



Your business
is our business.

REDACTED – FOR PUBLIC INSPECTION

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

October 1, 2013

By Hand Delivery

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

**Re: WC Docket No. 10-90, WC Docket No. 11-42
2013 ETC Annual Report of Progressive Rural Telephone Cooperative
Study Area Code 220380**

Dear Ms. Dortch:

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

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall
JSI Vice President
301-459-7590
jkuykendall@jsitel.com

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

¹ 47 C.F.R. §§ 54.313, 54.422.

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

FCC Form 481 - Carrier Annual Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	220380
<015> Study Area Name	PROGRESSIVE RURAL
<020> Program Year	2014
<030> Contact Name: Person USAC should contact with questions about this data	Ron Chambers
<035> Contact Telephone Number: Number of the person identified in data line <030>	478-984-4201
<039> Contact Email Address: Email of the person identified in data line <030>	ronc@progressivete1.com

ANNUAL REPORTING FOR ALL CARRIERS	54.313 Completion Required	54.422 Completion Required
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<i>(check box when complete)</i>		
<100> Service Quality Improvement Reporting	<i>(complete attached worksheet)</i>	<input type="checkbox"/> <input checked="" type="checkbox"/>
<200> Outage Reporting (voice)	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<210> <input checked="" type="checkbox"/> <-- check box if no outages to report		
<300> Unfulfilled Service Requests (voice)	<input type="text" value="0"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>
<310> Detail on Attempts (voice)	<input type="text"/>	<input type="checkbox"/> <input type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)	<input type="text"/>	<input type="checkbox"/> <input type="checkbox"/>
<330> Detail on Attempts (broadband)	<input type="text"/>	<input type="checkbox"/> <input type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<410> Fixed	<input type="text" value="0.0"/>	
<420> Mobile	<input type="text"/>	
<430> Number of Complaints per 1,000 customers (broadband)		<input type="checkbox"/> <input type="checkbox"/>
<440> Fixed	<input type="text"/>	
<450> Mobile	<input type="text"/>	
<500> Service Quality Standards & Consumer Protection Rules Compliance	<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<510> <input type="text" value="220380GA510"/>	<i>(attached descriptive document)</i>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<610> <input type="text" value="220380GA610"/>	<i>(attached descriptive document)</i>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	<i>(complete attached worksheet)</i>	<input type="checkbox"/> <input type="checkbox"/>
<710> Company Price Offerings (broadband)	<i>(complete attached worksheet)</i>	<input type="checkbox"/> <input type="checkbox"/>
<800> Operating Companies and Affiliates	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)? <input type="radio"/> <input checked="" type="radio"/>	<i>(if yes, complete attached worksheet)</i>	<input checked="" type="checkbox"/> <input type="checkbox"/>
<1000> Voice Services Rate Comparability	<i>(check to indicate certification)</i>	<input type="checkbox"/> <input type="checkbox"/>
<1010> <input type="text"/>	<i>(attach descriptive document)</i>	<input type="checkbox"/> <input type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)? <input checked="" type="radio"/> <input type="radio"/>	<i>(if not, check to indicate certification)</i>	<input type="checkbox"/> <input type="checkbox"/>
<1110>	<i>(complete attached worksheet)</i>	<input type="checkbox"/> <input type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	<i>(complete attached worksheet)</i>	<input type="checkbox"/> <input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

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

<2000>	<i>(check to indicate certification)</i>	<input type="checkbox"/> <input type="checkbox"/>
<2005>	<i>(complete attached worksheet)</i>	<input type="checkbox"/> <input type="checkbox"/>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

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

(100) Service Quality Improvement Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	220380
<015> Study Area Name	PROGRESSIVE RURAL
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Ron Chambers
<035> Contact Telephone Number - Number of person identified in data line <030>	478-984-4201
<039> Contact Email Address - Email Address of person identified in data line <030>	ronc@progressivetel.com

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

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

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

Name of Attached Document (.pdf)

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

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

(900) Tribal Lands Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	220380
<015>	Study Area Name	PROGRESSIVE RURAL
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Ron Chambers
<035>	Contact Telephone Number - Number of person identified in data line <030>	478-984-4201
<039>	Contact Email Address - Email Address of person identified in data line <030>	ronc@progressivetel.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	220380
<015>	Study Area Name	PROGRESSIVE RURAL
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Ron Chambers
<035>	Contact Telephone Number - Number of person identified in data line <030>	478-984-4201
<039>	Contact Email Address - Email Address of person identified in data line <030>	ronc@progressivetel.com

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)

(1200) Terms and Condition for Lifeline Customers Lifeline Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	220380
<015>	Study Area Name	PROGRESSIVE RURAL
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Ron Chambers
<035>	Contact Telephone Number - Number of person identified in data line <030>	478-984-4201
<039>	Contact Email Address - Email Address of person identified in data line <030>	ronc@progressivetel.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans 220380GA1210

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

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

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

July 2013

<010>	Study Area Code	220380
<015>	Study Area Name	PROGRESSIVE RURAL
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Ron Chambers
<035>	Contact Telephone Number - Number of person identified in data line <030>	478-984-4201
<039>	Contact Email Address - Email Address of person identified in data line <030>	ronc@progressivetel.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)}	<input type="checkbox"/>
<2011>	3rd Year Certification {47 CFR § 54.313(b)(2)}	<input type="checkbox"/>

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

<2012>	2013 Frozen Support Certification	<input type="checkbox"/>
<2013>	2014 Frozen Support Certification	<input type="checkbox"/>
<2014>	2015 Frozen Support Certification	<input type="checkbox"/>
<2015>	2016 and future Frozen Support Certification	<input type="checkbox"/>

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

<2016>	Certification Support Used to Build Broadband	<input type="checkbox"/>
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Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017>	3rd year Broadband Service Certification	<input type="checkbox"/>
<2018>	5th year Broadband Service Certification	<input type="checkbox"/>
<2019>	Interim Progress Certification	<input type="checkbox"/>
<2020>	Please check the box to confirm that the attached PDF , on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	<input type="checkbox"/>

<2021>	Interim Progress Community Anchor Institutions	Name of Attached Document Listing Required Information	<input type="checkbox"/>
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(3000) Rate Of Return Carrier Additional Documentation	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010> Study Area Code	220380
<015> Study Area Name	PROGRESSIVE RURAL
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Ron Chambers
<035> Contact Telephone Number - Number of person identified in data line <030>	478-984-4201
<039> Contact Email Address - Email Address of person identified in data line <030>	ronc@progressivetel.com

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

Progress Report on 5 Year Plan

(3010) Milestone Certification {47 CFR § 54.313(f)(1)(i)} Please check this box to confirm that the attached PDF , on line 3012,	Name of Attached Document Listing Required Information	<input type="checkbox"/>
(3011) contains the required information pursuant to § 54.313 (f)(1)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.		
(3012) Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	Name of Attached Document Listing Required Information	<input type="checkbox"/>
(3013) Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}		<input checked="" type="checkbox"/> (Yes/No)
(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:		<input checked="" type="checkbox"/> (Yes/No)
(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		<input checked="" type="checkbox"/>
(3016) PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input checked="" type="checkbox"/>
(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information	220380GA3017
(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 :		<input type="checkbox"/> (Yes/No)
(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications		<input type="checkbox"/>
(3020) PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3021) Management letter issued by the independent certified public accountant that performed the company's financial audit.		<input type="checkbox"/>
(3022) 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"/>
(3023) Underlying information subjected to a review by an independent certified public accountant		<input type="checkbox"/>
(3024) Underlying information subjected to an officer certification.		<input type="checkbox"/>
(3025) PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3026) Attach the worksheet listing required information	Name of Attached Document Listing Required Information	<input type="checkbox"/>

Certification - Reporting Carrier 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	220380
<015>	Study Area Name	PROGRESSIVE RURAL
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Ron Chambers
<035>	Contact Telephone Number - Number of person identified in data line <030>	478-984-4201
<039>	Contact Email Address - Email Address of person identified in data line <030>	ronc@progressivetel.com

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

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

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	220380
<015>	Study Area Name	PROGRESSIVE RURAL
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Ron Chambers
<035>	Contact Telephone Number - Number of person identified in data line <030>	478-984-4201
<039>	Contact Email Address - Email Address of person identified in data line <030>	ronc@progressivetel.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	
<p>I certify that (Name of Agent) <u>Bob Ragsdale</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.</p>	
Name of Authorized Agent:	Bob Ragsdale
Name of Reporting Carrier:	PROGRESSIVE RURAL
Signature of Authorized Officer:	CERTIFIED ONLINE Date: 09/30/2013
Printed name of Authorized Officer:	Ron Chambers
Title or position of Authorized Officer:	Office Manager
Telephone number of Authorized Officer:	4789844201
Study Area Code of Reporting Carrier:	220380 Filing Due Date for this form: 10/15/2013
<small>Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.</small>	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
<p>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.</p>	
Name of Reporting Carrier:	PROGRESSIVE RURAL
Name of Authorized Agent or Employee of Agent:	John Staurulakis, Inc.
Signature of Authorized Agent or Employee of Agent:	CERTIFIED ONLINE Date: 09/30/2013
Printed name of Authorized Agent or Employee of Agent:	Bob Ragsdale
Title or position of Authorized Agent or Employee of Agent:	Manager - Regulatory Affairs
Telephone number of Authorized Agent or Employee of Agent:	770-569-2105
Study Area Code of Reporting Carrier:	220380 Filing Due Date for this form: 10/15/2013
<small>Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.</small>	

Attachments

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

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

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

² *Id.* at para. 28.

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

⁴ *Id.* at n. 72.

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

Progressive Rural Telephone Cooperative, Inc. (“Progressive”) hereby certifies that it is able to function in emergency situations as set forth in 47 C.F.R. §54.202(a)(2)¹ and Chapter 515-12-1-.11(4) of the Rules of the Georgia Public Service Commission. Progressive’s network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by 47 C.F.R. §54.202(a)(2) and Chapter 515-12-1-.11(4) of the Rules of the Georgia Public Service Commission. Progressive can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow Progressive to manage traffic spikes throughout its network, as emergency situations require.

Specifically, each central office building is supplied with standby generators and battery back-up that enable the central office to keep running until power is restored so long as fuel is available, or until system changes are made to reroute traffic. Progressive has battery backup at all office locations and in its electronic equipment sites. Length of run time is determined by the equipment serving the area and the number of customers working out of the equipment.

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

GENERAL SUBSCRIBER SERVICES TARIFF

Progressive Rural Telephone Co-Op, Inc.
Rentz, Georgia

Section B
First Revised Sheet 1
Replaces Original Sheet 1

Georgia PSC

B. GENERAL REGULATIONS

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(N)

Issued: August 26, 1998

Effective: September 26, 1998

By: Charles E. Mullis, General Manager

GENERAL SUBSCRIBER SERVICES TARIFF

Progressive Rural Telephone Co-Op, Inc.
Rentz, Georgia

Section B
First Revised Sheet 2
Replaces Original Sheet 2

Georgia PSC

B. GENERAL REGULATIONS

B.1 Application

The regulations specified herein are applicable to all communication services offered in this Tariff by Progressive Rural Telephone Co-Op., Inc. hereinafter referred to as the Company. Additional regulations, where applicable, pertaining to specific service offerings accompany such offerings in various sections of this Tariff.

B.2 Ownership, Location and Access

(L)

1. Telephone equipment and facilities are for the use of the subscribers, employees, or representatives of the subscribers or authorized user of the Telephone Company, and are the property of the Telephone Company and furnished with the expressed understanding and conditions that such equipment, instruments, and lines, unless expressly provided in other sections of this Tariff, must be installed, relocated, and maintained by the Telephone Company and that the employees or agents of the Company may enter the premises at any reasonable hour to collect from coin boxes, to install, to inspect, or to make repairs and at the termination or cancellations of the service to remove equipment and lines.
2. Pursuant to the requirements of Official Code of Georgia Annotated (N) (OCGA) Section 46-5-25, the telephone service of any subscriber terminating at the location of a facsimile machine which is used or operated in violation of the provisions set forth following shall be subject to disconnection if the violation does not cease within 10 days from the date of delivery shown on the return receipt of the certified letter mailed by the Company to the subscriber notifying the subscriber of the violation. A copy of this letter shall also be sent to the Georgia Public Service Commission.

(L) Material previously located on this page now appears on Sheet 2.1.

Issued: August 27, 1990

Effective: September 5, 1990

By: Charles E. Mullis, General Manager

GENERAL SUBSCRIBER SERVICES TARIFF

Progressive Rural Telephone Co-Op, Inc.
Rentz, Georgia

Section B
First Revised Sheet 2.1
Replaces Original Sheet 2.1

Georgia PSC

B. GENERAL REGULATIONS

B.2 Ownership, Location and Access (Cont'd)

- (1) It shall be a violation for any subscriber to initiate the transmission of, employ or direct another person to initiate the transmission of, or contract for the initiation of the transmission of an unsolicited facsimile message for the commercial purpose of advertising or offering the sale, lease, rental, or gift of any goods, services, or real personal property. (N)
- (2) Paragraph 1, preceding shall not apply where the recipient has consented to the receipt of one or more telefacsimile messages or where there exists a prior contractual or business relationship between the recipient and the initiator or the initiator's principal. (N)

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

B.3 Disconnect or Remove Equipment (L)

Subscribers may not disconnect or remove or permit others to disconnect or remove any equipment or lines installed by the Company except on written permission by the Company.

B.4 Unauthorized Attachments (L)

All lines, equipment and apparatus attached to the Telephone Company facilities must meet with Telephone Company requirements and be inspected by the authorized representative of the Telephone Company before any connections are made.

(L) Material now located on this page previously appeared on Sheet 2.

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By: Charles E. Mullis, General Manager

GENERAL SUBSCRIBER SERVICES TARIFF

Progressive Rural Telephone Co-Op, Inc.
Rentz, Georgia

Section B
Original Sheet 3

Georgia PSC

B. GENERAL REGULATIONS

B.5 Ownership of Telephone Number

The subscriber has no property right to the telephone number and the Telephone Company may change such number whenever it is necessary in the conduct of its business.

B.6 Apparatus, Damaged or Destroyed

All ordinary expense or maintenance and repairs is borne by the Telephone Company. The subscriber will be billed the actual cost of each telephone instrument or piece of apparatus injured or destroyed, otherwise than by unavoidable accident.

B.7 Telephone Company's Obligation

The Telephone Company's obligation to furnish telephone service is dependent upon its ability to procure and retain suitable facilities and rights for the construction and maintenance of the necessary circuits.

B.8 Bills Payable

The subscriber shall pay monthly in advance or on demand all charges for exchange service and equipment and shall pay on demand all charges for toll service. The subscriber assumes the responsibility for all charges for exchange service and toll messages originating at the subscriber's station, and for toll messages received at the subscriber's station on which the charges have been reversed with the consent of the person called.

B.9 Where Bills Payable

All charges due by the subscriber are payable by the subscriber at the Telephone Company's Commercial Office or at any other agency duly authorized to receive such payments. If objection in writing is not received by the Telephone Company within fifteen days after the bill is rendered the account shall be deemed correct, and binding upon the subscriber.

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By: Charles E. Mullis, General Manager

GENERAL SUBSCRIBER SERVICES TARIFF

Progressive Rural Telephone Co-Op, Inc.
Rentz, Georgia

Section B
Original Sheet 4

Georgia PSC

B. GENERAL REGULATIONS

B.10 Cancellation of Service

B.10.1 The Company may without notice either suspend service or terminate the subscriber's contract without suspension of service or, following suspension of service, disconnect the service and remove any of its equipment from the subscriber's premises upon:

- (1) Abandonment of the service.
- (2) Failure of a subscriber to make suitable deposit as required by this Tariff
- (3) Impersonation of another with fraudulent intent.
- (4) Listening in on party line conversation.
- (5) Use of service in such a way as to impair or interfere with the service of other subscribers; such improper use includes, but is not limited to, the use of telephone service by a subscriber or with his permission in connection with a plan or contrivance to secure a large volume of telephone calls, to be directed to such subscriber at or about the same time which may result in preventing, obstructing, or delaying the telephone service of others.
- (6) Abuse or fraudulent use of service, such abuse or fraudulent use includes:
 - (a) the use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for the service;
 - (b) the obtaining, or attempting to obtain, or assisting another to obtain or attempt to obtain, long distance message telephone service, by rearranging, tampering with, or

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GENERAL SUBSCRIBER SERVICES TARIFF

Progressive Rural Telephone Co-Op, Inc.
Rentz, Georgia

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Georgia PSC

B. GENERAL REGULATIONS

B.10 Cancellation of Service (Cont'd)

B.10.1 (Cont'd)

(6) (Cont'd)

(b) (Cont'd)

making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service;

(c) the use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, or torment another;

(d) the use of profane or obscene language;

(e) the use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.

(7) Any other violation of the Company's regulations.

B.10.2 The Company reserves the right to cancel any contract for service with and to discontinue service to any person who uses or permits the use of obscene, profane, or grossly abusive language over or by means of the Company's facilities, and who, after reasonable notice fails, neglects or refuses to cease and refrain from such practice or to prevent the same, and to remove its property from the premises of such person.

B.10.3 The Company may terminate the service and remove its equipment for nonpayment of any sum due for exchange, long distance, or other services when the following requirements are met:

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GENERAL SUBSCRIBER SERVICES TARIFF

Progressive Rural Telephone Co-Op, Inc.
Rentz, Georgia

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First Revised Sheet 6
Replaces Original Sheet 6

Georgia PSC

B. GENERAL REGULATIONS

B.10 Cancellation of Service (Cont'd)

B.10.3 (Cont'd)

- (1) Written notice shall be sent to the customer no sooner than 10 days after the original bill is sent out.
- (2) The consumer shall then have a minimum of 10 days to comply.
- (3) The discontinuation of service shall not be made before twenty-nine days after the original bill is sent out.
- (4) The telephone Company may not deny, threaten to deny, or otherwise terminate or disconnect the customer's basic local exchange service for failure to pay any or all charges associated with 900 service calling. (N)
- (5) Disconnection shall not occur on the preceding day of/and on Saturdays, Sundays, and legal holidays.

B.11 Service Restored

Should service be suspended for non-payment of charges, restoration of service will be made only as prescribed under "Restoration of Service". When the connection has been severed for non-payment, the contract is considered to have been terminated. Re-establishment of service may be made only upon the execution of a new contract, which is subject to the provisions to this Tariff.

B.12 Uninterrupted Service

In view of the possibility of errors and difficulties in the transmission of messages by telephone and the impossibility of fixing in all cases the causes thereof, the Telephone Company cannot guarantee uninterrupted working of its lines and instruments.

B.13 Termination of Service

Equipment furnished by the Telephone Company shall, upon termination of service from any cause whatsoever, be returned to it in good condition, reasonable wear and tear thereof accepted.

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By: Charles E. Mullis, General Manager

GENERAL SUBSCRIBER SERVICES TARIFF

Progressive Rural Telephone Co-Op, Inc.
Rentz, Georgia

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Original Sheet 7

Georgia PSC

B. GENERAL REGULATIONS

B.14 Defacement of Sub. Property

No liability shall attach to the Telephone Company by reason of any defacement or damage to the subscriber's premises resulting from the placing of the Company's instruments, apparatus and associated wiring on such premises, or by the removal thereof, when such defacement or damage is not the result of negligence on the part of the Company or its employees.

B.15 Liability for Damage

The Telephone Company shall not be liable for damage for statutory penalties in any case where a claim is not presented in writing thirty days after the alleged delinquency occurs.

B.16 Use of Connecting Lines

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

B.17 Transmittal of Messages

The Telephone Company will not transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections. Employees of the Telephone Company are forbidden to accept either oral or written messages to be transmitted over the lines of the Telephone Company.

B.18 Location of Instrumentalities

The Telephone Company may refuse to place the instrumentalities in locations that would impair the service or cause damage to equipment or wiring or undue hazardous working conditions.

B.19 Telephone Directories

The use, in connection with Telephone Directories, of any auxiliary cover, tabs, stickers,

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GENERAL SUBSCRIBER SERVICES TARIFF

Progressive Rural Telephone Co-Op, Inc.
Rentz, Georgia

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Original Sheet 8

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B. GENERAL REGULATIONS

B.19 Telephone Directories (Cont'd)

inserts, or other matter, except such as are provided by, or with the consent of, the Telephone Company is prohibited.

B.20 Unlawful Use of Service

The service is furnished subject to the conditions that it will not be used for any unlawful purpose. Service will be discontinued if any law enforcement agency, acting within its apparent jurisdiction, advises in writing that such service is being used in violation of the law. The Telephone Company will refuse to furnish when it has reasonable ground to believe that such service will be used in violation of the law.

B.21 Failure to Observe Rules and Regulations

The rules and regulations specified herein are in addition to those contained in the Tariff sheets that form a part of this Exchange and General Tariff of the Progressive Rural Telephone Co-Op., Inc. Failure on the part of the subscribers to observe these rules and regulations, after due notice of such failure, automatically gives the Telephone Company the privilege to discontinue the furnishing of service.

B.22 Deposits

B.22.1 Applicants for service, unable to establish a satisfactory credit rating with the Telephone Company, or existing customers whose credit ratings have become impaired to make a suitable cash deposit to be held as security for the payment of bills for telephone service. The amount of such deposit shall not, however, exceed the estimated amount of charges for exchange and telephone toll service which it is estimated will accrue over a normal billing period plus 45 days. The Telephone Company may require the customer to increase the amount of the deposit at any time, if, in its opinion, the charges billed against the customer are found to warrant such an increase. When service is terminated any balance of the amount deposited,

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GENERAL SUBSCRIBER SERVICES TARIFF

Progressive Rural Telephone Co-Op, Inc.
Rentz, Georgia

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B. GENERAL REGULATIONS

B.22 Deposits (Cont'd)

B.22.1 (Cont'd)

plus accrued interest, remaining after the deduction of all sums due the Telephone Company, will be returned to the customer, or the deposit may be returned at any time thereto, at the option of the Telephone Company.

B.22.2 All deposits held by the Telephone Company for a period of 2 months or more will bear simple interest at the rate of 7% per annum, payable:

- (1) On demand of the depositor at any time but not oftener than once a year.
- (2) At the end of each 5-year period if demand for payment of interest or discontinuance of service has not been previously made.

B.22.3 The fact that a deposit has been made shall in no way relieve the applicant or customer from complying with the Telephone Company's regulations as to advance payments and the prompt payment of bills on presentation, nor constitute a waiver or modification of the regular practices of the Telephone Company providing for the discontinuance of service rendered. The Telephone Company may discontinue service to any such customer failing to pay current bills without regard to the fact that such customer has made a deposit with the Telephone Company to secure payment of such bills or has furnished the Telephone Company with a guarantee in writing of such bills.

B.22.4 Service may be discontinued for failure to establish credit as authorized above, within 5 days after the Telephone Company has served notice requiring the customer to do so.

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GENERAL SUBSCRIBER SERVICES TARIFF

Progressive Rural Telephone Co-Op, Inc.
Rentz, Georgia

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B. GENERAL REGULATIONS

B.23 Application for Service

B.23.1 A new application for service, except those received from the Federal or State Government shall be made on the Telephone Company's standard application form and accompanied by a \$10.00 membership fee in addition to installation charge. In the event that an applicant cancels his application before the Company's services have been installed, a \$5.00 service ordering application fee shall be deducted from the refund of membership fee to the applicant.

B.23.2 The Applicant will grant to the Co-Operative a right-of-way easement to construct, operate and maintain a telephone line or system on the land described on application and in or upon all streets, roads, or highways abutting said land.

B.23.3 The Applicant will, when telephone service becomes available, take from the Co-Operative telephone service to be used on the premises described on said application and will pay therefore monthly at rates to be determined from time to time in accordance with the by-laws of the Co-Operative, it being expressly understood that all amounts paid by Applicant in excess of operating costs and expenses of the Co-Operative are furnished by him as capital and he shall be credited with the capital so furnished as provided in the by-laws.

B.23.4 The Applicant will comply with and be bound by the provisions of the charter and by-laws of the Co-Operative, and such rules and regulations as may from time to time be adopted by the Co-Operative.

B.23.5 The acceptance of this application by the Co-Operative shall constitute an agreement between the Applicant and the Co-Operative, and shall continue in force for one year from the date service is made available by the Co-Operative to the Applicant, and thereafter until canceled by at least 30 days written notice given by either party to the other.

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By: Charles E. Mullis, General Manager

GENERAL SUBSCRIBER SERVICES TARIFF

Progressive Rural Telephone Co-Op, Inc.
Rentz, Georgia

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B. GENERAL REGULATIONS

B.23 Application for Service (Cont'd)

B.23.6 Applications for service or facilities are not binding upon either party until the service which they cover is established, at which time they become contracts under the rates and conditions of this Tariff.

B.24 Collection Practices

B.24.1 The Telephone Company will render its customers' bills on or near the 1st day of each month as possible.

B.24.2 These bills are payable by the 10th day after the bills are rendered.

B.24.3 On the morning of the 29th day after the first bill is rendered, service will be suspended on telephone numbers of accounts still unpaid, except that in accordance with section B.10.3, the service may not be discontinued on the day preceding Saturday, Sunday, and legal holidays.

B.24.4 After five days from the date service is suspended, station equipment will be removed.

B.24.5 Upon suspension of service for non-payment of account, a restoration charge will be made in accordance with Section No. 4 Sheet 1.

B.24.6 The failure to receive bills that have been rendered will not alter the Company's practice as outlined above.

B.24.7 Bills are payable at the Telephone Company's Commercial Office, or at any other agency duly authorized as outlined in another part of this Tariff.

B.24.8 Service shall not be disconnected for non-payment of local service charges to a residential customer who has a serious illness which would be aggravated by

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GENERAL SUBSCRIBER SERVICES TARIFF

Progressive Rural Telephone Co-Op, Inc.
Rentz, Georgia

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B. GENERAL REGULATIONS

B.24 Collection Practices (Cont'd)

B.24.8 (Cont'd)

said discontinuation, provided that the customer notifies the utility of this condition in writing, or orally and within ten (10) days of giving such initial notice furnishes to the utility a written statement from a physician, county board of health, hospital, or clinic identifying the illness and its expected duration, and certifying that the illness would be aggravated by such discontinuance. In such event, the proposed disconnection shall be held in abeyance for the shorter of either the length of the illness or one month from the date of such initial notice, and the customer may renew the postponement period one additional time by repeating the aforementioned procedure. If there is a dispute regarding the existence of a serious illness, the case may be referred to the Commission for final determination.

In the case of a disputed bill for basic local exchange residential service, the customer shall have the right, after all remedial measures with the utility have failed, to request in writing, or orally to be followed by a request in writing, that the Commission investigate the dispute before residential service may be disconnected. Such request must be made within ten (10) days after the date of the disputed bill.

No consumer may be disconnected for unpaid residential local service if the consumer notifies the telephone company between the date of receiving a notification of the proposed disconnection of service and the date set for disconnection and agrees to pay the unpaid balance for service previously provided in equal installments over the three consecutive billing months immediately following said notice. Further, the consumer agrees to pay future bills and the installments by the date due. However, if a consumer has received a notice of intent to disconnect, at any time prior to the time when the consumer is once again current in his billings for service previously provided, if the

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GENERAL SUBSCRIBER SERVICES TARIFF

Progressive Rural Telephone Co-Op, Inc.
Rentz, Georgia

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B. GENERAL REGULATIONS

B.24 Collection Practices (Cont'd)

B.24.8 (Cont'd)

consumer makes toll calls exceeding \$10.00 in any thirty (30) day period, the telephone company shall have the right to immediately and without further notice, disconnect telephone service to that customer. Similarly, if the consumer fails to make any agreed upon payment as set forth immediately above, the company may disconnect service without further notice.

B.24.9 A late payment charge of one and one-half (1 1/2) percent will be applied to each customer's bill when a previous month's bill has an unpaid balance of \$20.00 or more at the time of the billing due date.

(N)

B.24.10 A \$9.00 collection fee will be applied to accounts of business subscribers and a \$5.00 collection fee will be applied to accounts of residence subscribers when such subscribers have a prior month's balance that is not paid in full by the billing due date.

(N)

B.25 Business Rates Apply at the Following Locations:

B.25.1 In offices, stores, factories, mines, and all other places of a strictly business nature.

B.25.2 In boarding houses, except as noted under Section 5, Sheet 6; offices of hotels, halls, and offices of apartment buildings; quarters occupied by clubs or lodges; public, private, or parochial schools or colleges, hospitals, libraries, churches, and other similar institutions.

B.25.3 At residence locations when the subscriber has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, which fact might be indicated by advertising either by business cards, newspapers, handbills, billboards, circulars, motion pictures, screens, or other advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over to residence telephone during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.

B.25.4 At residence locations, when an extension station or extension bell is located in a shop, office, or other place of business.

B.25.5 In college fraternity houses.

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By: Wayne Dixon, General Manager

GENERAL SUBSCRIBER SERVICES TARIFF

Progressive Rural Telephone Co-Op, Inc.
Rentz, Georgia

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B. GENERAL REGULATIONS

B.25 Business Rates Apply at the Following Locations (Cont'd)

B.25.6 In any location where the listing of service at that location indicates a business, trade, or profession, except as specified under Section 5, Sheet No. 6.

B.26 Residence Rates Apply at the Following Locations

B.26.1 In private residence where business listings are not provided.

B.26.2 In private apartments of hotels, rooming houses, or boarding houses where service is confined to the subscriber's use, and elsewhere in rooming or boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.

B.26.3 In the place of residence of a clergyman or nurse, and in the place of residence of a physician, surgeon, or other medical practitioner, dentist or veterinarian, provided the subscriber does not maintain an office in the residence.

B.26.4 In the event a residence telephone number is advertised for a commercial purpose, the rate will be changed to the business rate and residence service will not be provided where office or place of business is in the same premises.

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By: Charles E. Mullis, General Manager

GENERAL SUBSCRIBER SERVICES TARIFF

Progressive Rural Telephone Co-Op, Inc.
Rentz, Georgia

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B. GENERAL REGULATIONS

B.27 Service Observing

A. General

1. The primary purpose of service observing is to secure information on individual calls, which in turn may be summarized, analyzed and appraised for management use. Such service observations may provide: information in regard to the quality and character of service furnished telephone users, data for measuring the performance in various features that contribute to telephone service, data for engineering purposes, or information of a specialized nature.

B. Practice

1. Employees of the Telephone Company will not monitor, as part of a normal routine, any of the verbal conversation of any telephone call made by a subscriber.
2. The Telephone Company will not monitor, from time to time, the operators of the company to determine quality of performance in the handling of calls, to rate trainee personnel, and to see that the General Rules of the Company are observed.
3. The Telephone Company will, from time to time, use verification trunks, test boards, service observation recorders, or other special equipment to disclose some particular detail of service deficiency.
4. The Telephone Company will maintain a list of those subscribers licensed by the Georgia Public Service Commission to use service observing equipment, and will make such a list available to the public upon request.
5. The Telephone Company will not provide service observing equipment to any subscriber not authorized by the Georgia Public Service Commission to operate such equipment.

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By: Charles E. Mullis, General Manager

GENERAL SUBSCRIBER SERVICES TARIFF

Progressive Rural Telephone Co-Op, Inc.
Rentz, Georgia

Section B
Original Sheet 16

Georgia PSC

B. GENERAL REGULATIONS

B.28 Third Party Service Providers

B.28.1 Pursuant to the requirements of Official Code of Georgia Annotated (O.C.G.A.) Section 46-5-171.1, prior to Company billing for a third-party, Company must have a signed authorization from end user. The requesting third-party must obtain signed authorization from end user and provide to Company before any billing is performed. | The third-party service provider must provide to Company the following before billing is performed:

1. Explanation of the product/service being offered.
2. Explicit end user customer acknowledgment that said charges will be assessed via the telephone bill.
3. Information related to whom to call (and the appropriate toll-free telephone number) for inquiries.

(N)

(N)

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By: Charles E. Mullis, General Manager

GENERAL SUBSCRIBER SERVICES TARIFF

Progressive Rural Telephone Co-Op, Inc.
Rentz, Georgia

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Original Sheet 17

Georgia PSC

B. GENERAL REGULATIONS

B.29 Limitation of Liability

(N)

B.29.1 Unauthorized Computer Intrusion

With respect to any claim or suit by a subscriber, common carrier, reseller, or any other party for damages caused by, or associated with, any unauthorized computer intrusion, including but not limited to the input of damaging information such as a virus, time bomb, any unauthorized access, interference, alteration, destruction, theft of, or tampering with, a Company computer, switch, data, database, software, information, network or other similar system, the Company's liability, if any, shall not exceed an amount equal to the proportionate charge by the Company for the service for the period during which the service provided by the Company was affected or so utilized.

Each subscriber of the Company shall be responsible for providing appropriate security measures to protect the subscriber's computer, data, or telecommunications network.

B.29.2 Transmission of Data

The Company shall not be held liable for any damage, harm or loss of data caused by the subscriber using the Company's voice-grade telephone access lines and/or facilities for the transmission of data. The Company's liability shall be limited to errors or damages to the transmission of voice messages over these facilities, and the liability shall be limited to an amount equal to the proportionate amount of the Company's billing for the period of service during which the errors or damages occur.

B.29.3 Errors or Damages Caused by System Date Limitations

The Company's liability for errors or damage resulting from the inability of the Company's systems to process dates, such as the Year 2000, shall be limited to the provisions as set forth in Federal Bill No. H.R. 775.

B.29.4 Unauthorized Devices

The Company shall not be held liable or responsible for any damage or harm that may occur as the result of unauthorized devices or the failure of the Company to detect unauthorized devices on the subscriber's line.

(N)

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GENERAL SUBSCRIBER SERVICES TARIFF

Progressive Rural Telephone Co-Op, Inc.
Rentz, Georgia

Section C
Third Revised Sheet 2.1
Replaces Second Revised Sheet 2.1

Georgia PSC

C. BASIC LOCAL EXCHANGE SERVICE

C.1 Local Exchange Touchtone Rates

EXCHANGES

Cadwell, Cedar Grove, Chester, Dexter, Rentz, Dudley

<u>SERVICE</u>	<u>MONTHLY RATES</u>	
RES 1-PTY FLAT	\$14.27	(I)
BUS 1-PTY FLAT	\$19.20	(I)
*TRUNK FLAT 2-WAY	\$56.72	
**KEY SYSTEM	\$29.36	

Local Calling Area includes Cadwell, Cedar Grove, Chester, Cochran, Dexter, Dudley, Dublin, and Rentz.

*Trunk Rate 3 times B1
**Key System 1.5 times B1

GENERAL SUBSCRIBER SERVICES TARIFF

Progressive Rural Telephone Co-Op, Inc.
Rentz, Georgia

Section Z
Second Revised Sheet 12
Replaces First Sheet 12

Georgia PSC

Z. UNREGULATED STATION EQUIPMENT AND ACCESSORIES

Z.4 Miscellaneous Services

Z.4.1 Extension Telephones

(1) Definition

For the purpose of this Tariff an extension station is an additional telephone located on the same premises, bridged across the same line and bearing the same number as the main station with which it is associated.

(2) Monthly Rate

All exchanges:

Business	\$1.75
Residence	\$1.25

Z.4.2 Local Exchange Rotary Dial Rates

Rotary Dial Service is only provided to customers who were subscribers to Rotary Dial Service as of December 31, 2010 and is not available to new subscribers.

EXCHANGES

Cadwell, Cedar Grove, Chester, Dexter, Rentz, Dudley

<u>SERVICE</u>	<u>MONTHLY RATES</u>	
RES 1-PTY FLAT	\$12.77	(I)
BUS 1-PTY FLAT	\$19.07	(I)
*TRUNK FLAT 2-WAY	\$54.72	
**KEY SYSTEM	\$27.36	

Local Calling Area includes Cadwell, Cedar Grove, Chester, Cochran, Dexter, Dudley, Dublin, and Rentz.

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By: Wayne Dixon, General Manager

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GENERAL SUBSCRIBER SERVICES TARIFF

Progressive Rural Telephone Cooperative, Inc.
Rentz, Georgia

Section C
First Revised Sheet 6
Replaces Original Sheet 6

Georgia PSC

C. BASIC LOCAL EXCHANGE SERVICE

LIFELINE SERVICE TARIFF

C.10 Low Income Program

(C)

The Company, as part of its obligations as an Eligible Telecommunications Carrier, offers a low-income assistance program. This program, Lifeline Assistance, is offered under the terms and conditions provided below:

1. Lifeline Assistance

a. General

Lifeline Assistance is a non-transferable retail service offering for which qualifying low-income subscribers pay reduced charges, as provided for below. Lifeline Assistance enables eligible subscribers to pay reduced charges for voice telephony service that includes the following services: voice-grade access to the public switched network or its functional equivalent; local usage; access to emergency services; and toll limitation.

b. Regulations

Subscribers are eligible for Lifeline Assistance if:

1. The subscriber's household income is at or below 135 percent of the Federal Poverty Guidelines, or
2. The subscriber, or one or more of the subscriber's dependents or the subscriber's household, receives benefits from at least one of the following qualifying programs:

Medicaid;
 Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps;
 Supplemental Security Income (SSI);
 Federal Public Housing Assistance;
 Low-Income Home Energy Assistance Program (LIHEAP);
 National School Lunch Program's free lunch program;
 Temporary Assistance for Needy Families (TANF);
 Low Income Senior Citizens discount plan offered by a local gas or power company

3. Other eligibility requirements may be established by the Commission.

(C)

GENERAL SUBSCRIBER SERVICES TARIFF

Progressive Rural Telephone Cooperative, Inc.
Rentz, Georgia

Section C
First Revised Sheet7
Replaces Original Sheet 7

Georgia PSC

C. BASIC LOCAL EXCHANGE SERVICE

LIFELINE SERVICE TARIFF

C.10 Low Income Program (Cont'd)

1. Lifeline Assistance (Cont'd)

b. Regulations (Cont'd)

- 4. Each subscriber to Lifeline Assistance must certify in writing to the Company, under penalty of perjury, that s/he receives benefits under a program outlined in sub-paragraphs (b)(1) through (b)(3), above, and must, on that same document, agree to notify the Company if s/he ceases to participate in the program(s). The certification form shall conform to the requirements described herein, and shall be made available upon request to any subscriber. The Company shall retain all such subscriber certifications in order to furnish proof of subscriber eligibility as may be required from time to time by Universal Service administrators.
- 5. A subscriber may elect at the time of subscription to Lifeline Assistance to receive toll limitation as part of Lifeline Assistance. "Toll limitation" is a service that allows a subscriber to elect not to allow the completion of outgoing toll calls from the subscriber's residence.
- 6. Lifeline Assistance will not be disconnected for non-payment of toll charges, unless the Company first demonstrates to the Commission that the Company would incur substantial costs, that the Company offers toll limitation without charge, and that telephone subscribership among low-income subscribers in the Company's service area is greater than or equal to the national subscribership rate for low-income consumers. For purposes of this paragraph, a "low-income consumer" is one with an income below the poverty level for a family of four residing in Georgia. The Company shall follow all applicable notice provisions as established, from time to time, by the Commission, as part of the waiver process, and to implement a waiver, if granted. The Company may reapply for the waiver as necessary.

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GENERAL SUBSCRIBER SERVICES TARIFF

Progressive Rural Telephone Cooperative, Inc.
Rentz, Georgia

Section C
Second Revised Sheet 8
Replaces First Revised Sheet 8

Georgia PSC

C. BASIC LOCAL EXCHANGE SERVICE

LIFELINE SERVICE TARIFF

C.10 Low Income Program (Cont'd)

(C)

1. Lifeline Assistance (Cont'd)

b. Regulations (Cont'd)

7. The Company may not collect a service deposit in order to initiate Lifeline Assistance if the qualifying low-income subscriber voluntarily elects toll blocking from the Company, where available or if the qualifying low-income subscriber elects a calling plan that does not distinguish between toll and non-toll calls in its pricing. If toll blocking is unavailable, then the Company may charge a service deposit.

c. Effective August 1, 2012, the Lifeline credit available to an eligible customer in Georgia is equal to the total of federal support as established by the Federal Communications Commission. The amount of credit will not exceed the charge for local service, which includes the access line, the Subscriber Line Charge and local usage.

d. The Company shall apply the baseline payments received by the administrator of the federal Lifeline Assistance program to waive the qualifying customer's federal Subscriber Line Charge. The Company shall apply any additional federal support amount to the qualifying customer's basic local exchange service rate.

e. To be eligible for Lifeline Assistance, qualifying customers must subscribe to a flat-rate basic local exchange service offering that is made available in the Company's service area.

f. Partial payments that are received from Lifeline customers shall first be applied to local service charges and then to any outstanding toll charges.

g. All aspects of the Lifeline Assistance program shall be subject to the interpretation of applicable Federal regulations and any directives which may from time to time be prescribed by the Universal Service Administrative Company. These rules are separate and apart from any rules prescribed as part of a state Universal Service program.

(C)

REDACTED – FOR PUBLIC INSPECTION

PROGRESSIVE RURAL TELEPHONE COOPERATIVE, INC. (SAC 220380)

ATTACHMENT - LINE 3017

ATTACHMENT REDACTED IN ENTIRETY