data line <030>	423-447-1230
<039> Contact Email Address - Email Address of person identified in data line <030>	glanderson@bledsoe.net

<110> Has your company received its ETC certification from the FCC? If your answer to Line <110> is yes, do you have an existing §54.202(a) "5	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
<111> year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input 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.










<b>(900) Tribal Lands Reporting Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	290554
<015>	Study Area Name	BLEDSOE TEL COOP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Gregory L. Anderson
<035>	Contact Telephone Number - Number of person identified in data line <030>	423-447-1230
<039>	Contact Email Address - Email Address of person identified in data line <030>	glanderson@bledsoe.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)

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

<010>	Study Area Code	290554
<015>	Study Area Name	BLEDSON TEL COOP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Gregory L. Anderson
<035>	Contact Telephone Number - Number of person identified in data line <030>	423-447-1230
<039>	Contact Email Address - Email Address of person identified in data line <030>	glanderson@bledsoe.net

<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)

<b>(1200) Terms and Condition for Lifeline Customers</b> <b>Lifeline</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	290554
<015>	Study Area Name	BLEDSOE TEL COOP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Gregory L. Anderson
<035>	Contact Telephone Number - Number of person identified in data line <030>	423-447-1230
<039>	Contact Email Address - Email Address of person identified in data line <030>	glanderson@bledsoe.net

<1210> Terms & Conditions of Voice Telephony Lifeline Plans 290554tn1210

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Name of attached document (.pdf)

<1220> Link to Public Website HTTP <http://www.bledsoe.net/>

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“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.

<b>(2000) Price Cap Carrier Additional Documentation</b> <b>Data Collection Form</b> <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	290554
<015>	Study Area Name	BLEDSOE TEL COOP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Gregory L. Anderson
<035>	Contact Telephone Number - Number of person identified in data line <030>	423-447-1230
<039>	Contact Email Address - Email Address of person identified in data line <030>	glanderson@bledsoe.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"/>
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**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 _____
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<b>(3000) Rate Of Return Carrier Additional Documentation</b>	FCC Form 481
<b>Data Collection Form</b>	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010> Study Area Code	290554
<015> Study Area Name	BLEDSON TEL COOP
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Gregory L. Anderson
<035> Contact Telephone Number - Number of person identified in data line <030>	423-447-1230
<039> Contact Email Address - Email Address of person identified in data line <030>	glAnderson@bledson.net

**CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.**

**Progress Report on 5 Year Plan**

(3010) Milestone Certification {47 CFR § 54.313(f)(1)(i)} Please check this box to confirm that the attached PDF , on line 3012, contains the required information pursuant to § 54.313 (f)(1)(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.	Name of Attached Document Listing Required Information _____ <input style="width: 20px; height: 15px;" type="checkbox"/>	
(3012) Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)} (3013) Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)} (3014) If yes, does your company file the RUS annual report Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires: (3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers) (3016) PDF of Balance Sheet, Income Statement and Statement of Cash Flows	Name of Attached Document Listing Required Information _____ <input checked="" type="checkbox"/> (Yes/No) <input checked="" type="checkbox"/> (Yes/No)  <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation (3018) If the response is no on line 3014, Is your company audited? If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains : (3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications (3020) PDF of Balance Sheet, Income Statement and Statement of Cash Flows (3021) Management letter issued by the independent certified public accountant that performed the company's financial audit. If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains: (3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers, (3023) Underlying information subjected to a review by an independent certified public accountant (3024) Underlying information subjected to an officer certification. (3025) PDF of Balance Sheet, Income Statement and Statement of Cash Flows (3026) Attach the worksheet listing required information	Name of Attached Document Listing Required Information 290554tn3017 _____ <input type="checkbox"/> (Yes/No)  _____ <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>  _____ <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
(3026) Attach the worksheet listing required information	Name of Attached Document Listing Required Information _____	

<b>Certification - Reporting Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<b>&lt;010&gt;</b>	<b>Study Area Code</b>	290554
<b>&lt;015&gt;</b>	<b>Study Area Name</b>	BLEDSON TEL COOP
<b>&lt;020&gt;</b>	<b>Program Year</b>	2014
<b>&lt;030&gt;</b>	<b>Contact Name - Person USAC should contact regarding this data</b>	Gregory L. Anderson
<b>&lt;035&gt;</b>	<b>Contact Telephone Number - Number of person identified in data line &lt;030&gt;</b>	423-447-1230
<b>&lt;039&gt;</b>	<b>Contact Email Address - Email Address of person identified in data line &lt;030&gt;</b>	glAnderson@bledsoe.net

**TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:**

<b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>	
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:	
Signature of Authorized Officer:	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
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.	

<b>Certification - Agent / Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<b>&lt;010&gt;</b>	Study Area Code	290554
<b>&lt;015&gt;</b>	Study Area Name	BLEDSOE TEL COOP
<b>&lt;020&gt;</b>	Program Year	2014
<b>&lt;030&gt;</b>	Contact Name - Person USAC should contact regarding this data	Gregory L. Anderson
<b>&lt;035&gt;</b>	Contact Telephone Number - Number of person identified in data line <030>	423-447-1230
<b>&lt;039&gt;</b>	Contact Email Address - Email Address of person identified in data line <030>	glanderson@bledsoe.net

**TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:**

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) <u>John Staurulakis, Inc.</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	John Staurulakis, Inc.
Name of Reporting Carrier:	BLEDSOE TEL COOP
Signature of Authorized Officer:	CERTIFIED ONLINE <span style="float: right;">Date: 10/08/2013</span>
Printed name of Authorized Officer:	Greg Anderson
Title or position of Authorized Officer:	General Manager
Telephone number of Authorized Officer:	423-447-2121
Study Area Code of Reporting Carrier:	290554 <span style="float: right;">Filing Due Date for this form: 10/15/2013</span>
<small>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.</small>	

**TO BE COMPLETED BY THE AUTHORIZED AGENT:**

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	BLEDSOE TEL COOP
Name of Authorized Agent or Employee of Agent:	John Staurulakis, Inc.
Signature of Authorized Agent or Employee of Agent:	CERTIFIED ONLINE <span style="float: right;">Date: 10/08/2013</span>
Printed name of Authorized Agent or Employee of Agent:	Lans Chase
Title or position of Authorized Agent or Employee of Agent:	Staff Director - Regulatory Affairs
Telephone number of Authorized Agent or Employee of Agent:	770-569-2105
Study Area Code of Reporting Carrier:	290554 <span style="float: right;">Filing Due Date for this form: 10/15/2013</span>
<small>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.</small>	

## Attachments



**Bledsoe Telephone Cooperative Corporation  
Demonstration of Complying with Applicable Service Quality Standards and  
Consumer Protection Rules**

In establishing this certification in its *2005 ETC Order*,<sup>1</sup> the FCC found that an ETC must make “a specific commitment to objective measures to protect consumers.”<sup>2</sup> The FCC found that for wireless ETCs, compliance with CTIA’s Consumer Code for Wireless Service would satisfy this requirement” and that the sufficiency of other commitments would be considered on a case-by-case basis.<sup>3</sup> In this context, the FCC stated, “to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement.”<sup>4</sup>

As a Cooperative, and in accordance with Tennessee Code Annotated, Title 65 Public Utilities and Carriers, Chapter 29 Telephone Cooperatives, Bledsoe Telephone Cooperative Corporation (“Company”) is not governed by the Rules of the Tennessee Regulatory Authority for service quality standards and consumer protection rules. However, the Company in the interest of protecting its own customers has incorporated consumer protection procedures comparable to those required of ILEC’s in the State of Tennessee, allowing the Company to meet or exceed existing TRA rules. These procedures include, but are not limited to, the following: (1) publishing

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<sup>1</sup> *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) (“*2005 ETC Order*”).

<sup>2</sup> *Id.* at para. 28.

<sup>3</sup> *Id.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: “(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy.” *Id.* at n. 71.

<sup>4</sup> *Id.* at n. 72.

the rates, terms, and conditions of service; (2) implementation of anti-slamming and consumer protection procedures; (3) modeling bill presentation to reflect the truth-in-billing requirements; and (4) CPNI, Red Flag Rules, and other applicable federal requirements governing the protection of customers' privacy.

**Bledsoe Telephone Cooperative Corporation  
Demonstration of Ability to Function in Emergency Situations**

Bledsoe Telephone Cooperative Corporation (“Company”) hereby certifies that it is able to function in emergency situations as set forth in Code of Federal Regulations, Title 47, Part 54, Subpart C, §54.202(a)(2).<sup>1</sup> The Company’s network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). The Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow the Company to manage traffic spikes throughout its network, as emergency situations require.

As a Cooperative, and in accordance with Tennessee Code Annotated, Title 65 Public Utilities and Carriers, Chapter 29 Telephone Cooperatives, Company is not governed by the Rules of Tennessee Regulatory Authority, Chapter 1220-4-2, 1220-4-2-.23 Emergency Operation. However, Company is in compliance with all Federal emergency situations rules, since the Company’s central offices have adequate provision for emergency power. In addition, these backup power provisions also enable Company to meet or exceed existing TRA rules for emergency operations. Specifically, each central office building is supplied with standby generators and battery back-up that enable the central office to keep running until power is restored so long as fuel is available, or until system changes are made to reroute traffic. Company has battery backup at all office locations and in its electronic equipment sites. Length of run time is

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<sup>1</sup> Section 54.202(a)(2) requires ETCs that are designated by the Commission to “demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.”

determined by the equipment serving the area and the number of customers working out of the equipment.

ORIGINAL SHEET NO. 51  
GENERAL SUBSCRIBER SERVICES TARIFF FOR THE STATE OF TENNESSEE

BLED SOE TELEPHONE COOPERATIVE  
PIKEVILLE, TENNESSEE

**LOCAL EXCHANGE SERVICE**

3.0 Service Connection Charges

3.11 Lifeline Assistance Program

3.11.1 General

Lifeline Assistance is a retail service offering available to qualifying low-income subscribers, as provided for below. Lifeline Assistance enables eligible subscribers to pay reduced charges for the following package of 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 service; access to directory assistance; and toll limitation.

3.11.2 Application and Regulations

- (A) Unless other eligibility requirements are established by the Commission, Lifeline Assistance is available to all subscribers who participate in one of the following programs: Medicaid; food stamps; Supplemental Security Income; Federal public housing assistance; or Low-Income Home Energy Assistance Program.
- (B) Each subscriber to Lifeline Assistance must certify in writing to the Cooperative, under penalty of perjury, that s/he receives benefits under a program outlined in subparagraph (A), above, and must, on that same document, agree to notify the Cooperative if s/he ceases to participate in the program(s). The certification form shall conform to the requirements described herein, and shall be made available upon request to any subscriber. The Cooperative shall retain all such subscriber certifications in order to furnish proof of subscriber eligibility as may be required from time to time by Universal Service Administrators.
- (C) A subscriber to Lifeline Assistance may not be a dependent for Federal income tax purposes unless s/he is more than 60 years old.
- (D) A Subscriber may elect at the time of subscription to Lifeline Assistance to receive toll limitation as part of Lifeline Assistance. "Toll limitation" is a service that allows a subscriber to elect not to allow the completion of outgoing toll calls from the subscriber's residence.

ISSUED: JULY 30, 2009  
ISSUED BY: BLED SOE TELEPHONE COOPERATIVE  
By: Greg Anderson

EFFECTIVE: SEPTEMBER 1, 2009  
TITLE : General Manager

ORIGINAL SHEET NO. 52  
GENERAL SUBSCRIBER SERVICES TARIFF FOR THE STATE OF TENNESSEE

BLED SOE TELEPHONE COOPERATIVE  
PIKEVILLE, TENNESSEE

**LOCAL EXCHANGE SERVICE**

3.0 Service Connection Charges

3.12 Lifeline Assistance Program (Cont'd)

3.11.2 Application and Regulations (Cont'd)

(E) Lifeline Assistance will not be disconnected for non-payment of toll charges, unless the Cooperative first demonstrates to the Commission that the Cooperative would incur substantial costs that the Cooperative offers toll limitation without charges, and that telephone subscribership among low-income subscribers in the Cooperative's service area is greater than or equal to the national subscribership rate for low income consumers. For purposes of this paragraph, a "low-income consumer" is one with an income below the poverty level for a family of four residing in the state for which the Company seeks the waiver. The Cooperative shall follow all applicable notice provisions as established, from time to time, by the Commission, as part of the waiver process, and to implement a waiver, if granted. The Cooperative may reapply for a waiver as necessary.

(F) The Cooperative may not collect a service deposit in order to initiate Lifeline Assistance if the qualifying low-income subscriber voluntarily elects toll blocking from the Cooperative, where available. If toll blocking is unavailable, then the Cooperative may charge a service deposit.

3.11.3 Rate Regulations

(A) Lifeline Assistance provides a Federal baseline reduction in an amount equal to the NECA tariff rate for primary residential monthly End User Common Line charge. If the Commission approves an additional reduction of \$1.75 in the amount paid by a subscriber, then additional Federal Lifeline Assistance support in the amount of \$1.75 will be made available to the Cooperative providing Lifeline Assistance to that subscriber. The amount of Lifeline Assistance support shall not exceed the total of the federal End-User Common Line Charge and applicable local service rate charged to the Lifeline Assistance customer.

(B) The Cooperative shall apply the baseline payments received by the administrator of the federal Lifeline Assistance program to waive the qualifying customer's federal End-User Common Line Charge. The Company shall apply any additional federal support amount to the qualifying customer's basic local exchange service rate.

ISSUED: JULY 30, 2009  
ISSUED BY: BLED SOE TELEPHONE COOPERATIVE  
By: Greg Anderson

EFFECTIVE: SEPTEMBER 1, 2009  
TITLE : General Manager

ORIGINAL SHEET NO. 53  
GENERAL SUBSCRIBER SERVICES TARIFF FOR THE STATE OF TENNESSEE

BLED SOE TELEPHONE COOPERATIVE  
PIKEVILLE, TENNESSEE

**LOCAL EXCHANGE SERVICE**

3.0 Service Connection Charges

3.12 Lifeline Assistance Program

3.11.3 Rate Regulations (Cont'd)

- (C) To be eligible for Lifeline Assistance, qualifying customers must subscribe to the lowest priced, flat-rated basic local exchange service offering that is made available in the Cooperative's service area.
- (D) Partial payments that are received from Lifeline customers shall first be applied to local service charges and then to any outstanding toll charges.

ISSUED: JULY 30, 2009  
ISSUED BY: BLED SOE TELEPHONE COOPERATIVE  
By: Greg Anderson

EFFECTIVE: SEPTEMBER 1, 2009  
TITLE : General Manager

ORIGINAL SHEET NO. 55  
 GENERAL SUBSCRIBER SERVICES TARIFF FOR THE STATE OF TENNESSEE

BLEDSON TELEPHONE COOPERATIVE  
 PIKEVILLE, TENNESSEE

**LOCAL EXCHANGE SERVICE**

5.0 Local Exchange Service

5.1 General Description

- (A) Local Exchange Service provides for an access line and the ability to switch or complete a call made by one subscriber within the Telephone Cooperative Exchange to another subscriber within the Telephone Cooperative Exchange.
- (B) The provision of Local Exchange Service is also subject to the Rates, Charges, Rules and Regulations in all other section of this Tariff, which as they now exist or as they may be revised, added to, or supplemented by superseding issues, are hereby a part of the Local Exchange Service Section.

(C) Exchange Listings:

Originating Exchange Name

EAS Calling Points

College Station

Dunlap, Fall Creek Falls, Nine Mile, Pikeville, Chattanooga and parts of Hamilton County.

Dunlap

College Station, Fall Creek Falls, Nine Mile, Pikeville, Chattanooga, and parts of Hamilton County.

Fall Creek Falls

College Station, Dunlap, Nine Mile, Pikeville, Chattanooga, and parts of Hamilton County.

Nine Mile

College Station, Dunlap, Fall Creek Falls, Pikeville, Chattanooga, and parts of Hamilton County.

Pikeville

College Station, Dunlap, Fall Creek Falls, Nine Mile, Chattanooga, and parts of Hamilton County.

(D) The following classes of service are offered in all Bledsoe Telephone Cooperative exchanges:

FLAT RATE SERVICE – Access Line Service Only. Does not Include Terminal Equipment or Inside Wiring.

- Residence 1-Party
- Business 1-Party
- Key Line
- PABX Trunk
- DID Trunk

ORIGINAL SHEET NO. 56  
 GENERAL SUBSCRIBER SERVICES TARIFF FOR THE STATE OF TENNESSEE

BLEDSOE TELEPHONE COOPERATIVE  
 PIKEVILLE, TENNESSEE

**LOCAL EXCHANGE SERVICE**

5.0 Local Exchange Service

5.2 Undertaking of the Telephone Cooperative

- (A) The Telephone Cooperative will provide Local Exchange Service to subscribers residing within the exchange boundaries of the Telephone Cooperative Exchange.
- (B) Use of Local Exchange Service will be provided to residential and business subscribers only.
- (C) A subscriber that is provided with Local Exchange Service will be provided with a telephone number which numerical values are of the Telephone Cooperative's choosing.
- (D) A subscriber that is provided with a telephone number will also be provided with a one line entry in the annual telephone directory listing the subscriber's name, and telephone number. The subscriber's street address may be published at the option of the Telephone Cooperative. Unpublished numbers, unlisted numbers, additional listings or any variation of the Telephone Cooperative's directory listing may be made in accordance with the rates, rules and regulations set forth in Section 8, Directory Listings.
- (E) A subscriber that is provided Local Exchange Service may at the subscriber's request be provided Premise Extension Service in accordance with the provisions set forth in Section 10, Extension Service.
- (F) The Telephone Cooperative will administer its network to insure the provision of acceptable service levels to all subscribers of the Telephone Cooperative's service as defined in Part 64 of the FCC Rules. Generally, service levels are considered acceptable only when subscribers are able to establish connections with little or no delay encountered within the Telephone Cooperative network. The Telephone Cooperative maintains the right to apply protective controls which selectively cancels with completion of traffic carried over its network, including that associated with the subscriber's Local Exchange Service. Generally, such protective measures would only be taken as a result of occurrences such as failure or overload of Telephone Cooperative facilities, natural disasters, mass calling or national security demands. In the event that the protective controls applied by the Telephone Cooperative result in the complete loss of service by the subscriber, the subscriber will be granted a Credit Allowance for Service Interruption as set forth in Section 2.4.5 preceding.
- (G) Touch Tone Service is included with Local Exchange Service.
- (H) Service is classified as business service and business rates apply where the use is primarily or substantially of a business, professional, institutional, or otherwise occupational nature, or where the service or any part thereof is furnished at a business location.
- (I) Service is classified as residence service and residence rates apply where the use is primarily or substantially of a social or domestic nature and the business use, if any, is incidental.

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 GENERAL SUBSCRIBER SERVICES TARIFF FOR THE STATE OF TENNESSEE

BLEDSOE TELEPHONE COOPERATIVE  
 PIKEVILLE, TENNESSEE

**LOCAL EXCHANGE SERVICE**

5.0 Local Exchange Service

5.2 Undertaking of the Telephone Cooperative

- (J) Business Trunk rates apply to central office lines terminated in private branch exchange switching equipment, automatic call distributors or a common group of pooled lines connected to customer premises equipment.
- (K) Key Line rates apply to central office lines terminating in Key Telephone Equipment Systems.
- (L) Direct Inward Dial Trunk (DID) rates apply to central office lines arranged to allow only inbound calls to a specific station number in a Centrex or PABX trunk group which allows for call pick up without the call first being answered by an attendant.

5.3 Limitations

- (A) The Cooperative will assist the subscriber in finding an acceptable number, however, the determination of the numerical value of the telephone number provided to the subscriber is the sole responsibility of the Telephone Cooperative, and the telephone number itself is the sole property of the Telephone Cooperative.
- (B) The design of the local telephone directory and the individual listing of each subscriber is the sole responsibility of the Telephone Cooperative.
- (C) Local Exchange Service will not be provided to subscribers residing outside of the Telephone Cooperative's Local Exchange Area; however, Foreign Exchange Service may be offered by the Telephone Cooperative at its discretion.
- (D) Local Exchange Service will not be provided for use as dedicated facilities.
- (E) The Link-Up Service Connection Program will only be provided to residential subscribers at the principal residence of the eligible subscriber.

5.4 Obligations of the End User

The obligation of the subscriber are as set forth in Section 2.3 preceding. In addition, the following obligations apply:

- (A) The subscriber shall, upon application for Local Exchange Service, be provided the desired name for the directory listing and street address (optional) if different than that on the service order application.

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 GENERAL SUBSCRIBER SERVICES TARIFF FOR THE STATE OF TENNESSEE

BLEDSOE TELEPHONE COOPERATIVE  
 PIKEVILLE, TENNESSEE

**LOCAL EXCHANGE SERVICE**

5.0 Local Exchange Service

5.4 Obligation of the End-User

(B) A subscriber ordering an unlisted or unpublished directory listing shall notify the Telephone Cooperative of such order at the time of application for Local Exchange Service and order such service from Section 8, Directory Listings.

5.5 Payment Arrangements and Credit Allowances

The payment arrangements and credit allowances as set forth in Section 2.4 preceding apply.

5.6 Rate Regulation

(A) Residence

<u>Basic Monthly Exchange Rate*</u>	<u>Res. 1-Party</u>	<u>Bill Code</u>	<u>Bus. 1-Party</u>	<u>Bill Code</u>	<u>PABX** Trunk</u>	<u>Bill Code</u>	<u>Key Line</u>	<u>Bill Code</u>
College Station	\$11.70		\$19.45		\$32.95		\$19.45	
Dunlap	\$11.70		\$19.45		\$32.95		\$19.45	
Fall Creek Falls	\$11.70		\$19.45		\$32.95		\$19.45	
Nine Mile	\$11.70		\$19.45		\$32.95		\$19.45	
Pikeville	\$11.70		\$19.45		\$32.95		\$19.45	

\*Access Line only. Does not include Terminal Equipment.

\*\*Includes Trunk Hunting

**REDACTED – FOR PUBLIC INSPECTION**

**BLEDSON TELEPHONE COOPERATIVE CORP. (SAC 290554)**

**ATTACHMENT - LINE 3017**

**ATTACHMENT REDACTED IN ENTIRETY**