



Your business is our business.

DOCKET FILE COPY ORIGINAL

REDACTED – FOR PUBLIC INSPECTION

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

October 15, 2013

ACCEPTED/FILED

OCT 24 2013

Federal Communications Commission  
Office of the Secretary

Via Hand Delivery

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

Re: WC Docket No. 10-90, WC Docket No. 11-42  
2013 ETC Annual Report of Franklin Telephone Company, Inc.  
Study Area Code 280454

Dear Ms. Dortch:

On behalf of Franklin Telephone Company, Inc. ("Franklin"), JSI files the attached confidential and redacted versions of the FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission's rules.<sup>1</sup> Franklin seeks confidential treatment under Protective Order for section 54.313(f)(2) financial information.<sup>2</sup> The redacted version is also being filed this date via the FCC's Electronic Comment Filing System. Also attached is a letter requesting confidential treatment of section 54.313(a)(2) outage reporting under section 0.459.<sup>3</sup>

Please direct any questions regarding the filing to the undersigned.

Sincerely,

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

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

No. of Copies rec'd 043  
List ABCDE

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

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

<sup>3</sup> 47 C.F.R. § 0.459.

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

Eagandale Corporate Center, Suite 310  
1380 Corporate Center Curve, Eagan, MN 55121  
phone: 651-452-2660, fax: 651-452-1909

6849 Peachtree Dunwoody Road  
Bldg. B-3, Suite 200, Atlanta, GA 30328  
phone: 770-569-2105, fax: 770-410-1608

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



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445 12<sup>th</sup> Street, SW  
Washington, DC 20554

**Re: WC Docket No. 10-90, WC Docket No. 11-42  
2013 ETC Annual Report of Franklin Telephone Company, Inc.  
Study Area Code 280454  
Request for Confidentiality**

Dear Ms. Dortch:

John Staurulakis, Inc. (“JSI”), on behalf of its client, Franklin Telephone Company, Inc. (“Franklin” or “the Company”), hereby requests, pursuant to Section 0.459 of the Commission’s rules,<sup>1</sup> withholding from public inspection certain information contained in an attachment to the report submitted in fulfillment of the above-referenced reporting requirement. The Company provides the following in support of its request, numbered consistent with the subparagraphs of Section 0.459(b).<sup>2</sup>

1. The information for which the Company is seeking confidential treatment is an attachment to the Company’s annual reporting information pursuant to Sections 54.313 and 54.422 of the Commission’s rules (“Report”).<sup>3</sup>
2. Eligible Telecommunications Carriers (“ETCs”) must file with the Commission the reporting information which is contained in the attachment to the Report pursuant to Sections 54.313 and 54.422 and as specified in the August 6, 2013 Public Notice.<sup>4</sup>
3. The information contained in the attachment to the Report for which Franklin seeks the withholding from public inspection is data pertaining to the Company’s outages

<sup>1</sup> 47 C.F.R. § 0.459.

<sup>2</sup> 47 C.F.R. § 0.459(b)(1) through (9).

<sup>3</sup> 47 C.F.R. §§ 54.313, 54.422.

<sup>4</sup> See *Wireline Competition Bureau Announces Filing Deadline of October 15, 2013 for Eligible Telecommunications Carriers to File High-Cost and Low-Income Annual Reports, and Announces Filing Deadline of December 16, 2013 for States and ETCs to File Annual Use Certifications*, DA 13-1707 (rel. Aug. 6, 2013) (“August 6, 2013 Public Notice”).

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provided at FCC Form 481 attachment Line 200, Service Outage Reporting. Information of this nature is confidential commercial information routinely withheld from public inspection.

4. With respect to identifying the degree to which the attachment concerns a service that is subject to competition, the information pertains to the network and operations of a telecommunications company that has competitors that could benefit if they were able to have access to this information.
5. With respect to identifying possible exposure to competitive harm, the information contained in the attachment is information that is not customarily released to the public. Because the telecommunications market is highly competitive, release of this information could substantially harm the Company's telecommunications business.
6. With respect to steps the Company has taken to ensure against unauthorized disclosure of the information contained in the attachment, the Company is filing the attachment under seal.
7. Any previous versions of this information are not publicly available.
8. Because the information is not routinely available, a need exists for maintaining the confidentiality of this information permanently.
9. The Commission has previously concluded that there is a presumptive likelihood of substantial competitive harm from disclosure of outage information.<sup>5</sup> The Commission also determined the disclosure of outage reporting information to the public could present an unacceptable risk of more effective terrorist activity and could therefore result in potential harm to the public and the national defense.

Based on the preceding, JSI respectfully requests on behalf of the Company that the Commission grant confidential treatment under Section 0.459 to FCC Form 481 attachment at Line 200, Service Outage Reporting. Please contact the undersigned with any questions regarding this request.

Sincerely,



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

---

<sup>5</sup> See *In the Matter of New Part 4 of the Commission's Rules Concerning Disruptions to Communications*, ET Docket No. 04-35, *Report and Order and Further Notice of Proposed Rulemaking*, FCC 04-188, rel. Aug. 19, 2004, para. 45.

<b>FCC Form 481 - Carrier Annual Reporting Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0815 July 2013
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**ACCEPTED/FILED**

**OCT 24 2013**

**Federal Communications Commission  
Office of the Secretary**

<010> Study Area Code	280454
<015> Study Area Name	FRANKLIN TEL CO - MS
<020> Program Year	2014
<030> Contact Name: Person USAC should contact with questions about this data	Tammy Torrey
<035> Contact Telephone Number: Number of the person identified in data line <030>	601-384-3350
<039> Contact Email Address: Email of the person identified in data line <030>	tammy.torrey@telapexinc.com

<b>ANNUAL REPORTING FOR ALL CARRIERS</b>	<b>54.313 Completion Required</b>	<b>54.422 Completion Required</b>
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			(check box when complete)	
<100>	Service Quality Improvement Reporting	(complete attached worksheet)	<input type="checkbox"/>	
<200>	Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210>	<input type="checkbox"/> <-- check box if no outages to report			
<300>	Unfulfilled Service Requests (voice)		<input checked="" type="checkbox"/>	
<310>	Detail on Attempts (voice)	(attach descriptive document)		
<320>	Unfulfilled Service Requests (broadband)			
<330>	Detail on Attempts (broadband)	(attach descriptive document)		
<400>	Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410>	Fixed	<input type="text" value="1.666E-4"/>		
<420>	Mobile	<input type="text"/>		
<430>	Number of Complaints per 1,000 customers (broadband)			
<440>	Fixed	<input type="text"/>		
<450>	Mobile	<input type="text"/>		
<500>	Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510>	<input type="text" value="280454MS510"/>	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600>	Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610>	<input type="text" value="280454MS610"/>	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700>	Company Price Offerings (voice)	(complete attached worksheet)		
<710>	Company Price Offerings (broadband)	(complete attached worksheet)		
<800>	Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900>	Tribal Land Offerings (Y/N)? <input type="radio"/> <input checked="" type="radio"/>	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	
<1000>	Voice Services Rate Comparability	(check to indicate certification)		
<1010>	<input type="text"/>	(attach descriptive document)		
<1100>	Terrestrial Backhaul (Y/N)? <input checked="" type="radio"/> <input type="radio"/>	(if not, check to indicate certification)		
<1110>		(complete attached worksheet)		
<1200>	Terms and Condition for Lifeline Customers	(complete attached worksheet)		<input checked="" type="checkbox"/>

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

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

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

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

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

**(100) Service Quality Improvement Reporting  
Data Collection Form**

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

<010>	Study Area Code	280454
<015>	Study Area Name	FRANKLIN TEL CO - MS
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Torrey
<035>	Contact Telephone Number - Number of person identified in data line <030>	601-384-3350
<039>	Contact Email Address - Email Address of person identified in data line <030>	tammy.torrey@telapexinc.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.

<input type="checkbox"/>	<input type="checkbox"/>

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

<010>	Study Area Code	280454
<015>	Study Area Name	FRANKLIN TEL CO - MS
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Torrey
<035>	Contact Telephone Number - Number of person identified in data line <030>	601-384-3350
<039>	Contact Email Address - Email Address of person identified in data line <030>	tammy.torrey@telapexinc.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)

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

<010>	Study Area Code	280454
<015>	Study Area Name	FRANKLIN TEL CO - MS
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Torrey
<035>	Contact Telephone Number - Number of person identified in data line <030>	601-384-3350
<039>	Contact Email Address - Email Address of person identified in data line <030>	tammy.torrey@telapexinc.com

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

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

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<b>(1200) Terms and Condition for Lifeline Customers</b> <b>Lifeline</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
--	--

<010>	Study Area Code	280454
<015>	Study Area Name	FRANKLIN TEL CO - MS
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Torrey
<035>	Contact Telephone Number - Number of person identified in data line <030>	601-384-3350
<039>	Contact Email Address - Email Address of person identified in data line <030>	tammy.torrey@telapexinc.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans 280454MS1210

Name of attached document (.pdf)

<1220> Link to Public Website HTTP

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

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

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

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

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<b>(2000) Price Cap Carrier Additional Documentation</b> <b>Data Collection Form</b> <i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

<010>	Study Area Code	280454
<015>	Study Area Name	FRANKLIN TEL CO - MS
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Torrey
<035>	Contact Telephone Number - Number of person identified in data line <030>	601-384-3350
<039>	Contact Email Address - Email Address of person identified in data line <030>	tammy.torrey@telapexinc.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.**

<b>Incremental Connect America Phase I reporting</b>		
<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"/>
<b>Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}</b>		
<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"/>
<b>Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}</b>		
<2016>	Certification Support Used to Build Broadband	<input type="checkbox"/>
<b>Connect America Phase II Reporting {47 CFR § 54.313(e)}</b>		
<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

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Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<b>&lt;010&gt;</b>	Study Area Code	280454
<b>&lt;015&gt;</b>	Study Area Name	FRANKLIN TEL CO - MS
<b>&lt;020&gt;</b>	Program Year	2014
<b>&lt;030&gt;</b>	Contact Name - Person USAC should contact regarding this data	Tammy Torrey
<b>&lt;035&gt;</b>	Contact Telephone Number - Number of person identified in data line <030>	601-384-3350
<b>&lt;039&gt;</b>	Contact Email Address - Email Address of person identified in data line <030>	tammy.torrey@telapexinc.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:	FRANKLIN TEL CO - MS
Signature of Authorized Officer:	CERTIFIED ONLINE <span style="float: right;">Date 10/14/2013</span>
Printed name of Authorized Officer:	Tom Griffin
Title or position of Authorized Officer:	General Manger
Telephone number of Authorized Officer:	6013845855
Study Area Code of Reporting Carrier:	280454 <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 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

<010>	Study Area Code	280454
<015>	Study Area Name	FRANKLIN TEL CO - MS
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Torrey
<035>	Contact Telephone Number - Number of person identified in data line <030>	601-384-3350
<039>	Contact Email Address - Email Address of person identified in data line <030>	tammy.torrey@telapexinc.com

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

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: _____	
Signature of Authorized Officer: _____	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**TO BE COMPLETED BY THE AUTHORIZED AGENT:**

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: _____	
Name of Authorized Agent or Employee of Agent: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: _____
Printed name of Authorized Agent or Employee of Agent: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

## Attachments





**Demonstration of complying with applicable 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 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.<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>

Franklin Telephone Co., Inc. (“Company”) hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company is subject to consumer protection obligations under state law. These obligations include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of Mississippi Public Service Commission which disclose rates, terms and conditions of service to customers; (2) adherence to state consumer protection requirements governing telephone providers under Title 39 Utilities, Part III Rules and Regulations Governing Public Utility Service , Subpart 1, General Rules, and Subpart 3,

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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.

Special Rules – Telephone Companies, including requirements for customer service, billing, consumer complaints, rates and charges, and under Miss. Code Ann. Title 77, Chapter 3 statutes; and (3) truth-in-billing requirements; and (4) CPNI, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

### **Ability to Function in Emergency Situations**

The Company hereby certifies that it is able to function in emergency situations as set forth in §54.202(a)(2).<sup>1</sup> The Company's network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). The Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow the Company 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. The Company has battery backup at all office locations and in its electronic equipment sites. Length of run time is determined by the equipment serving the area and the number of customers working out of the equipment. Generators are installed at all Central Office locations. They will continue to run as long as the Company has access to propane.

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

FRANKLIN TELEPHONE COMPANY, INC.  
 TC-123-0009-00 (T)  
 Artesia-Crawford Exchange Area

SECTION II  
 3<sup>rd</sup> Revised Sheet 1  
 Cancels 2<sup>nd</sup> Revised Sheet 1

LOCAL EXCHANGE SERVICE TARIFF

GENERAL

This tariff is governed, except as otherwise specified herein, by the General Exchange Tariff which is hereby made a part of this tariff. The charges quoted in this tariff are for a period of one month, payable monthly in advance, and entitle the subscriber to local exchange service to all stations bearing the designation of the Artemia-Crawford central office and extended area service to Columbus at the flat rates shown below.

RATES AND THEIR APPLICATION

Within the exchange service area, as shown in the Exchange Service Area Map of Artesia-Crawford which is filed in Section III, the following rates apply.

	<u>One-Party Line Access</u>	
BUSINESS*	\$ 16.98	(1)
RESIDENCE	11.60	(1)

**FILED**

SEP 24 2010

MISS. PUBLIC SERVICE  
 COMMISSION  
 PUBLIC UTILITIES STAFF

**APPROVED**

OCT 24 2010

MISS. PUBLIC SERVICE  
 COMMISSION  
 PUBLIC UTILITIES STAFF

\* Payphone Access Lines for "dumb" payphones are grandfathered and restricted to existing services as of 1/1/98. No new service will be offered.

**10-UN-0347**

Issue Date:	Issued By: Wade H. Creekmore, Jr., President (N)
Effective Date:	P. O. Box 446 (N)
Order Number:	Bude, MS 39630 (N)

FRANKLIN TELEPHONE COMPANY, INC.  
 TC-128-0009-00 (T)  
 Barlow Exchange Area

SECTION II  
 3<sup>rd</sup> Revised Sheet 2  
 Cancels 2<sup>nd</sup> Revised Sheet 2

LOCAL EXCHANGE SERVICE TARIFF

GENERAL

This tariff is governed, except as otherwise specified herein, by the General Exchange Tariff which is hereby made a part of this tariff. The charges quoted in this tariff are for a period of one month, payable monthly in advance, and entitle the subscriber to local exchange service to all stations bearing the designation of the Barlow central office and extended area service to Hazlehurst at the flat rates shown below.

RATES AND THEIR APPLICATION

Within the exchange service area, as shown in the Exchange Service Area Map of Barlow which is filed in Section III, the following rates apply.

	<u>One-Party Line Access</u>	
BUSINESS *	\$ 16.93	(1)
RESIDENCE	11.60	(1)

**FILED**

SEP 24 2010

MISS. PUBLIC SERVICE  
 COMMISSION  
 PUBLIC UTILITIES STAFF

**APPROVED**

OCT 24 2010

MISS. PUBLIC SERVICE  
 COMMISSION  
 PUBLIC UTILITIES STAFF

**10-UN-0347**

\* Payphone Access Lines for "dumb" payphones are grandfathered and restricted to existing services as of 1/1/98. No new service will be offered.

Issue Date:  
 Effective Date:  
 Order Number:

Issued By: Wade H. Creekmore, Jr., President  
 P. O. Box 446  
 Bude, MS 39630

FRANKLIN TELEPHONE COMPANY, INC.  
 TC-123-0009-00 (T)  
 Benndale Exchange Area

SECTION II  
 3<sup>rd</sup> Revised Sheet 3  
 Cancels 2<sup>nd</sup> Revised Sheet 3

LOCAL EXCHANGE SERVICE TARIFF

GENERAL

This tariff is governed, except as otherwise specified herein, by the General Exchange Tariff which is hereby made a part of this tariff. The charges quoted in this tariff are for a period of one month, payable monthly in advance, and entitle the subscriber to local exchange service to all stations bearing the designation of the Benndale central office and extended area service to Lucedale at the flat rates shown below.

RATES AND THEIR APPLICATION

Within the exchange service area, as shown in the Exchange Service Area Map of Benndale which is filed in Section III, the following rates apply.

	<u>One-Party Line Access</u>	
BUSINESS*	\$ 16.93	(1)
RESIDENCE	11.60	(1)

**FILED**

SEP 24 2010

MISS. PUBLIC SERVICE  
 COMMISSION  
 PUBLIC UTILITIES STAFF

**APPROVED**

OCT 24 2010

MISS. PUBLIC SERVICE  
 COMMISSION  
 PUBLIC UTILITIES STAFF

\* Payphone Access Lines for "dumb" payphones are grandfathered and restricted to existing services as of 1/1/98. No new service will be offered.

**10-UN-0347**

Issue Date:  
 Effective Date:  
 Order Number:

Issued By: Wade H. Creekmore, Jr., President  
 P. O. Box 446  
 Bude, MS 39630

FRANKLIN TELEPHONE COMPANY, INC.

TC-128-0009-00 (T)  
Crosby Exchange Area

SECTION II

3<sup>rd</sup> Revised Sheet 4  
Cancels 2<sup>nd</sup> Revised Sheet 4

LOCAL EXCHANGE SERVICE TARIFF

GENERAL

This tariff is governed, except as otherwise specified herein, by the General Exchange Tariff which is hereby made a part of this tariff. The charges quoted in this tariff are for a period of one month, payable monthly in advance, and entitle the subscriber to local exchange service to all stations bearing the designation of the Crosby central office and extended area service to Gloster at the flat rates shown below.

RATES AND THEIR APPLICATION

Within the exchange service area, as shown in the Exchange Service Area Map of Crosby which is filed in Section III, the following rates apply.

	<u>One-Party Line Access</u>	
BUSINESS*	\$ 16.93	(I)
RESIDENCE	11.60	(I)

**FILED**

SEP 24 2010

MISS. PUBLIC SERVICE  
COMMISSION  
PUBLIC UTILITIES STAFF

**APPROVED**

OCT 24 2010

MISS. PUBLIC SERVICE  
COMMISSION  
PUBLIC UTILITIES STAFF

\* Payphone Access Lines for "dumb" payphones are grandfathered and restricted to existing services as of 1/1/98. No new service will be offered.

**10-UN-0347**

Issue Date:  
Effective Date:  
Order Number:

Issued By: Wade H. Creekmore, Jr., President  
P. O. Box 446  
Bude, MS 39630

FRANKLIN TELEPHONE COMPANY, INC.  
 TC-123-0009-00 (T)  
 Eddiceton Exchange Area

SECTION II  
 3<sup>rd</sup> Revised Sheet 5  
 Canceled 2<sup>nd</sup> Revised Sheet 5

LOCAL EXCHANGE SERVICE TARIFF

GENERAL

This tariff is governed, except as otherwise specified herein, by the General Exchange Tariff which is hereby made a part of this tariff. The charges quoted in this tariff are for a period of one month, payable monthly in advance, and entitle the subscriber to local exchange service to all stations bearing the designation of the Eddiceton central office and extended area service to Meadville at the flat rates shown below.

RATES AND THEIR APPLICATION

Within the exchange service area, as shown in the Exchange Service Area Map of Eddiceton which is filed in Section III, the following rates apply.

	<u>One-Party Line Access</u>	
BUSINESS*	\$ 16.93	(1)
RESIDENCE	11.60	(1)

**FILED**

SEP 24 2010

MISS. PUBLIC SERVICE  
 COMMISSION  
 PUBLIC UTILITIES STAFF

**APPROVED**

OCT 24 2010

MISS. PUBLIC SERVICE  
 COMMISSION  
 PUBLIC UTILITIES STAFF

\* Payphone Access Lines for "dumb" payphones are grandfathered and restricted to existing services as of 1/1/98. No new service will be offered.

**10-UN-0347**

Issue Date:  
 Effective Date:  
 Order Number:

Issued By: Wade H. Creekmore, Jr., President  
 P. O. Box 446  
 Bude, MS 39630

LOCAL EXCHANGE SERVICE TARIFF

GENERAL

This tariff is governed, except as otherwise specified herein, by the General Exchange Tariff which is hereby made a part of this tariff. The charges quoted in this tariff are for a period of one month, payable monthly in advance, and entitle the subscriber to local exchange service to all stations bearing the designation of the Hermanville central office and extended area service to Port Gibson and Lorman at the flat rates shown below.

RATES AND THEIR APPLICATION

Within the exchange service area, as shown in the Exchange Service Area Map of Hermanville which is filed in Section III, the following rates apply.

	<u>One-Party Line Access</u>	
BUSINESS*	\$ 16.98	(1)
RESIDENCE	11.60	(1)

**FILED**

SEP 24 2010  
MISS. PUBLIC SERVICE  
COMMISSION  
PUBLIC UTILITIES STAFF

**APPROVED**

OCT 24 2010  
MISS. PUBLIC SERVICE  
COMMISSION  
PUBLIC UTILITIES STAFF

\* Payphone Access Lines for "dumb" payphones are grandfathered and restricted to existing services as of 1/1/98. No new service will be offered.

**10-UN-0347**

Issue Date:  
Effective Date:  
Order Number:

Issued By: Wade H. Creekmore, Jr., President  
P. O. Box 446  
Bude, MS 39630

LOCAL EXCHANGE SERVICE TARIFF

GENERAL

This tariff is governed, except as otherwise specified herein, by the General Exchange Tariff which is hereby made a part of this tariff. The charges quoted in this tariff are for a period of one month, payable monthly in advance, and entitle the subscriber to local exchange service to all stations bearing the designation of the Janice central office and extended area service to New Augusta at the flat rates shown below.

RATES AND THEIR APPLICATION

Within the exchange service area, as shown in the Exchange Service Area Map of Janice which is filed in Section III, the following rates apply.

	<u>One-Party Line Access</u>	
BUSINESS*	\$ 16.93	(1)
RESIDENCE	11.60	(1)

**FILED**

SEP 24 2010

MISS. PUBLIC SERVICE  
COMMISSION  
PUBLIC UTILITIES STAFF

**APPROVED**

OCT 24 2010

MISS. PUBLIC SERVICE  
COMMISSION  
PUBLIC UTILITIES STAFF

\* Payphone Access Lines for "dumb" payphones are grandfathered and restricted to existing services as of 1/1/98. No new service will be offered.

**10-UN-0347**

Issue Date:  
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Order Number:

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P. O. Box 446  
Bude, MS 39630

FRANKLIN TELEPHONE COMPANY, INC.  
 TC-123-0009-00 (T)  
 Meadville Exchange Area

SECTION II  
 3<sup>rd</sup> Revised Sheet 8  
 Cancels 2<sup>nd</sup> Revised Sheet 8

LOCAL EXCHANGE SERVICE TARIFF

GENERAL

This tariff is governed, except as otherwise specified herein, by the General Exchange Tariff which is hereby made a part of this tariff. The charges quoted in this tariff are for a period of one month, payable monthly in advance, and entitle the subscriber to local exchange service to all stations bearing the designation of the Meadville central office and extended area service to Eddiceton at the flat rates shown below.

RATES AND THEIR APPLICATION

Within the exchange service area, as shown in the Exchange Service Area Map of Meadville which is filed in Section III, the following rates apply.

	<u>One-Party Line Access</u>	
BUSINESS*	\$ 16.98	(1)
RESIDENCE	11.60	(1)

**FILED**

SEP 24 2010

MISS. PUBLIC SERVICE  
 COMMISSION  
 PUBLIC UTILITIES STAFF

**APPROVED**

OCT 24 2010

MISS. PUBLIC SERVICE  
 COMMISSION  
 PUBLIC UTILITIES STAFF

\* Payphone Access Lines for "dumb" payphones are grandfathered and restricted to existing services as of 1/1/98. No new service will be offered.

**10-UN-0347**

Issue Date:  
 Effective Date:  
 Order Number:

Issued By: Wade H. Creekmore, Jr., President  
 P. O. Box 446  
 Bude, MS 39630

LOCAL EXCHANGE SERVICE TARIFF

GENERAL

This tariff is governed, except as otherwise specified herein, by the General Exchange Tariff which is hereby made a part of this tariff. The charges quoted in this tariff are for a period of one month, payable monthly in advance, and entitle the subscriber to local exchange service to all stations bearing the designation of the New Augusta central office and extended area service to Janice at the flat rates shown below.

RATES AND THEIR APPLICATION

Within the exchange service area, as shown in the Exchange Service Area Map of New Augusta which is filed in Section III, the following rates apply.

	One-Party <u>Line Access</u>	
BUSINESS*	\$ 16.93	(1)
RESIDENCE	11.60	(1)

**FILED**

SEP 24 2010

MISS. PUBLIC SERVICE  
COMMISSION  
PUBLIC UTILITIES STAFF

**APPROVED**

OCT 24 2010

MISS. PUBLIC SERVICE  
COMMISSION  
PUBLIC UTILITIES STAFF

\* Payphone Access Lines for "dumb" payphones are grandfathered and restricted to existing services as of 1/1/98. No new service will be offered.

**10-UN-0347**

Issue Date:  
Effective Date:  
Order Number:

Issued By: Wade H. Creekmore, Jr., President  
P. O. Box 446  
Bude, MS 39630

FRANKLIN TELEPHONE COMPANY, INC.  
 TC-123-0009-00  
 New Hebron Exchange Area

SECTION II  
 4<sup>th</sup> Revised Sheet 10  
 Cancels 3<sup>rd</sup> Revised Sheet 10

LOCAL EXCHANGE SERVICE TARIFF

GENERAL

This tariff is governed, except as otherwise specified herein, by the General Exchange Tariff which is hereby made a part of this tariff. The charges quoted in this tariff are for a period of one month, payable monthly in advance, and entitle the subscriber to local exchange service to all stations bearing the designation of the New Hebron central office and extended area service to Monticello and Silver Creek at the flat rates shown below. (T)

RATES AND THEIR APPLICATION

Within the exchange service area, as shown in the Exchange Service Area Map of New Hebron which is filed in Section III, the following rates apply.

	<u>One-Party Line Access</u>	
BUSINESS*	\$ 16.93	(T)
RESIDENCE	11.60	(T)

\* Payphone Access Lines for "dumb" payphones are grandfathered and restricted to existing services as of 1/1/98. No new service will be offered.

**FILED**

SEP 24 2010

MISS. PUBLIC SERVICE  
 COMMISSION  
 PUBLIC UTILITIES STAFF

**APPROVED**

OCT 24 2010

MISS. PUBLIC SERVICE  
 COMMISSION  
 PUBLIC UTILITIES STAFF

**10-UN-0347**

Issue Date: 9/08/10  
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Issued By: Wade H. Creekmore, Jr., President  
 P. O. Box 446  
 Bude, MS 39630



FRANKLIN TELEPHONE COMPANY, INC.  
TC-123-0009-00

SECTION IV  
5<sup>th</sup> Revised Sheet 17  
Cancels 4<sup>th</sup> Revised Sheet 17

SERVICE CONNECTION CHARGES

SERVICE CHARGES

LOW-INCOME ASSISTANCE PROGRAM (Continued)

(T)

Lifeline Assistance (Continued)

B. Regulations (Continued)

- 3. All applications for this service are subject to verifications with the state agency responsible for administration of the qualifying program. The Company may request any additional documentation deemed necessary prior to providing Lifeline benefits such as an administrating agency's official designation of eligibility in a particular means-based program found in sub-paragraph B.1., above, and that the telephone subscriber is the financially responsible party for the qualifying member of his or her household, or that the eligible household member is the telephone subscriber's dependent pursuant to the rules and regulations of the Internal Revenue Service. (D) (T)
- 4. The Company will reconcile and confirm eligibility periodically pursuant to FCC Order 12-11. At least annually an FCC-compliant random survey of a statistically valid number of the Lifeline subscribers which request that each surveyed subscriber verify under penalty of perjury that they, or a member of their household continue to participate in one of the means-based programs approved herein for eligibility by the MPSC and/or survey at least annually the entire Lifeline subscriber base requesting that each surveyed subscriber verify under penalty of perjury that they, or a member of their household continue to participate in one of the means-based programs established by the MPSC as eligible for lifeline funding. Lifeline subscribers who are subsequently determined to be ineligible shall be notified of their ineligibility in writing by the Company and provided 60 days from the date of such notice to rectify or otherwise demonstrate their eligibility prior to the discontinuance of their Lifeline benefits. All unresolved disputes regarding Lifeline eligibility shall be brought to the attention of the MPSC for resolution. (T) (T)
- 5.
- 6. A subscriber may elect at the time of subscription to Lifeline Assistance to receive toll blocking as part of Lifeline Assistance at no charge. "Toll Blocking" is a service that allows a subscriber to elect not to allow the completion of outgoing toll calls from the subscriber's residence. Local service deposit requirements will be waived for customers, who voluntarily receive Toll Limitation Service.

**FILED**

**APPROVED**

MAR 15 2012

APR 15 2012

MISS. PUBLIC SERVICE  
COMMISSION  
PUBLIC UTILITIES STAFF

12-UN-0110

MISS. PUBLIC SERVICE  
COMMISSION  
PUBLIC UTILITIES STAFF

Issue Date: 3/15/12  
Effective Date: 4/15/12  
Order Number:

Filed By: Wade H. Creekmore, Jr., President  
P. O. Box 446  
Bude, Mississippi 39630

FRANKLIN TELEPHONE COMPANY, INC.  
TC-123-0009-00

SECTION IV  
1<sup>st</sup> Revised Sheet 17.1  
Cancels Original Sheet 17.1

SERVICE CONNECTION CHARGES

SERVICE CHARGES

LOW-INCOME ASSISTANCE PROGRAM (Continued)

(T)

Lifeline Assistance (Continued)

B. Regulations (Continued)

- 7. Lifeline Assistance will not be disconnected for non-payment of toll charges, however, in the event toll charges are not paid within 10 days of the mailing of the Company bill, the Company will implement Toll Blocking immediately thereafter. In addition, the Company will not deny re-establishment of local service to customers who are eligible for Lifeline Assistance and have previously been disconnected for non-payment of toll charges. Lifeline Assistance will not be connected if an outstanding balance is owed by the customer for local service.
- 8. 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. If toll blocking is unavailable, then the Company may charge a service deposit.
- 9. (D)  
(D)
- 10. Only one Lifeline service is available per residential household pursuant to FCC Order 12-11. A household is any individual or group of individual who are living together at the same address as one economic unit. A household may include related and unrelated persons. An "economic unit" consists of all adult individuals contributing to and sharing in the income and expenses of a household. An adult is any person eighteen years or older. If an adult has no or minimal income, and lives with someone who provides financial support to him/her, both people shall be considered part of the same household. Children under the age of eighteen living with their parents or guardians are considered to be part of the same household as their parents or guardians. A household is not permitted to receive Lifeline benefits from multiple providers. (T)
- 11. A Lifeline customer may subscribe to any local service offering available to other residential customers.
- 12. The PIC charge will not be billed to Lifeline customers who subscribe to toll blocking and do not presubscribe to a long distance carrier.

**FILED**

**APPROVED**

MAR 15 2012

APR 15 2012

MISS. PUBLIC SERVICE  
COMMISSION  
PUBLIC UTILITIES STAFF

12-UN-0110

MISS. PUBLIC SERVICE  
COMMISSION  
PUBLIC UTILITIES STAFF

Issue Date: 3/15/12  
Effective Date: 4/15/12  
Order Number:

Filed By: Wade H. Creekmore, Jr., President  
P. O. Box 446  
Bude, Mississippi 39630

FRANKLIN TELEPHONE COMPANY, INC.  
TC-123-0009-00

SECTION IV  
5<sup>th</sup> Revised Sheet 18  
Cancels 4<sup>th</sup> Revised Sheet 18

**SERVICE CONNECTION CHARGE**

**SERVICE CHARGES**

**LOW-INCOME ASSISTANCE PROGRAM (Continued)** (T)

**Lifeline Assistance (Continued)**

**C. Credit** (T)

1. The following credit\* will apply for each customer eligible for Lifeline Assistance: (T)

**Monthly Credit\***

a) Lifeline Credit<sup>ⓐ</sup> \$ 9.25 (I) (C)

(D)  
|  
(D)

2. The Company shall apply the baseline payments received by the administrator of the Federal Lifeline Assistance program to the qualifying customer's basic local exchange service rate, pursuant to FCC Order 12-11 and MPSC Docket 2007-AD-487. (T)  
(T)

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

**FILED**

**APPROVED**

**MAR 15 2012**

**APR 15 2012**

MISS. PUBLIC SERVICE  
COMMISSION  
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\* Credit amount will not exceed the total of the basic Residential Local Exchange and Subscriber Line Charge rate.

(D)  
|  
(D)  
(N)  
(N)

<sup>ⓐ</sup> Rates are in compliance with FCC Order 12-11 and are effective on dates determined by the FCC under Order 12-11.

**12-UN-0110**

Issue Date: 3/15/12  
Effective Date: 4/15/12  
Order Number:

Filed By: Wade H. Creekmore, Jr., President  
P. O. Box 446  
Bude, Mississippi 39630

FRANKLIN TELEPHONE COMPANY, INC.

TC-123-0009-00 (T)

Artesia-Crawford Exchange Area

SECTION II

3<sup>rd</sup> Revised Sheet 1

Cancels 2<sup>nd</sup> Revised Sheet 1

LOCAL EXCHANGE SERVICE TARIFF

GENERAL

This tariff is governed, except as otherwise specified herein, by the General Exchange Tariff which is hereby made a part of this tariff. The charges quoted in this tariff are for a period of one month, payable monthly in advance, and entitle the subscriber to local exchange service to all stations bearing the designation of the Artemia-Crawford central office and extended area service to Columbus at the flat rates shown below.

RATES AND THEIR APPLICATION

Within the exchange service area, as shown in the Exchange Service Area Map of Artesia-Crawford which is filed in Section III, the following rates apply.

	<u>One-Party Line Access</u>	
BUSINESS*	\$ 16.98	(I)
RESIDENCE	11.60	(I)

**FILED**

SEP 24 2010

MISS. PUBLIC SERVICE  
COMMISSION  
PUBLIC UTILITIES STAFF

**APPROVED**

OCT 24 2010

MISS. PUBLIC SERVICE  
COMMISSION  
PUBLIC UTILITIES STAFF

\* Payphone Access Lines for "dumb" payphones are grandfathered and restricted to existing services as of 1/1/98. No new service will be offered.

**10-UN-0347**

Issue Date:  
Effective Date:  
Order Number:

Issued By: Wade H. Creekmore, Jr., President (N)  
P. O. Box 446 (N)  
Bude, MS 39630 (N)

FRANKLIN TELEPHONE COMPANY, INC.  
 TC-128-0009-00 (T)  
 Barlow Exchange Area

SECTION II  
 3<sup>rd</sup> Revised Sheet 2  
 Cancels 2<sup>nd</sup> Revised Sheet 2

LOCAL EXCHANGE SERVICE TARIFF

GENERAL

This tariff is governed, except as otherwise specified herein, by the General Exchange Tariff which is hereby made a part of this tariff. The charges quoted in this tariff are for a period of one month, payable monthly in advance, and entitle the subscriber to local exchange service to all stations bearing the designation of the Barlow central office and extended area service to Hazlehurst at the flat rates shown below.

RATES AND THEIR APPLICATION

Within the exchange service area, as shown in the Exchange Service Area Map of Barlow which is filed in Section III, the following rates apply.

	<u>One-Party Line Access</u>	
BUSINESS *	\$ 16.98	(1)
RESIDENCE	11.60	(1)

**FILED**

SEP 24 2010

MISS. PUBLIC SERVICE  
 COMMISSION  
 PUBLIC UTILITIES STAFF

**APPROVED**

OCT 24 2010

MISS. PUBLIC SERVICE  
 COMMISSION  
 PUBLIC UTILITIES STAFF

**10-UN-0347**

\* Payphone Access Lines for "dumb" payphones are grandfathered and restricted to existing services as of 1/1/98. No new service will be offered.

Issue Date:  
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 Order Number:

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 P. O. Box 446  
 Bude, MS 39630

FRANKLIN TELEPHONE COMPANY, INC.  
 TC-123-0009-00 (T)  
 Benndale Exchange Area

SECTION II  
 3<sup>rd</sup> Revised Sheet 3  
 Cancels 2<sup>nd</sup> Revised Sheet 3

LOCAL EXCHANGE SERVICE TARIFF

GENERAL

This tariff is governed, except as otherwise specified herein, by the General Exchange Tariff which is hereby made a part of this tariff. The charges quoted in this tariff are for a period of one month, payable monthly in advance, and entitle the subscriber to local exchange service to all stations bearing the designation of the Benndale central office and extended area service to Lucedale at the flat rates shown below.

RATES AND THEIR APPLICATION

Within the exchange service area, as shown in the Exchange Service Area Map of Benndale which is filed in Section III, the following rates apply.

	<u>One-Party Line Access</u>	
BUSINESS*	\$ 16.98	(1)
RESIDENCE	11.60	(1)

**FILED**

SEP 24 2010

MISS. PUBLIC SERVICE  
 COMMISSION  
 PUBLIC UTILITIES STAFF

**APPROVED**

OCT 24 2010

MISS. PUBLIC SERVICE  
 COMMISSION  
 PUBLIC UTILITIES STAFF

\* Payphone Access Lines for "dumb" payphones are grandfathered and restricted to existing services as of 1/1/98. No new service will be offered.

**10-UN-0347**

Issue Date:  
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 Order Number:

Issued By: Wade H. Creekmore, Jr., President  
 P. O. Box 446  
 Bude, MS 39630

FRANKLIN TELEPHONE COMPANY, INC.

TC-123-0009-00 (T)  
Crosby Exchange Area

SECTION II

3<sup>rd</sup> Revised Sheet 4  
Cancels 2<sup>nd</sup> Revised Sheet 4

LOCAL EXCHANGE SERVICE TARIFF

GENERAL

This tariff is governed, except as otherwise specified herein, by the General Exchange Tariff which is hereby made a part of this tariff. The charges quoted in this tariff are for a period of one month, payable monthly in advance, and entitle the subscriber to local exchange service to all stations bearing the designation of the Crosby central office and extended area service to Gloster at the flat rates shown below.

RATES AND THEIR APPLICATION

Within the exchange service area, as shown in the Exchange Service Area Map of Crosby which is filed in Section III, the following rates apply.

	<u>One-Party Line Access</u>	
BUSINESS*	\$ 16.93	(1)
RESIDENCE	11.60	(1)

**FILED**

SEP 24 2010

MISS. PUBLIC SERVICE  
COMMISSION  
PUBLIC UTILITIES STAFF

**APPROVED**

OCT 24 2010

MISS. PUBLIC SERVICE  
COMMISSION  
PUBLIC UTILITIES STAFF

\* Payphone Access Lines for "dumb" payphones are grandfathered and restricted to existing services as of 1/1/98. No new service will be offered.

**10-UN-0347**

Issue Date:  
Effective Date:  
Order Number:

Issued By: Wade H. Creekmore, Jr., President  
P. O. Box 446  
Bude, MS 39630

FRANKLIN TELEPHONE COMPANY, INC.  
 TC-123-0009-00 (T)  
 Eddiceton Exchange Area

SECTION II  
 3<sup>rd</sup> Revised Sheet 5  
 Cancels 2<sup>nd</sup> Revised Sheet 5

LOCAL EXCHANGE SERVICE TARIFF

GENERAL

This tariff is governed, except as otherwise specified herein, by the General Exchange Tariff which is hereby made a part of this tariff. The charges quoted in this tariff are for a period of one month, payable monthly in advance, and entitle the subscriber to local exchange service to all stations bearing the designation of the Eddiceton central office and extended area service to Meadville at the flat rates shown below.

RATES AND THEIR APPLICATION

Within the exchange service area, as shown in the Exchange Service Area Map of Eddiceton which is filed in Section III, the following rates apply.

	<u>One-Party Line Access</u>	
BUSINESS*	\$ 16.98	(1)
RESIDENCE	11.60	(1)

**FILED**

SEP 24 2010

MISS. PUBLIC SERVICE  
 COMMISSION  
 PUBLIC UTILITIES STAFF

**APPROVED**

OCT 24 2010

MISS. PUBLIC SERVICE  
 COMMISSION  
 PUBLIC UTILITIES STAFF

\* Payphone Access Lines for "dumb" payphones are grandfathered and restricted to existing services as of 1/1/98. No new service will be offered.

**10-UN-0347**

Issue Date:  
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 P. O. Box 446  
 Bude, MS 39630

FRANKLIN TELEPHONE COMPANY, INC.

TC-123-0009-00 (T)

Hermanville Exchange Area

SECTION II

3<sup>rd</sup> Revised Sheet 6

Cancels 2<sup>nd</sup> Revised Sheet 6

LOCAL EXCHANGE SERVICE TARIFF

GENERAL

This tariff is governed, except as otherwise specified herein, by the General Exchange Tariff which is hereby made a part of this tariff. The charges quoted in this tariff are for a period of one month, payable monthly in advance, and entitle the subscriber to local exchange service to all stations bearing the designation of the Hermanville central office and extended area service to Port Gibson and Lorman at the flat rates shown below.

RATES AND THEIR APPLICATION

Within the exchange service area, as shown in the Exchange Service Area Map of Hermanville which is filed in Section III, the following rates apply.

	<u>One-Party Line Access</u>	
BUSINESS*	\$ 16.93	(1)
RESIDENCE	11.60	(1)

**FILED**

SEP 24 2010

MISS. PUBLIC SERVICE  
COMMISSION  
PUBLIC UTILITIES STAFF

**APPROVED**

OCT 24 2010

MISS. PUBLIC SERVICE  
COMMISSION  
PUBLIC UTILITIES STAFF

\* Payphone Access Lines for "dumb" payphones are grandfathered and restricted to existing services as of 1/1/98. No new service will be offered.

**10-UN-0347**

Issue Date:  
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Order Number:

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P. O. Box 446  
Bude, MS 39630

LOCAL EXCHANGE SERVICE TARIFF

GENERAL

This tariff is governed, except as otherwise specified herein, by the General Exchange Tariff which is hereby made a part of this tariff. The charges quoted in this tariff are for a period of one month, payable monthly in advance, and entitle the subscriber to local exchange service to all stations bearing the designation of the Janice central office and extended area service to New Augusta at the flat rates shown below.

RATES AND THEIR APPLICATION

Within the exchange service area, as shown in the Exchange Service Area Map of Janice which is filed in Section III, the following rates apply.

	<u>One-Party Line Access</u>	
BUSINESS*	\$ 16.93	(1)
RESIDENCE	11.60	(1)

**FILED**

SEP 24 2010

MISS. PUBLIC SERVICE  
COMMISSION  
PUBLIC UTILITIES STAFF

**APPROVED**

OCT 24 2010

MISS. PUBLIC SERVICE  
COMMISSION  
PUBLIC UTILITIES STAFF

\* Payphone Access Lines for "dumb" payphones are grandfathered and restricted to existing services as of 1/1/98. No new service will be offered.

**10-UN-0347**

Issue Date:  
Effective Date:  
Order Number:

Issued By: Wade H. Creekmore, Jr., President  
P. O. Box 446  
Bude, MS 39630

LOCAL EXCHANGE SERVICE TARIFF

GENERAL

This tariff is governed, except as otherwise specified herein, by the General Exchange Tariff which is hereby made a part of this tariff. The charges quoted in this tariff are for a period of one month, payable monthly in advance, and entitle the subscriber to local exchange service to all stations bearing the designation of the Meadville central office and extended area service to Eddiceton at the flat rates shown below.

RATES AND THEIR APPLICATION

Within the exchange service area, as shown in the Exchange Service Area Map of Meadville which is filed in Section III, the following rates apply.

	<u>One-Party Line Access</u>	
BUSINESS*	\$ 16.93	(1)
RESIDENCE	11.60	(1)

**FILED**

SEP 24 2010

MISS. PUBLIC SERVICE  
COMMISSION  
PUBLIC UTILITIES STAFF

**APPROVED**

OCT 24 2010

MISS. PUBLIC SERVICE  
COMMISSION  
PUBLIC UTILITIES STAFF

\* Payphone Access Lines for "dumb" payphones are grandfathered and restricted to existing services as of 1/1/98. No new service will be offered.

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Issue Date:  
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LOCAL EXCHANGE SERVICE TARIFF

GENERAL

This tariff is governed, except as otherwise specified herein, by the General Exchange Tariff which is hereby made a part of this tariff. The charges quoted in this tariff are for a period of one month, payable monthly in advance, and entitle the subscriber to local exchange service to all stations bearing the designation of the New Augusta central office and extended area service to Janice at the flat rates shown below.

RATES AND THEIR APPLICATION

Within the exchange service area, as shown in the Exchange Service Area Map of New Augusta which is filed in Section III, the following rates apply.

	<u>One-Party Line Access</u>	
BUSINESS*	\$ 16.93	(1)
RESIDENCE	11.60	(1)

**FILED**

SEP 24 2010

MISS. PUBLIC SERVICE  
COMMISSION  
PUBLIC UTILITIES STAFF

**APPROVED**

OCT 24 2010

MISS. PUBLIC SERVICE  
COMMISSION  
PUBLIC UTILITIES STAFF

\* Payphone Access Lines for "dumb" payphones are grandfathered and restricted to existing services as of 1/1/98. No new service will be offered.

**10-UN-0347**

Issue Date:  
Effective Date:  
Order Number:

Issued By: Wade H. Creekmore, Jr., President  
P. O. Box 446  
Bude, MS 39630

FRANKLIN TELEPHONE COMPANY, INC.  
 TC-123-0009-00  
 New Hebron Exchange Area

SECTION II  
 4<sup>th</sup> Revised Sheet 10  
 Cancels 3<sup>rd</sup> Revised Sheet 10

LOCAL EXCHANGE SERVICE TARIFF

GENERAL

This tariff is governed, except as otherwise specified herein, by the General Exchange Tariff which is hereby made a part of this tariff. The charges quoted in this tariff are for a period of one month, payable monthly in advance, and entitle the subscriber to local exchange service to all stations bearing the designation of the New Hebron central office and extended area service to Monticello and Silver Creek at the flat rates shown below. (T)

RATES AND THEIR APPLICATION

Within the exchange service area, as shown in the Exchange Service Area Map of New Hebron which is filed in Section III, the following rates apply.

	<u>One-Party Line Access</u>	
BUSINESS*	\$ 16.93	(I)
RESIDENCE	11.60	(I)

\* Payphone Access Lines for "dumb" payphones are grandfathered and restricted to existing services as of 1/1/98. No new service will be offered.

**FILED**

SEP 24 2010

MISS. PUBLIC SERVICE  
 COMMISSION  
 PUBLIC UTILITIES STAFF

**APPROVED**

OCT 24 2010

MISS. PUBLIC SERVICE  
 COMMISSION  
 PUBLIC UTILITIES STAFF

**10-UN-0347**

Issue Date: 9/08/10  
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 Order Number: 10-UN-847

Issued By: Wade H. Creekmore, Jr., President  
 P. O. Box 446  
 Bude, MS 39630

FRANKLIN TELEPHONE COMPANY, INC.  
TC-123-0009-00

SECTION IV  
6<sup>th</sup> Revised Sheet 16  
Cancels 5<sup>th</sup> Revised Sheet 16

SERVICE CONNECTION CHARGES

SERVICE CHARGES

LOW-INCOME ASSISTANCE PROGRAM

(T)

General

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:

(T)

Lifeline Assistance

A. General

Lifeline Assistance is a retail service offering available to qualifying low-income subscribers, as provided for below. Lifeline Assistance enables eligible subscribers to pay reduced charges for the following package of services: voice-grade access to the public switched network; local usage; dual-tone multi-frequency signaling or its functional equivalent; access to emergency services; access to operator services; access to interexchange service; access to directory assistance; and toll blocking. An eligible customer receives credit for the Low-Income Assistance Program pursuant to FCC Order 12-11 and MPSC Docket 2007-AD-487.

(T)  
(T)

B. Regulations

1. Unless other eligibility requirements are established by the Commission, Lifeline Assistance is available to all residential subscribers who participate in one of the following programs:

- a) Medicaid,
- b) Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps,
- c) Supplemental Security Income (SSI),
- d) Section 8 Federal Public Housing Assistance (FPHA),
- e) Low-Income Home Energy Assistance Program (LIHEAP),
- f) Temporary Assistance for Needy Families (TANF)
- g) National School Lunch Program's Free Lunch Initiative (NSLP)

(T)

**APPROVED**

APR 15 2012

Income-Based Criteria :

**12-UN-0110**

MISS. PUBLIC SERVICE COMMISSION  
PUBLIC UTILITIES STAFF

Household gross monthly income that does not exceed 135% of the Federal Poverty Guidelines

2. Each subscriber to Lifeline Assistance must certify in writing to the Company, under penalty of perjury, that he/she receives benefits under a program outlined in sub-paragraph B.1., above, and must, on the same document, agree to notify the Company if he/she 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 pursuant to FCC Order 12-11 in order to furnish proof of subscriber eligibility as may be required from time to time by Universal Service administrators.

(T)

**FILED**

Issue Date: 3/15/12

MAR 15 2012

Filed By: Wade H. Creekmore, Jr., President

Effective Date: 4/15/12 MISS. PUBLIC SERVICE P. O. Box 446

Order Number:

COMMISSION Bude, Mississippi 39630  
PUBLIC UTILITIES STAFF

FRANKLIN TELEPHONE COMPANY, INC.  
TC-123-0009-00

SECTION IV  
5<sup>th</sup> Revised Sheet 17  
Cancels 4<sup>th</sup> Revised Sheet 17

SERVICE CONNECTION CHARGES

SERVICE CHARGES

LOW-INCOME ASSISTANCE PROGRAM (Continued) (T)

Lifeline Assistance (Continued)

B. Regulations (Continued)

- 3. All applications for this service are subject to verifications with the state agency responsible for administration of the qualifying program. The Company may request any additional documentation deemed necessary prior to providing Lifeline benefits such as an administrating agency's official designation of eligibility in a particular means-based program found in sub-paragraph B.1., above, and that the telephone subscriber is the financially responsible party for the qualifying member of his or her household, or that the eligible household member is the telephone subscriber's dependent pursuant to the rules and regulations of the Internal Revenue Service. (D) (T)
- 4. The Company will reconcile and confirm eligibility periodically pursuant to FCC Order 12-11. At least annually an FCC-compliant random survey of a statistically valid number of the Lifeline subscribers which request that each surveyed subscriber verify under penalty of perjury that they, or a member of their household continue to participate in one of the means-based programs approved herein for eligibility by the MPSC and/or survey at least annually the entire Lifeline subscriber base requesting that each surveyed subscriber verify under penalty of perjury that they, or a member of their household continue to participate in one of the means-based programs established by the MPSC as eligible for lifeline funding. Lifeline subscribers who are subsequently determined to be ineligible shall be notified of their ineligibility in writing by the Company and provided 60 days from the date of such notice to rectify or otherwise demonstrate their eligibility prior to the discontinuance of their Lifeline benefits. All unresolved disputes regarding Lifeline eligibility shall be brought to the attention of the MPSC for resolution. (T) (T)
- 5.
- 6. A subscriber may elect at the time of subscription to Lifeline Assistance to receive toll blocking as part of Lifeline Assistance at no charge. "Toll Blocking" is a service that allows a subscriber to elect not to allow the completion of outgoing toll calls from the subscriber's residence. Local service deposit requirements will be waived for customers, who voluntarily receive Toll Limitation Service.

**FILED**

MAR 15 2012

MISS. PUBLIC SERVICE  
COMMISSION  
PUBLIC UTILITIES STAFF

12-UN-0110

**APPROVED**

APR 15 2012

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COMMISSION  
PUBLIC UTILITIES STAFF

Issue Date: 3/15/12  
Effective Date: 4/15/12  
Order Number:

Filed By: Wade H. Creekmore, Jr., President  
P. O. Box 446  
Bude, Mississippi 39630

FRANKLIN TELEPHONE COMPANY, INC.  
TC-123-0009-00

SECTION IV  
1\* Revised Sheet 17.1  
Cancels Original Sheet 17.1

SERVICE CONNECTION CHARGES

SERVICE CHARGES

LOW-INCOME ASSISTANCE PROGRAM (Continued)

(T)

Lifeline Assistance (Continued)

B. Regulations (Continued)

- 7. Lifeline Assistance will not be disconnected for non-payment of toll charges, however, in the event toll charges are not paid within 10 days of the mailing of the Company bill, the Company will implement Toll Blocking immediately thereafter. In addition, the Company will not deny re-establishment of local service to customers who are eligible for Lifeline Assistance and have previously been disconnected for non-payment of toll charges. Lifeline Assistance will not be connected if an outstanding balance is owed by the customer for local service.
- 8. 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. If toll blocking is unavailable, then the Company may charge a service deposit.
- 9. (D)  
(D)
- 10. Only one Lifeline service is available per residential household pursuant to FCC Order 12-11. A household is any individual or group of individual who are living together at the same address as one economic unit. A household may include related and unrelated persons. An "economic unit" consists of all adult individuals contributing to and sharing in the income and expenses of a household. An adult is any person eighteen years or older. If an adult has no or minimal income, and lives with someone who provides financial support to him/her, both people shall be considered part of the same household. Children under the age of eighteen living with their parents or guardians are considered to be part of the same household as their parents or guardians. A household is not permitted to receive Lifeline benefits from multiple providers. (T)
- 11. A Lifeline customer may subscribe to any local service offering available to other residential customers.
- 12. The PIC charge will not be billed to Lifeline customers who subscribe to toll blocking and do not presubscribe to a long distance carrier.

**FILED**

**APPROVED**

MAR 15 2012

APR 15 2012

MISS. PUBLIC SERVICE  
COMMISSION  
PUBLIC UTILITIES STAFF

12-UN-0110

MISS. PUBLIC SERVICE  
COMMISSION  
PUBLIC UTILITIES STAFF

Issue Date: 3/15/12  
Effective Date: 4/15/12  
Order Number:

Filed By: Wade H. Creekmore, Jr., President  
P. O. Box 446  
Bude, Mississippi 39630

FRANKLIN TELEPHONE COMPANY, INC.  
TC-123-0009-00

SECTION IV  
5<sup>th</sup> Revised Sheet 18  
Cancels 4<sup>th</sup> Revised Sheet 18

SERVICE CONNECTION CHARGE

SERVICE CHARGES

LOW-INCOME ASSISTANCE PROGRAM (Continued)

(T)

Lifeline Assistance (Continued)

C. Credit

(T)

- 1. The following credit\* will apply for each customer eligible for Lifeline Assistance:

(T)

Monthly Credit\*

- a) Lifeline Credit<sup>ⓐ</sup>

\$ 9.25 (I)

(C)

(D)

|

(D)

- 2. The Company shall apply the baseline payments received by the administrator of the Federal Lifeline Assistance program to the qualifying customer's basic local exchange service rate, pursuant to FCC Order 12-11 and MPSC Docket 2007-AD-487.

(T)

(T)

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

**FILED**

**APPROVED**

MAR 15 2012

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\* Credit amount will not exceed the total of the basic Residential Local Exchange and Subscriber Line Charge rate.

(D)

|

(D)

<sup>ⓐ</sup> Rates are in compliance with FCC Order 12-11 and are effective on dates determined by the FCC under Order 12-11.

(N)

(N)

**12-UN-0110**

Issue Date: 3/15/12  
Effective Date: 4/15/12  
Order Number:

Filed By: Wade H. Creekmore, Jr., President  
P. O. Box 446  
Bude, Mississippi 39630

**REDACTED – FOR PUBLIC INSPECTION**

**FRANKLIN TELEPHONE COMPANY, INC. (SAC 280454)**

**ATTACHMENT - LINE 3012**

**ATTACHMENT REDACTED IN ENTIRETY**