



Your business is our business.

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REDACTED – FOR PUBLIC INSPECTION

DOCKET FILE COPY ORIGINAL

ACCEPTED/FILED

SEP 30 2013

Federal Communications Commission
Office of the Secretary

September 30, 2013

By Hand Delivery

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

**Re: WC Docket No. 10-90, WC Docket No. 11-42
2013 ETC Annual Report of Glenwood Telephone Company
Study Area Code 220365**

Dear Ms. Dortch:

On behalf of Glenwood Telephone Company “Glenwood”, 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.¹ Glenwood seeks confidential treatment under Protective Order for section 54.313(f)(2) financial information.² 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

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

No. of Copies rec'd 0 + 3
LIT/ASODE

¹ 47 C.F.R. §§ 54.313, 54.422.

² *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).

Echelon Building II, Suite 200
9430 Research Blvd., Austin, TX 78759
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1380 Corporate Center Curve, Eagan, MN 55121
phone: 651-452-2660, fax: 651-452-1909

6849 Peachtree Dunwoody Road
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547 South Oakview Lane
Bountiful, UT 84010
phone: 801-294-4576, fax: 801-294-512

FCC Form 481 - Carrier Annual Reporting Data Collection Form	FCC Form 481 QMS Control No. 2060-0982 QMS Control No. 2063-0640 July 2013
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ACCEPTED/FILED

<010> Study Area Code	220365	SEP 30 2013
<015> Study Area Name	GLENWOOD TEL CO	
<020> Program Year	2014	Federal Communications Commission Office of the Secretary
<030> Contact Name: Person USAC should contact with questions about this data	Janice O'Brien	
<035> Contact Telephone Number: Number of the person identified in data line <030>	912-523-5111	
<039> Contact Email Address: Email of the person identified in data line <030>	jeogtc@gtconline.com	

ANNUAL REPORTING FOR ALL CARRIERS	54,313 Completion Required	54,422 Completion Required
------------------------------------------	----------------------------------	----------------------------------

		(check box when complete)
<100> Service Quality Improvement Reporting (complete attached worksheet)	<input type="checkbox"/>	
<200> Outage Reporting (voice) (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input checked="" type="checkbox"/> <-- check box if no outages to report		
<300> Unfulfilled Service Requests (voice) (attach descriptive document)	<input checked="" type="checkbox"/>	
<310> Detail on Attempts (voice)	<input type="checkbox"/>	
<320> Unfulfilled Service Requests (broadband) (attach descriptive document)	<input type="checkbox"/>	
<330> Detail on Attempts (broadband)	<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"/>	
<440> Fixed <input type="text" value="0.0"/>		
<450> Mobile <input type="text"/>		
<500> Service Quality Standards & Consumer Protection Rules Compliance (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> 220365GA510 (attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> 220365GA610 (attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice) (complete attached worksheet)	<input type="checkbox"/>	
<710> Company Price Offerings (broadband) (complete attached worksheet)	<input type="checkbox"/>	
<800> Operating Companies and Affiliates (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)? <input type="radio"/> <input checked="" type="radio"/> (if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	
<1000> Voice Services Rate Comparability (check to indicate certification)	<input type="checkbox"/>	
<1010> (attach descriptive document)	<input type="checkbox"/>	
<1100> Terrestrial Backhaul (Y/N)? <input checked="" type="radio"/> <input type="radio"/> (if not, check to indicate certification)	<input checked="" type="checkbox"/>	
<1110> (complete attached worksheet)	<input type="checkbox"/>	
<1200> Terms and Condition for Lifeline Customers (complete attached worksheet)	<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>	(check to indicate certification)	<input type="checkbox"/>	
<2005>	(complete attached worksheet)	<input type="checkbox"/>	

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

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

(100) Service Quality Improvement Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
-----------------------------------------------------------------------------	----------------------------------------------------------------------------------

<010>	Study Area Code	220365
<015>	Study Area Name	GLENWOOD TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Janice O'Brien
<035>	Contact Telephone Number - Number of person identified in data line <030>	912-523-5111
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeogtc@gtconline.com

<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
<111>	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 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	PCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	220365
<015>	Study Area Name	GLENWOOD TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Janice O'Brien
<035>	Contact Telephone Number - Number of person identified in data line <030>	912-523-5111
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeogtc@gtconline.com

<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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<010> Study Area Code	220365
<015> Study Area Name	GLENWOOD TEL CO
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Janice O'Brien
<035> Contact Telephone Number - Number of person identified in data line <030>	912-523-5111
<039> Contact Email Address - Email Address of person identified in data line <030>	jeogtc@gtconline.com

<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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<010>	Study Area Code	220365
<015>	Study Area Name	GLENWOOD TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Janice O'Brien
<035>	Contact Telephone Number - Number of person identified in data line <030>	912-523-5111
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeogtc@gtconline.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans 220365GA1210

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
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------

<010>	Study Area Code	220365
<015>	Study Area Name	GLENWOOD TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Janice O'Brien
<035>	Contact Telephone Number - Number of person identified in data line <030>	912-523-5111
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeogtc@gtconline.com

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)}
- <2011>
3rd Year Certification {47 CFR § 54.313(b)(2)}

Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}

- <2012>
2013 Frozen Support Certification
- <2013>
2014 Frozen Support Certification
- <2014>
2015 Frozen Support Certification
- <2015>
2016 and future Frozen Support Certification

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

- <2016>
Certification Support Used to Build Broadband

Connect America Phase II Reporting {47 CFR § 54.313(e)}

- <2017>
3rd year Broadband Service Certification
- <2018>
5th year Broadband Service Certification
- <2019>
Interim Progress Certification
- <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.

<2021>
Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

(3000) Rate Of Return Carrier Additional Documentation	FCC Form 481
Data Collection Form	OMB Control No. 3060-0886/OMB Control No. 3060-0819
	July 2013

<010> Study Area Code	220365
<015> Study Area Name	GLENWOOD TEL CO
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Janice O'Brien
<035> Contact Telephone Number - Number of person identified in data line <030>	912-523-5111
<039> Contact Email Address - Email Address of person identified in data line <030>	jeogt@gtconline.com

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

<p>(3010) Milestone Certification (47 CFR § 54.313(f)(1)(i)) Please check this box to confirm that the attached PDF, on line 3012,</p> <p>(3011) 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.</p> <p>(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 (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</p>	<p>Name of Attached Document Listing Required Information</p>	<p><input type="checkbox"/></p> <p><input checked="" type="checkbox"/> (Yes/No) <input type="checkbox"/> (Yes/No)</p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input checked="" type="checkbox"/> (Yes/No)</p> <p><input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p>220365GA3026</p>
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Certification - Reporting Carrier Data Collection Form	FCC Form 481
	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013

<010> Study Area Code	220365
<015> Study Area Name	GLENWOOD TEL CO
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Janice O'Brien
<035> Contact Telephone Number - Number of person identified in data line <030>	912-523-5111
<039> Contact Email Address - Email Address of person identified in data line <030>	jeogtc@gtconline.com

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:	
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.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
-----------------------------------------------------------------	----------------------------------------------------------------------------------

<010> Study Area Code	220365
<015> Study Area Name	GLENWOOD TEL CO
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Janice O'Brien
<035> Contact Telephone Number - Number of person identified in data line <030>	912-523-5111
<039> Contact Email Address - Email Address of person identified in data line <030>	jeogtc@gtconline.com

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:	GLENWOOD TEL CO
Signature of Authorized Officer:	CERTIFIED ONLINE Date: 09/18/2013
Printed name of Authorized Officer:	Janice O'Brien
Title or position of Authorized Officer:	President
Telephone number of Authorized Officer:	912-523-5111
Study Area Code of Reporting Carrier:	220365 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.	

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:	GLENWOOD TEL CO
Name of Authorized Agent or Employee of Agent:	John Staurulakis, Inc.
Signature of Authorized Agent or Employee of Agent:	CERTIFIED ONLINE Date: 09/18/2013
Printed name of Authorized Agent or Employee of Agent:	Bob Ragsdale
Title or position of Authorized Agent or Employee of Agent:	Manager - Regulatory Affairs
Telephone number of Authorized Agent or Employee of Agent:	770-569-2105
Study Area Code of Reporting Carrier:	220365 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

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make “a specific commitment to objective measures to protect consumers.”² The Commission 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.³ 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.”⁴

Glenwood Telephone Company, Inc. (“Glenwood”) hereby certifies that it is in compliance with applicable service quality standards and consumer protection rules. Glenwood is subject to consumer protection obligations under Georgia state law. These obligations include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of the Rules of the Georgia Public Service Commission which discloses rates, and terms and conditions of service to customers (Chapter 515-12-1-.02(5)(a) and .04(5) of the Rules of the Georgia Public Service Commission); (2) adherence to state consumer protection requirements governing telephone providers which require Service Standards (Chapter 515-12-1-.17 and .18 of the Rules of the Georgia Public Service Commission); Customer Billing (Chapter 515-

¹ *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*”).

² *Id.* at para. 28.

³ *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.

⁴ *Id.* at n. 72.

12-1-.04(4) of the Rules of the Georgia Public Service; and Customer Complaints (Chapter 515-12-1-.08 of the Rules of the Georgia Public Service Commission); (3) truth-in-billing requirements (Chapter 515-12-1-.04(4) of the Rules of the Georgia Public Service Commission); and (4) CPNI, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

Glenwood Telephone Company, Inc. ("Glenwood") hereby certifies that it is able to function in emergency situations as set forth in 47 C.F.R. §54.202(a)(2)¹ and Chapter 515-12-1-.11(4) of the Rules of the Georgia Public Service Commission. Glenwood'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 47 C.F.R. §54.202(a)(2) and Chapter 515-12-1-.11(4) of the Rules of the Georgia Public Service Commission. Glenwood can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow Glenwood to manage traffic spikes throughout its network, as emergency situations require.

Specifically, the 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. Glenwood has battery backup at the office location and in its electronic equipment sites. Length of run time is determined by the equipment serving the area and the number of customers working out of the equipment.

¹ 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."

GENERAL SUBSCRIBER SERVICES TARIFF

Glenwood Telephone Company

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Issued: January 1, 1992Effective: May 7, 1992

By: Janice E. O'Brien, President

GENERAL SUBSCRIBER SERVICES TARIFF

Glenwood Telephone Company

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Issued: January 1, 1992Effective: May 7, 1992

By: Janice E. O'Brien, President

GENERAL SUBSCRIBER SERVICES TARIFF

Glenwood Telephone Company

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Issued: January 1, 1992Effective: May 7, 1992

By: Janice E' O'Brien, President

GENERAL SUBSCRIBER SERVICES TARIFF

Glenwood Telephone Company

Section B
Original Sheet 1**GENERAL REGULATIONS****B.1. Ownership and Use of Equipment**

Equipment, instruments, and lines furnished by the Telephone Company on the premises of a customer are the property of the Telephone Company, whose agents and employees shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting, maintaining or repairing the equipment, instruments and lines, or for the purpose of making collections from coin boxes or upon terminating of the service, for the purpose of removing such equipment, instruments and lines. Such equipment, instruments and lines are not to be used for performing any part of the work of transmitting, delivering or collecting any message where any toll or consideration has been or is to be paid any part other than the Telephone Company, without the written consent of the Telephone Company.

B.1.1 Authorized Attachments or Connections

All lines, equipment and apparatus required for a particular service are furnished by the Company and as expressly provided in this Tariff, no equipment, lines or instruments or any apparatus not furnished by the Company may be attached thereto or otherwise connected to the facilities of the Company, except as provided below:

- A. Customer-provided protective circuitry or terminal equipment may be connected at the customer's premises to facilities furnished by the Company for use with exchange telecommunications service in accordance with Part 68 of the Federal Communications Commissions Rules and Regulations.
- B. The customer shall notify the Company of his intention to connect registered or grandfathered protective circuitry or terminal equipment in advance of such connection and shall notify the Company when such protective circuitry or terminal equipment is permanently disconnected. The customer shall provide the Company the registration number and ringer equivalence number for the protective circuitry or terminal equipment.

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GENERAL SUBSCRIBER SERVICES TARIFF

Glenwood Telephone Company

Section B
Original Sheet 2**GENERAL REGULATIONS****B.1. Ownership and Use of Equipment (Cont'd)****B.1.2. Maintenance Service Charge**

The customer shall be responsible for the payment of charges to the company for a visit by the company to the customer's premises where a service difficulty or trouble reports result from customer-provided equipment and facilities. The charges are listed in Section D of this Tariff.

B.1.3. Use of Customer Telephone Service

- A. Customer telephone service, as distinguished from public and semipublic telephone service is furnished only for use by customer, his family, employees or business associates, or persons residing in the customer's household. The Company has the right to refuse to install service or to permit such service to remain on premises of a public or semipublic character when the instrument is so located that the public in general or patrons of the customer may make use of the service. At such locations, however, service may be installed, provided the instrument is so located that it is not accessible for public use.
- B. Pursuant to the requirements of Official Code of Georgia Annotated (OCGA) section 46-5-25, the telephone service of any subscriber terminating at the location of a facsimile machine which is used or operated in violation of the provisions set forth following shall be subject to disconnection if the violation does not cease within 10 days from the date of delivery shown on the return receipt of the certified letter mailed by the Company to the subscriber notifying the subscriber of the violation. A copy of this letter shall also be sent to the Georgia Public Service Commission.

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GENERAL SUBSCRIBER SERVICES TARIFF

Glenwood Telephone Company

Section B
Original Sheet 3**GENERAL REGULATIONS****B.1. Ownership and Use of Equipment (Cont'd)****B.1.3. Use of Customer Service (Cont'd)**

(1) It shall be a violation for any subscriber to initiate the transmission of, employ or direct another person to initiate the transmission of, or contract for the initiation of the transmission of an unsolicited facsimile message for the commercial purpose of advertising or offering the sale, lease, rental, or gift of any goods, services or real personal property.

(2) Paragraph 1, preceding shall not apply where the recipient has consented to the receipt of one or more telefacsimile messages or where there exists a prior contractual or business relationship between the recipient and the initiator or the initiator's principal.

The exception provided for in the preceding paragraph shall not apply where the recipient has notified the initiator or the initiator's principal that the recipient does not wish to receive further telefacsimile messages from the initiator or initiator's principal.

C. The Company reserves the right to limit the length of communication when necessary because of a shortage of facilities caused by an emergency condition.

B.1.4 Tampering with Equipment or Service

A. The Company may refuse to furnish, deny, or disconnect telephone service to any person, firm or corporation on whose premises is located any facilities owned by the Company which shows evidence of tampering, manipulation, operation, or use of any device whatever, for the purpose of obtaining telephone service without payment of applicable charges; or which may affect, alter or impair the service being provided by the Company. The Company has the right to take whatever measures are necessary to protect its property interests and to protect its service. This may include disconnection of service until the situation is corrected and adequate assurances are given that the problem will not be repeated. Additionally, the customer is responsible for all costs to the Company.

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Glenwood Telephone Company

Section B
Original Sheet 4**GENERAL REGULATIONS**

B.1. Ownership and Use of Equipment (Cont'd)

B.1.5. Transmitting Messages

- A. The Company does not transmit messages but offers the use of its facilities for communications between patrons. If because of transmission difficulties, the operator or telephone company employee, in order to accommodate the customer, repeats messages he is deemed to be acting as the agent of the persons involved and no liability shall attach to the Company because of any errors made by the operator or Company employee or misunderstandings that may arise between customers because of the errors.

B.1.6. Defacement of Premises

- A. The Company shall exercise due care in connection with all work done on customer's premises. No liability shall attach to the Company by reason of any defacement or damage to the customer's premises resulting from the existence of the Company's facilities on such premises, or by the installation or removal thereof, unless such defacement or damage is the result of the sole negligence of the Company.

B.1.7 Use of Connecting Company Lines

- A. When suitable arrangements can be made, lines of other telephone companies may be used in establishing wire connections to points not reached by this Company's lines. In establishing connections with the lines of other companies, the Company is not liable for any action of the connecting company.

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