Your business is our business.

7852 Walker Drive, Suite 200
Greenbelt, Maryland 20770
phone: 301-459-7590, fax: 301-577-5575
internet: www.jsitel.com, e-mail: jsi@jsitel.com

REDACTED – FOR PUBLIC INSPECTION

October 10, 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 Oxford West Telephone Company
Study Area Code 100002

Dear Ms. Dortch:

On behalf of Oxford West Telephone Company "Oxford West", 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] Oxford West 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)

[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).

FCC Form 481 - Carrier Annual Reporting Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	100002
<015>	Study Area Name	OXFORD WEST TEL CO
<020>	Program Year	2014
<030>	Contact Name: Person USAC should contact with questions about this data	Dawna K. Hannan
<035>	Contact Telephone Number: Number of the person identified in data line <030>	207-333-3455
<039>	Contact Email Address: Email of the person identified in data line <030>	dhannan@oxfordnetworks.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)	✓	
<200>	Outage Reporting (voice)	(complete attached worksheet)	✓	✓
<210>	✓ <-- check box if no outages to report			
<300>	Unfulfilled Service Requests (voice)	0	✓	
<310>	Detail on Attempts (voice)	(attach descriptive document)		
<320>	Unfulfilled Service Requests (broadband)			
<330>	Detail on Attempts (broadband)	(attach descriptive document)		
<400>	Number of Complaints per 1,000 customers (voice)		✓	✓
<410>	Fixed	0.19		
<420>	Mobile			
<430>	Number of Complaints per 1,000 customers (broadband)			
<440>	Fixed			
<450>	Mobile			
<500>	Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	✓	✓
<510>	Compliance with Service Qualit	(attached descriptive document)	✓	✓
<600>	Functionality in Emergency Situations	(check to indicate certification)	✓	✓
<610>	Emergency Functionality - Oxfo	(attached descriptive document)	✓	✓
<700>	Company Price Offerings (voice)	(complete attached worksheet)		
<710>	Company Price Offerings (broadband)	(complete attached worksheet)		
<800>	Operating Companies and Affiliates	(complete attached worksheet)	✓	✓
<900>	Tribal Land Offerings (Y/N)? ◉ ○	(if yes, complete attached worksheet)	✓	
<1000>	Voice Services Rate Comparability	(check to indicate certification)		
<1010>		(attach descriptive document)		
<1100>	Terrestrial Backhaul (Y/N)? ◉ ○	(if not, check to indicate certification)	✓	
<1110>		(complete attached worksheet)		
<1200>	Terms and Condition for Lifeline Customers	(complete attached worksheet)		✓

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)		
<2005>		(complete attached worksheet)		

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

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

(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	100002
<015>	Study Area Name	OXFORD WEST TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Dawna K. Hannan
<035>	Contact Telephone Number - Number of person identified in data line <030>	207-333-3455
<039>	Contact Email Address - Email Address of person identified in data line <030>	dhannan@oxfordnetworks.com

<110>	Has your company received its ETC certification from the FCC?	(yes / no)	○ ◉
<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)	○ ○

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.	☐

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(200) Service Outage Reporting (Voice)
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	100002
<015>	Study Area Name	OXFORD WEST TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Dawna K. Hannan
<035>	Contact Telephone Number - Number of person identified in data line <030>	207-333-3455
<039>	Contact Email Address - Email Address of person identified in data line <030>	dhannan@oxfordnetworks.com

<220>

<a> NORS Reference Number	<b1> Outage Start Date	<b2> Outage Start Time	<b3> Outage End Date	<b4> Outage End Time	<c1> Number of Customers Affected	<c2> Total Number of Customers	<d> 911 Facilities Affected (Yes / No)	<e> Service Outage Description (Check all that apply)	<f> Did This Outage Affect Multiple Study Areas (Yes / No)	<g> Service Outage Resolution	<h> Preventative Procedures

-- See attached worksheet --

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(700) Price Offerings including Voice Rate Data
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	100002
<015>	Study Area Name	OXFORD WEST TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Dawna K. Hannan
<035>	Contact Telephone Number - Number of person identified in data line <030>	207-333-3455
<039>	Contact Email Address - Email Address of person identified in data line <030>	dhannan@oxfordnetworks.com

<701>	Residential Local Service Charge Effective Date	1/1/2013
<702>	Single State-wide Residential Local Service Charge	

<703>

<a1>	<a2>	<a3>	<b1>	<b2>	<b3>	<b4>	<b5>	<c>
State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fees
				-- See attached worksheet --				

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(710) Broadband Price Offerings
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	100002
<015>	Study Area Name	OXFORD WEST TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Dawna K. Hannan
<035>	Contact Telephone Number - Number of person identified in data line <030>	207-333-3455
<039>	Contact Email Address - Email Address of person identified in data line <030>	dhannan@oxfordnetworks.com

<711>

<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>
State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rate and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached {*select*}

-- See attached worksheet --

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(800) Operating Companies
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	100002
<015>	Study Area Name	OXFORD WEST TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Dawna K. Hannan
<035>	Contact Telephone Number - Number of person identified in data line <030>	207-333-3455
<039>	Contact Email Address - Email Address of person identified in data line <030>	dhannan@oxfordnetworks.com

<810>	Reporting Carrier	Oxford West Telephone Company
<811>	Holding Company	Oxford County Telephone & Telegraph Company
<812>	Operating Company	Oxford West Telephone Company

<813>

<a1>	<a2>	<a3>
Affiliates	**SAC**	**Doing Business As Company or Brand Designation**

-- See attached worksheet --

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(900) Tribal Lands Reporting Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	100002
<015>	Study Area Name	OXFORD WEST TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Dawna K. Hannan
<035>	Contact Telephone Number - Number of person identified in data line <030>	207-333-3455
<039>	Contact Email Address - Email Address of person identified in data line <030>	dhannan@oxfordnetworks.com

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

Oxford West Telephone Company has approximately 18.31 acres of land near Songo Pond in Albany Township, Maine that has one farmhouse on it. Upon investigative work, Oxford found that this piece of land belongs to two Passamaquoddy Tribes, the Indian Township Reservation in Princeton, Maine and the Pleasant Point Reservation in Perry, Maine.

<920> Tribal Government Engagement Obligation

FCC - Form #481 - Tribal Contact Summary - 2012

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:

		Select (Yes,No, NA)
<921>	Needs assessment and deployment planning with a focus on Tribal community anchor institutions;	Yes
<922>	Feasibility and sustainability planning;	Yes
<923>	Marketing services in a culturally sensitive manner;	Yes
<924>	Compliance with Rights of way processes	Yes
<925>	Compliance with Land Use permitting requirements	Yes
<926>	Compliance with Facilities Siting rules	Yes
<927>	Compliance with Environmental Review processes	Yes
<928>	Compliance with Cultural Preservation review processes	Yes
<929>	Compliance with Tribal Business and Licensing requirements.	Yes

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(1100) No Terrestrial Backhaul Reporting Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	100002
<015>	Study Area Name	OXFORD WEST TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Dawna K. Hannan
<035>	Contact Telephone Number - Number of person identified in data line <030>	207-333-3455
<039>	Contact Email Address - Email Address of person identified in data line <030>	dhannan@oxfordnetworks.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) ☐

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(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

<010>	Study Area Code	100002
<015>	Study Area Name	OXFORD WEST TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Dawna K. Hannan
<035>	Contact Telephone Number - Number of person identified in data line <030>	207-333-3455
<039>	Contact Email Address - Email Address of person identified in data line <030>	dhannan@oxfordnetworks.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans — FCC - Form #481 - Lifeline Reporting - 54

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. ☑

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(2000) Price Cap Carrier Additional Documentation
Data Collection Form
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	100002
<015>	Study Area Name	OXFORD WEST TEL CO
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<035>	Contact Telephone Number - Number of person identified in data line <030>	207-333-3455
<039>	Contact Email Address - Email Address of person identified in data line <030>	dhannan@oxfordnetworks.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 _____

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(3000) Rate Of Return Carrier Additional Documentation

Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	100002
<015>	Study Area Name	OXFORD WEST TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Dawna K. Hannan
<035>	Contact Telephone Number - Number of person identified in data line <030>	207-333-3455
<039>	Contact Email Address - Email Address of person identified in data line <030>	dhannan@oxfordnetworks.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

(3010)	Milestone Certification {47 CFR § 54.313(f)(1)(i)} Please check this box to confirm that the attached PDF , on line 3012,	Name of Attached Document Listing Required Information	☐
(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.		
(3012)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	Name of Attached Document Listing Required Information	
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}		☑ (Yes/No)
(3014)	If yes, does your company file the RUS annual report		☐ (Yes/No)
	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	Name of Attached Document Listing Required Information	
(3018)	If the response is no on line 3014, Is your company audited?		☑ (Yes/No)
	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	Oxford West Telephone Company - Audited Financials &

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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	100002
<015>	Study Area Name	OXFORD WEST TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Dawna K. Hannan
<035>	Contact Telephone Number - Number of person identified in data line <030>	207-333-3455
<039>	Contact Email Address - Email Address of person identified in data line <030>	dhannan@oxfordnetworks.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: OXFORD WEST TEL CO

Signature of Authorized Officer: CERTIFIED ONLINE Date 10/10/2013

Printed name of Authorized Officer: Michael Harder

Title or position of Authorized Officer: CFO

Telephone number of Authorized Officer: 207-333-6900

Study Area Code of Reporting Carrier: 100002 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.

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	100002
<015>	Study Area Name	OXFORD WEST TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Dawna K. Hannan
<035>	Contact Telephone Number - Number of person identified in data line <030>	207-333-3455
<039>	Contact Email Address - Email Address of person identified in data line <030>	dhannan@oxfordnetworks.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)_____ 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:

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.

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:

Name of Authorized Agent or Employee of Agent:

Signature of Authorized Agent or Employee of Agent: Date:

Printed name of Authorized Agent or Employee of Agent:

Title or position of Authorized Agent or Employee of Agent

Telephone number of Authorized Agent or Employee of Agent:

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.

Attachments

(800) Operating Companies
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	100002
<015>	Study Area Name	OXFORD WEST TEL CO
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<030>	Contact Name - Person USAC should contact regarding this data	Dawna K. Hannan
<035>	Contact Telephone Number - Number of person identified in data line <030>	207-333-3455
<039>	Contact Email Address - Email Address of person identified in data line <030>	dhannan@oxfordnetworks.com

<810>	Reporting Carrier	Oxford West Telephone Company
<811>	Holding Company	Oxford County Telephone & Telegraph Company
<812>	Operating Company	Oxford West Telephone Company

<813>

<a1> Affiliates	<a2> SAC	<a3> Doing Business As Company or Brand Designation
Oxford Telephone Company	100019	Oxford Telephone Company
Oxford County Telephone Service Company		Oxford Networks

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Demonstration of Compliance with Applicable Service Quality Standards and Consumer Protection Rules:

1. FCC Requirements.

Section 54.313(a)(5) of the FCC Rules requires that a recipient of high-cost support shall provide "certification that it is complying with applicable service quality standards and consumer protection rules." 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]

Oxford West Telephone Company ("Company") hereby certifies that to the best of the knowledge of its officers responsible for said matters, it is complying with applicable service quality standards and consumer protection rules. The Company is subject to service quality standards as required by 35-A M.R.S.A. §7225, and to the

[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.

Maine PUC's general authority over service quality, which include service quality standards adopted by the Maine PUC in Chapters 201 and 206 of its Rules. The Company is subject to consumer protection requirements, including, but are not limited to, the following: (1) filing a Provider of Last Resort Tariff pursuant to the requirements of the Maine PUC which disclose rates, terms and conditions of service to customers; (2) adherence to Maine PUC consumer protection and billing requirements governing telephone providers, including Chapters 206, 289, 290, 292, 294, 296 and 297; and (3) applicable federal and state requirements governing the protection of customers' privacy, including Truth-In-Billing, CPNI and Red Flag Rules.

Demonstration of Ability to Function in Emergency Situations

1. FCC Requirements.

Section 54.313(a)(6) of the FCC Rules requires that a recipient of high cost support provide "certification that the carrier is able to function in emergency situations as set forth in 54.202(a)(2)." 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."

Oxford West Telephone Company, "(Company)" hereby certifies that to the best of the knowledge of its officers responsible for such matters, it is able to function in emergency situations as set forth in §54.202(a)(2). The Company's network is designed to remain functional in emergency situations without an external power source, to reroute traffic around damaged facilities, and to be capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). The Company network is also designed so that the Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will allow the Company to manage traffic spikes throughout its network, as emergency situations require.

Each central office building is supplied with standby generators and battery back-up that are designed to 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. The Company has battery backup at all office locations 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. Generators are installed at all Central Office locations, and are expected to run as long as the Company has access to fuel.

(800) Operating Companies
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	100002
<015>	Study Area Name	OXFORD WEST TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Dawna K. Hannan
<035>	Contact Telephone Number - Number of person identified in data line <030>	207-333-3455
<039>	Contact Email Address - Email Address of person identified in data line <030>	dhannan@oxfordnetworks.com

<810>	Reporting Carrier	Oxford West Telephone Company
<811>	Holding Company	Oxford County Telephone & Telegraph Company
<812>	Operating Company	Oxford West Telephone Company

<813>

<a1> Affiliates	<a2> SAC	<a3> Doing Business As Company or Brand Designation
Oxford Telephone Company	100019	Oxford Telephone Company
Oxford County Telephone Service Company		Oxford Networks

Tribal Engagement

In late Fall of 2012, Oxford West Telephone Company became aware that it has a very small piece of property that is considered "tribal lands". The property is approximately 18.31 acres of land near Songo Pond in Albany Township, Maine. Oxford West Telephone currently provides telephone service to this location. We are able to provide high speed DSL at this location (5/1) should the need arise.

Oxford became aware that this piece of property is owned by two of the Passamaquoddy tribes in Maine, one being the Indian Township Reservation and the other being the Pleasant Point Reservation. Oxford has tried to reach both of the tribes numerous times to comply with the tribal engagement requirements. Attempts have included by telephone, fax, voice mail and certified mail. Please see the "Tribal Contact – Log" for exact details. As of this date, all of Oxford attempts for contact have gone unanswered.

Oxford plans to contact via phone and send out another certified letter in December, 2013. Oxford is concerned that its' numerous attempts could be causing an annoyance for the tribes so we are going to limit it to the above each December.

If you have any suggestions for our situation, please call Dawna Hannan at 207-333-3455.

TRIBAL CONTACT - LOG

DATE	CONTACT TYPE (IN-PERSON, PHONE, E-MAIL, ETC.)	EMPLOYEE CONTACT	TRIBAL CONTACT	SUCCESSFUL ATTEMPT? (YES/No)	COMMENTS
10/12/2012	Telephone Call	Dawna Hannan, VP Regulatory	Chief Joseph Socabasin	No	Left message to call - We never received a call back
10/31/2012	Telephone Call	Dawna Hannan, VP Regulatory	Chief Joseph Socabasin	Yes	Spoke with Chief's secretary and she advised that this parcel of land belongs to both of the Passamaquoddy tribes. (Indian Township and Pleasant Point Reservations. Advised her that we were calling to set-up a meeting with the tribes in regards to the new FCC requirements. She advised that she would give the Chief my message. We never received a call back.
11/7/2012	Telephone Call	Dawna Hannan, VP Regulatory	Chief Rueben Clayton Cleaves	Yes	Spoke with receptionist and explained that we were trying to set up a meeting with the tribes in regards to the new FCC requirements. Receptionist advised that she would give the chief my message. We never received a call back.
12/5/2012	Certified Letter and also faxed a copy of the letter	Dawna Hannan, VP Regulatory	Chief Joseph Socabasin	Yes	Sent certified letter, which was signed for by Eddie Locade on December 13, 2013. No response was received back on the request for a meeting.
12/5/2012	Certified Letter and also faxed a copy of the letter	Dawna Hannan, VP Regulatory	Chief Rueben Clayton Cleaves	Yes	Sent certified letter, which was signed for by Edward Niciole on December 10, 2013. No response was received back on the request for a meeting.
2/28/2013	Telephone Call	Dawna Hannan, VP Regulatory	Chief Rueben Clayton Cleaves	Yes	Left message with secretary (Ginny Altavator in voice mail to call me concerning letter sent in December, 2013. We never received a call back.
2/28/2013	Telephone Call	Dawna Hannan, VP Regulatory	Chief Joseph Socabasin	Yes	Left a message on Chief Socabasin's line (Linda) to call me concerning letter sent December, 2013. We never received a call back.

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7009 2820 0002 6319 6700

U.S. Postal Service™
CERTIFIED MAIL™ RECEIPT
(Domestic Mail Only; No Insurance Coverage Provided)
For delivery information visit our website at www.usps.com®

Postage	$ 0.45
Certified Fee	2.95
Return Receipt Fee (Endorsement Required)	2.35
Restricted Delivery Fee (Endorsement Required)	
Total Postage & Fees	$ 5.75

Postmark Here

Sent To
Street, Apt. or PO Box
City, State

Governor Joseph Socabasin
Passamaquoddy Tribe
Indian Township Reservation
P.O.Box 301
Princeton, ME 04468-0301

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Governor Joseph Socabasin
Passamaquoddy Tribe
Indian Township Reservation
P.O.Box 301
Princeton, ME 04468-0301

COMPLETE THIS SECTION ON DELIVERY

A. Signature
X Eddie Joseph
☐ Agent
☐ Addressee

B. Received by (Printed Name) Eddie Loude
C. Date of Delivery

D. Is delivery address different from item 1? ☐ Yes
If YES, enter delivery address below: ☐ No

3. Service Type
☑ Certified Mail ☐ Express Mail
☐ Registered ☑ Return Receipt for Merchandise
☐ Insured Mail ☐ C.O.D.

4. Restricted Delivery? (Extra Fee) ☐ Yes

2. Article Number (Transfer from service label) 7009 2820 0002 6319 6700

PS Form 3811, February 2004

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OXFORD NETWORKS

www.oxfordnetworks.com

December 5, 2012

Governor Joseph Socabasin
Passamaquoddy Tribe
Indian Township Reservation
PO Box 301
Princeton, Maine 04468-0301

Dear Governor Socabasin,

Oxford West Telephone Company recently became aware that we have tribal land belonging to the Passamaquoddy Tribe within our serving territory. The property is approximately 18.31 acres near Songo Pond in Albany Township. Oxford West Telephone Company currently provides telephone service to this location. We are able to provide high speed DSL service (5/1) to this location should the need arise.

The Federal Communications Commission (FCC) is requiring telephone companies such as Oxford West Telephone Company to meet with Tribal government leaders before December 31, 2012 to discuss the following:

- Needs Assessment and Deployment Planning
- Feasibility and Sustainability Planning
- Marketing of Services in a Culturally Sensitive Manner
- Rights of Way Processes, and Use Permitting, Facilities Siting, Environmental and Cultural Preservation Review Processes
- Compliance with Tribal Business Licensing Requirement

While conducting research, we were advised that both the Indian Township Reservation and the Pleasant Point Reservation have joint ownership of the above tribal land.

We would like to meet with both yourself and Governor Rueben Clayton Cleaves this month if possible. We are amendable to meeting with both of you together or separately whichever is most convenient for each of you. We will be sending a similar request to Governor Cleaves.

Please call me at your earliest convenience at 333-3455 to let me know of your availability to meet with senior management of Oxford West Telephone Company. After our initial meeting, we will be required to meet annually to continue discussions on the above issues. We very much look forward to meeting with you.

Sincerely,

Dawna K. Hannan

Dawna K. Hannan
Vice President – Regulatory Affairs

491 Lisbon Street Lewiston, ME 04240-7418 800-520-9911

OXFORD NETWORKS

www.oxfordnetworks.com

FACSIMILE TRANSMITTAL SHEET

TO: Governor Joseph Socabasin

FROM: Dawna Hannan

COMPANY:

DATE: 12/5/12

FAX: 207-796-5256

TOTAL NO. OF PAGES INCLUDING COVER: 1 of 2

PHONE NUMBER:

SENDER'S REFERENCE NUMBER:

RE:

YOUR REFERENCE NUMBER:

☐ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT ☐ PLEASE REPLY ☐ PLEASE RECYCLE

NOTES/COMMENTS:

We will send the original letter via certified US mail.

LEWISTON, ME 04240
FAX # 333-3489
PHONE # 333-6900

NORWAY, ME 04268
FAX # 739-2908
PHONE # 739-2951

BANGOR, ME 04401
FAX # 974-3192
PHONE # 974-3190

TRANSMISSION VERIFICATION REPORT

TIME : 12/05/2012 10:21
NAME : THERESA CAMIC
FAX : 2073333486
TEL : 2073333458
SER.# : 000L5J992371

DATE,TIME	12/05 10:21
FAX NO./NAME	7965256
DURATION	00:00:34
PAGE(S)	02
RESULT	OK
MODE	STANDARD ECM

7004 1350 0000 1450 8190

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Postage	$ 0.45
Certified Fee	2.95
Return Receipt Fee (Endorsement Required)	2.35
Restricted Delivery Fee (Endorsement Required)	
Total Postage & Fees	$ 5.75

Postmark Here

Sent To: Governor Reuben Clayton Cleaves
Street, Apt. or PO Box: Passamaquoddy Tribe
Pleasant Point Reservation
City, State: P.O.Box 343
Perry, ME 04667-0343

PS Form

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Governor Reuben Clayton Cleaves
Passamaquoddy Tribe
Pleasant Point Reservation
P.O.Box 343
Perry, ME 04667-0343

COMPLETE THIS SECTION ON DELIVERY

A. Signature
X [signature] ☑ Agent ☐ Addressee

B. Received by (Printed Name): Edward J. Nicholas
C. Date of Delivery: 12-10-12

D. Is delivery address different from item 1? ☐ Yes
If YES, enter delivery address below: ☐ No

3. Service Type
☐ Certified Mail ☐ Express Mail
☐ Registered ☐ Return Receipt for Merchandise
☐ Insured Mail ☐ C.O.D.

4. Restricted Delivery? (Extra Fee) ☐ Yes

2. Article Number (Transfer from service label) 7004 1350 0000 1450 8190

PS Form 3811, February 2004 Domestic Return Receipt 102595-02-M-1540

OXFORD NETWORKS

www.oxfordnetworks.com

December 5, 2012

Governor Reuben Clayton Cleaves
Passamaquoddy Tribe
Pleasant Point Reservation
P.O. Box 343
Perry, ME 04667-0343

Dear Governor Cleaves,

Oxford West Telephone Company recently became aware that we have tribal land belonging to the Passamaquoddy Tribe within our serving territory. The property is approximately 18.31 acres near Songo Pond in Albany Township. Oxford West Telephone Company currently provides telephone service to this location. We are able to provide high speed DSL service (5/1) to this location should the need arise.

The Federal Communications Commission (FCC) is requiring telephone companies such as Oxford West Telephone Company to meet with Tribal government leaders before December 31, 2012 to discuss the following:

- Needs Assessment and Deployment Planning
- Feasibility and Sustainability Planning
- Marketing of Services in a Culturally Sensitive Manner
- Rights of Way Processes, and Use Permitting, Facilities Siting, Environmental and Cultural Preservation Review Processes
- Compliance with Tribal Business Licensing Requirement

While conducting research, we were advised that both the Pleasant Point Reservation and the Indian Township Reservation have joint ownership of the above tribal land.

We would like to meet with both yourself and Governor Socabasin this month if possible. We are amendable to meeting with both of you together or separately whichever is most convenient for each of you. We will be sending a similar request to Governor Socabasin.

Please call me at your earliest convenience at 333-3455 to let me know of your availability to meet with senior management of Oxford West Telephone Company. After our initial meeting, we will be required to meet annually to continue discussions on the above issues. We very much look forward to meeting with you.

Sincerely,

Dawna K. Hannan

Dawna K. Hannan
Vice President – Regulatory Affairs

491 Lisbon Street Lewiston, ME 04240-7418 800-520-9911

OXFORD NETWORKS

www.oxfordnetworks.com

FACSIMILE TRANSMITTAL SHEET

TO: Governor Cleaves	FROM: Dawna Hannan
COMPANY:	DATE: 12/5/12
FAX 853-6039	TOTAL NO. OF PAGES INCLUDING COVER: 1 of 2
PHONE NUMBER:	SENDER'S REFERENCE NUMBER:
RE:	YOUR REFERENCE NUMBER:

☐ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT ☐ PLEASE REPLY ☐ PLEASE RECYCLE

NOTES/COMMENTS:

We will send the original letter Via Certified US Mail.

853-6039 did not answer - Resend to 853-6010.

LEWISTON, ME 04240
FAX # 333-3489
PHONE # 333-6900

NORWAY, ME 04268
FAX # 739-2908
PHONE # 739-2951

BANGOR, ME 04401
FAX # 974-3192
PHONE # 974-3190

TRANSMISSION VERIFICATION REPORT

TIME : 12/05/2012 10:29
NAME : THERESA CAMIC
FAX : 2073333486
TEL : 2073333458
SER.# : 000L5J992371

DATE,TIME	12/05 10:29
FAX NO./NAME	8536010
DURATION	00:00:35
PAGE(S)	02
RESULT	OK
MODE	STANDARD ECM

Oxford Networks website www.oxfordnetworks.com, ILEC Product Pricing Sheet, page #15

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ILEC PRODUCT PRICING SHEET

Product	Description	Code	Monthly Cost	One Time Charges
Lifeline Telephone Service	The Lifeline Service Program provides for a reduction equal to amounts as ordered by the Maine Public Utilities Commission. Monthly Lifeline subsidies will not exceed the cost of monthly access line rate(s) and the FCC end user subscriber line Charge. the reduction applies to the monthly rate for one residential basic exchange service line. The reduction in the monthly rate and other Lifeline benefits are provided to qualified residential customers under the FCC Lifeline Assistance program.			
General Information	~ This service is restricted to low income residential subscribers. To qualify for the Lifeline Service Program any member of a subscriber's household must be a recipient of benefits from one of the following programs: Medicaid; Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps; Supplemental Security Income (SSI); Federal Public Housing Assistance; Low-Income Home Energy Assistance Program (LIHEAP); National School Lunch Program's free lunch program; and Temporary Assistance for Needy Families (TANF). An applicant is also eligible if they have a household income at or below 135% of the Federal Poverty Guidelines. ~ The company is prohibited against disconnection of Lifeline customers' local service for non-payment of optional and toll charges. ~ The Company has the right to place mandatory toll restriction on Lifeline accounts who fail to make payment of toll charges within a reasonable period of time. ~ Toll Restrictions service will be offered free of charge to Lifeline customers. ~ The Company is prohibited from requiring a Lifeline customer to pay service deposits in order to initiate service even if the subscriber voluntarily elects to receive toll blocking. ~ the Company must apply partial payments received from Lifeline customers first to local charges and then to toll charges. ~ A credit of -$9.00 applies to installing one residential access line for those customers who are eligible for the Lifeline Service Program. This credit also applies for restoration or reconnection of service, for reasons other than temporary suspension of service, at the same location no more than once per customer per year.		$9.25 Federal Credit $3.50 State Credit	$9.00 Installation Credit
Responsibility of the Subscriber	Customers must be certified as eligible by the appropriate State of Maine agency or present satisfactory proof of eligibility to the Company for both the reduced monthly rate and the installation credit. Recertification of eligibility will occur at least once per year. The monthly credit will be removed from customer accounts who are no longer eligible.			
Local Private Line Service	Private Line Telephone Service is the provision of facilities, including channels and station equipment not switched through a central office, to enable a customer to communicate between specified locations. All facilities required for this service are furnished by the Telephone Company on a full-period service basis only. The service equipment and channels provided under this section are not furnished for the commercial transmission of communications between exchanges nor for the use on competition with any form of service rendered by the Telephone Company or its connecting companies. The rates specified herein are applicable where facilities are available and when standard transmission voice grade circuits can be obtained without the use of special equipment. If, for operating reasons, special equipment is required to render satisfactory service, such special equipment shall be charged for in addition to the applicable charges for standard equipment.			
Local Channels (Dry Cable Pair)	Local Channels		$10.80	
Local Transport Digital Line Service	Channels provided herein are for data transmission only		$12.00	
Intra Exchange Dark Fiber	Priced on an Individual Case Basis (ICB)		ICB	
Off/On Premise Extension	Off Premise and On Premise Extensions are not in accordance with the general plan of furnishing telephone service are provided only under special conditions when warranted by the circumstances involved and when suitable facilities are and continue to be available. Off premise and On Premise Extensions are furnished when the station tekl3phone is outside the building in which the associated telephone is located. An extension is considered to be off-premise if it leaves the customer's property boundary (i.e. across the road), but within the same exchange. A special equipment charges as approved by the Public Utilities Commission under special contract will be applied for such equipment as may be required at any time for transmission and signaling where a customer requires an off premise station line in connection with access line telephone service. The type of circuit construction and its routing are at all times determined by the Telephone Company and ownership of such circuits shall remain vested in the Company.			
Off Premise Extension	Lines serving Business or Residence where the extension termination is on premises other than the access line termination point, but within the same exchange area.		$5.80 /per loop if same continuous loop $18.10 / per loop if non-continuous loop	
On Premise Extension	Lines serving Business or Residence where the extension termination is on the same continuous property as the access line termination point but in a separate building		$3.80 /per loop	

Oxford Networks Web-site
www.oxfordnetworks.com, Oxford West Tariff

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SERVICE CHARGES

3.1 General

A. Service Charges apply to services or equipment ordered or connected into service at the Customer's request including initial connections, moves, and restoration of service. Certain items of equipment in this Tariff are listed with an Installation Charge. This Installation Charge is applied in addition to the appropriate Service Charges listed below.

B. Service charges apply in addition to, but not in lieu of charges which may be incurred in installations of a temporary or speculative nature.

C. Service charges are comprised of the following work functions, one or more of which is applicable based upon the service or equipment requested by a Customer.

1. Initial Connection Charge - Applicable for work performed by the Telephone Company in connection with the Initial establishment of or restoration of provider of last resort retail service.

2. Secondary Service Order Charge - Applicable for work performed by the Telephone Company in association with connections, moves or changes to an established provider of last resort retail service

3. Telephone Number Change Charge - Applicable for work performed by the Telephone Company in connection with changing telephone numbers at the customer's request

4. Network Interface/Drop Relocation Charge - Applicable for work performed by the Telephone Company for the relocation of the Network Interface device or aerial/buried drop.

5. Additional Line Connection Charge - is applicable for work performed by the Telephone Company in connection with the installation of additional line(s) at the time of initial establishment of service. Applies when a customer is adding more than one access line at a time (Initial Connection Charge of $38.00 applies for the first line).

3.2 Rates

		Nonrecurring Charge	
		Business	Residence
A.	Initial Connection Charge	$38.00	$38.00
B.	Secondary Service Order Charge	$ 5.00	$ 5.00
C.	Telephone Number Change Charge	$15.00	$15.00
D.	Network Interface/Drop Relocation Charge	$20.00	$20.00.
E.	Additional Line Connection Charge	$20.00	$20.00

3.3 Application of Service Charges

A. The Initial Connection Charge is applicable for requests for:

1. Initial connection of provider of last resort retail service

2. Transfer of provider of last resort retail service involving a request for a final bill or, if a final bill is not requested, a refusal of the future Customer to accept full responsibility for the former Customer's account.

B The Secondary Service Order Charge is applicable for subsequent Customer requests for connections, moves or changes to an established provider of last resort retail service.

C. The Initial Connection Charge and the secondary service order charge cannot be applied on the same order. When an order requires work for which both the Initial Connection Charge and secondary service order charge would otherwise be applied, only the Initial Connection Charge is applicable.

D. Discontinuance of Service Charge An Initial Connection Charge will apply for restoration of service following disconnection for nonpayment.

E. In the case of equipment for which the initial Contract (termination agreement) period is more than one month at the same location, the Subscriber may arrange for the change of location on the same or to different Premises in the same Exchange area by one of the following methods:

1. By terminating the Contract for service at the old location, and signing a new application. In this case the Subscriber is required to pay the sum of any Termination Charges which may be applicable plus the Installation Charges which would apply in the case of a new installation.

2. By paying the Cost of making the change in location including the Cost of removing all the equipment from the old locations and the Cost of installing the equipment at the new locations. In this case the Contract period is not affected.

3.4 Exceptions

A. Service Charges do not apply for the following:

1. Visits to a Customer's Premises solely for the purpose of repair, maintenance or disconnection of Telephone Company provided service and equipment.

2. Changes from Premium to Economy service or changes from any service other than Provider of Last Resort Retail Service to Provider of Last Resort Retail Service.

3. Service reestablished after the destruction of the residential Customer's Premises by fire, flood, or other similar causes beyond the Customer's control, where the same amount of service is reestablished within a reasonable period of time at the same or different location. If, under the preceding conditions, service is installed at another location and then subsequently reestablished at the original location, Service Charges will apply for the subsequent installation.

4. A change of telephone number when initiated by the Company.

5. Any work functions required not due to Customer's request.

B. To the extent the Commission requires application of a discount to installation charges for customers who have complied with the certification requirements and qualified for Lifeline service pursuant to Part 54 of the Rules of the Federal Communications Commission, Company shall apply such Commission ordered discounts to the installation charges associated with an initial connection of provider of last resort retail service.

Residential Economy Service

4.1 Eligibility

A. Residential service rates shall apply if the service is primarily for domestic purposes and the telephone number associated with the service is not included in any form of advertising for any business purpose.

B. Business rates shall apply for any service that does not qualify for residential service rates as set forth in Section 4.1.A. Customers to whom business rates apply are not eligible to take Residential Economy Service.

4.2 Definitions

A. Basic Service Calling Area – (BSCA) is the local (non-interexchange) calling area of the "home exchange" of a customer of Oxford West Telephone Company. The BSCA includes all exchanges that were in the BSCA prior to the amendments effective in December 2002 plus all exchanges that are contiguous to the home exchange that were not included prior to the December 2002 amendments. Within a BSCA, there may be Economy and Premium calling options with flat-rate and per-minute pricing as specified in the definitions of those options. For all options, the BSCA includes all of the exchanges that are included in the calling option with the largest flat-rate calling area.

B. Home Exchange – is the Exchange of the Company where the Customer receives dial tone.

C. Economy Calling Area is the Customer's basic-service calling area that has a flat monthly rate for unlimited calling within the Customer' Home Exchange and the list of Exchanges identified in connection with the particular Home Exchange in Section 4.4.A and a per-minute rate for calling to the list of Exchanges identified in connection with the Home exchange in Section 4.4.C of this Tariff.

Residential Economy Service (cont.)

D. Provider of last resort service – is a flat- rate service with voice grade access to the public switched telephone network; local usage within the basic service calling areas of incumbent local exchange carriers as of January 1, 2012; 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; toll limitation for qualifying low-income customers; and the capacity to maintain uninterrupted voice service during a power failure, either through the incorporation into the network or network interface devices of suitable battery backup or through electric current. For purposes of this Schedule, all terms included within the definition of provider of last resort service have the same meanings as set forth in 35-A MRSA § 7201.

E. Residential Economy Service – is provider of last resort service offered to residential customers on a retail basis with the Economy Service Area as the Customer's Basic Service Calling Area.

4.3 Regulations Concerning Residential Economy Service.

A. Calls Outside the Economy Calling Area – Residential Economy Service customers may make local calls from their Home Exchange to the additional Exchanges included in Section 4.4.C at a per-minute rate. The per-minute rate for such calls is set forth in Section 4.4.D of this Tariff. Calls made from the Home Exchange to locations within the State of Maine, other than those listed in Section 4.4 are billed to the Customer at the applicable intrastate toll rates of the carrier used to provide Customer's intrastate toll service.

B. Municipal Calling Service – Customer shall receive toll free calling to any other customer of a Provider of Last Resort within the municipality in which Customer resides where practicable so long as Customer is utilizing an intralata toll provider for whom Company provides billing to the Customer. In the event Customer is charged by an intralata toll provider for whom Company provides billing to the Customer for a call to a Provider of Last Resort customer within the municipality in which Customer resides, Company shall remove any charges associated with any such municipal calling from the customer's bill when notified by the customer.

C. Changes in Calling Areas – The Customer's initial selection of either the Economy Calling Area Service offering or the Premium Calling Area Service offering is without charge. Subsequent changes by the Customer

Residential Economy Service (cont.)

are subject to the applicable Service Order Charge as identified in this Tariff. If only one Calling Area Service offering is available for an Exchange, the Customer will automatically be classified under the available service offering and no charge will apply.

D. Rates – The applicable rates for the Company's Residential Economy Service are listed in Sections 4.4.B and 4.4.D of this Tariff.

E. Lifeline – Company complies with all provisions set forth in Part 54 of the Rules of the Federal Communications Commission and shall offer all applicable State and Federal discounts to customers who have been properly certified as qualifying for Lifeline service pursuant to Part 54 of the Rules of the Federal Communications Commission.

4.4 Calling Area Rates and List of Exchanges

A. List of Exchanges Where Flat-Rated Calling Applies

Home Exchange	Unlimited Flat-Rated Calling to the Following Exchanges
Andover	Andover, Roxbury Pond
Bethel	Bethel, Locke Mills, West Bethel,
Bryant Pond	Bryant Pond, West Paris
Hebron	Hebron
Locke Mills	Locke Mills, Bethel, West Bethel
No. Norway	No. Norway, Norway
Roxbury Pond	N/A
Upton	Upton
West Bethel	Bethel. Locke Mills, West Bethel

Residential Premium Service

5.1 Eligibility

A. Residential service rates shall apply if the service is primarily for domestic purposes and the telephone number associated with the service is not included in any form of advertising for any business purpose.

B. Business rates shall apply for any service that does not qualify for residential service rates as set forth in Section 5.1.A. Customers to whom business rates apply are not eligible to take Residential Premium Service.

5.2 Definitions

A. Basic Service Calling Area – (BSCA) is the local (non-interexchange) calling area of the "home exchange" of a customer of Oxford West Telephone Company. The BSCA includes all exchanges that were in the BSCA prior to the amendments effective in December 2002 plus all exchanges that are contiguous to the home exchange that were not included prior to the December 2002 amendments. Within a BSCA, there may be Economy and Premium calling options with flat-rate and per-minute pricing as specified in the definitions of those options. For all options, the BSCA includes all of the exchanges that are included in the calling option with the largest flat-rate calling area.

B. Home Exchange – is the Exchange of the Company where the Customer receives dial tone.

C. Premium Calling Area is the Customer's basic-service calling area that has a flat monthly rate for unlimited calling within the Customer' Home Exchange and the list of Exchanges identified in connection with the particular Home Exchange in Section 5.4.A of this Tariff.

D. Provider of last resort service – is a flat- rate service with voice grade access to the public switched telephone network; local usage within the basic service calling areas of incumbent local exchange carriers as of January 1, 2012; 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; toll limitation for qualifying low-income customers; and the capacity to maintain uninterrupted voice service during power failure, either through the incorporation

Residential Premium Service (cont.)

into the network or network interface devices of suitable battery backup or through electric current. For purposes of this Schedule, all terms included within the definition of provider of last resort service have the same meanings as set forth in 35-A MRSA § 7201.

E. Residential Premium Service – is provider of last resort service offered to residential customers on a retail basis with the Premium Service Area as the Customer's Basic Service Calling Area.

5.3 Regulations Concerning Residential Premium Service.

A. Calls Outside the Premium Calling Area – Calls made from the Home Exchange to locations within the State of Maine, other than those listed in Section 5.4 are billed to the Customer at the applicable intrastate toll rates of the carrier used to provide Customer's intrastate toll service.

B. Municipal Calling Service – Customer shall receive toll free calling to any other customer of a Provider of Last Resort within the municipality in which Customer resides where practicable so long as Customer is utilizing an intralata toll provider for whom Company provides billing to the Customer. In the event Customer is charged by an intralata toll provider for whom Company provides billing to the Customer for a call to a Provider of Last Resort customer within the municipality in which Customer resides, Company shall remove any charges associated with any such municipal calling from the customer's bill when notified by the customer.

C. Changes in Calling Areas – The Customer's initial selection of either the Economy Calling Area Service offering or the Premium Calling Area Service offering is without charge. Subsequent changes by the Customer are subject to the applicable Service Order Charge as identified in this Tariff. If only one Calling Area Service offering is available for an Exchange, the Customer will automatically be classified under the available service offering and no charge will apply.

Residential Premium Service (cont.)

D. Rates – The applicable rates for the Company's Residential Premium Service are listed in Section 5.4.B of this Tariff.

E. Lifeline – Company complies with all provisions set forth in Part 54 of the Rules of the Federal Communications Commission and shall offer all applicable State and Federal discounts to customers who have been properly certified as qualifying for Lifeline service pursuant to Part 54 of the Rules of the Federal Communications Commission.

5.4 Calling Area Rates and List of Exchanges

A. List of Exchanges Where Flat-Rated Calling Applies

Home Exchange	Unlimited Flat-Rated Calling to the Following Exchanges
Andover	Andover, Roxbury Pond, Rumford, Upton, Bethel
Bethel	Bethel, Locke Mills, West Bethel, Bryant Pond, Upton, Andover, No. Norway, Rumford, Harrison, North Lovell
Bryant Pond	Bryant Pond, West Paris, Bethel, Locke Mills, Sumner, Dixfield, Rumford
Hebron	Hebron, Lewiston, Turner, No. Turner, Buckfield, Mechanic Falls, Norway, Oxford
Locke Mills	Locke Mills, Bethel, West Bethel, Bryant Pond, No. Norway, West Paris, Rumford
No. Norway	No. Norway, Norway, Bethel, Locke Mills, West Paris, Harrison
Roxbury Pond	Roxbury Pond, Andover, Rumford
Upton	Upton, Andover, Bethel, West Bethel, Wilson's Mills
West Bethel	West Bethel. Bethel, Locke Mills, Upton, North Lovell

REDACTED – FOR PUBLIC INSPECTION

OXFORD WEST TELEPHONE COMPANY (SAC 100002)

ATTACHMENT - LINE 3017

ATTACHMENT REDACTED IN ENTIRETY