



Your business is our business.

DOCKET FILE COPY ORIGINAL

REDACTED - FOR PUBLIC INSPECTION

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Greenbelt, Maryland 20770  
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internet: www.jsitel.com, e-mail: jsi@jsitel.com

October 11, 2013

**By Hand Delivery**

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

ACCEPTED/FILED

OCT 18 2013

Federal Communications Commission  
Office of the Secretary

**Re: WC Docket No. 10-90, WC Docket No. 11-42  
2013 ETC Annual Report of Industry Telephone Company  
Study Area Code 442093**

Dear Ms. Dortch:

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

Please direct any questions regarding the filing to the undersigned.

Sincerely,

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

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

No. of Copies rec'd 0+3  
LIB/ABODE

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

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

Echelon Building II, Suite 200  
9430 Research Blvd., Austin, TX 78759  
phone: 512-338-0473, fax: 512-346-0822

Eagandale Corporate Center, Suite 310  
1380 Corporate Center Curve, Eagan, MN 55121  
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547 South Oakview Lane  
Bountiful, UT 84010  
phone: 801-294-4576, fax: 801-294-512

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FCC Form 481 - Carrier Annual Reporting Data Collection Form

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

ACCEPTED/FILED

OCT 18 2013

Federal Communications Commission Office of the Secretary

<010> Study Area Code 442093
<015> Study Area Name INDUSTRY TEL CO
<020> Program Year 2014
<030> Contact Name: Person USAC should contact with questions about this data Lisa Northrup
<035> Contact Telephone Number: Number of the person identified in data line <030> 979-357-4411
<039> Contact Email Address: Email of the person identified in data line <030> lisan@industrytelco.com

ANNUAL REPORTING FOR ALL CARRIERS

Table with 2 columns: 54.313 Completion Required, 54.422 Completion Required

- <100> Service Quality Improvement Reporting
<200> Outage Reporting (voice)
<210>
<300> Unfulfilled Service Requests (voice)
<310> Detail on Attempts (voice)
<320> Unfulfilled Service Requests (broadband)
<330> Detail on Attempts (broadband)
<400> Number of Complaints per 1,000 customers (voice)
<410> Fixed
<420> Mobile
<430> Number of Complaints per 1,000 customers (broadband)
<440> Fixed
<450> Mobile
<500> Service Quality Standards & Consumer Protection Rules Compliance
<510> 442093tx510
<600> Functionality in Emergency Situations
<610> 442093tx610
<700> Company Price Offerings (voice)
<710> Company Price Offerings (broadband)
<800> Operating Companies and Affiliates
<900> Tribal Land Offerings (Y/N)?
<1000> Voice Services Rate Comparability
<1010>
<1100> Terrestrial Backhaul (Y/N)?
<1110>
<1200> Terms and Condition for Lifeline Customers

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

<2000>
<2005>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>
<3005>

REDACTED - FOR PUBLIC INSPECTION

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

(100) Service Quality Improvement Reporting  
Data Collection Form

442093

INDUSTRY TEL CO

2014

Lisa Northrup

979-357-4411

lisa@industrytelco.com

<010> Study Area Code

<015> Study Area Name

<020> Program Year

<030> Contact Name - Person USAC should contact regarding this data

<035> Contact Telephone Number - Number of person identified in data line <030>

<039> Contact Email Address - Email Address of person identified in data line <030>

(yes / no)

(yes / no)

<110> Has your company received its ETC certification from the FCC?

If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?

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.

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.

<112>

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

**(800) Operating Companies  
Data Collection Form**

442093

<010> Study Area Code

INDUSTRY TEL\_CO

<015> Study Area Name

2014

<020> Program Year

Lisa Northrup

<030> Contact Name - Person USAC should contact regarding this data

979-357-4411

<035> Contact Telephone Number - Number of person identified in data line <030>

lisan@industrytelco.com

<039> Contact Email Address - Email Address of person identified in data line <030>

Industry Telephone Company

<810> Reporting Carrier

<811> Holding Company

<812> Operating Company

<81>

<81>

<82>

<83>

<83>

Affiliates

Doing Business As Company or Brand Designation

SAC

-- See attached worksheet --



REDACTED - FOR PUBLIC INSPECTION

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

**(1100) No Terrestrial Backhaul Reporting  
Data Collection Form**

442093

INDUSTRY TEL CO

2014

Lisa Northrup

979-357-4411

lisan@industrytelco.com

<010> Study Area Code

<015> Study Area Name

<020> Program Year

<030> Contact Name - Person USAC should contact regarding this data

<035> Contact Telephone Number - Number of person identified in data line <030>

<039> Contact Email Address - Email Address of person identified in data line <030>

<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)

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

(1200) Terms and Condition for Lifeline Customers

Lifeline Data Collection Form

442093

INDUSTRY TEL CO

2014

Lisa Northrup

979-357-4411

1.iana@industrytelco.com

<010> Study Area Code

<015> Study Area Name

<020> Program Year

<030> Contact Name - Person USAC should contact regarding this data

<035> Contact Telephone Number - Number of person identified in data line <030>

<039> Contact Email Address - Email Address of person identified in data line <030>

442093tx1210

Name of attached document (.pdf)

HTTP

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

<1220> Link to Public Website

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

**(2000) Price Cap Carrier Additional Documentation**

**Data Collection Form**

*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

442093

INDUSTRY TEL CO

2014

Lisa Northrup

979-357-4411

lisan@industrytelco.com

<010> Study Area Code

<015> Study Area Name

<020> Program Year

<030> Contact Name - Person USAC should contact regarding this data

<035> Contact Telephone Number - Number of person identified in data line <030>

<039> Contact Email Address - Email Address of person identified in data line <030>

**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.**

<2010>	Incremental Connect America Phase I reporting	<input type="checkbox"/>
<2011>	2nd Year Certification (47 CFR § 54.313(b)(1))	<input type="checkbox"/>
	3rd Year Certification (47 CFR § 54.313(b)(2))	<input type="checkbox"/>
<2012>	Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))	<input type="checkbox"/>
<2013>	2013 Frozen Support Certification	<input type="checkbox"/>
<2014>	2014 Frozen Support Certification	<input type="checkbox"/>
<2015>	2015 Frozen Support Certification	<input type="checkbox"/>
	2016 and future Frozen Support Certification	<input type="checkbox"/>
<2016>	Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))	<input type="checkbox"/>
	Certification Support Used to Build Broadband	<input type="checkbox"/>
<2017>	Connect America Phase II Reporting (47 CFR § 54.313(e))	<input type="checkbox"/>
<2018>	3rd year Broadband Service Certification	<input type="checkbox"/>
<2019>	5th year Broadband Service Certification	<input type="checkbox"/>
<2020>	Interim Progress Certification	<input type="checkbox"/>

Please check the box to confirm that the attached PDF, on line 2021, contains the required information pursuant to § 54.313 (e)(3)(iii), 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.

Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

<2021>

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FCC Form 484  
OMB Control No. 3080-0848/OMB Control No. 3080-0819  
July 2013

(5000) Rate of Return Carrier Additional Documentation  
Data Collection Form

442093

INDUSTRY TEL CO

2014

Lisa Northrup

979-357-4411

lisan@industrytelco.com

3000) Rate of Return Carrier Additional Documentation (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

Progress Report on 5 Year Plan

(3010)	Milestone Certification (47 CFR § 54.313(f)(1)(i)) Please check this box to confirm that the attached PDF, on line 3012, contains the required information pursuant to § 54.313(f)(1)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	<input checked="" type="checkbox"/> (Yes/No) <input type="checkbox"/> (Yes/No)	Name of Attached Document Listing Required Information
(3011)	Community Anchor Institutions (47 CFR § 54.313(f)(1)(iii)) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2)) 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: Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	<input type="checkbox"/> <input type="checkbox"/>	Name of Attached Document Listing Required Information
(3012)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	<input checked="" type="checkbox"/> (Yes/No)	Name of Attached Document Listing Required Information
(3013)	If the response is no on line 3014, is your company audited?	<input checked="" type="checkbox"/>	
(3014)	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: Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications PDF of Balance Sheet, Income Statement and Statement of Cash Flows	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
(3015)	Management letter issued by the independent certified public accountant that performed the company's financial audit.	<input type="checkbox"/>	
(3016)	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: 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.	<input type="checkbox"/> <input type="checkbox"/>	
(3017)	Underlying information subjected to a review by an independent certified public accountant	<input type="checkbox"/>	
(3018)	Underlying information subjected to an officer certification.	<input type="checkbox"/>	
(3019)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>	
(3020)	Attach the worksheet listing required information	<input type="checkbox"/>	

442093t-x3026

Name of Attached Document Listing Required Information

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

**Certification - Reporting Carrier  
Data Collection Form**

<010> Study Area Code 442093

<015> Study Area Name INDUSTRY TEL CO

<020> Program Year 2014

<030> Contact Name - Person USAC should contact regarding this data Lisa Northrup

<035> Contact Telephone Number - Number of person identified in data line <030> 979-357-4411

<039> Contact Email Address - Email Address of person identified in data line <030> lisan@industrytelco.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: \_\_\_\_\_ Date \_\_\_\_\_

Signature of Authorized Officer: \_\_\_\_\_

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 442093  
 <015> Study Area Name INDUSTRY TEL CO  
 <020> Program Year 2014  
 <030> Contact Name - Person USAC should contact regarding this data Lisa Northrup  
 <035> Contact Telephone Number - Number of person identified in data line <030> 979-357-4411  
 <039> Contact Email Address - Email Address of person identified in data line <030> lisan@industrytelco.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) ROBIN MAREK 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: Robin Marek  
 Name of Reporting Carrier: INDUSTRY TEL CO Date: 10/02/2013  
 Signature of Authorized Officer: CERTIFIED ONLINE  
 Printed name of Authorized Officer: Robin Marek  
 Title or position of Authorized Officer: Vice President/General Manager  
 Telephone number of Authorized Officer: 979-357-4411 Filing Due Date for this form: 10/15/2013  
 Study Area Code of Reporting Carrier: 442093

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: INDUSTRY TEL CO  
 Name of Authorized Agent or Employee of Agent: Dee Dee Longenecker Date: 10/02/2013  
 Signature of Authorized Agent or Employee of Agent: CERTIFIED ONLINE  
 Printed name of Authorized Agent or Employee of Agent: Dee Dee Longenecker  
 Title or position of Authorized Agent or Employee of Agent: Manager - Regulatory Affairs, JSI  
 Telephone number of Authorized Agent or Employee of Agent: 512-338-0473 Filing Due Date for this form: 10/15/2013  
 Study Area Code of Reporting Carrier: 442093

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**



**Industry Telephone Company**  
**Response to Lines 500-510 - Service Quality Standards and Consumer Protection Rules**  
**Compliance**

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

**Industry Telephone Company** ("Company") hereby certifies that it complies with applicable service quality standards and consumer protection rules under the Texas Administrative Code, Title 16, Part II, as established by the Public Utility Commission of Texas. These obligations include, but are not limited to, the following: (1) filing a Local Exchange Tariff which discloses rates, terms and conditions of service to customers pursuant to Subchapter J requirements in Sections 26.201-26.230; (2) adherence to state consumer protection requirements governing telephone providers as identified in

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

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

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

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

Subchapter B, in Sections 26.21-26.37; and (3) service quality standards requirements as identified in Subchapter C, Sections 26.51 -26.57.

In addition, the Company complies with numerous federal consumer protection standards including, but not limited to: (1) Truth-in-Billing Rules outlined in 47 CFR § 64.2401; and (2) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

## Industry Telephone Company

### Response to Lines 600-610 - Ability to Function in Emergency Situations

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

Specifically, the Company is able to function under emergency operations in accordance with Public Utility Commission of Texas Substantive Rules §26.51 *Reliability of Operations of Telecommunications Providers* and §26.52 *Emergency Operations* which include obligations for continuity of service and emergency operations planning and service provision capability for dominant carriers. Any central office not equipped with permanently installed standby generators contains as a minimum four hours of battery reserve without voltage falling below the level required for proper operation of all equipment. In addition, all central offices without installed emergency

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

power facilities have a mobile power unit available which can be delivered and connected on short notice.

## Industry Telephone Company

### Rates, Terms and Conditions for Lifeline Service

(Response to Form 481, Line 1210)

Local exchange service rates and charges as specified below are for basic local exchange service, including Tone Dialing Service, and facilities only. The rates for other ancillary services not specifically shown below are presented in Industry Telephone Company's tariff(s) on file with the Public Utility Commission of Texas. Unless otherwise specified, the rates and charges quoted below are for a period of one month, payable in advance and provide unlimited flat rate calling within the local exchange calling scope.

#### Residential Local Exchange Access Line Rates<sup>(1)(2)</sup>:

Exchange Name	R-1 Rate
Carmine	\$ 14.50
Industry	\$ 14.50
New Ulm	\$ 14.50

<sup>(1)</sup> Above listed fees do not include mandatory taxes, fees and surcharges, including, but not limited to Texas Universal Service Fund charges, 9-1-1 fees, and municipal franchise fees.

<sup>(2)</sup> Qualified Lifeline customers are eligible for Lifeline credits or discounts as outlined in the attached Lifeline tariff.

**INDUSTRY TELEPHONE COMPANY**  
Local Exchange Tariff

**SECTION 1**  
5<sup>th</sup> Revised Page 13  
Replacing 4<sup>th</sup> Revised Page 13

**LOCAL EXCHANGE SERVICE**

**V. LIFELINE PROGRAM**

**A. General**

1. Lifeline Service is a retail local service offering sponsored by the FCC and available to qualifying low-income consumers.

2. Consumers qualifying for Lifeline Service are offered the voice telephony services or functionalities enumerated in 47 Code of Federal Regulations §54.101(a) (relating to Supported Services for Rural, Insular and High Cost Areas.

T  
T  
T

3. The Company shall offer toll restriction at no charge to all qualifying low-income consumers at the time such consumers subscribe to Lifeline Service. If the consumer elects to receive toll restriction, that service shall become part of the consumer's Lifeline Service.

4. A customer otherwise eligible to receive the Lifeline Service shall not be prohibited from obtaining and using telecommunication equipment and services designed to aid such customer in utilizing qualifying telecommunication services.

5. Lifeline Service rate reductions only apply to basic network service and do not apply to long distance service, 976 and other non-basic services either regulated or non-regulated. Customers may subscribe to such services including bundled services, where available, at their discretion, however the discount will only apply to the basic service charge included in the bundled rate.

6. The Lifeline Service rate reductions do not apply to service connection charges, except that customers eligible for the Tribal Link Up program will receive a reduction in applicable service connection charges, as set forth in Section 2, Subsection II. of this tariff.

7. The Company will waive number portability charges, subject to the tariff, for the Lifeline customer.

By: Mary Ackley  
Title: President

**PUBLIC UTILITY COMMISSION OF TEXAS**  
EFFECTIVE  
APR 2 '12 CONTROL# TC. NO. 40225  
TARIFF CLERK

**INDUSTRY TELEPHONE COMPANY**  
Local Exchange Tariff

SECTION 1  
8<sup>th</sup> Revised Page 14  
9<sup>th</sup> Revised Page 14  
Replacing

**LOCAL EXCHANGE SERVICE**

**V. LIFELINE PROGRAM (Continued)**

**A. General (Continued)**

8. A consumer eligible for Lifeline Service may be eligible for Tribal Link Up Service. T

**B. Eligibility Requirement**

1. The discounted service will be provided for one (1) residential telephone line per household, at the subscriber's principal place of residence.

2. To determine eligibility, the applicant must certify that their annual household income is at or below 150% of the annual federal poverty guidelines, be an eligible resident of Tribal lands, or participate in, or have a person or child who resides in the customer household who participates in, a program identified in Chapter 47 of the Code of Federal Regulations § 54.409 and in P.U.C. Substantive Rule 26.412 regarding consumer qualification for Lifeline. T  
D

By: Mary Ackley  
Title: President

**PUBLIC UTILITY COMMISSION OF TEXAS**  
EFFECTIVE  
APR 2 '12 CONTROL# IC. NO. 40225  
TARIFF CLERK

**INDUSTRY TELEPHONE COMPANY**  
Local Exchange Tariff

**SECTION 1**  
7<sup>th</sup> Revised Page 14A  
Replacing 6<sup>th</sup> Revised Page 14A

**LOCAL EXCHANGE SERVICE**

**V. LIFELINE PROGRAM (Continued)**

**B. Eligibility Requirement (Continued)**

3. Procedures for Establishing Lifeline Discounts

(a) Consumers within the Company's service area identified as eligible for Lifeline Service by Texas Low-Income Discount Administrator (LIDA) through the automatic enrollment process under Commission Substantive Rule 26.412, shall be provided Lifeline Service discounts, unless the Company receives a customer request to be excluded from such discounts. Consumers who are eligible for Lifeline Service but do not have telephone service at the time the LIDA provides its eligibility list to the Company are responsible for contacting the Company and initiating a request for Link Up Service from the Company.

(b) The LIDA shall provide the Company with a monthly list of consumers eligible for Lifeline Service and shall provide an updated list to the Company on a periodic basis.

(c) Consumers, or households with a person or child, who do not participate in one of the designated programs but who meet annual income qualifications by having an annual household income at or below 150% of the federal poverty guidelines, may establish eligibility for Lifeline Service by contacting the LIDA.

-----  
By: Mary Ackley  
Title: President

<p><b>PUBLIC UTILITY COMMISSION OF TEXAS</b> EFFECTIVE APR 2 '12 CONTROL* TC. NO. 40225</p>
<p>TARIFF CLERK</p>

INDUSTRY TELEPHONE COMPANY  
Local Exchange Tariff

SECTION 1  
6th Revised Page 15  
Replacing 5th Revised Page 15

**LOCAL EXCHANGE SERVICE**

**V. LIFELINE PROGRAM (Continued)**

**B. Eligibility Requirement (Continued)**

**4. Provision of Service**

(a) The Company shall provide Lifeline Service to all eligible consumers identified by the LIDA within its service area if the consumer is the customer of the Company. Within 60 days after receipt of the list, the Company shall begin reduced billing for those eligible low-income consumers subscribing to qualifying services.

(b) If the eligible consumer changes the telephone service to qualifying services or initiates new qualifying service, the Company shall begin reduced billing at the time the change of service becomes effective or at the time the new service is established.

(c) The Company will discontinue Lifeline Service discounts upon notice by the LIDA that a customer is no longer eligible.

(d) The Company has provided a confidentiality agreement to the LIDA and to the Texas Department of Human Services specifying the use of confidential client information is solely for providing Lifeline Service.

**C. Deposits**

The deposit requirements will be waived for Lifeline Service applicants who voluntarily elect to subscribe to Toll Restriction Service.

By: Mary Ackley  
Title: President

**PUBLIC UTILITY COMMISSION OF TEXAS  
APPROVED**

MAY 4 '07 CONTROL# DKT. NO. 34163

TARIFF CLERK

**INDUSTRY TELEPHONE COMPANY**  
Local Exchange Tariff

**SECTION 1**  
5<sup>th</sup> Revised Page 16  
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**LOCAL EXCHANGE SERVICE**

**V. LIFELINE PROGRAM (Continued)**

**D. Lifeline Service Discounts**

Eligible consumers who subscribe to Lifeline Service will receive the following discounts:

1. Federal Lifeline support amount. The Company shall grant qualifying low-income consumers support of up to \$9.25 per month or equal to the support amount as directed by the Federal Communications Commission in Chapter 47 of the Code of Federal Regulations § 54.403 regarding Lifeline support.

2. State reduction. The Company shall grant a state reduction of up to \$3.50 in the monthly amount of intrastate charges due.

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By: Mary Ackley  
Title: President

**PUBLIC UTILITY COMMISSION OF TEXAS**  
EFFECTIVE

APR 2 '12 CONTROL\* TC. NO. 40225

TARIFF CLERK

**INDUSTRY TELEPHONE COMPANY**  
Local Exchange Tariff

**SECTION 1**  
2<sup>nd</sup> Revised Page 16A  
Replacing 1<sup>st</sup> Revised Page 16A

**LOCAL EXCHANGE SERVICE**

**V. LIFELINE PROGRAM (Continued)**

**E. Service Charges**

1. Service charges do not apply when eligible customers with existing residential service convert to Lifeline Service.

2. Service charges apply when:

(a) At the time Lifeline Service billing is initiated, where existing eligible residential local exchange access service customers request additional features, such as special or custom calling features.

(b) A customer receiving Lifeline Service voluntarily elects to convert to telephone service arrangements, which preclude Lifeline Service eligibility.

(c) New residential applicants (those without existing local exchange access service) eligible for the Lifeline Program will be subject to applicable service charges, except those new customers who qualify for the Tribal Link Up program as specified in Section 2 of this tariff. T

3. Any subsequent moves or changes after the initial connection to Lifeline Service will be subject to applicable service charges, except for cases where the charges would be reduced under the provisions of Tribal Link Up.

**F. Payments and Disconnection of Service**

1. The Company may not disconnect Lifeline Service for nonpayment of toll charges.

2. A Lifeline customer is required to adhere to the same bill payment policies applicable to all of the Company's customers.

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By: Mary Ackley  
Title: President

**PUBLIC UTILITY COMMISSION OF TEXAS**  
EFFECTIVE

APR 2 '12 CONTROL\* IC. NO. 40225

TARIFF CLERK

**REDACTED – FOR PUBLIC INSPECTION**

**INDUSTRY TELEPHONE COMPANY (SAC 442093)**

**ATTACHMENT - LINE 3026**

**ATTACHMENT REDACTED IN ENTIRETY**