



Received & Inspected

OCT 24 2013

FCC Mail Room

October 2, 2013

DOCKET FILE COPY ORIGINAL

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
9300 East Hampton Drive,  
Capitol Heights, MD 20743

Re: WC Docket No. 10-90, WC Docket No. 11-42  
2013 ETC Annual Report of SEI Data, Inc., Study Area  
Code 329009

SEI Data, Inc., "SEI", files the attached version 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>

If you have any questions, please contact Aliesha Niebrugge at 812-667-5100 ext. 259 or via e-mail at [aniebrugge@seidata.com](mailto:aniebrugge@seidata.com)

Sincerely,

Aliesha Niebrugge  
CABS Coordinator

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

No. of Copies rec'd 093  
List ABCDE

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<sup>1</sup> 47 C.F.R. §§ 54.313, 54.422  
14005 US 50 – P.O. Box 7  
Dillsboro, IN 47018  
Phone: 812-667-5100  
Toll free: 888-200-8077  
Fax: 812-667-8177



<b>FCC Form 481 - Carrier Annual Reporting Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
-------------------------------------------------------------------------	----------------------------------------------------------------------------------

<b>&lt;010&gt; Study Area Code</b>	329009	
<b>&lt;015&gt; Study Area Name</b>	SEI DATA, INC.	<b>Received &amp; Inspected</b>
<b>&lt;020&gt; Program Year</b>	2014	<b>OCT 24 2013</b>
<b>&lt;030&gt; Contact Name: Person USAC should contact with questions about this data</b>	Aliesha Niebrugge	<b>FCC Mail Room</b>
<b>&lt;035&gt; Contact Telephone Number: Number of the person identified in data line &lt;030&gt;</b>	812-667-5100	
<b>&lt;039&gt; Contact Email Address: Email of the person identified in data line &lt;030&gt;</b>	aniebrugge@seidata.com	

<b>ANNUAL REPORTING FOR ALL CARRIERS</b>	<b>54.313 Completion Required</b>	<b>54.422 Completion Required</b>
------------------------------------------	-------------------------------------------	-------------------------------------------

			(check box when complete)	
<b>&lt;100&gt; Service Quality Improvement Reporting</b>	<i>(complete attached worksheet)</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;200&gt; Outage Reporting (voice)</b>	<i>(complete attached worksheet)</i>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;210&gt;</b>	<input type="checkbox"/> <-- check box if no outages to report		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;300&gt; Unfulfilled Service Requests (voice)</b>	<input type="text" value="0"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;310&gt; Detail on Attempts (voice)</b>		<i>(attach descriptive document)</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;320&gt; Unfulfilled Service Requests (broadband)</b>			<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;330&gt; Detail on Attempts (broadband)</b>		<i>(attach descriptive document)</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;400&gt; Number of Complaints per 1,000 customers (voice)</b>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;410&gt; Fixed</b>	<input type="text" value="0.062"/>			
<b>&lt;420&gt; Mobile</b>	<input type="text"/>			
<b>&lt;430&gt; Number of Complaints per 1,000 customers (broadband)</b>			<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;440&gt; Fixed</b>	<input type="text"/>			
<b>&lt;450&gt; Mobile</b>	<input type="text"/>			
<b>&lt;500&gt; Service Quality Standards &amp; Consumer Protection Rules Compliance</b>		<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;510&gt;</b>	<input type="text" value="329009in510"/>	<i>(attach descriptive document)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;600&gt; Functionality in Emergency Situations</b>		<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;610&gt;</b>	<input type="text" value="329009in610"/>	<i>(attach descriptive document)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;700&gt; Company Price Offerings (voice)</b>		<i>(complete attached worksheet)</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;710&gt; Company Price Offerings (broadband)</b>		<i>(complete attached worksheet)</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;800&gt; Operating Companies and Affiliates</b>		<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;900&gt; Tribal Land Offerings (Y/N)?</b>	<input type="radio"/> <input checked="" type="radio"/>	<i>(if yes, complete attached worksheet)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;1000&gt; Voice Services Rate Comparability</b>		<i>(check to indicate certification)</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;1010&gt;</b>	<input type="text"/>	<i>(attach descriptive document)</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;1100&gt; Terrestrial Backhaul (Y/N)?</b>	<input checked="" type="radio"/> <input type="radio"/>	<i>(if not, check to indicate certification)</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;1110&gt;</b>		<i>(complete attached worksheet)</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;1200&gt; Terms and Condition for Lifeline Customers</b>		<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*

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

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

<b>&lt;3000&gt;</b>	<i>(check to indicate certification)</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;3005&gt;</b>	<i>(complete attached worksheet)</i>		<input type="checkbox"/>	<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 329009

<015> Study Area Name SEI DATA, INC.

<020> Program Year 2014

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

<035> Contact Telephone Number - Number of person identified in data line <030> 812-667-5100

<039> Contact Email Address - Email Address of person identified in data line <030> aniebrugge@seidata.com

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

<111> If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?  (yes / no )

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

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

Name of Attached Document (.pdf)

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

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

<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

<010> Study Area Code 329009  
 <015> Study Area Name SEI DATA, INC.  
 <020> Program Year 2014  
 <030> Contact Name - Person USAC should contact regarding this data Aliasha Niebrugge  
 <035> Contact Telephone Number - Number of person identified in data line <030> 812-667-5100  
 <039> Contact Email Address - Email Address of person identified in data line <030> aniebrugge@seidata.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 of 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	325009
<015>	Study Area Name	SEI DATA, INC.
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Aliesha Niebrugge
<035>	Contact Telephone Number - Number of person identified in data line <030>	812-667-5100
<039>	Contact Email Address - Email Address of person identified in data line <030>	aniebrugge@seiata.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

<010> Study Area Code 329009  
 <015> Study Area Name SEI DATA, INC.  
 <020> Program Year 2014  
 <030> Contact Name - Person USAC should contact regarding this data Aliasha Niebrugge  
 <035> Contact Telephone Number - Number of person identified in data line <030> 812-667-5100  
 <039> Contact Email Address - Email Address of person identified in data line <030> aniebrugge@seidata.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans 329009in1210  
 Name of attached document (.pdf)  
 <1220> Link to Public Website HTTP [http://www.seidata.com/madison\\_res\\_phone.html](http://www.seidata.com/madison_res_phone.html)

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

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,   
 <1222> Details on the number of minutes provided as part of the plan,   
 <1223> Additional charges for toll calls, and rates for each such plan.

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

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

<010> Study Area Code 329009  
 <015> Study Area Name SEI DATA, INC.  
 <020> Program Year 2014  
 <030> Contact Name - Person USAC should contact regarding this data Allisha Niebrugge  
 <035> Contact Telephone Number - Number of person identified in data line <030> 812-667-5100  
 <039> Contact Email Address - Email Address of person identified in data line <030> aniebrugge@sei.data.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>	<input type="checkbox"/>
<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>	<input type="checkbox"/>
<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>	<input type="checkbox"/>
<2016> Certification Support Used to Build Broadband	<input type="checkbox"/>
<b>Connect America Phase II Reporting (47 CFR § 54.313(e))</b>	<input type="checkbox"/>
<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	<input type="checkbox"/>

Name of Attached Document Listing Required Information

**(3000) Rate Of Return Carrier Additional Documentation  
Data Collection Form**

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

<010> Study Area Code 329009  
 <015> Study Area Name SEI DATA, INC.  
 <020> Program Year 2014  
 <030> Contact Name - Person USAC should contact regarding this data Ali esha Wiebrugges  
 <035> Contact Telephone Number - Number of person identified in data line <030> 812-667-5100  
 <039> Contact Email Address - Email Address of person identified in data line <030> aniebrugges@seidata.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)(ii))  
 Please check this box to confirm that the attached PDF, on line 3012, contains the required information pursuant to § 54.313 (f)(1)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.  Name of Attached Document Listing Required Information
- (3011) Community Anchor Institutions (47 CFR § 54.313(f)(1)(iii))  
 Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))  
 If yes, does your company file the RUS annual report  
 Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:  (Yes/No)  
 (Yes/No)
- (3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)
- (3016) PDF of Balance Sheet, Income Statement and Statement of Cash Flows  
 If the response is yes on line 3014, attach your company's RUS annual report and all required documentation
- (3017) 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:  (Yes/No)  
 (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  
 PDF of Balance Sheet, Income Statement and Statement of Cash Flows
- (3020) Management letter issued by the independent certified public accountant that performed the company's financial audit.
- (3021) 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,
- (3022) Underlying information subjected to a review by an independent certified public accountant
- (3023) Underlying information subjected to an officer certification.
- (3025) PDF of Balance Sheet, Income Statement and Statement of Cash Flows
- (3026) Attach the worksheet listing required information  Name of Attached Document Listing Required Information

<b>Certification - Reporting Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
-------------------------------------------------------------------	----------------------------------------------------------------------------------

<010> Study Area Code	329009
<015> Study Area Name	SEI DATA, INC.
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<035> Contact Telephone Number - Number of person identified in data line <030>	812-667-5100
<039> Contact Email Address - Email Address of person identified in data line <030>	aniebrugge@seidata.com

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

<b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	SEI DATA, INC.
Signature of Authorized Officer:	CERTIFIED ONLINE <span style="float: right;">Date</span>
Printed name of Authorized Officer:	Aliesha Niebrugge
Title or position of Authorized Officer:	CABS Coordinator
Telephone number of Authorized Officer:	812-667-5100
Study Area Code of Reporting Carrier:	329009 <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	329009
<015>	Study Area Name	SEI DATA, INC.
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Aliesha Niebrugge
<035>	Contact Telephone Number - Number of person identified in data line <030>	812-667-5100
<039>	Contact Email Address - Email Address of person identified in data line <030>	aniebrugge@seidata.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



**SEI Data, Inc.'s 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>

SEI Data, 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 the Indiana Code (IC) and Indiana Administrative Code (IAC). These obligations include, but are not limited to, the following: (1) adherence to Indiana state consumer protection requirements governing telephone providers which include Quality of Service rules as identified in IC 8-1-17.5-24, and Compliance with Anti-Slamming and Anti-Cramming Procedures as adopted in IC 8-1-29-5, Rule 1.1 170 IAC 7-1.3-8.1; (2) truth-in-billing requirements as required in Rule

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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.

1.3 170 IAC 7-1.3-6; and (3) CPNI, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

**SEI Data, Inc.'s demonstration of ability to function in emergency situations:**

SEI Data, Inc. ("Company") hereby certifies that it is able to function in emergency situations as set forth in the Code of Federal Regulations, Title 47, Part 54, Subpart C, §54.202(a)(2)<sup>1</sup> and Rule 1.2, 170 IAC 7-1.2-18 of the Indiana Administrative Code. The Company's network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). The Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations 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. In accordance, and compliance, with Rule 1.2, 170 IAC 7-1.2-18, all switching offices or equivalent with installed emergency power generating equipment have a minimum of three (3) hours battery capacity; switching offices or equivalent without installed emergency power generating equipment have a minimum battery capacity of five (5) hours.

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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."

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GENERAL RULES AND REGULATIONS

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MADISON EXCHANGE

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APPLICATION

The Rules and Regulations specified herein are in addition to those contained in the Definitions, General Exchange Service, and the Message Toll Telephone Service Sections. They apply to the intrastate service and facilities furnished in Indiana and regulations of the Telephone Company, after due notice of such failure, automatically gives the Telephone Company the privilege of canceling the contract and discontinuing the furnishing of service.

In the event of conflict between any rate, rule, regulation, or provision contained in these General Rules and Regulations and any rate, rule, regulation, or provision contained in the Definitions, General Exchange Service Sections, the rate, rule regulation, or provision contained in the specific section shall prevail, except when such rate, rule, regulation, or provision is in conflict with existing Rules and Standards of Service for Telephone Utilities of Indiana as adopted by the Public Service Commission of Indiana which shall prevail in all cases.

These rules and regulations cancel and supersede all other exchange service Tariffs or General Rules and Regulations, excepting Message Toll Tariffs issued and effective prior to the effective date of this Tariff.

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GENERAL RULES AND REGULATIONS

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MADISON EXCHANGE

A. ESTABLISHMENT AND FURNISHING OF SERVICE

1. Application for Service

Application for service shall constitute a contract when accepted verbally or in writing by the Telephone Company or upon the establishment of service. The initial minimum period for which service charges shall apply will be one (1) month or more or as otherwise may be specified elsewhere in the Tariffs of the Telephone Company. An applicant who has no previous account with the Telephone Company, or whose financial responsibility is not a matter of common knowledge may be required to make an advance payment at the time application is made, plus the service connection, installation, or construction charges that may be applicable. The advance payment will be applied to the first bill rendered to the customer by the Telephone Company. Security deposits may also be required of certain residential or business customers in amounts and under conditions prescribed in the Rules and Standards of Service currently in effect, revised, or amended from time to time by the Public Service Commission of Indiana.

The Telephone Company reserves the right to refuse service to any applicant who is found to be indebted to the Telephone Company for service previously rendered until satisfactory arrangements have been made for payment of such indebtedness. Any authorized change in rates and regulations will become effective without further notice.

2. Telephone Numbers

The customer has no property right in the telephone number and the Telephone Company may change any number at any time due to sound business reasons. The Telephone Company agrees to notify its customers, with as much advance notice as possible of its intentions to change or assign its customers new telephone numbers.

3. Alteration of Premises

The customer agrees to notify the Telephone Company promptly whenever alterations or new construction on premises owned or leased by him will necessitate changes in the Telephone Company's wiring and equipment; and the customer agrees to pay the Telephone Company's current charges, if any, for such changes.

4. Responsibility of Customer for Payment

The customer is required to pay all charges for exchange services and facilities, and for toll messages in accordance with provisions contained elsewhere in these Tariffs. The customer is held responsible for all charges for telephone service rendered at his telephone, both exchange and toll.

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GENERAL RULES AND REGULATIONS

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MADISON EXCHANGE

## A. ESTABLISHMENT AND FURNISHING OF SERVICE ( CONT)

## 5. Maintenance and Repair

The Telephone Company undertakes to maintain and repair the facilities which it furnishes to customers. The customer agrees to take good care of the instruments and all accessories connected therewith and shall be financially liable and pay for all malicious, willful, and negligent damage. The customer may not, or permit others to rearrange, disconnect, or remove any equipment or wiring installed by the Telephone Company. If the equipment or wiring is rearranged, disconnected, or removed, the Telephone Company shall have the right to make a charge in accordance with the rules and regulations then in effect.

## 6. Unusual Installation Costs

Where special conditions or special requirements of the customer involve unusual construction or installation costs, the customer may be required to pay all or reasonable portion of such costs. If a charge is made, the ownership of all materials and equipment used shall remain with the Telephone Company.

## B. ESTABLISHMENT AND MAINTENANCE OF CREDIT

## 1. Establishment of Credit

Customer Rights and Standards Policies adopted and revised from time to time by the Public Service Commission of Indiana will apply in treating an individual's or firm's obligation to make restitution for past service indebtedness.

Consumer Rights and Standards Policies will also apply when collecting deposits against future service indebtedness when an individual's or firm's credit must be partly substantiated by means of a cash deposit.

## 2. Deposits

In order to insure the payment of all charges due for its service the Telephone Company may require any applicant or customer to establish and maintain his credit by means of a cash deposit. Any such deposit shall be returned to the customer or credited to his account in accordance with the Rules and Standards policies set down by the Public Service Commission of Indiana.

## C. OBLIGATION AND LIABILITY OF THE TELEPHONE COMPANY

## 1. Availability of Facilities

The Telephone Company's obligation to furnish exchange and toll service is dependent upon its ability to secure and retain suitable facilities and rights for the construction of the necessary poles, lines, circuits, equipment, etc.

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GENERAL RULES AND REGULATIONS

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MADISON EXCHANGE

C. OBLIGATION AND LIABILITY OF THE TELEPHONE COMPANY (CONT)

2. Interruption of Service

If service is interrupted for more that forty-eight (48) hours other than by the negligence of willful act of the customer, an allowance at the minimum rate for the telephone facilities and class of service affected at the time of the interruption shall be made for the time such interruption continues.

No other liability shall in any case be attached to the Telephone Company due to interruption(s) of service. In certain instances the Telephone Company will automatically make service interruption billing adjustments.

3. Directory Errors and Omissions

The Telephone Company issues directories to assist in furnishing prompt and efficient service to its customers. The Telephone Company does not guarantee to its customers or others the accuracy of any listings therein.

4. Transmitting Messages

The Telephone Company does not transmit messages but offers the use of its facilities for communications between patrons. If because of transmission difficulties the operator, in order to accommodate the customer, repeats messages, the operator is deemed to be acting as the agent of the persons involved and no liability shall attach to the Telephone Company because of any errors made by the operator or misunderstandings that may arise between customers because of such errors.

5. Use of Connecting Company Lines

When suitable arrangements can be made, lines and facilities of other telephone companies may be used in establishing wire connections to points not reached by this Telephone Company's lines. In establishing connection with the lines of other companies, the Telephone Company is not responsible or liable for any action of the Connecting Company.

6. Defacement of Premises

This Telephone Company shall exercise due care in connection with all work done on customer's premises. No liability shall be attached to the Telephone Company due to any defacement or damage to the customer's premises resulting from the existence of the Telephone Company's instruments, apparatus, and associated wiring on such premises, or by the installation or removal thereof, unless such defacement or damage is the result of the sole negligence of the Telephone Company.

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GENERAL RULES AND REGULATIONS

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MADISON EXCHANGE

D. PAYMENT FOR SERVICES AND FACILITIES

Bills are rendered in advance of the service period. Charges for exchange service, long distance service, and auxiliary equipment are due when the bill for such service is rendered (date shown thereon) and become delinquent seventeen (17) days thereafter. Penalties for delinquent payments are authorized, but cannot exceed ten percent (10%) of the first three dollars (\$3.00) and three percent (3%) of all additional monies owed, except for charges owed for interstate toll messages. All bills are payable at the Telephone Company's business office or authorized collection agency.

When warranted, in the reasonable judgment of the Telephone Company, special toll bills may be rendered. In such cases the amounts billed are due and payable on demand.

In the event of default on payment of any sums due for either local exchange or toll services the Telephone Company will exercise all options it has at its disposal for collecting past due amounts under the Rules and Standards of Service policies prescribed by the Public Service Commission of Indiana.

E. TELEPHONE DIRECTORIES

1. Distribution

Upon issuance, each customer served by a directory shall be furnished one (1) copy of that directory for each main station or trunk and, upon request, additional directories not to exceed the total number of extension stations furnished under the tariffs. Additional or foreign directories shall be provided by the Telephone Company at reasonable fee, when available. A current copy of all directories shall be furnished to the Public Service Commission of Indiana.

F. USE OF SERVICE AND FACILITIES

1. Ownership and Use of Equipment

Equipment, instruments, and lines furnished by the Telephone Company on the premises of a customer are the property of the Telephone Company, whose agents and employees shall have the right to enter said premises after securing permission of the occupant, agent, or enforcement officer at any reasonable hour for the purpose of installing, inspecting, maintaining, or repairing the equipment, instruments, and lines, or for the purpose of making collections from coin boxes or upon termination of the service for the purpose of removing such equipment, instrument, lines, and poles.

If the installation and maintenance of service are requested at locations which are or may be hazardous or dangerous to the Telephone Company's employees, to the public or to property, the Telephone Company may refuse to install and maintain such service. If such service is furnished, the Telephone Company may require the customer to indemnify and hold the Telephone Company harmless for any claims, loss or damage by reason of the installation and maintenance of such service.

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GENERAL RULES AND REGULATIONS

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MADISON EXCHANGEF. USE OF SERVICE AND FACILITIES (CONTINUED)

## 2. Use of Customer Service

Customer telephone service, as distinguished from public and semi-public telephone service, is furnished only for use by the customer, his family, employees, or persons residing in the customer's household as a member of the family unit and their guests, and may not be resold or otherwise used for performing any part of the work of transmitting, delivering, or collecting charges for any message where any toll or other consideration has been or is to be paid to any party other than the Telephone Company, without consent of the Telephone Company. The Telephone Company has the right to refuse to install customer service or permit such service to remain on premises of a public or semi-public nature when the instrument is so located that the public in general or patrons of the customer may make use of the service. At such locations, however, service may be installed, provided the instrument is so located that it is not accessible to public use.

In the event a customer's service is used by the public or other unauthorized persons, the customer is still responsible for any and all charges originating or billed to his telephone.

## 3. Use of Party Line Service

Applications for party line service are accepted by the Telephone Company with the understanding that each customer will so use the service as not to interfere with an equitable proportionate use of the service by the other customers on the same line. When the duration or number of local calls sent or received by a party line customer is so great as to prevent an equitable proportionate use of the line by other customers on the line, the Telephone Company shall have the right to require the customer to contract for a higher grade of service or discontinue the service of the customer in question.

## 4. Tampering with Equipment

The Telephone Company may refuse to furnish or may deny telephone service to any person, firm, or corporation on whose premises is located any telephone equipment owned by the Telephone Company which shows any evidence of tampering, manipulating, or operation, or use of any device whatsoever, for the purpose of obtaining telephone service without payment of the charges applicable to the service rendered.

## 5. Use of Profane Language or Impersonation of Another

The Telephone Company may refuse to furnish or may deny telephone service to any person, firm, or corporation who, over the facilities furnished by the Telephone Company, uses or permits to use foul, abusive, or profane language; or impersonates or permits others to impersonate any other individual with a fraudulent, malicious, or mischievous intent.

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GENERAL RULES AND REGULATIONS

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MADISON EXCHANGE

F. USE OF SERVICE AND FACILITIES ( CONT)

6. Governmental Objection to Service

The Telephone Company may without liability refuse to furnish or may discontinue telephone service to any person, firm, or corporation upon objection to the furnishing of such service made in writing by or on behalf of any law enforcement agency, acting within its jurisdiction, on the grounds that such service is or will be used for illegal purpose.

7. Abuse or Fraudulent Use of Service

The Telephone Company reserves the right to discontinue or deny service because of the misuse or the fraudulent use of service. Misuse or fraudulent use of service includes the use of service or facilities of the Telephone Company to transmit a message or to locate a person or otherwise to give or to obtain information without the payment of a message toll charge applicable to such use.

G. CONNECTION OF CUSTOMER – PROVIDED EQUIPMENT

1. General Provisions

The only customer-provided equipment which may be directly connected to facilities furnished by the Telephone Company for exchange telecommunication services, as specified in this Tariff, is that equipment which complies with the current Federal Communications Commission's Rules and Regulations, Part 68, Connections of Terminal Equipment to Telephone Network.

2. Responsibility of Customer

As stated elsewhere in these Tariffs: Sub Part B Conditions on the Use of Terminal Equipment Part 68 Federal Communications Commissions Rules and Regulations; or any rule or standard pertaining to the placement of customer-provided equipment adopted by the Public Service Commission of Indiana will apply where customers attach customer-owned or customer-provided equipment to the Telephone Company's lines or network facilities.

3. Accessories

Customer-provided accessories may be used with the facilities furnished by the Telephone Company for exchange telecommunication service provided that such accessories comply with the provision of Item 2. above.

4. Responsibility of Telephone Company

Exchange telecommunication service is not represented as adapted to the use of customer-provided equipment and where such equipment is connected to the Telephone Company's facilities the responsibility of the Telephone Company shall be limited

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GENERAL RULES AND REGULATIONS

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MADISON EXCHANGE

G. CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT (CONT)

4. Responsibility of Telephone Company (Cont)

To the furnishing of facilities suitable for exchange telecommunication service and to the maintenance and operation of such facilities in a manner proper for such telecommunication service; subject to this responsibility, the Telephone Company shall not be responsible for (a) the through transmission of signals generated by the customer-provided equipment or for the quality of, or defects, in such transmission, or (b) the reception of signals by customer-provided equipment. The Telephone Company shall not be responsible for the installation, operation, or maintenance of any customer-provided equipment. The Telephone Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures of the Telephone Company render any customer-provided equipment obsolete or require modification or alteration of such equipment or otherwise effect its use or performance.

The Telephone Company will provide customers who are know to be using customer-provided equipment with advance notice, whenever possible, of any changes it plans making in its operations which could adversely effect their equipment's operation when it is connected to the Telephone Company's communication facilities.

5. Violation of Regulations

Where any customer-provided equipment is used with exchange telephone communication service in violation of any of the provisions of this Tariff, or fails to adequately perform network control functions, the Telephone Company will take such immediate action as is reasonably necessary for the protection of the network. The customer, after he has been advised that a violation exists must discontinue use of the equipment from the Telephone Company's facilities. If the violation continues the Telephone Company will notify the customer of the violation in writing. The customer then must confirm in writing within ten (10) days following receipt of the discontinued use of the equipment. Failure of the customer to respond to the warning or correct the problem within the time limit stated above shall result in the suspension of the customer's service until such time as the customer complies with the provisions of the Federal Communications Commission or the Public Service Commission of Indiana's Rules and Regulations governing the Telephone Company's continued obligation in the provisions of customer service.

H. LIMITIATION OF SERVICE OFFERING

Whenever the facilities immediately available are insufficient to furnish service immediately to all who may apply, those facilities available will be used in the following order:

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GENERAL RULES AND REGULATIONS

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MADISON EXCHANGE

H. LIMITATION OF SERVICE OFFERING (CONT)

- (1) supply service to essential governmental agencies and public utilities
- (2) private organizations and individuals directly serving the public safety, health, and welfare
- (3) press associations, newspapers, and broadcasting systems
- (4) other new business services
- (5) new residence service for seriously ill or handicapped persons
- (6) new residence main services other than those included above