

(3000) Rate Of Return Carrier Additional Documentation	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMS Control No. 3260-0819
	July 2013

*010 Study Area Code	371517
*011 Study Area Name	ARLINGTON TEL CO
*012 File Name	2013
*013 Contact Name - Person/Company Contacting FCC	Jane Sutherland
*014 Contact Telephone Number - Number of person identified in data item 013	402-426-6242
*015 Contact E-mail Address - E-mail address of person identified in data item 013	jsuth@landline.com

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.201(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.113(f)(2). Further certify that the information reported on this form and in the documents attached below is accurate.

Progress Report on 5 Year Plan		
1010	<p>1010: Milestone Certification (47 CFR § 54.113(f)(1))</p> <p>1011: Please check the box to confirm that the attached PDF on line 1011 contains the required information pursuant to § 54.113(f)(1) as a recipient of CAT. Please support the information with the number, names, and addresses of community and/or institutions to which you are providing access to broadband service in the attached calendar year.</p>	<p>Name of Attached Document Using Required Information</p> <input type="checkbox"/>
1012	<p>1012: Community Anchor Institutions (47 CFR § 54.113(f)(2))</p> <p>1013: If your company is privately held PDR Carrier (47 CFR § 54.113(f)(2))</p> <p>1014: Does your company file the RUS Annual Report</p> <p>1015: Please check these boxes to confirm that the attached PDF on line 1015 contains the required information pursuant to § 54.113(f)(2) compliance requirements.</p> <p>1016: Electronic copy of their annual RUS reports (Operating Report for Telecommunications Services)</p>	<p>Name of Attached Document Using Required Information</p> <input type="checkbox"/>
1017	<p>1017: PDF of Balance Sheet, Income Statement and Statement of Cash Flows</p> <p>1018: If the response is no on line 1014, attach your company's RUS annual report and all required documentation</p> <p>1019: If the response is no on line 1014, is your company, suited?</p> <p>1020: If the response is yes on line 1018, please check the boxes below to confirm your submission on line 1020 pursuant to § 54.113(f)(2) contains:</p>	<p><input checked="" type="checkbox"/> Yes/No</p> <p><input checked="" type="checkbox"/> Yes/No</p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>
1021	<p>1021: Some a copy of their audited financial statements or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Services</p> <p>1022: PDF of Balance Sheet, Income Statement and Statement of Cash Flows</p>	<p>Name of Attached Document Using Required Information</p> <input checked="" type="checkbox"/>
1023	<p>1023: Management letter issued by the independent certified public accountant that performs the company's financial audit</p> <p>1024: If the response is no on line 1021, please check the boxes below to confirm your submission on line 1024 pursuant to § 54.113(f)(2) contains:</p> <p>1025: Copy of the 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 Services</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input checked="" type="checkbox"/></p>
1026	<p>1026: Underlying information subjected to review by an independent certified public accountant</p> <p>1027: Underlying information subjected to an officer certification</p> <p>1028: PDF of Balance Sheet, Income Statement and Statement of Cash Flows</p> <p>1029: Attach the independent using required information</p>	<p>Name of Attached Document Using Required Information</p> <input checked="" type="checkbox"/>

Certification - Reporting Carrier Data Collection Form		RCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<Q10> Study Area Code	371517	
<Q15> Study Area Name	ARLINGTON TEL CO	
<Q20> Program Year	2014	
<Q30> Contact Name - Person USAC should contact regarding this data	Jane Sutherland	
<Q35> Contact Telephone Number - Number of person identified in data line <Q30>	402-426-6242	
<Q39> Contact Email Address - Email Address of person identified in data line <Q30>	jsutherland@americantbb.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	ARLINGTON TEL CO
Signature of Authorized Officer	CERTIFIED ONLINE Date
Printed name of Authorized Officer	Joe Jecansky
Title or position of Authorized Officer	President
Telephone number of Authorized Officer	402.426.6245
Study Area Code of Reporting Carrier	371517 Filing Due Date for this form: 10/15/2013
Persons who knowingly make statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(a), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

10/11/2013

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Arlington Telephone Company

Certification of Compliance with Applicable Service Quality Standards and Consumer Protection Rules

Service Quality Standards

The Company:

- Provides voice grade access to the public switched network.
- Provides flat rated local exchange service with no additional charge to end users.
- Provides access to the emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911.
- Provides toll blocking and toll limitation services.
- Advertises the availability of its services and the charges using media of general distribution and on its website.
- Maintains a business office providing customers with access to a customer service representative either in person or via a local telephone call or toll-free telephone number during normal business hours.
- Directs after hour calls to the Company's help desk.
- Directs trouble reports to the on-call technician.
- Tracks all service orders to ensure they are completed in a timely manner.
- Measures its service connection and service interruption performance on a regular basis.
- Trains employees to:
 - Answer all incoming calls promptly.
 - Respond to all inquiries for information promptly and courteously.
 - Investigate thoroughly all customer complaints and handle appropriately according to the Company's guidelines for resolution of customer complaints.
 - Be knowledgeable about products and service offerings so they can assist the customer with selecting the best service option.
- Has a process for periodic inspection, testing and preventive maintenance of its equipment to permit the rendering of safe, adequate and continuous service at all times.

Consumer Protection Rules

The Company has established operating procedures designed to facilitate compliance with applicable consumer protection rules which include compliance with the Customer Proprietary Network Information (CPNI) rules. The operating procedures include:

- Appointment of a compliance officer.
- A manual detailing the specific procedures for protecting consumer information.
- Employee training on an annual basis.
- A disciplinary process for improper use of consumer information.

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ARLINGTON TELEPHONE CO. BLAIR TELEPHONE CO. EASTERN NEBRASKA TELEPHONE CO. ROCK COUNTY TELEPHONE CO. HUNTEL CABLEVISION, INC.

BACK-UP POWER

All switches are designed for 8 hour battery back up and all have a fixed standby generator that starts within minutes of a power failure with enough power to power everything in the office including air conditioning.

All DLC's and AFC's are designed with 4 hour battery backup. We also have portable generators that can be moved to the DLC if the power outage goes beyond 4 hours.

REROUTING OF TRAFFIC AROUND DAMAGED FACILITIES

All out state exchanges have common trunks to the Blair Tandem routed over a fiber ring. Blair and Arlington switches are located in the same building as the Blair Tandem. The facilities from Blair to Century Link and the IXC's in Omaha are fiber redundant. All switches also have an alternant route to the Century Link Tandem. Originating traffic would automatically reroute if the Blair Tandem failed but the terminating traffic would need to be rerouted by the carrier.

TRAFFIC SPIKES

Capacity from the DLC's to the switch is designed at an industry standard 4 to 1 ratio. The switches are non-blocking. The trunk capacity to the IXC's is controlled by the IXC. They add or remove trunks depending on the volume of traffic. The trunk capacity to the Century Link tandem is also controlled by Century Link. Most trunk traffic is designed for high busy hour traffic capacity. It would be cost prohibitive to design for non blocking during and emergency situation.

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Arlington Telephone Company

Nebraska Telephone Assistance Program Terms and Conditions

Nebraska Telephone Assistance Program

The Nebraska Telephone Assistance Program (NTAP) is available for qualifying customers of Arlington Telephone Company. NTAP assistance reduces the cost of basic, monthly local telephone service. Eligible consumers can receive up to \$12.75 per month in discounts. In addition, the Federal Universal Service Charge is not assessed to consumers participating in NTAP. Toll Blocking prevents the placement of all long distance calls for which a subscriber would be charged. Toll blocking is available to eligible consumers at no cost. Also, by choosing this option, consumers are usually not charged a deposit.

NTAP is administered by the Nebraska Public Service Commission.

NTAP Eligibility Information

Program Based Eligibility

To qualify for NTAP, subscribers must either have an income that is at or below 135% of the Federal Poverty Guidelines, or the subscriber, one or more of the subscriber's dependents, or the subscriber's household must receive benefits from one of the following assistance programs:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Federal Public Housing Assistance (Section 8)
- Medicaid
- Children's Health Insurance Program/Kids Connection (SAM, MAC or EMAC)
- Supplemental Nutrition Assistance Program (SNAP); (formerly the Food Stamps Program)
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- National School Lunch Program Free Lunch program
- State assistance programs (if applicable)

To receive an NTAP application, contact your local *Health and Human Services* agency caseworker or the *Nebraska Public Service Commission*, 1200 N Street, Suite 300, PO Box 94927, Lincoln, NE 68508-4927, Phone: 402-471-3101, Toll Free: 1-800-526-0017 or <https://ntap.gisworkshop.com/>

NTAP applicants must present documentation demonstrating eligibility either through participation in one of the qualifying federal assistance programs or through income-based means.

Acceptable documentation of program-based eligibility includes: current or prior year's statement of benefits from a qualifying state, federal or Tribal program; notice letter of participation in a qualifying state, federal or Tribal program; program participation documents; or another official document evidencing the consumer's participation in a qualifying state, federal or Tribal program.

Income Based Eligibility

In addition, consumers are eligible for NTAP if their household income is at or below 135% of the federal poverty guidelines.

2013 Federal Poverty Guidelines – 135%

Household Size	48 Contiguous States and D.C.	Alaska	Hawaii
1	\$15,512	\$19,373	\$17,861
2	\$20,939	\$26,163	\$24,098
3	\$26,366	\$32,954	\$30,335
4	\$31,793	\$39,744	\$36,572
5	\$37,220	\$46,535	\$42,809
6	\$42,647	\$53,325	\$49,046
7	\$48,074	\$60,116	\$55,283
8	\$53,501	\$66,906	\$61,520
For each additional person, add	\$5,427	\$6,791	\$6,237

Acceptable documentation of income eligibility includes: prior year's state, federal or Tribal tax return; current income statement from an employer or paycheck stub; social security statement of benefits; Veterans Administration statement of benefits; retirement/pension statement of benefits; unemployment/workmen's compensation statement of benefits; federal or Tribal notice of letter participating in General Assistance; or a divorce decree or child support award or other official document containing income information.

Tribal Eligibility

A subscriber who lives on Tribal lands and is an eligible resident of Tribal lands is eligible for Tribal Lifeline service or Tribal Link Up if the subscriber, one or more of the subscriber's dependents, or the subscriber's household participates in any of the above-listed qualifying assistance programs or one of the following Tribal-specific federal assistance programs: Bureau of Indian Affairs General Assistance; Tribally Administered Temporary Assistance for Needy Families; Head Start (if income eligibility criteria are met); or the Food Distribution Program on Indian Reservations (FDPIR). Tribal subscribers may also qualify if the household income is at or below 135% of the Federal Poverty Guidelines.

Tribal subscribers should contact Arlington Telephone Company for additional information on Tribal Lifeline and Tribal Link Up.

Numbers of Minutes-of-Use Provided as Part of NTAP Program Service

Arlington Telephone Company's Voice NTAP service includes unlimited local minutes-of-use within the toll-free calling area. Arlington Telephone Company's Voice NTAP Plan does not include any free minutes-of-use for toll. Toll is billed at the standard toll rate depending on which interexchange carrier the consumer subscribes to for toll service. As part of the NTAP service, Toll blocking is available to eligible consumers at no cost.

Rates

Subscribers may receive the NTAP credit on any type or grade of local service, including bundled services that are normally offered by Arlington Telephone Company. Advertised rates do not include any applicable taxes or surcharges.

Recertification of NTAP Eligibility

NTAP recipients are required to recertify their eligibility annually. Failure to properly recertify a recipient's continued eligibility for NTAP will result in termination of the NTAP recipient's monthly NTAP discount and de-enrollment from NTAP.

Additional NTAP Program Information

NTAP is limited to one benefit per household, consisting of either wireline or wireless service. A household is defined as an individual or group of individuals who live together at the same address and share income and expenses. NTAP is a government benefit program, and consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program.

REDACTED – FOR PUBLIC INSPECTION

Arlington Telephone Company (371517)

ATTACHMENT - LINE 3019-3021

ATTACHMENT REDACTED IN ENTIRETY