



Your business is our business.

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REDACTED - FOR PUBLIC INSPECTION

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Greenbelt, Maryland 20770
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ACCEPTED/FILED

October 7, 2013

OCT 18 2013

By Hand Delivery

Federal Communications Commission
Office of the Secretary

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

**Re: WC Docket No. 10-90, WC Docket No. 11-42
2013 ETC Annual Report of Big Bend Telephone Company
Study Area Code 442039**

Dear Ms. Dortch:

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

Please direct any questions regarding the filing to the undersigned.

Sincerely,

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

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

No. of Copies rec'd 043
List ABCDE

¹ 47 C.F.R. §§ 54.313, 54.422.

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

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

<010> Study Area Code	442039	
<015> Study Area Name	BIG BEND TEL CO INC	
<020> Program Year	2014	Accepted/Filed
<030> Contact Name: Person USAC should contact with questions about this data	Russell Moore	OCT 18 2013
<035> Contact Telephone Number: Number of the person identified in data line <030>	432-364-0089	FCC Office of the Secretary
<039> Contact Email Address: Email of the person identified in data line <030>	Rusty.Moore@bbtco.com	

<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input checked="" type="checkbox"/> <-- check box if no outages to report			
<300> Unfulfilled Service Requests (voice)	<input type="text" value="0"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310> Detail on Attempts (voice)	<input type="text"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)	<input type="text"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<330> Detail on Attempts (broadband)	<input type="text"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed	<input type="text" value="0.0"/>		
<420> Mobile	<input type="text"/>		
<430> Number of Complaints per 1,000 customers (broadband)		<input type="checkbox"/>	<input checked="" type="checkbox"/>
<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="442039;x510"/>	(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="442039;x610"/>	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<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"/>	<input checked="" type="checkbox"/>
<1000> Voice Services Rate Comparability	(check to indicate certification)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1010> <input type="text"/>	(attach descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)? <input checked="" type="radio"/> <input type="radio"/>	(if not, check to indicate certification)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1110>	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

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

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

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<3005>	(complete attached worksheet)	<input checked="" 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 442039
 <015> Study Area Name BIG BEND TEL CO INC
 <020> Program Year 2014
 <030> Contact Name - Person USAC should contact regarding this data Russell Moore
 <035> Contact Telephone Number - Number of person identified in data line <030> 432-364-0089
 <039> Contact Email Address - Email Address of person identified in data line <030> Rusty.Moore@bhtco.com

<110> Has your company received its ETC certification from the FCC? (yes / no)
 If your answer to Line <110> is yes, do you have an existing §54.202(a) "5
 <111> 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.

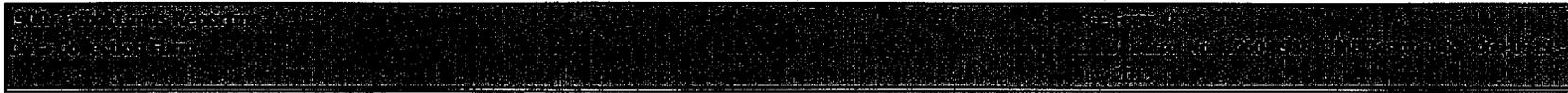
<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

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.

- <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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<039>	Contact Email Address - Email Address of person identified in data line <030>	Rusty.Moore@bbtco.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)



<010>	Study Area Code	442039
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<020>	Program Year	2014
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<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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<039>	Contact Email Address - Email Address of person identified in data line <030>	Rusty.Moore@bbtco.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans 442039tx1210
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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<020>	Program Year	2014
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<039>	Contact Email Address - Email Address of person identified in data line <030>	Rusty.Moore@bbtco.com

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

Incremental Connect America Phase I reporting

- <2010> 2nd Year Certification (47 CFR § 54.313(b)(1))
- <2011> 3rd Year Certification (47 CFR § 54.313(b)(2))

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

- <2012> 2013 Frozen Support Certification
- <2013> 2014 Frozen Support Certification
- <2014> 2015 Frozen Support Certification
- <2015> 2016 and future Frozen Support Certification

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

- <2016> Certification Support Used to Build Broadband

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

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

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



<010> Study Area Code 442039
 <015> Study Area Name BIG BEND TEL CO INC
 <020> Program Year 2014
 <030> Contact Name - Person USAC should contact regarding this data Russell Moore
 <035> Contact Telephone Number - Number of person identified in data line <030> 432-364-0089
 <039> Contact Email Address - Email Address of person identified in data line <030> Rusty.Moore@bctco.com

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

Progress Report on 5 Year Plan

<p>(3010) Milestone Certification (47 CFR § 54.313(f)(1)(i)) Please check this box to confirm that the attached PDF, on line 3012, contains the required information pursuant to § 54.313 (f)(1)(i), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.</p>	<p>Name of Attached Document Listing Required Information</p> <p><input type="checkbox"/></p>
<p>(3011) Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii)) (3012) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2)) (3013) If yes, does your company file the RUS annual report (3014) Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires: (3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers) (3016) PDF of Balance Sheet, Income Statement and Statement of Cash Flows (3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation (3018) If the response is no on line 3014, is your company audited? If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:</p>	<p>Name of Attached Document Listing Required Information</p> <p><input checked="" type="checkbox"/> (Yes/No) <input type="checkbox"/> (Yes/No)</p> <p><input type="checkbox"/> <input type="checkbox"/></p> <p>Name of Attached Document Listing Required Information</p> <p><input checked="" type="checkbox"/> (Yes/No)</p>
<p>(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications (3020) PDF of Balance Sheet, Income Statement and Statement of Cash Flows (3021) Management letter issued by the independent certified public accountant that performed the company's financial audit. If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains: 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. (3024) PDF of Balance Sheet, Income Statement and Statement of Cash Flows (3025) Attach the worksheet listing required information</p>	<p><input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/></p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Name of Attached Document Listing Required Information</p> <p>442039tcx3026</p>

<010>	Study Area Code	442039
<015>	Study Area Name	BIG BEND TEL CO INC
<020>	Program Year	2014
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<035>	Contact Telephone Number - Number of person identified in data line <030>	432-364-0089
<039>	Contact Email Address - Email Address of person identified in data line <030>	Rusty.Moore@bttco.com

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

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

<010> Study Area Code	442039
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<039> Contact Email Address - Email Address of person identified in data line <030>	Rusty.Moore@bbtco.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) <u>Darla Parker</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	Darla Parker
Name of Reporting Carrier:	BIG BEND TEL CO INC
Signature of Authorized Officer:	CERTIFIED ONLINE
Date:	10/14/2013
Printed name of Authorized Officer:	Russell Moore
Title or position of Authorized Officer:	General Manager
Telephone number of Authorized Officer:	4323640089
Study Area Code of Reporting Carrier:	442039
Filing Due Date for this form:	10/15/2013
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:	BIG BEND TEL CO INC
Name of Authorized Agent or Employee of Agent:	John Staurulakis
Signature of Authorized Agent or Employee of Agent:	CERTIFIED ONLINE
Date:	10/14/2013
Printed name of Authorized Agent or Employee of Agent:	Darla Parker
Title or position of Authorized Agent or Employee of Agent:	Manager
Telephone number of Authorized Agent or Employee of Agent:	512/338-0473
Study Area Code of Reporting Carrier:	442039
Filing Due Date for this form:	10/15/2013
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

Big Bend Telephone Company

Response to Line 510 - Service Quality Standards and Consumer Protection Rules

Compliance

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

Big Bend Telephone Company (“Company”) hereby certifies that it complies with applicable service quality standards and consumer protection rules under the Big Bend Administrative Code, Title 16, Part II, as established by the Public Utility Commission of Big Bend. These obligations include, but are not limited to, the following: (1) filing a Local Exchange Tariff which discloses rates, terms and conditions of service to customers pursuant to Subchapter J requirements in Sections 26.201-26.230; (2) adherence to state consumer protection requirements governing telephone providers

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

² *Id.* at para. 28.

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

⁴ *Id.* at n. 72.

as identified in Subchapter B, in Sections 26.21-26.37; and (3) service quality standards requirements as identified in Subchapter C, Sections 26.51 -26.57.

Big Bend Telephone Company

Response to Line 610 - Ability to Function in Emergency Situations

Big Bend Telephone Company ("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)¹ and the Big Bend 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 also allows the Company to manage traffic spikes throughout its network, as emergency situations require.

Specifically, the Company is able to function under emergency operations in accordance with Public Utility Commission of Big Bend Substantive Rules §26.51 *Reliability of Operations of Telecommunications Providers* and §26.52 *Emergency Operations* which include obligations for continuity of service and emergency operations planning and service provision capability for dominant carriers. Any central office not equipped with permanently installed standby generators contains as a minimum four hours of battery reserve without voltage falling below the level required for proper operation of all equipment. In addition, all central offices without installed emergency

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

power facilities have a mobile power unit available which can be delivered and connected on short notice.

Big Bend Telephone Company, Inc.

Rates, Terms and Conditions for Lifeline Service

(Response to Form 481, Line 1210)

Local exchange service rates and charges specified below are for basic local exchange service, including Tone Dialing and access to Caller ID at no charge. Rates and charges for ancillary services and facilities not specifically shown are presented in Big Bend Telephone Company's tariff(s) on file with the Public Utility Commission of Texas. Unless otherwise specified, the rates and charges quoted below are for a minimum contract period of one month, payable in advance and provide unlimited flat rate calling within the local exchange calling scope.

Residential Local Exchange Access Line Rates⁽¹⁾⁽²⁾:

Exchange Name	R-1 Rate	Res. EAS Charge
Alamito	\$ 14.00	\$ -
Big Bend Park	\$ 14.00	\$ -
Big Canyon	\$ 14.00	\$ -
Calamity Creek	\$ 14.00	\$ -
Comstock	\$ 14.00	\$ -
Heath Canyon	\$ 14.00	\$ -
Lajitas	\$ 14.00	\$ -
Langtry	\$ 14.00	\$ -
Presidio	\$ 14.00	\$ -
Redford	\$ 14.00	\$ -
Sanderson	\$ 14.00	\$ -
Sheffield	\$ 14.00	\$ -
Six Shooter	\$ 14.00	\$ -
Terlingua	\$ 14.00	\$ -

⁽¹⁾ Above listed fees do not include mandatory taxes, fees and surcharges, including, but not limited to Texas Universal Service Fund charges, 9-1-1 fees, and municipal franchise fees.

⁽²⁾ Qualified Lifeline customers are eligible for Lifeline credits or discounts as outlined in the attached Lifeline tariff.

LOCAL EXCHANGE SERVICE

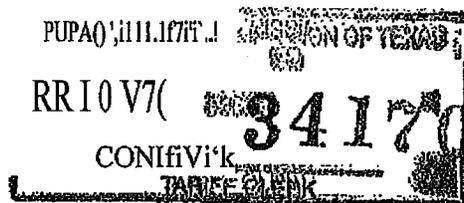
II. APPLICATION OF RATES

C. Lifeline Program

The Lifeline Program is a retail local service offering designed to make telephone service available at reduced rates to qualifying low-income customers.

1. General

- a. A qualifying low-income customer subscribing to the Lifeline Program shall receive federal and state reductions to their monthly tariffed residential local exchange access line rate and federal subscriber line charge.
- b. Nothing in this section shall prohibit a customer who is otherwise eligible for the Lifeline Program from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications service.
- c. The Lifeline Program rate reductions apply only to basic network service and do not apply to non-basic services, regulated or non-regulated, such as long distance service or custom calling services. Customers may subscribe to these services, where available, at their discretion. If the customer subscribes to a bundled service, where available, the discount shall only apply to the basic network service portion of the bundled service.



By: Mr. Justin Haynes
Title: President

LOCAL EXCHANGE SERVICE

II. APPLICATION OF RATES

C. Lifeline Program

The Lifeline Program is a retail local service offering designed to make telephone service available at reduced rates to qualifying low-income customers.

I. General

- a. A qualifying low-income customer subscribing to the Lifeline Program shall receive federal and state reductions to their monthly tariffed residential local exchange access line rate and federal subscriber line charge.
- b. Nothing in this section shall prohibit a customer who is otherwise eligible for the Lifeline Program from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications service.
- c. The Lifeline Program rate reductions apply only to basic service and do not apply to long distance service, 976 and other information related telecommunications services, Custom Calling Features, or other ancillary services which may or may not be tariffed. Customers may obtain these services, where available, at their discretion.

By: Mr. Justin Haynes
Title: President

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ikiriPii0Vai

SEP 105 COM 31 1a

L CONTROL # 00000744...AL444007

LOCAL EXCHANGE SERVICE

APPLICATION OF RATES (Continued)

C. Lifeline Program (Continued)

1. General (Continued)

- d. The Lifeline Program rate reductions do not apply to service connection charges, except that customers eligible for the Tribal Link Up Program will receive a 50% reduction, or \$100.00, whichever is less, on applicable service connection charges, as provided in Section 2 of this tariff.
- e. The Company may not disconnect the service of a Lifeline Program customer for the non-payment of toll charges unless the Company has received a waiver from the Commission allowing disconnection of service for this reason.
- f. Upon subscribing to the Lifeline Program, a customer will be offered a subscription, at no charge, to toll blocking service (in exchanges where technically available) which denies the customer access to the long distance telecommunications network; however, the customer is under no obligation to accept the subscription to toll blocking.
- g. The Company will waive number portability charges, subject to the tariff, for the Lifeline customer.
- h. The Lifeline Program rate reductions will not be available on a retroactive basis except as directed by LIDA or the Commission.

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By: Mr. Justin Haynes
Title: President

PUBLIC UTILITY COMMISSION OF TEXAS
EFFECTIVE
APR 2 '12 CONTROL# TC. NO. 40225
TARIFF CLERK

LOCAL EXCHANGE SERVICE

IL APPLICATION OF RATES (Continued)

C. Lifeline Program (Continued)

2. Designated Lifeline Program Services

The Company shall offer the voice telephony services or functionalities defined to be qualified, or designated, Lifeline Program service as enumerated in 47 Code of Federal Regulations §54.101(a) (relating to Supported Services for Rural, Insular and High Cost Areas).

3. Eligibility Requirement

a. Qualifying Low-income (Eligible) Customer Criteria

The Lifeline Program rate reductions will be provided per eligible customer. The applicant must certify that their annual household income is at or below 150% of the annual federal poverty guidelines, be an eligible resident of Tribal lands, or participate in, or have a person or child who resides in the customer household who participates in, a program identified in Chapter 47 of the Code of Federal Regulations § 54.409 and in P.U.C. Substantive Rule 26.412 regarding consumer qualification for Lifeline.

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II. APPLICATION OF RATES (Continued)

C. Lifeline Program (Continued)

3. Eligibility Requirement (Continued)

b. Obligations of the Customer

- 1) A current customer of the Company may be automatically enrolled in the Lifeline Program by their participation in the qualifying programs or they may self-enroll by contacting the Texas Low-Income Discount Administrator (LIDA).
- 2) A customer who is eligible for the Lifeline Program, but does not have telephone service at the time of application, shall be responsible for initiating a request for service from the Company.

c. The LIDA reviews the customer applications received and determines if the customer meets the eligibility criteria. The LIDA shall provide a list of eligible customers to the Company on a monthly basis.

d. Lifeline Program customers, will lose their Lifeline Program eligibility once they cease to meet income criteria or participate in one of the identified, qualified programs. Customers will be notified by the LIDA for loss of eligibility and an opportunity given to prove eligibility. Reduced billing under the Lifeline Program will be terminated if eligibility ceases.

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APPROVED

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Title: President

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LOCAL EXCHANGE SERVICE

II. APPLICATION OF RATES (Continued)

C. Lifeline Program (Continued)

4. Deposit Requirements

- a. The Company shall be prohibited from charging a service deposit in order to initiate the Lifeline Program if the eligible customer voluntarily elects to receive toll blocking.
- b. The Company may charge a service deposit if:
 - i. The eligible customer denies subscription to toll blocking upon subscribing to the Lifeline Program.
 - ii. The Company receives a Commission waiver from having to provide toll blocking due to technical limitations.

5. Service Connection and Charges

- a. Service connection charges do not apply to eligible customers with existing, qualifying service converting to the Lifeline Program.
- b. Service connection charges do apply when:
 - i. Existing eligible customers requesting additional non-qualifying services at the time Lifeline Program reduced billing is initiated.
 - ii. New customers (those without existing local exchange access service) eligible for the Lifeline Program and establishing qualifying service.
 - iii. Any subsequent moves or changes after the initial connection to the Lifeline Program.

By: Mr. Bill Golden
Title: President

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LOCAL EXCHANGE SERVICE

II APPLICATION OF RATES (Continued)

C. Lifeline Program (Continued)

5. Service Connection and Charges (Continued)

- c. In instances where service connection charges apply, customers qualifying for the Lifeline Program may qualify for the Tribal Link-Up Program and may be eligible to receive a reduction in the applicable service connection charges as provided in Section 2 of this tariff.
- d. Applicable service connection charges for the Company are specified in Section 2 of this tariff.

6. Lifeline Program Rate Reduction

a. Implementation

The Company shall provide reduced billing for all Lifeline Program eligible customers within its service area after receipt of the list of eligible customers from the LIDA. In instances where the customer makes direct inquiries regarding participation in the Lifeline program to the Company, the Company shall make every effort to assist the customer by explaining the necessary steps to become eligible to participate in the Lifeline Program and direct the customer to the LIDA for completion of the required forms for eligibility certification.

- i. If the eligible customer's existing telephone service arrangements meet the Lifeline Program criteria, the Company shall provide reduced billing as indicated above.
- ii. If the eligible customer's existing telephone service arrangements do not meet the Lifeline Program criteria, the Company shall advise the eligible customer by direct mail:
 - (a) The changes necessary to satisfy the Lifeline Program criteria;
 - (b) The waiver of service connection charges for changes in the eligible customer's telephone service arrangements in order to qualify for the Lifeline Program or the transfer of the account to the Lifeline Program;

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II APPLICATION OF RATES (Continued)

C. Lifeline Program (Continued)

6. Lifeline Program Rate Reduction (Continued)

a. Implementation (Continued)

ii. If the eligible customer's existing telephone service arrangements do not meet the Lifeline Program criteria, the Company shall advise the eligible customer by direct mail: (Continued)

c) If the eligible customer chooses to make the necessary changes to their service arrangements, the eligible customer will receive reduced billing for the Lifeline Program at the time the change is effective or at the time new service is established.

b. Amounts

The Company shall apply Lifeline Program rate reductions, per eligible customer, as described below. Existing Tel-Assistance customers, as of September 1, 2001 receive reduced rates, shown in paragraph C. of subsection II, which were authorized upon discontinuance of the Tel-Assistance program.

(1) The Company shall grant federal support to qualifying low-income consumers up to \$9.25 per month or equal to the support amount as directed by the Federal Communications Commission in Chapter 47 of the Code of Federal Regulations § 54.403 regarding Lifeline support.

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2) The Company shall further grant state-approved support up to a maximum reduction of \$3.50 in intrastate charges.

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TARIFF CLERK

BIG BEND TELEPHONE COMPANY, INC.
Local Exchange Tariff

SECTION 1
1st Revised Sheet 7.3
Replacing Original Sheet 7.3

LOCAL EXCHANGE SERVICE

IL APPLICATION OF RATES (Continued)

C. (Reserved for Future Use)

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Title: President

PUBLIC UTILITY COMMISSION OF TEXAS
EFFECTIVE

APR 2 '12 CONTROL* TC. NO. 40225

TARIFF CLERK

REDACTED – FOR PUBLIC INSPECTION

BIG BEND TELEPHONE COMPANY (SAC 442039)

ATTACHMENT - LINE 3019-3021

ATTACHMENT REDACTED IN ENTIRETY