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ACCEPTED/FILED

OCT 18 2013

ARTHUR BLOOSTON  
1914 - 1999

Federal Communications Commission  
Office of the Secretary

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**REDACTED - FOR PUBLIC INSPECTION**

VIA HAND DELIVERY AND ECFS

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

**RE: Form 481 - Carrier Annual Reporting Data Collection Form  
WC Dockets No. 10-90 and 11-42**

Dear Ms. Dortch:

Pursuant to sections 54.313(i) and 54.422(c) of the Commission's Rules<sup>1</sup> and the Commission's *Public Notice*<sup>2</sup> and *Protective Order*<sup>3</sup> in this proceeding, Northern Arkansas Telephone Company ("the Company") hereby submits two copies of its "FCC Form 481 - Carrier Annual Reporting Data Collection Form," which was timely filed with the Universal Service Administrative Company and the appropriate state commission on or before October 15, 2013, and which includes a Redacted Confidential Document containing proprietary and confidential financial information that has been obscured.

No. of Copies rec'd 0+1  
List / CODE

<sup>1</sup> 47 CFR §§54.313 and 54.422.

<sup>2</sup> *Wireline Competition Bureau Announces Filing Deadline of October 15, 2013 for Eligible Telecommunications Carriers to File High-Cost and Low-Income Annual Reports*, PUBLIC NOTICE, WC Dockets No. 10-90 and 11-42, DA 13-1707, released August 6, 2013.

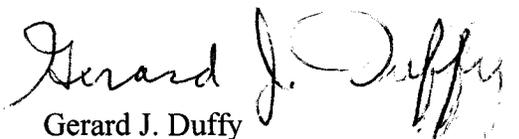
<sup>3</sup> *In the Matter of Connect America Fund, et al.*, PROTECTIVE ORDER, WC Docket No. 10-90, et al., DA 12-1857, released November 16, 2013.

**REDACTED – FOR PUBLIC INSPECTION**

The Company seeks confidential treatment under the *Protective Order* for the financial information included in its report pursuant to §54.313(f)(2). Confidential treatment of this information is appropriate on the grounds that it is commercially sensitive information that is not normally released to the public. The Company is also submitting a copy of its FCC Form 481 (including the Redacted Confidential Document) via the Electronic Comment Filing System, as directed by the Public Notice.

Due to temporary closure of the Commission's filing window, mail room, and electronic filing systems beginning October 1, 2013, this filing is being submitted on the business day following the day of return to normal operations in accordance with the Commission's Public Notice on filing procedures in the event of a lapse in funding.<sup>4</sup> If you have any questions regarding this matter, please contact undersigned counsel.

Respectfully submitted,

  
Gerard J. Duffy

Filed: **OCT 18 2013**

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<sup>4</sup> *Procedures for Filings in the Event of a Lapse in Funding*, PUBLIC NOTICE, released October 1, 2013.

**FCC Form 481 - Carrier Annual Reporting Data Collection Form** FCC Form 481  
OMB Control No. 3060-0885/OMB Control No. 3060-0619  
July 2013

<b>&lt;010&gt; Study Area Code</b>	401713
<b>&lt;015&gt; Study Area Name</b>	NORTH ARKANSAS TEL
<b>&lt;020&gt; Program Year</b>	2014
<b>&lt;030&gt; Contact Name: Person USAC should contact with questions about this data</b>	Denise Russell
<b>&lt;035&gt; Contact Telephone Number: Number of the person identified in data line &lt;030&gt;</b>	5092382961
<b>&lt;039&gt; Contact Email Address: Email of the person identified in data line &lt;030&gt;</b>	drussell@natconet.com

**ANNUAL REPORTING FOR ALL CARRIERS** 54.313 Completion Required    54.422 Completion Required

			(check box when complete)	
			54.313 Completion Required	54.422 Completion Required
<b>&lt;100&gt; Service Quality Improvement Reporting</b>	(complete attached worksheet)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;200&gt; Outage Reporting (voice)</b>	(complete attached worksheet)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;210&gt;</b>	<input checked="" type="checkbox"/> <-- check box if no outages to report			
<b>&lt;300&gt; Unfulfilled Service Requests (voice)</b>		0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;310&gt; Detail on Attempts (voice)</b>	(attach descriptive document)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;320&gt; Unfulfilled Service Requests (broadband)</b>		0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;330&gt; Detail on Attempts (broadband)</b>	(attach descriptive document)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;400&gt; Number of Complaints per 1,000 customers (voice)</b>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;410&gt; Fixed</b>		0.0		
<b>&lt;420&gt; Mobile</b>		0.0		
<b>&lt;430&gt; Number of Complaints per 1,000 customers (broadband)</b>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;440&gt; Fixed</b>		0.0		
<b>&lt;450&gt; Mobile</b>		0.0		
<b>&lt;500&gt; Service Quality Standards &amp; Consumer Protection Rules Compliance</b>	(check to indicate certification)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;510&gt;</b>	(attach descriptive document)	401713AR510	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;600&gt; Functionality in Emergency Situations</b>	(check to indicate certification)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;610&gt;</b>	(attach descriptive document)	401713AR610	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;700&gt; Company Price Offerings (voice)</b>	(complete attached worksheet)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;710&gt; Company Price Offerings (broadband)</b>	(complete attached worksheet)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;800&gt; Operating Companies and Affiliates</b>	(complete attached worksheet)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;900&gt; Tribal Land Offerings (Y/N)?</b>	(if yes, complete attached worksheet)	<input type="radio"/> <input checked="" type="radio"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;1000&gt; Voice Services Rate Comparability</b>	(check to indicate certification)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;1010&gt;</b>	(attach descriptive document)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;1100&gt; Terrestrial Backhaul (Y/N)?</b>	(if not, check to indicate certification)	<input checked="" type="radio"/> <input type="radio"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;1110&gt;</b>	(complete attached worksheet)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;1200&gt; Terms and Condition for Lifeline Customers</b>	(complete attached worksheet)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet**

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

<b>&lt;2000&gt;</b>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;2005&gt;</b>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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

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

<b>(100) Service Quality Improvement Reporting Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	401713
<015> Study Area Name	NORTH ARKANSAS TEL
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Denise Russell
<035> Contact Telephone Number - Number of person identified in data line <030>	5092382961
<039> Contact Email Address - Email Address of person identified in data line <030>	drussell@natconet.com

<110> Has your company received its ETC certification from the FCC?		(yes / no)	<input type="radio"/> <input checked="" type="radio"/>
<111> year plan" filed with the FCC?		(yes / no)	<input type="radio"/> <input checked="" type="radio"/>

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

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

Name of Attached Document (.pdf)

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

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










(900) Tribal Lands Reporting Data Collection Form FCG Form 481  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

<010>	Study Area Code	401713
<015>	Study Area Name	NORTH ARKANSAS TEL
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Denise Russell
<035>	Contact Telephone Number - Number of person identified in data line <030>	5092382961
<039>	Contact Email Address - Email Address of person identified in data line <030>	drussell@natconet.com

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

<920> Tribal Government Engagement Obligation

Name of Attached Document (.pdf)

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

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

Select (Yes, No, NA)

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

<010>	Study Area Code	401713
<015>	Study Area Name	NORTH ARKANSAS TEL
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Denise Russell
<035>	Contact Telephone Number - Number of person identified in data line <030>	5092382961
<039>	Contact Email Address - Email Address of person identified in data line <030>	drussell@natconet.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)

<b>(1200) Terms and Condition for Lifeline Customers</b> Lifeline Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	401713
<015>	Study Area Name	NORTH ARKANSAS TEL
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Denise Russell
<035>	Contact Telephone Number - Number of person identified in data line <030>	5092382961
<039>	Contact Email Address - Email Address of person identified in data line <030>	drussell@natconet.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans 401713AR1210  
Name of attached document (.pdf)

<1220> Link to Public Website HTTP \_\_\_\_\_

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

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,

<1222> Details on the number of minutes provided as part of the plan,

<1223> Additional charges for toll calls, and rates for each such plan.

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

FCC Form 487  
 OMB Control No. 3060-0886/OMB Control No. 3060-0819  
 July 2013

<010>	Study Area Code	401713
<015>	Study Area Name	NORTH ARKANSAS TEL
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Denise Russell
<035>	Contact Telephone Number - Number of person identified in data line <030>	5092382961
<039>	Contact Email Address - Email Address of person identified in data line <030>	drussell@natconet.com

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

**Incremental Connect America Phase I reporting**

<2010> 2nd Year Certification {47 CFR § 54.313(b)(1)}

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

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

<2012> 2013 Frozen Support Certification

<2013> 2014 Frozen Support Certification

<2014> 2015 Frozen Support Certification

<2015> 2016 and future Frozen Support Certification

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

<2016> Certification Support Used to Build Broadband

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

<2017> 3rd year Broadband Service Certification

<2018> 5th year Broadband Service Certification

<2019> Interim Progress Certification

<2020> Please check the box to confirm that the attached PDF, on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

<2021> Interim Progress Community Anchor Institutions  Name of Attached Document Listing Required Information \_\_\_\_\_

(3000) Rate Of Return Carrier Additional Documentation Data Collection Form	OC Form 481 OMB Control No. 3060-0945/OMB Control No. 3060-0619 July 2013
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<010> Study Area Code	401713
<015> Study Area Name	NORTH ARKANSAS TEL
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Denise Russell
<035> Contact Telephone Number - Number of person identified in data line <030>	5092382961
<039> Contact Email Address - Email Address of person identified in data line <030>	drussell@natconet.com

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

Progress Report on 5 Year Plan

<p>(3010) Milestone Certification (47 CFR § 54.313(f)(1)(i)) Please check this box to confirm that the attached PDF, on line 3012, contains the required information pursuant to § 54.313 (f)(1)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.</p>	<p>Name of Attached Document Listing Required Information</p> <p>_____</p>
<p>(3012) Community Anchor Institutions (47 CFR § 54.313(f)(1)(iii)) (3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2)) (3014) If yes, does your company file the RUS annual report Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires: (3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers) (3016) PDF of Balance Sheet, Income Statement and Statement of Cash Flows</p>	<p>Name of Attached Document Listing Required Information</p> <p>_____</p> <p><input checked="" type="checkbox"/> (Yes/No) <input checked="" type="checkbox"/> (Yes/No)</p> <p><input checked="" type="checkbox"/> <input checked="" type="checkbox"/></p>
<p>(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation (3018) If the response is no on line 3014, is your company audited? If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains: (3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications (3020) PDF of Balance Sheet, Income Statement and Statement of Cash Flows (3021) Management letter issued by the independent certified public accountant that performed the company's financial audit. If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains: (3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers. (3023) Underlying information subjected to a review by an independent certified public accountant (3024) Underlying information subjected to an officer certification. (3025) PDF of Balance Sheet, Income Statement and Statement of Cash Flows (3026) Attach the worksheet listing required information</p>	<p>Name of Attached Document Listing Required Information</p> <p>401713AR3017</p> <p><input type="checkbox"/> (Yes/No)</p> <p>_____</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>_____</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Name of Attached Document Listing Required Information</p> <p>_____</p>

<b>Certification - Reporting Carrier Data Collection Form</b>	FCC Form 483 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	401713
<015> Study Area Name	NORTH ARKANSAS TEL
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Denise Russell
<035> Contact Telephone Number - Number of person identified in data line <030>	5092382961
<039> Contact Email Address - Email Address of person identified in data line <030>	drussell@natconet.com

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

<b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	NORTH ARKANSAS TEL
Signature of Authorized Officer:	CERTIFIED ONLINE <span style="float: right;">Date 10/10/2013</span>
Printed name of Authorized Officer:	Steven Sanders Jr
Title or position of Authorized Officer:	President
Telephone number of Authorized Officer:	8704539273
Study Area Code of Reporting Carrier:	401713 <span style="float: right;">Filing Due Date for this form: 10/15/2013</span>
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

<b>Certification - Agent / Carrier Data Collection Form</b>	FCC Form 481 DMB Control No. 3060-0986/DMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	401713
<015>	Study Area Name	NORTH ARKANSAS TEL
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Denise Russell
<035>	Contact Telephone Number - Number of person identified in data line <030>	5092382961
<039>	Contact Email Address - Email Address of person identified in data line <030>	drussell@natconet.com

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

<b>Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier</b>	
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:**

<b>Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier</b>	
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



**Northern Arkansas Telephone Co., Inc.**  
**SAC 401713**

**Lines 500 & 510 - Service Quality Standards and Consumer Protection Rules Compliance**

As required in 47 C.F.R. § 54.313(a)(5) for High-cost Recipients, the following is a detailed description of how the Company complies with Service Quality Standards and Consumer Protection Rules.

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

The Company complies with all applicable service quality standards and consumer protection rules established by the Arkansas Public Service Commission and detailed in the Telecommunication Provider Rules. Specifically, sections 1.09, 1.10, 1.11, 1.12, and 2.0 address the following obligations which include, but are not limited to: 1.09 Service Availability, 1.10 Safe and Adequate Service, 1.11 Construction Standards, 1.12 Facility Identification and Section 2.0, which details consumer billing rules and regulations. Furthermore, Company is subject to cyclical compliance reviews by the Arkansas Public Service Commission Telecommunications Utilities and Quality of Service Section. As such, the Company believes it is in compliance with industry service quality standards. The above referenced Arkansas Telecommunications Providers Rules are attached for your reference.

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. The Company has developed and implemented a Customer Proprietary Network Information (“CPNI”) Compliance Manual and has appointed a CPNI Compliance Officer and a Red Flag Compliance Officer. Annually, the Company requires all employees to attend training on the CPNI Compliance Manual and Red Flag Rules and they understand that any violation of the Company’s CPNI procedures may result

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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.

in disciplinary action up to and including dismissal. The Company files an annual report with the Federal Communications Commission ("FCC") certifying compliance with the FCC's CPNI rules.

# Arkansas Public Service Commission



## Rules of Practice and Procedure

Last Revised: September 18, 2013

Order No. 18

Docket No. 08-135-R

Effective: 1-1-2014

Rule 1.08. Interest Payment on Deposits

- A. A TP shall pay interest annually on deposits pursuant to Ark. Code Ann. § 23-4-206.
- B. Interest shall not accrue on any deposit after the date the TP has made and documented a good faith effort to return the deposit to the depositor.

Rule 1.09. Service Availability

Each TP shall provide all services and offerings on a continuous 24 hour basis. For example:

- (1) Local and toll switched or non-switched circuits and functions;
- (2) Equipment or personnel to receive customer trouble reports; and,
- (3) Emergency repair service.

Rule 1.10. Safe and Adequate Service

- A. Each TP shall operate and maintain its entire system so that service is safe, adequate, and reliable.
- B. Each TP shall inspect its entire system as necessary to have a reasonable knowledge of the system's condition at all times.

Rule 1.11. Construction Standards

For new construction of TP plant, the current issues of the American National Standard Institute's National Electrical Safety Code (NESC) published by The Institute of Electrical and Electronics Engineers, Inc., and/or the National Electrical Code (NEC) published by the National Fire Protection Association, are designated as the standards.

Construction completed prior to the effective dates of current standards shall be in accordance with the standards in effect at the time of construction.

Rule 1.12. Facility Identification

- A. TP facilities shall be marked or numbered in accordance with the current issues of the NESC to identify the owner and location; e.g. Sections 217A3, 220D, and 220E in the 1993 NESC. The date the facilities or equipment were first placed into service shall be recorded on appropriate records.
- B. When 2 or more utilities jointly own a structure, each utility shall have a distinguishing mark on the structure.

Rule 1.13. Marking Locations of Underground Facilities

Unless otherwise agreed to by the excavator, each TP shall mark the approximate location of its underground facilities, in compliance with Ark. Code Ann. §§ 14-271-110 and 14-271-111, within 2 business days of notification from the One Call Center or the excavator.

## II. LOCAL SERVICE

### SECTION 2. CUSTOMER RELATIONS

#### Rule 2.01. Service Information

##### A. Printing Requirements

- (1) Each LEC shall provide the information required in Rule 2.01.B. in the form of one or more brochures, or include the information in the front of a telephone directory distributed to all customers.
- (2) The information required in Rule 2.01.B. shall be in plain language and printed in a format that is easy to read and understand. The information shall also state in bold print that the Arkansas Public Service Commission requires LECs to provide this information.

##### B. Information Requirements

Each LEC provider shall provide the following information based on the class of service:

- (1) A list and description of all rates for basic local exchange access service and any discounts which would apply to that service;
- (2) All billing plans and options available to the customer;
- (3) A summary of rules and procedures for the payment, refund, and guarantee of deposits;
- (4) A summary of billing rules and procedures;
- (5) An itemized bill description, if not shown on the bill;
- (6) Procedures for verifying the accuracy of a bill;
- (7) A description of any automatic adjustment charge;
- (8) A summary of the rules and procedures for paying bills to include payments made to authorized payment agents;

Telecommunications Providers

2-1 Rules

- (9) A summary of the delayed payment agreement rules and procedures -- information on delayed payment agreements shall say that a customer who is having difficulty paying a LEC bill may, if qualified, make payments in installments;
- (10) A summary of the rules and procedures for suspension, reconnection, and termination of service;
- (11) The options available to customers to avoid shut-off of service when a customer is away for an extended period;
- (12) A summary of the rules and procedures for giving someone else notice before shutting off a customer's service (Third-Party Notification procedures);
- (13) A summary of the rules and procedures for helping households avoid shut-off when there is a serious medical condition, elderly customer, or customer who is an individual with disabilities;
- (14) The local and/or toll-free telephone numbers, and a statement that the customer may contact the LEC for a list of authorized payment agents in the customer's area;
- (15) Procedures for making a complaint to the LEC and the Commission;
- (16) Toll-free and local telephone numbers of the Commission and the mailing and street address of the Commission; and,
- (17) A statement that these Rules are available through each LEC's business office.

C. Distribution Requirements

(1) To Applicants

Each LEC shall give all information required by Rule 2.01. to each applicant.

(2) On Request

Each LEC shall provide the information required under Rule 2.01. to anyone upon request.

LECs who include this information in the front of the telephone directory may refer members of the public to

their directory and are not required to provide a copy of this information.

(3) To Commission

A current copy of all information required by Rule 2.01. and any revisions to that information shall be provided to the Commission's Consumer Services Office.

D. Tariffs

Each LEC shall keep on file and, upon request, provide access to its current effective tariffs.

Rule 2.02. Directory Listing for Billing and Services

Each LEC shall list, in a local exchange directory covering any area it serves, the telephone numbers that customers may call toll-free to report problems or ask about bills or services. Collect calls accepted by the LEC are considered to be toll-free calls.

Rule 2.03. Customer Notice of Rule and Service Changes

- A. The General Staff of the Commission will provide an annual summary of Commission-approved changes to the Rules. Each LEC shall annually update the information required by Rule 2.01. The General Staff's summary will not be legally binding.
- B. If a LEC intends to change service in a way that would substantially affect the provision of the service or the operation of any device, or equipment, it shall notify all affected customers by mail, bill insert, or other reasonable medium at least 30 days before the change.

Rule 2.04. Service, Usage, and Billing History Information

Customers or former customers shall be able to obtain a statement of the customer's account record as recorded under Rule 7.02. The customer shall be informed at the time of the request of any charge for the statement.

Rule 2.05. Customer Service

A. Service Requirements

LEC personnel who serve the public shall be familiar with the content of all Commission Rules which apply to their respective job responsibilities.

B. Customer Access to Business Office Personnel

- (1) Each LEC shall have personnel available at all times during business hours with the authority to make delayed payment agreements and handle customer questions and complaints.
- (2) All customers shall have toll-free telephone access to the appropriate business office. Collect calls accepted by the LEC are considered to be toll-free calls.

C. Payment Arrangements - Customer Information and Referral

When a customer informs a LEC that he will have difficulty paying a bill, the LEC shall offer to:

- (1) Inform the customer of his rights and obligations under Rule 6.12. covering delayed payment agreements; and,
- (2) Refer the customer to personnel with the authority to make payment arrangements for the LEC as required under Rule 6.12.

Rule 2.06. Complaints to the Local Exchange Carrier

A LEC shall fully and promptly investigate all complaints. LECs shall ensure that personnel follow these procedures and meet these standards:

A. Personnel

LEC employees responsible for dealing with the public shall promptly handle complaints or refer them to someone who can handle the complaint.

B. Complaint Records

LEC's shall record all complaints and keep the record as required by Rule 7.04.

**C. Form of Complaint**

A customer shall not be required to visit the business office to make a complaint. A customer may make a complaint either orally or in written form.

**D. Effect of Complaint on Suspension**

- (1) When a customer disputes a reason for shutting off service, the LEC shall not suspend service while the LEC or the Commission processes the complaint. If the reason for shutting off service is Rule 6.01.A., D., E., F., H., O., or Q., the customer may be required to post a deposit equal to the disputed amount while the LEC or the Commission processes a complaint. The customer must pay any undisputed amounts by the date printed on the most recent shut-off notice to avoid suspension of service. If the LEC is in error, the deposit will be promptly refunded with interest.
- (2) The LEC may waive the deposit allowed by this Rule.
- (3) Nothing contained in Rule 2.06.D.(1) shall prevent a customer who fails to post a deposit under this Rule from complaining to the Commission, but such action shall not affect the LEC's right to suspend service.
- (4) The LEC may suspend service for some other valid reason set out in Rule 6.01. while the LEC or the Commission processes the complaint.

**E. Report**

- (1) A LEC shall report, either by telephone, mail, or in person, the results of its investigation to a complainant within 3 business days of its completion.
- (2) If the LEC does not resolve the complaint, the LEC shall:
  - a. advise the complainant of his right to complain to the Commission without incurring a filing charge;
  - b. include the mailing and street address and telephone numbers (local and toll-free) of the Commission's Consumer Services Office; and,
  - c. advise the complainant that he may still ask the Commission to review the complaint after suspension.

**Rule 2.07. Complaints to the Commission**

**A. Informal Complaints**

**(1) Information Required**

Complaints may be in written or oral form. Complainants shall give a name, address, name of the LEC involved, account number if known, detailed description of the complaint, and the desired result.

**(2) Notice to Customer and Local Exchange Carrier**

Within 3 business days after receiving an informal complaint, the Commission shall:

- a. explain complaint procedures to the complainant by telephone or in writing; and,
- b. provide the details of the complaint to the LEC.

**(3) Local Exchange Carrier Contact for Complaints**

Each LEC shall give the Commission's Consumer Services Office a current list of personnel who answer Commission questions about complaints. A LEC representative with the authority to process Commission questions about complaints must reasonably be available during business hours.

LECs shall immediately report any change in the contact personnel to the Commission's Consumer Services Office.

**(4) Responses to Requests for Information**

A LEC shall respond to Commission inquiries concerning any complaint as quickly as possible but not later than 15 days after receipt.

**(5) Effect Of Complaint on Suspension**

- a. When a customer disputes a reason for shutting off service, the LEC shall not suspend service while the LEC or the Commission processes the complaint. If the reason for shutting off service is Rule 6.01.A., D., E., F., H., O., or Q., the customer may be required to post a deposit equal to the disputed amount while the LEC or the Commission processes a complaint. The customer must pay any

undisputed amounts by the date printed on the most recent shut-off notice to avoid suspension of service. If the LEC is in error, the deposit will be refunded with interest.

- b. The LEC may waive the deposit allowed by this Rule.
- c. Nothing contained in Rule 2.07.A.(5)a. shall prevent a customer who fails to post a deposit under this Rule from filing a formal complaint with the Commission.
- d. The LEC may suspend service for some other valid reason set out in Rule 6.01. while the LEC or the Commission processes the complaint.

**(6) Commission Investigation and Report**

The Commission shall investigate each informal complaint, issue an informal complaint investigation report to the complainant, and notify the LEC of the results of the investigation. The Commission will provide the LEC a copy of any written investigation report given to the complainant.

**(7) Disputed Results**

The LEC or the complainant may file a formal complaint if not satisfied with the informal complaint results. The Commission shall provide information to the complainant which explains formal complaint procedures.

**Northern Arkansas Telephone Company, Inc.**  
**SAC 401713**

**Line 600 and 610 – Functionality in Emergency Situations**

As required in 47 C.F.R. § 54.313(a)(6) for all high cost recipients, which includes the Company, and as set forth in 47 C.F.R. § 54.202(a)(2), the following provides a detailed description demonstrating that the Company has the ability to remain functional in emergency situations.

**OVERALL RESPONSE TO EMERGENCY SITUATIONS:** The Company has a comprehensive disaster recovery plan that was developed and implemented for the Company specifically to deal with emergencies. It has detailed, specific steps that are to be taken for each type of emergency.

**POWER:** In order to function in an emergency, the Company has a combination of batteries and emergency generators. All central offices, remote offices, and remote cabinets have batteries that would provide at least eight hours of service. Each central office and remote office is also equipped with permanent emergency generators with their own fuel tanks. Automatic transfer switches are installed in each of the buildings that will start the generators and transfer from commercial power to the backup generator until commercial power is restored. Each building and cabinet is also wired for a portable generator connection. The company owns portable generators that technicians can utilize to recharge the batteries on the remote digital loop carrier cabinets or with the building connections if needed. Generators are started and tested once a month with technicians documenting the results.

**REROUTING TRAFFIC AND REDUNDANCY:** The Company's transmission link is equipped with redundant hardware between the host office in Lead Hill, AR, and the Windstream tandem switch located in Harrison, AR. We also have a diversified fiber route connecting the two offices.

**MANAGING TRAFFIC SPIKES:** The Company realizes that when a catastrophe happens, everyone immediately tries to contact friends and family to make certain they are all right. The Company has designed the network to have excess capacity on its backbone network. In case of traffic spikes, NATCO has overflow routing to an alternate long distance VoIP switch.

**ARKANSAS PUBLIC SERVICE COMMISSION**

2<sup>nd</sup> Revised                      Sheet No. TC-7.1

Replacing 1<sup>st</sup> Revised                      Sheet No. TC-7.1

**Northern Arkansas Telephone Co., Inc.**  
Name of Company

Kind of Service: Telecommunications

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**ARKANSAS PUBLIC SERVICE COMMISSION**

3<sup>rd</sup> Revised Sheet No. 71.9

Replacing 2<sup>nd</sup> Revised Sheet No. 71.9

**Northern Arkansas Telephone Co., Inc.**  
Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 17

Title: LIFELINE ASSISTANCE PROGRAM

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17. LIFELINE ASSISTANCE PROGRAM

17.1 GENERAL

- (CR)
- 17.1.1 This tariff is effective on the date the new FCC rules on Lifeline become effective.
  - 17.1.2 The Lifeline Assistance Program (hereinafter "Lifeline") is a retail local service offering designed to make telephone service available at reduced rates to qualifying low-income customers. Lifeline provides for a federal credit equal to \$9.25.
  - 17.1.3 The discounts apply to monthly recurring rates for qualifying residential customers.
  - 17.1.4 Discounts are applied to rates and charges for residential telephone service.
  - 17.1.5 The Lifeline Program rate reductions do not apply to long distance service, class services, special features, and other Ancillary services which may or may not be tarified. Eligible customers may obtain these services, where available, at their discretion.
  - 17.1.6 The Lifeline Program rate reductions do not apply to service connection charges.

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2<sup>nd</sup> Revised Sheet No. 71.10

Replacing 1<sup>st</sup> Revised Sheet No. 71.10

Northern Arkansas Telephone Co., Inc.  
Name of Company

Kind of Service: Telecommunications Class of Service: Res

Part III. Rate Schedule No.: 17

Title: LIFELINE ASSISTANCE PROGRAM

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**17. LIFELINE ASSISTANCE PROGRAM**

(RT)

17.1.7 This ETC will implement all special disconnect procedures required for Lifeline customers.

17.1.8 The ETC shall not charge Lifeline customers with a monthly Number-Portability charge.

17.1.9 This ETC shall offer toll blocking to all qualifying applicants at the time such consumers subscribe to Lifeline service. If the consumer elects to receive toll blocking, that service shall become part of that consumer's Lifeline service. The customer is under no obligation to accept the subscription to toll blocking.

17.1.10 This ETC shall not collect a service deposit in order to initiate Lifeline service, if the qualifying consumer voluntarily elects toll blocking, where available, otherwise, this ETC may charge a service deposit in the ordinary course of business.

**17.2 DESIGNATED LIFELINE PROGRAM SERVICE**

**17.2.1 General**

17.2.1.1 Certain telephone services are specifically part of Lifeline service. Other services are optional. This ETC has a specific Lifeline offering.

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**ARKANSAS PUBLIC SERVICE COMMISSION**

3<sup>rd</sup> Revised Sheet No. 71.11

Replacing 2<sup>nd</sup> Revised Sheet No. 71.11

**Northern Arkansas Telephone Co., Inc.**  
Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 17

Title: LIFELINE ASSISTANCE PROGRAM

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**17. LIFELINE ASSISTANCE PROGRAM**

17.2.2 This ETC shall offer services or functionalities defined, by F.C.C. 47 CFR Part 54, to be voice telephony service. This service enables consumers to communicate with others that live nearby, while having access to all distance communications.

**17.3 REGULATIONS**

17.3.1 All the telecommunications provider rules and general tariffs of this company apply to Lifeline service unless specifically in conflict with this Section and Schedule.

17.3.2 Lifeline Service is available only with residential services, excluding foreign exchange service.

17.3.3 Lifeline Service is limited to one line per household at the customer's primary residence. "Household" is defined consistent with the Low-Income Home Energy Assistance Program as "any individual or group of individuals who are living together at the same address as one economic unit," with an "economic unit" defined as "all adult individuals contributing to and sharing in the income and expenses of a household." Lifeline support to individuals living in group living facilities must demonstrate when initially enrolling in the program that any other Lifeline recipients residing at their residential address are part of a separate household.

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Original \_\_\_\_\_ Sheet No. 71.12  
Replacing: \_\_\_\_\_ Sheet No. \_\_\_\_\_  
Northern Arkansas Telephone Company, Inc.  
Company Name  
Kind of Service Telecommunications Class of Service: Residential  
Part III. Rate Schedule No. 17  
Title: **LIFELINE ASSISTANCE PROGRAM**

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(AT) 17. LIFELINE ASSISTANCE PROGRAM

17.4 QUALIFICATIONS

17.4.1 General

17.4.1.1 To qualify for lifeline service, applicants must be participants in certain governmental programs or qualify through a low income threshold.

17.4.2 Qualification through Governmental Program Participation

17.4.2.1 To qualify for lifeline service through governmental program participation applicants must participate in at least one (1) of the following governmental programs:

1. Department of Housing and Urban Development
2. Medicaid
3. Food Stamps
4. Supplemental Security Income (SSI)
5. Federal Public Housing Assistance Program
6. Low Income Home Energy Assistance Program
7. Temporary Assistance for Needy Families (TANF)
8. National School Lunch (NSL) Program's Free Lunch Program

17.4.3 Qualification through low income eligibility

17.4.3.1 To qualify through low income eligibility, the applicant's income as defined in Sec. 54.400(f) must be at or below 135% of the federal poverty guidelines.

ARKANSAS PUBLIC SERVICE COMMISSION  
EFFECTIVE

JUN 22 2005 ORDER 05 038-U

**ARKANSAS PUBLIC SERVICE COMMISSION**

1<sup>st</sup> Revised Sheet No. 71.13

Replacing Original Sheet No. 71.13

**Northern Arkansas Telephone Co., Inc.**  
Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 17

Title: LIFELINE ASSISTANCE PROGRAM

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**17. LIFELINE ASSISTANCE PROGRAM**

**17.5 CERTIFICATION**

**17.5.1 General**

17.5.1.1 Applicants for Lifeline must meet the eligibility guidelines. A certification process shall be used to ensure only eligible applicants receive Lifeline service. Each applicant must certify that they are receiving support for only one line per household. (AT)

**17.5.2 Certification of Eligibility Through Low Income Qualification**

17.5.2.1 This ETC intends to participate in the ALIVE Board program (CT) established by the Arkansas General Assembly in 2005 through Act 2289 of 2005 to provide a governmentally maintained income qualification certification process that includes self-certification by applicants, under penalty of perjury, that the documentation presented by the applicant accurately represents their annual household income and provides the number of individuals in the household. Per F.C.C. order, each subscriber must provide certain certifications when enrolling in the Lifeline Program. New Lifeline subscribers must provide documentation of program-based eligibility, which the Telephone Company enrolling the subscriber should review, but not retain. Should the subscriber attempt to certify based on income, the Telephone Company shall be provided supporting documentation in order to complete the certification. The certifying document shall also include the requirement that the consumer will notify this ETC if the consumer's income exceeds 135% of the Federal Poverty Guidelines. The ALIVE Board program shall provide this ETC with a copy of the above referenced procedures. This ETC shall review the procedures to ensure the procedures are appropriate to certify and document income based eligibility for Lifeline enrollment.

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**ARKANSAS PUBLIC SERVICE COMMISSION**

1<sup>st</sup> Revised Sheet No. 71.14

Replacing Original Sheet No. 71.14

**Northern Arkansas Telephone Co., Inc.**  
Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 17

Title: LIFELINE ASSISTANCE PROGRAM

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17. LIFELINE ASSISTANCE PROGRAM

17.5.2.2 This ETC shall monitor the ALIVE Board to ensure the ALIVE Board (RT) establishes appropriate procedures and provides this ETC with a copy of (CT) such procedures. This ETC shall review the procedures to ensure the procedures are appropriate to certify and document income based eligibility for Lifeline enrollment. An officer of this ETC shall certify at time or enrollment, under penalty of perjury, to the best of the officer's knowledge, that this ETC has procedures in place to review documentation via the ALIVE Board, and that the ETC, via the ALIVE Board, was presented with documentation that confirms the consumer's household eligibility, in that the consumer's household income is at or below 135% of the Federal Poverty Guidelines.

17.5.3 Certification of Eligibility Through Participation in Governmental Programs

17.5.3.1 The applicant's eligibility for Lifeline service due to participation in governmental programs shall be certified by the applicant in coordination with the governmental entity providing, monitoring, or reviewing program participation. For instance, many programs may be provided by the Department of Human Services, Department of Health, and local school districts. This ETC, through the ALIVE Board of the third-party, will coordinate with the applicant and the appropriate governmental entity to ensure proper certification. This ETC shall require the third-party to establish appropriate procedures that include self-certification by applicants, under penalty of perjury, that the applicant receives benefits from the eligibility programs and identify the program or programs from which the applicant receives benefits. The certifying document shall also include the requirements that the consumer will notify this ETC if the consumer ceases to participate in the program or programs.

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**ARKANSAS PUBLIC SERVICE COMMISSION**

1<sup>st</sup> Revised \_\_\_\_\_ Sheet No. 71.15

Replacing Original \_\_\_\_\_ Sheet No. 71.15

**Northern Arkansas Telephone Co., Inc.**

Name of Company

Kind of Service: Telecommunications \_\_\_\_\_ Class of Service: All \_\_\_\_\_

Part III. Rate Schedule No.: \_\_\_\_\_ 17 \_\_\_\_\_

Title: LIFELINE ASSISTANCE PROGRAM

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**17. LIFELINE ASSISTANCE PROGRAM**

**17.6 CONSUMER COMPLAINT RESOLUTION**

**17.6.1 General**

17.6.1.1 The Federal Lifeline Program requires a consumer complaint resolution process. The Arkansas Public Service Commission has determined in Order No. 1 of Docket No. 05-038-U that any ETC, which maintains tariffs and is subject to the Public Service Commission's consumer complaint procedures, meet the dispute resolution requirements for Lifeline. This ETC is subject to the Public Service Commission's consumer complaint procedures to meet the dispute resolution requirements for Lifeline.

**17.7 VERIFICATION OF CONTINUED ELIGIBILITY**

**17.7.1 General**

17.7.1.1 The Lifeline program requires this ETC to annually monitor the continued (CT) eligibility of Lifeline participants by requiring each Lifeline subscriber, both existing subscribers and new subscribers, to provide annual self-certifications attesting to their continued eligibility of the program. During the re-certification process for year 2012, the Telephone Company shall re-certify all of their subscribers claimed on their June FCC Form 497 and report the results of this annual re-certification process to the Commission, USAC, and the Arkansas State Commission by the end of 2012. Beginning in 2013, this Telephone Company will annually choose to either, where ETCs cannot re-certify their subscribers by accessing a database, to re-certify their Lifeline customers on an annual basis or elect to have USAC re-certify them. Also, should the Telephone Company choose to use a state or federal program database to confirm a consumer's on-going eligibility for Lifeline, the annual re-certification will not be implemented.

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**ARKANSAS PUBLIC SERVICE COMMISSION**

1<sup>st</sup> Revised Sheet No. 71.16

Replacing Original Sheet No. 71.16

**Northern Arkansas Telephone Co., Inc.**  
Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 17

Title: LIFELINE ASSISTANCE PROGRAM

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17. LIFELINE ASSISTANCE PROGRAM

(RT)

**17.8 PROCESS FOR TERMINATION OF LIFELINE BENEFITS**

**17.8.1 General**

17.8.1.1 A consumer's eligibility for Lifeline may be terminated due to failure to maintain qualifications for Lifeline. This ETC shall follow the required process for termination of Lifeline benefits.

**17.8.2 Process**

17.8.2.1 Customers will be notified of the impending termination of Lifeline benefits in a letter separate from the consumer's monthly bill.

17.8.2.2 The customer will have up to sixty (60) days from the date of the termination letter in which to demonstrate his or her continued eligibility before Lifeline support is discontinued.

17.8.2.3 A customer who appeals must present proof of continued eligibility consistent with the above Lifeline qualifications.

17.8.2.4 This ETC will terminate Lifeline services for subscribers who fail to demonstrate continued eligibility within the sixty (60) day time period.

**17.9 RECORD RETENTION POLICY**

**17.9.1 General**

17.9.1.1 The Federal Communications Commission has established specific record retention requirements for the Lifeline certification process. This ETC will have specific procedures to ensure its record retention policy complies with legal requirements.

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**ARKANSAS PUBLIC SERVICE COMMISSION**

1<sup>st</sup> Revised \_\_\_\_\_ Sheet No. 71.17

Replacing Original \_\_\_\_\_ Sheet No. 71.17

**Northern Arkansas Telephone Co., Inc.**  
Name of Company \_\_\_\_\_

Kind of Service: Telecommunications \_\_\_\_\_ Class of Service: All \_\_\_\_\_

Part III. Rate Schedule No.: \_\_\_\_\_ 17 \_\_\_\_\_

Title: \_\_\_\_\_ **LIFELINE ASSISTANCE PROGRAM** \_\_\_\_\_

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17. **LIFELINE ASSISTANCE PROGRAM**

17.9.1.2 This ETC, through its own recordkeeping or through the recordkeeping of the ALIVE Board and its third-party contractor on behalf of this ETC, shall maintain certification records for the period of time required by the Federal Communications Commission for all Lifeline participants.

17.9.1.3 This ETC shall retain certifications, signed by the subscriber, regarding the consumer's eligibility for Lifeline, including self-certifications, that income documentation accurately reflects the house hold income. This certification shall be retained at least as long as the consumer receives Lifeline service from this ETC or until this ETC is audited by the Administrator. This ETC shall maintain certifications for subscribers terminating Lifeline service for at least three (3) years after termination. Such records shall be maintained in compliance with all federal and Public Service Commission requirements and such records shall be provided to the Administrator or the Public Service Commission upon proper request.

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**ARKANSAS PUBLIC SERVICE COMMISSION**

1<sup>st</sup> Revised Sheet No. 71.18

Replacing Original Sheet No. 71.18

**Northern Arkansas Telephone Co., Inc.**

Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 17

Title: LIFELINE ASSISTANCE PROGRAM

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**REDACTED-FOR PUBLIC INSPECTION**

According to the Paperwork Reduction Act of 1995, an agency may not conduct OMB control number for this information collection is 0572-0031. The time req searching existing data sources, gathering and maintaining the data needed, and i

displays a valid OMB control number. The valid including the time for reviewing instructions.

USDA-RUS  <b>OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS</b>	This data will be used by RUS to review your financial situation. Your response is required by 7 U.S.C. 901 et seq. and, subject to federal laws and regulations regarding confidential information, will be treated as confidential.	
	BORROWER NAME  Northern Arkansas Telephone Company  (Prepared with Audited Data)	
INSTRUCTIONS-Submit report to RUS within 30 days after close of the period. For detailed instructions, see RUS Bulletin 1744-2. Report in whole dollars only.	PERIOD ENDING December, 2012	BORROWER DESIGNATION AR0516
<b>CERTIFICATION</b>  We hereby certify that the entries in this report are in accordance with the accounts and other records of the system and reflect the status of the system to the best of our knowledge and belief. <b>ALL INSURANCE REQUIRED BY 7 CFR PART 1788, CHAPTER XVII, RUS, WAS IN FORCE DURING THE REPORTING PERIOD AND RENEWALS HAVE BEEN OBTAINED FOR ALL POLICIES.</b>  <b>DURING THE PERIOD COVERED BY THIS REPORT PURSUANT TO PART 1788 OF 7CFR CHAPTER XVII</b> (Check one of the following)		
<input checked="" type="checkbox"/> All of the obligations under the RUS loan documents have been fulfilled in all material respects.		
<input type="checkbox"/> There has been a default in the fulfillment of the obligations under the RUS loan documents. Said default(s) is/are specifically described in the Telecom Operating Report		
Steven Sanders	9/25/2013	
DATE		

PART A. BALANCE SHEET					
ASSETS	BALANCE PRIOR YEAR	BALANCE END OF PERIOD	LIABILITIES AND STOCKHOLDERS' EQUITY	BALANCE PRIOR YEAR	BALANCE END OF PERIOD
<b>CURRENT ASSETS</b>			<b>CURRENT LIABILITIES</b>		
1. Cash and Equivalents			25. Accounts Payable		
2. Cash-RUS Construction Fund			26. Notes Payable		
3. Affiliates:			27. Advance Billings and Payments		
a. Telecom, Accounts Receivable			28. Customer Deposits		
b. Other Accounts Receivable			29. Current Mat. L/T Debt		
c. Notes Receivable			30. Current Mat. L/T Debt-Rur. Dev.		
4. Non-Affiliates:			31. Current Mat. Capital Leases		
a. Telecom, Accounts Receivable			32. Income Taxes Accrued		
b. Other Accounts Receivable			33. Other Taxes Accrued		
c. Notes Receivable			34. Other Current Liabilities		
5. Interest and Dividends Receivable			35. Total Current Liabilities (25 thru 34)		
6. Material-Regulated			<b>LONG-TERM DEBT</b>		
7. Material-Nonregulated			36. Funded Debt-RUS Notes		
8. Prepayments			37. Funded Debt-RTB Notes		
9. Other Current Assets			38. Funded Debt-FFB Notes		
10. Total Current Assets (1 Thru 9)			39. Funded Debt-Other		
<b>NONCURRENT ASSETS</b>			40. Funded Debt-Rural Develop. Loan		
11. Investment in Affiliated Companies			41. Premium (Discount) on L/T Debt		
a. Rural Development			42. Reacquired Debt		
b. Nonrural Development			43. Obligations Under Capital Lease		
12. Other Investments			44. Adv. From Affiliated Companies		
a. Rural Development			45. Other Long-Term Debt		
b. Nonrural Development			46. Total Long-Term Debt (36 thru 45)		
13. Nonregulated Investments			<b>OTHER LIAB. &amp; DEF. CREDITS</b>		
14. Other Noncurrent Assets			47. Other Long-Term Liabilities		
15. Deferred Charges			48. Other Deferred Credits		
16. Jurisdictional Differences			49. Other Jurisdictional Differences		
17. Total Noncurrent Assets (11 thru 16)			50. Total Other Liabilities and Deferred Credits (47 thru 49)		
<b>PLANT, PROPERTY, AND EQUIPMENT</b>			<b>EQUITY</b>		
18. Telecom, Plant-in-Service			51. Cap. Stock Outstand. & Subscribed		
19. Property Held for Future Use			52. Additional Paid-in-Capital		
20. Plant Under Construction			53. Treasury Stock		
21. Plant Adj., Nonop. Plant & Goodwill			54. Membership and Cap. Certificates		
22. Less Accumulated Depreciation			55. Other Capital		
23. Net Plant (18 thru 21 less 22)			56. Patronage Capital Credits		
24. TOTAL ASSETS (10+17+23)			57. Retained Earnings or Margins		
			58. Total Equity (51 thru 57)		
			59. TOTAL LIABILITIES AND EQUITY (35+46+50+58)		

Total Equity =

**REDACTED-FOR PUBLIC INSPECTION**

USDA-RUS  <b>OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS</b>	BORROWER DESIGNATION AR0516  PERIOD ENDING December, 2012	
INSTRUCTIONS- See RUS Bulletin 1744-2		
<b>PART B. STATEMENTS OF INCOME AND RETAINED EARNINGS OR MARGINS</b>		
ITEM	PRIOR YEAR	THIS YEAR
1. Local Network Services Revenues		
2. Network Access Services Revenues		
3. Long Distance Network Services Revenues		
4. Carrier Billing and Collection Revenues		
5. Miscellaneous Revenues		
6. Uncollectible Revenues		
7. <b>Net Operating Revenues (1 thru 5 less 6)</b>		
8. Plant Specific Operations Expense		
9. Plant Nonspecific Operations Expense (Excluding Depreciation & Amortization)		
10. Depreciation Expense		
11. Amortization Expense		
12. Customer Operations Expense		
13. Corporate Operations Expense		
14. <b>Total Operating Expenses (8 thru 13)</b>		
15. <b>Operating Income or Margins (7 less 14)</b>		
16. Other Operating Income and Expenses		
17. State and Local Taxes		
18. Federal Income Taxes		
19. Other Taxes		
20. <b>Total Operating Taxes (17+18+19)</b>		
21. <b>Net Operating Income or Margins (15+16-20)</b>		
22. Interest on Funded Debt		
23. Interest Expense - Capital Leases		
24. Other Interest Expense		
25. Allowance for Funds Used During Construction		
26. <b>Total Fixed Charges (22+23+24-25)</b>		
27. Nonoperating Net Income		
28. Extraordinary Items		
29. Jurisdictional Differences		
30. Nonregulated Net Income		
31. <b>Total Net Income or Margins (21+27+28+29+30-26)</b>		
32. Total Taxes Based on Income		
33. Retained Earnings or Margins Beginning-of-Year		
34. Miscellaneous Credits Year-to-Date		
35. Dividends Declared (Common)		
36. Dividends Declared (Preferred)		
37. Other Debits Year-to-Date		
38. Transfers to Patronage Capital		
39. <b>Retained Earnings or Margins End-of-Period [(31+33+34) - (35+36+37+38)]</b>		
40. Patronage Capital Beginning-of-Year		
41. Transfers to Patronage Capital		
42. Patronage Capital Credits Retired		
43. <b>Patronage Capital End-of-Year (40+41-42)</b>		
44. Annual Debt Service Payments		
45. Cash Ratio [(14+20-10-11) / 7]		
46. Operating Accrual Ratio [(14+20+26) / 7]		
47. TIER [(31+26) / 26]		
48. DSCR [(31+26+10+11) / 44]		

**REDACTED-FOR PUBLIC INSPECTION**

USDA-RUS		BORROWER DESIGNATION
OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS		AR0516
INSTRUCTIONS – See help in the online application.		PERIOD ENDED December, 2012
<b>PART I – STATEMENT OF CASH FLOWS</b>		
1.	<b>Beginning Cash (Cash and Equivalents plus RUS Construction Fund)</b>	
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
2.	<b>Net Income</b>	
	<i>Adjustments to Reconcile Net Income to Net Cash Provided by Operating Activities</i>	
3.	Add: Depreciation	
4.	Add: Amortization	
5.	Other (Explain)	
	<i>Changes in Operating Assets and Liabilities</i>	
6.	Decrease/(Increase) in Accounts Receivable	
7.	Decrease/(Increase) in Materials and Inventory	
8.	Decrease/(Increase) in Prepayments and Deferred Charges	
9.	Decrease/(Increase) in Other Current Assets	
10.	Increase/(Decrease) in Accounts Payable	
11.	Increase/(Decrease) in Advance Billings & Payments	
12.	Increase/(Decrease) in Other Current Liabilities	
13.	<b>Net Cash Provided/(Used) by Operations</b>	
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
14.	Decrease/(Increase) in Notes Receivable	
15.	Increase/(Decrease) in Notes Payable	
16.	Increase/(Decrease) in Customer Deposits	
17.	Net Increase/(Decrease) in Long Term Debt (Including Current Maturities)	
18.	Increase/(Decrease) in Other Liabilities & Deferred Credits	
19.	Increase/(Decrease) in Capital Stock, Paid-in Capital, Membership and Capital Certificates & Other Capital	
20.	Less: Payment of Dividends	
21.	Less: Patronage Capital Credits Retired	
22.	Other (Explain)	
23.	<b>Net Cash Provided/(Used) by Financing Activities</b>	
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
24.	Net Capital Expenditures (Property, Plant & Equipment)	
25.	Other Long-Term Investments	
26.	Other Noncurrent Assets & Jurisdictional Differences	
27.	Other (Explain) Depr Reserve Retirements	
28.	<b>Net Cash Provided/(Used) by Investing Activities</b>	
29.	<b>Net Increase/(Decrease) in Cash</b>	
30.	<b>Ending Cash</b>	

Revision Date 2010