

10-90

FCC Form 481 - Carrier Annual Reporting
Data Collection Form

FCC Form 481
OMB Control No. 3050-0586/OMB Control No. 3050-0819
July 2013

<010> Study Area Code 190220

<015> Study Area Name BURKE'S GARDEN TEL

<020> Program Year 2014

<030> Contact Name: Person USAC should contact with questions about this data Missy Lynch

<035> Contact Telephone Number: 276-472-2345
Number of the person identified in data line <030>

<039> Contact Email Address: burkes_garden_telco@bgtco.net
Email of the person identified in data line <030>

Received & Inspected

NOV 12 2013

FCC Mail Room

ANNUAL REPORTING FOR ALL CARRIERS

	54.313 Completion Required	54.422 Completion Required
--	----------------------------------	----------------------------------

		54.313 Completion Required	54.422 Completion Required
<100> Service Quality Improvement Reporting (complete attached worksheet)		<input type="checkbox"/>	<input checked="" type="checkbox"/>
<200> Outage Reporting (voice) (complete attached worksheet)		<input 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 type="checkbox"/>	<input checked="" type="checkbox"/>
<310> Detail on Attempts (voice) (attach descriptive document)		<input type="checkbox"/>	<input checked="" type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)	<input type="text" value="0"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<330> Detail on Attempts (broadband) (attach descriptive document)		<input type="checkbox"/>	<input checked="" type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)		<input type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed <input type="text" value="0.0"/>			
<420> Mobile <input type="text" value="0.0"/>			
<430> Number of Complaints per 1,000 customers (broadband)		<input type="checkbox"/>	<input checked="" type="checkbox"/>
<440> Fixed <input type="text" value="0.0"/>			
<450> Mobile <input type="text" value="0.0"/>			
<500> Service Quality Standards & Consumer Protection Rules Compliance (check to indicate certification)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> CPNI Manual <i>see attachment enclosed</i> (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> SCC 911 response - <i>see attachment enclosed</i> (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 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 type="checkbox"/>	<input checked="" type="checkbox"/>
<1000> Voice Services Rate Comparability (check to indicate certification)		<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1010> (attach descriptive document)		<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)? <input type="radio"/> <input checked="" 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 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)

<2005> (complete attached worksheet)

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000> (check to indicate certification)

<3005> (complete attached worksheet)

No. of Copies rec'd 0
List ABCDE

(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	190220
<015>	Study Area Name	BURKE'S GARDEN TEL
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Missy Lynch
<035>	Contact Telephone Number - Number of person identified in data line <030>	276-472-2345
<039>	Contact Email Address - Email Address of person identified in data line <030>	burke_garden_telco@bgtco.net
<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input checked="" type="radio"/> <input type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>

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

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

Name of Attached Document (.pdf)

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

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

(900) Tribal Lands Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986 / OMB Control No. 3060-0919 July 2013
--	--

<010>	Study Area Code	190220
<015>	Study Area Name	BURKE'S GARDEN TEL
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Missy Lynch
<035>	Contact Telephone Number - Number of person identified in data line <030>	276-472-2345
<039>	Contact Email Address - Email Address of person identified in data line <030>	burkes_garden_telcoabgtco.net

<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)
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	190220
<015>	Study Area Name	BURKE'S GARDEN TEL
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Missy Lynch
<035>	Contact Telephone Number - Number of person identified in data line <030>	276-472-2345
<039>	Contact Email Address - Email Address of person identified in data line <030>	burkes_garden_telco@gtco.net

<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	190220
<015>	Study Area Name	BURKE'S GARDEN TEL
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Missy Lynch
<035>	Contact Telephone Number - Number of person identified in data line <030>	276-472-2345
<039>	Contact Email Address - Email Address of person identified in data line <030>	burkes_garden_telco@bgcco.net

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of attached document (.pdf)

<1220> Link to Public Website

HTTP <http://www.bgcco.net>

"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 483
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

<010> Study Area Code 190220
 <015> Study Area Name BURKE'S GARDEN TEL
 <020> Program Year 2014
 <030> Contact Name - Person USAC should contact regarding this data Missy Lynch
 <035> Contact Telephone Number - Number of person identified in data line <030> 276-472-2345
 <039> Contact Email Address - Email Address of person identified in data line <030> burke_garden_tel@bgcco.net

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(e))
 - <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 _____

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 JULY 2013
---	--

<010> Study Area Code	190220
<015> Study Area Name	BURKE'S GARDEN TEL
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Missy Lynch
<035> Contact Telephone Number - Number of person identified in data line <030>	276-472-2345
<039> Contact Email Address - Email Address of person identified in data line <030>	burkes_garden_telco@bgtdco.net

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:	BURKE'S GARDEN TEL
Signature of Authorized Officer:	CERTIFIED ONLINE Date 10/15/2013
Printed name of Authorized Officer:	Fred Lawless
Title or position of Authorized Officer:	President
Telephone number of Authorized Officer:	276-472-2345
Study Area Code of Reporting Carrier:	190220 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.	

Certification - Agent / Carrier Data Collection Form		FCC Form 481 OMB Control No. 3060-0985/OMB Control No. 3060-0819 July 2013
<010> Study Area Code	190220	
<015> Study Area Name	BURKE'S GARDEN TEL	
<020> Program Year	2014	
<030> Contact Name - Person USAC should contact regarding this data	Missy Lynch	
<035> Contact Telephone Number - Number of person identified in data line <030>	276-472-2345	
<039> Contact Email Address - Email Address of person identified in data line <030>	burkes_garden_telco@bgtco.net	

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

NOV 12 2013

FCC Mail Room

Burke's Garden Telephone Company, Inc.

7044 Burke's Garden Rd. – Tazewell, VA. 24651

Phone: 276-472-2345 - Fax: 276-472-2835

1. Does your company provide 911 services directly to any PSAP.

RESPONSE: We do not.

If answer to question #1 is no, please skip to question #9.

9. Please provide a list of all central offices and note whether they have permanent on-site backup generators to be used in the event of a commercial power failure.

RESPONSE: All of the COs through which Burke's Garden Telephone Company communicates have permanent on-site, auto-switchover generators.

Those sites are:

- a. Burke's Garden Central Office.
- b. Bristol Virginia Utility, Tazewell Central Office.
- c. Bristol Virginia Utility, Bluefield Central Office.
- d. Citizens Cooperative Telephone, Wytheville Central Office.
- e. Citizens Cooperative Telephone, Floyd Central Office.
- f. Frontier Communications, Bluefield Central Office (Our tandem office).

10. Provide a list of all other serving facilities locations (such as remotes, SLCs, access nodes, line concentrators, RLMs OPMs, etc.) that have permanent on-site backup generators.

RESPONSE: We do not any other offices, remotes or other.

11. For those central offices and other customer serving facilities that do not have permanent on-site backup generators, what is the power restoration policy, including expected response time, if the facility loses commercial power?

RESPONSE: We do not have any other offices, remotes or customer serving facilities.

12. Describe the routine maintenance (batteries, generators, etc.) performed in all central offices and other serving locations, how often it is done, and associated internal reporting and documentation processes.

BURKE'S GARDEN TELEPHONE:

1. Batteries are 380 amp hour batteries. They are checked weekly and have a semi-annual routine maintenance. The typical load is 23 amps providing 16.5 hours of operation if both commercial power and the back-up generator are lost.

2. The Generator is an auto transfer, propane unit. It is exercised weekly with no load and load tested semi-annually. The unit has complete inspection once per year (oil change, filters, etc).

BRISTOL VIRGINIA UTILITIES:

1. Batteries, at all the site through which Burke's Garden information is routed, (Tazewell and Bluefield) are two strings of 190 ah providing 380 ah capacity. Typical load is 34 amps which provides 11 hours service if both commercial and stand-by generator are lost. They are routinely maintained.

2. Stand-by Generators are at all sites. They have a monthly routine. It includes running the generator under load for 30 minutes. They also "Load Bank" test the units once per year.

CITIZENS COOPERATIVE TELEPHONE:

1. Batteries at all sites through which Burke's Garden information is routed, including the main office in Floyd and Wytheville, are all maintenance free batteries and are sized for 8 hours of operation. They are routinely inspected with site inspections when generators are tested.

2. Stand-by generators are maintained at all sites. The units are load tested weekly, routine monthly and have a contract for yearly complete maintenance (oil change, filters, general condition, etc).

NOTE: All 911 calls are routed out of Citizens Coop via Trunks to Blacksburg and Norton Virginia. No emergency communications is routed to Frontier Communications in Bluefield, WV.

13. For the facilities referenced in questions 9 through 11, what is the length of time the batteries utilized in those facilities are expected to power those facilities during a commercial power outage where no generator is present or where one is present but not functioning properly?

RESPONSE: As noted above, Burke's Garden is 16.5 hours, BVU is 11 hours and Citizens Coop is 8 hours.

14 Describe how your network is configured to monitor and react to any alarm signals from any central office facilities regarding, for example, loss of service, loss of power, battery on discharge condition, etc. For example, are alarms or alarm warning signals monitored and reacted to by personnel within the central office or collected and sent to a central office or sent to a central collection point for review and dispatch of personnel as appropriate?

RESPONSE: At **Burke's Garden** there is only one central office and no remotes. At this time alarms are accumulated in two alarm systems, and responded to by technicians who, if not at the office, are called in to effect repairs.

Bristol Virginia Utilities: Alarms are sent from remote offices to the central operating facility, (NOX) analyzed, and responded to as required.

Citizens Coop: As with BVU, Citizens sends alarms to their central facility, analyzed and responded to as required.

Received & inspected

NOV 12 2013

FCC Mail Room

**BURKE'S GARDEN TELEPHONE COMPANY
CPNI POLICY ACKNOWLEDGEMENT**

I hereby state and acknowledge that I have received a copy of the CUSTOMER PROPRIETARY NETWORK INFORMATION MANUAL (Version 12-07) that I am responsible for reviewing and understanding this Manual, and that I understand that any violation of the Company's CPNI procedures may result in disciplinary action up to and including dismissal.

Signature

Date

Print name

WITNESSED:

CPNI COMPLIANCE OFFICER

Signature

Date

Print name

CUSTOMER PROPRIETARY NETWORK INFORMATION MANUAL FOR: BURKE'S GARDEN TELEPHONE CO.

VERSION (12-07)

This Manual governs all use of customer proprietary network information (CPNI) by all Company employees, agents and independent contractors. Whereas the independent contractor requirements and restrictions are designed primarily with telemarketers in mind, they apply to any and all other independent contractors that may receive or be given access to the Company's CPNI.

It is the official policy of the Company that all access, use, disclosure or distribution of CPNI be in accordance with the customer privacy safeguards set forth in the Communications Act and the Federal Communications Commission ("FCC") Rules, and that all Company employees, agents and independent contractors who handle the Company's CPNI are aware of these customer privacy safeguards and comply fully with them.

It is the responsibility of all Company employees, agents and independent contractors to read and review this Manual, and to seek clarification from the Company's CPNI Compliance Officer regarding any CPNI-related questions, before accessing, using, disclosing or distributing CPNI in any manner and for any purpose. It is further the responsibility of every Company employee, agent and independent contractor to comply fully with all federal CPNI requirements, and to seek clarification from the Company's CPNI Compliance Officer any time that an access, use, disclosure or distribution of CPNI appears to be questionable.

I. Customer Proprietary Network Information ("CPNI")

CPNI is defined in Section 222(f) of the Communications Act as (A) information that relates to the quantity, technical configuration, type, destination, and amount of use of a telecommunications service subscribed to by any customer of a wireline or wireless telecommunications carrier, and that is made available to the carrier by the customer solely by virtue of the carrier-customer relationship; and (B) information contained in the bills pertaining to telephone exchange service or telephone toll service received by a customer of a carrier (except that CPNI does not include subscriber list information).

Generally, CPNI includes personal information regarding a consumer's use of his or her wireline and/or wireless telecommunications services. CPNI encompasses information such as: (a) the telephone numbers called by a customer; (b) the frequency, duration and timing of a customer's phone calls, and (c) the telecommunications and information services purchased by a customer (including, but not limited to, local exchange, toll, cellular, paging, data

transmission, call waiting, call forwarding, call blocking, PIC freeze, three-way calling, conference calling, voice mail, Internet access, call back, caller identification, call trace and toll denial services).

While not absolutely clear, it appears that CPNI may also include the telephone numbers from which a customer receives calls. Unless and until the FCC or the courts declare otherwise, the Company will treat such incoming call information as CPNI.

Information regarding customer preferred carrier ("PC") freezes (including preferred interexchange carrier ("PIC") freezes) constitutes CPNI. However, the FCC has determined that PC freeze information is less sensitive than other CPNI, and has granted limited forbearance so that it can be exchanged with other carriers without advance customer consent.

Subscriber list information (that is, subscriber names, addresses, phone numbers and/or advertising classifications that a carrier or its affiliate have published, or provided for publication, in a telephone directory) is deemed to be more like aggregate customer information than personal, individually identifiable customer information. It may be used by a carrier (or disclosed to its agents, independent contractors, affiliates and/or third parties) to publish telephone directories without the approval of the listed subscribers (that is, those that do not have unlisted telephone numbers). Subscriber list information must be provided by carriers to third parties for the purpose of publishing directories, and must be so provided on a timely and unbundled basis at reasonable and nondiscriminatory rates, terms and conditions. NOTE: Unlisted phone numbers are not included in subscriber list information, and may not be used by a carrier, or disclosed to its affiliates or third parties, for the purpose of publishing telephone directories.

Subscriber list information (PLUS unlisted subscriber names, addresses and phone numbers) must be provided to emergency services and emergency support services for the purposes of delivering (and/or assisting in the delivery of) emergency services. This information must be provided on a timely and unbundled basis at reasonable and nondiscriminatory rates, terms and conditions.

NOTE: "Subscriber list information" contains only publicly available information that has been, or will soon be, published in one or more directories, whereas "billing name and address information" (BNA) may include information for unlisted as well as listed numbers. The FCC's rules restrict the release of BNA to certain specific circumstances.

II. Use of CPNI Is Restricted

Because CPNI includes information that is personal and individually identifiable, privacy concerns have led Congress and the FCC to impose restrictions upon its use and disclosure, and upon the provision of access to it by individuals or entities inside and outside the Company.

In the wake of the proceedings during late 2005 and early 2006 relating to the improper provision or sale of CPNI to certain Internet sites, the FCC has made it clear that it will impose swift and potentially severe sanctions upon companies that violate its CPNI requirements.

III. CPNI Compliance Officer

The Company has designated a CPNI Compliance Officer who is responsible for: (1) communicating with the Company's attorneys and/or consultants regarding CPNI responsibilities, requirements and restrictions; (2) supervising the training of Company employees and agents who use or have access to CPNI; and (3) receiving, reviewing and resolving questions or issues arising within the Company regarding use, disclosure, or provision of access to CPNI.

The Company's CPNI Compliance Officer is **Fred Lawless**, President.

In addition to the specific matters required to be reviewed and approved by the Company's CPNI Compliance Officer, Company employees and agents are strongly encouraged to bring any and all other questions, issues or uncertainties regarding the use, disclosure, or access to CPNI to the attention of the Company's CPNI Compliance Officer for appropriate investigation, review and guidance. The extent to which a particular employee or agent brought a CPNI matter to the attention of the CPNI Compliance Officer and complied with the CPNI Compliance Officer's instructions or guidance constitutes a material consideration in any disciplinary action brought against the employee or agent for impermissible use, disclosure, distribution or access to CPNI.

IV. Training and Contracts for Employees, Agents and Contractors that Deal with CPNI

Various Company employees, agents and independent contractors may access, use, disclose or distribute customer records containing CPNI. These employees and agents may include: (a) officers and managers; (b) customer service representatives; (c) dispute resolution personnel; (d) accountants and bookkeepers; (e) billing and collection personnel; (f) sales and marketing representatives; (g) account representatives; (h) technicians and installers; and (i) others.

Before accessing, using, disclosing or distributing any customer's CPNI, a Company employee or agent must complete the following CPNI Training Program:

1. The employee or agent must receive, read and review this Manual, including the attached copies of (a) Section 222 of the Communications Act (Attachment 1); (b) the FCC's CPNI Rules (Attachment 2); (c) the Company's CPNI notices (Attachments 3, 4 and 5); and (d) the Company's Customer CPNI Request Form (Attachment 6).

NOTE: Each Company employee must sign the CPNI POLICY ACKNOWLEDGEMENT attached to this Manual at the time that he or she receives the Manual.

2. The employee or agent must attend a group training session (or, where timing and/or other circumstances render a group training session impracticable, a private meeting) with the Company's CPNI Compliance Officer during which this Manual will be reviewed and discussed.

Before an agent or independent contractor may receive or be allowed to access the Company's CPNI, the agent's or contractor's agreement with the Company must contain provisions (or the Company and the agent or contractor must enter into an additional confidentiality agreement which provides) that: (a) the agent or contractor may use the CPNI only for the purpose for which the CPNI has been provided (*e.g.*, the marketing the communications-related services); (b) the agent or contractor may not disclose, distribute, or allow access to the CPNI by any other party (unless the agent or contractor is required to do so by a court order); and (c) the agent or contractor must implement appropriate safeguards to ensure the confidentiality of the Company's CPNI.

V. Permissible Uses of Proprietary Information Obtained from Other Carriers

The Company may receive or obtain proprietary information (including CPNI) from other carriers for the purpose of: (a) executing changes of customer services and accounts to the other carrier; and (b) providing telecommunications services for or in conjunction with the other carrier (including services provided via interconnection, traffic exchange, reciprocal compensation, access, and bill and keep arrangements).

Company employees and agents may use proprietary information received or obtained from other carriers only for the purpose(s) for which it is provided by the other carriers. If there is any uncertainty regarding the purpose(s) intended by the other carrier(s), Company employees and agents are required to consult with the CPNI Compliance Officer, who will determine whether it is necessary to seek and obtain written or email confirmation of purpose(s) from the other carrier(s). Company employees and agents are expressly prohibited from using proprietary information received or obtained from other carriers for purposes not intended by such carriers (particularly for uses related to the Company's marketing of its own services, including customer retention and customer win-back efforts).

NOTE: Efforts to retain or win back customers lost in whole or part to other carriers are NOT prohibited. However, the Company's employees and agents may not use proprietary information obtained from the competing carrier to trigger, design or execute its customer retention or win-back effort. Company employees and agents designing and/or conducting a customer retention or win-back effort must document that information they used and relied upon was obtained solely and entirely from sources other than proprietary information received or obtained from the competing carrier.

VI. Permissible Uses of CPNI Obtained from Customers

Company employees and agents are strictly prohibited from accessing or using CPNI, and from disclosing or distributing CPNI to individuals or entities inside or outside the Company, except as follows:

1. Upon receiving an appropriate request from a customer, the Company will disclose or distribute specified portions of the customer's CPNI: (a) to a law enforcement agency; or (b) to the customer. Any and all such customer requests: (1) must be made in writing; (2) must include the customer's correct billing name and address and telephone number; (3) must specify exactly what type or types of CPNI must be disclosed or provided; (4) must specify the time period for which the CPNI must be disclosed or provided; and (5) must be signed by the customer. A "Customer CPNI Request Form" is included as Attachment 6.

Because of the danger of unauthorized access to CPNI, the Company will not distribute a customer's CPNI directly to a requested third party other than a recognized law enforcement agency. All other requests by customers for distribution of their CPNI to a third party will be satisfied by delivery of the requested CPNI to the customer, who may then transmit his or her CPNI to the destinations of his or her choice. At the customer's option, CPNI may be delivered to the customer: (a) in person at the Company's business office, upon production of a driver's license or other government-issued identification verifying the customer's identity; (b) at the customer's established billing address via United States mail; or (c) at the customer's email address, but only if such email address is verified as accurate by a call from the Company to the customer at the telephone number for which the CPNI is requested.

2. In the absence of an appropriate written request from the customer, the Company will provide the customer's phone records or other CPNI to a law enforcement agency only in response to a warrant or subpoena that specifies the particular CPNI to be furnished. **Company employees, agents and independent contractors must direct all law enforcement requests for CPNI (whether or not accompanied by a warrant or subpoena) to the CPNI Compliance Office, who will be responsible for handling such requests and for consulting with counsel when necessary.**
3. The Company's employees, agents and independent contractors may access and use CPNI, without customer approval, to provide or market to a customer the same "category" or "package" of services to which the customer presently subscribes from the Company. The FCC refers to this as the "total service approach." In other words, to the extent that the Company stays within the bounds of its existing relationship with a customer, CPNI may be used to provide or market service to that customer.
 - a. CPNI may be used, without customer approval, to provide or market to the customer the same service from which the CPNI is derived. For example, CPNI from the Company's provision of local exchange service to a customer may be

used to provide or market new, additional or modified local exchange services (e.g., extended area service) to the customer. In contrast, CPNI from the Company's provision of local exchange service to a customer may **NOT** be used to provide or market cable television service to the customer.

- b. CPNI may be used, without customer approval, to provide or market "adjunct-to-basic" services to a customer subscribing to the underlying basic service (e.g., services such as speed dialing, computer-provided directory assistance, call monitoring, call tracing, call blocking, call return, repeat dialing, call tracking, call waiting, caller ID, call forwarding, and certain Centrex features are "adjunct" to basic local service).
- c. CPNI may be used, without customer approval, to provide or market services "necessary to" or "used in" the provision of the telecommunications service from which the CPNI is derived. For example, CPNI may be used to provide or market installation, maintenance, and repair functions with respect to the customer's services.

CAUTION: Because the services that are "necessary to" or "used in" the provision of a category of telecommunications service may be subject to varying interpretation, Company employees, agents and independent contractors must consult with the Company's CPNI Compliance Officer before using CPNI, without customer approval, to provide or market new services under this classification.

- d. If a customer takes multiple categories of service from the company (e.g., local exchange, long distance toll, and cellular service), the scope of the Company's permissible use of the customer's CPNI, without customer approval, expands accordingly.
- e. **SPECIAL FCC LEC/IXC RULE:** If the Company provides local exchange or interexchange services, its employees and agents may use, disclose, or permit access to CPNI derived from its provision of local exchange service or interexchange service, without customer approval, to provide customer premises equipment ("CPE"), call answering, voice mail or messaging, voice storage and retrieval services, fax store and forward, and protocol conversion.
- f. **SPECIAL FCC CMRS RULE:** If the Company provides wireless service, its employees and agents may use, disclose, or permit access to CPNI derived from its provision of Commercial Mobile Radio Services, without customer approval, to provide customer premises equipment ("CPE") and information services.
- g. **GRAY AREAS:** Some services, e.g., digital subscriber line ("DSL") services offered by local exchange carriers, pose difficult questions that are not clearly resolved at the time this Manual is being prepared. DSL services are furnished over the same customer loops as local exchange service, and can be argued to be

part of the same “category” or “package” of services as local exchange service. On the other hand, DSL services have been classified as interstate services and as information services, and are often associated with the delivery of Internet access and video services that are not local exchange services. Before using CPNI derived from the provision of local exchange service, without customer approval, to provide or market DSL services, the Company’s employees, agents and independent contractors must consult with the CPNI Compliance Officer, who (in turn) should consult with counsel.

4. Marketing activities that do not use CPNI are not restricted in any manner by the federal CPNI requirements. The Company’s employees, agents and independent contractors may send direct mail advertisements to households and businesses in various geographic areas (including communities, neighborhoods and zip codes) as long as they do not use CPNI to design the direct mail campaign or to target particular recipients. *Such direct mail advertisements may be included as inserts in the monthly bills sent to the Company’s customers, as long as CPNI is not used to target particular customers or to provide particular bill inserts to particular customers.* The Company’s employees, agents and independent contractors may also engage in telemarketing (subject to do-not-call list restrictions) to households and businesses in particular communities or exchange areas, as long as CPNI is not used to target particular recipients or to design the particular script or message transmitted to particular recipients. In other words, the Company cannot determine customers of one service based on CPNI to target market another service.
5. The Company’s employees and billing agents may use CPNI to initiate, render, bill and collect for telecommunications services. The Company may obtain information from new or existing customers that may constitute CPNI as part of applications or requests for new, additional or modified services, and its employees and agents may use such customer information (without further customer approval) to initiate and provide the services. Likewise, the Company’s employees and agents may use customer service and calling records (without customer approval): (a) to bill customers for services rendered to them; (b) to investigate and resolve disputes with customers regarding their bills; and (c) to pursue legal, arbitration, or other processes to collect late or unpaid bills from customers.
6. The Company’s employees and agents may use CPNI without customer approval to protect the Company’s rights or property, and to protect users and other carriers from fraudulent, abusive or illegal use of (or subscription to) the telecommunications service from which the CPNI is derived.

NOTE: Because allegations and investigations of fraud, abuse and illegal use constitute very sensitive matters, any access, use, disclosure or distribution of CPNI pursuant to this Section 6 must be expressly approved in advance and in writing by the Company’s CPNI Compliance Officer.

7. The Company's employees, agents and independent contractors may **NOT** use CPNI to identify or track customers who have made calls to, or received calls from, competing carriers. Nor may the Company's employees, agents and independent contractors use or disclose CPNI for personal reasons or profit.
8. Company policy mandates that files containing CPNI be maintained in a secure manner such that they cannot be used, accessed, disclosed or distributed by unauthorized individuals or in an unauthorized manner. Paper files containing CPNI are kept in secure areas, and may not be used, removed, or copied by Company employees, agents, or independent contractors in an unauthorized manner. Electronic files and databases containing CPNI are maintained in a secure manner (including password protection where appropriate), and may not be accessed, used or distributed by Company employees, agents or independent contractors in an unauthorized manner. Company employees, agents and independent contractors are required to notify the CPNI Compliance Officer of any access or security problems they encounter with respect to files containing CPNI.
9. The Company will allow the CPNI for particular customers of the Company's telecommunications services to be accessed or used by, or disclosed or distributed to, an Affiliate (that is, a separate corporation, partnership or other entity that is owned in whole or part by the Company or by the owners of the Company), subject to appropriate limitations and customer approval procedures.

First, if the Company and Affiliate already provide a group or bundled package of related telecommunications services to a particular customer (for example, local exchange telephone service and long distance toll service), the Company and Affiliate may share the customer's CPNI without obtaining the customer's approval.

Second, if the Affiliate offers or provides communications-related services (including certain information services containing telecommunications elements), the Company's employees and agents may disclose, distribute, or permit access to the Company's CPNI for a particular customer by the Affiliate only if the customer is deemed to have provided appropriate "opt-out approval" by failing to object to the Company's "Opt-Out CPNI Notice" (Attachment 4) for at least thirty-three (33) days after notice was mailed or emailed to the customer. A customer's deemed "opt-out approval" is effective for a maximum of two (2) years, and may be revoked by the customer at any time during that period.

Third, if the Affiliate does not provide communications-related services (for example, it provides cable television service or sells insurance policies), the Company's employees and agents may disclose, distribute, or permit access to the Company's CPNI for a particular customer by the Affiliate only if the customer has provided appropriate "opt-in approval" by returning an appropriately executed copy of the Company's "Opt-In CPNI Notice" (Attachment 5). A customer's "opt-in approval" is effective until it is revoked or modified by the customer.

NOTE: Company employees and agents are strictly required to check the proper Company files and customer records to determine whether a particular customer has given his or her proper and required “opt-in approval” or “opt-out approval” for a particular disclosure, distribution or access to CPNI to an Affiliate, and whether such approval is still effective. Employees and agents are cautioned that some customer approvals (as well as some Opt-In or Opt-Out Notices) may have a very narrow scope, and may not encompass a desired use. Employees and agents are strongly discouraged from making their own judgment calls to resolve uncertainties and ambiguities, and will bear the risk of disciplinary action if they do so and are wrong. Rather, employees and agents are urged to bring uncertainties and ambiguities to the attention of the Company’s CPNI Compliance Officer for appropriate resolution.

NOTE FURTHER: Employees and agents who split their working time between the Company and an Affiliate may not access, use, disclose or distribute the Company’s CPNI when performing any task for or on behalf of the Affiliate, unless the customer has given the appropriate “opt-out approval” or “opt-in approval.”

10. When an existing customer calls the Company to inquire about or order new, additional or modified services (in-bound marketing), the Company may use the customer’s CPNI to assist the customer for the duration of the customer’s call if: (a) the Company’s employee or agent provides the customer with the oral notice set forth in Attachment 3; AND (b) the customer consents to such use of his or her CPNI during the call. Even though it may sometimes prove awkward and extend a customer call, this oral notice must be provided in order to protect the Company against a subsequent customer complaint that his or her privacy rights were violated due to unauthorized use of his or her CPNI. Employees and agents are permitted to tell the customer that the reading of the notice is a federal requirement.
11. The Company uses, discloses, and/or permits access to CPNI in connection with Company-initiated marketing of services to which a customer does not already subscribe from the Company (out-bound marketing) only pursuant to the notice and approval procedures set forth in Sections 64.2007, 64.2008, and 64.2009 of the FCC’s Rules.
 - a. All out-bound marketing activities and campaigns must be reviewed by the Company’s CPNI Compliance Officer for compliance with the CPNI restrictions and requirements in the Communications Act and the FCC Rules, and approved by the CPNI Compliance Officer before they can commence. Company employees, agents and independent contractors proposing or designing an out-bound marketing campaign that may use CPNI should initiate this CPNI review and approval process as early as possible, for review (plus the potential need to obtain customer approvals for the proposed CPNI use) may take several months.
 - b. The Company maintains appropriate paper and/or electronic records that allow its employees, agents and independent contractors to clearly establish the status of each customer’s Out-out and/or Opt-In approvals (if any) prior to use of the

customer's CPNI. These records include: (i) the date(s) of any and all of the customer's deemed Opt-out approvals and/or Opt-in approvals, together with the dates of any modifications or revocations of such approvals; and (ii) the type(s) of CPNI use, access, disclosure and/or distribution approved by the customer.

- c. Before a customer's CPNI can be used in an out-bound marketing activity or campaign, the Company's records must be checked to determine the status of the customer's CPNI approval. Company employees, agents and independent contractors are required to notify the CPNI Compliance Officer of any access, accuracy or security problems they encounter with respect to these records.
- d. If new, additional or extended approvals are necessary, the CPNI Compliance Officer will determine whether the Company's "Opt-Out CPNI Notice" (Attachment 4) or "Opt-In CPNI Notice" (Attachment 5) must be used with respect to various proposed out-bound marketing activities. In general, the Opt-Out mechanism is required for customer approval: (i) when the Company uses CPNI to market services that are NOT within the same "category" or "package" of services to which the customer presently subscribes from the Company; and (ii) when the Company discloses CPNI to affiliates or joint venture partners that provide communications-related services. The Opt-in mechanism is required for customer approval: (i) when the Company discloses CPNI to third parties; and (b) when the Company discloses CPNI to affiliates that DO NOT provide communications-related services.
- e. The Compliance Officer will maintain a record of each out-bound marketing activity or campaign, including: (i) a description of the campaign; (ii) the specific CPNI that was used in the campaign; (iii) the date and purpose of the campaign; and (iv) what products and services were offered as part of the campaign. This record shall be maintained for a minimum of one year.
- f. Employees must notify the CPNI Compliance Officer within 24 hours of any instance where the opt-out mechanisms do not work properly. The notice shall include a description of the opt-out mechanisms used, the problems experienced, and a copy of the notice provided to customers.
- g. The CPNI Compliance Officer must provide written notice to the FCC within five (5) business days of any instance where the opt-out mechanism did not work properly.

VII. Disciplinary Procedures

The Company considers compliance with the Communications Act and FCC Rules regarding the use, disclosure, and access to CPNI to be of the utmost importance.

Violation by Company employees of such CPNI requirements will lead to prompt disciplinary action as outlined in the Company's policy (up to and including remedial

training, reprimands, unfavorable performance reviews, probation, and termination), depending upon the circumstances of the violation (including the severity of the violation, whether the violation was a first time or repeat violation, whether appropriate guidance was sought or received from the CPNI Compliance Officer, and the extent to which the violation was or was not deliberate or malicious).

Violation by Company agents or independent contractors of such CPNI requirements will lead to prompt disciplinary action (up to and including remedial training and termination of the contract).

ATTACHMENT 1

SECTION 222 OF THE COMMUNICATIONS ACT

ATTACHMENT 2

FCC'S CPNI RULES

ATTACHMENT 3

**SCRIPT AND FORM FOR
ORAL INBOUND MARKETING CPNI NOTICE**

This Notice must be used to obtain a customer's oral approval for use of his or her CPNI for the duration of a single incoming call from the customer to inquire about or order new or additional services outside of his or her existing category or package of services.

ORAL INBOUND MARKETING CPNI NOTICE

It is possible that I can better assist you on this call if I can access and use certain of your existing account records known as CPNI. However, before I can do so, federal law requires me to read you a notice and give you the option of approving or disapproving my use of your records during this call. May I read you the Notice?

If “no,” proceed to assist the customer without using his or her CPNI.

If “yes,” proceed to read the Notice:

CPNI (which stands for Customer Proprietary Network Information) consists of the call, service and billing records regarding your use of the telecommunications services that you purchase from us (e.g., the telephone numbers you call; the frequency, timing and duration of your calls; and the telecommunications and information services you purchase).

You have a right to the confidentiality of your CPNI, and the Company has a duty, under federal law, to protect that confidentiality. You have a right to approve or disapprove my use of your CPNI to assist you on this call.

If you approve, I may be better able to assist you during this call. Your approval will be limited to this call.

If you disapprove, I will continue to assist you to the best of my ability, but I will not be able to access or use your CPNI records during this call.

Would you like to approve or disapprove?

If the customer approves, complete this form and deliver it to the CPNI Compliance Officer as soon as possible.

The named customer approved the use of CPNI during a call on the specified date.

Customer Name _____ Telephone Number _____

Company Representative _____ Date _____

OPT-OUT CPNI NOTICE

This Notice must be used to obtain customer approval to use CPNI for out-bound marketing campaigns, and to provide or share CPNI with affiliates that provide communications-related services.

The Notice may be sent to customers in a variety of ways, including by separate mail, as a bill insert, by facsimile, or by email. The attached model Notice assumes that it will be sent by mail or as a bill insert.

Customers must be allowed to disapprove by a method or variety of methods that impose no additional cost upon the customer and that are available 24 hours a day. The attached model Notice assumes that disapprovals will be made by mail, facsimile or telephone call.

Because no response by a customer to an Opt-Out Notice within 33 days after it is sent is deemed to constitute the customer's approval of the proposed CPNI use, the FCC requires the company to take substantial measures to ensure that Opt-Out Notices are received, read and understood by customers.

The Notice must be comprehensible to the ordinary customer, and must not be misleading. It must be clearly legible, use sufficiently large type, and be delivered in a manner so as to be readily apparent to the customer. If any portion of the Notice is translated into another language, the entire Notice must be translated into that language.

If email is used to deliver an Opt-Out Notice, there are substantial additional requirements and precautions, including: (a) customers must give their express prior approval for CPNI notices to be sent to them via email; (b) customers must be allowed to reply directly to the email to disapprove the proposed CPNI use; (c) email notices returned as undeliverable must be sent by an alternative means (and the 33-day clock reset); and (d) the subject line of the email must clearly and accurately identify its purpose.

The Notice must specify the entities that will receive the CPNI and the purpose(s) for which it will be used.

OPT-OUT CPNI NOTICE

Federal regulations permit Burke's Garden Telephone Co. (BGTCO.) to use information about your telecommunications services to recommend other categories of products and services to you, unless you notify us otherwise. This applies to information about telecommunications services you buy from BGTCO. including the types of services you receive, how much you use them, how we provide them to you, and calling/billing records. BGTCO. will use this information to offer you valuable new and additional services, including packages or bundles containing both BGTCO. and subsidiary companies (should one exist) products and services.

This information will be used by only those companies now or in the future that design, market or sell, or assist in the design, marketing or sale of (1) BGTCO. communications-related services.

BGTCO. will protect the confidentiality of this information regardless of whether you approve or disapprove the uses described in this Notice. Under Federal law, you have the right to have your account treated confidentially and to restrict our use of this information, and BGTCO. has a duty to protect the confidentiality of that information.

If you wish to prohibit our use of this information as described in this notice, call us at 472-2120 or e-mail us at pmbgtele@netscope.net with your request within 30 days of your receipt of this notice. Your denial of approval for BGTCO. to use this information will not affect the provision of any services to which you subscribe. Your approval or denial of approval for the use of CPNI outside of the service to which you already subscribe will remain valid until you revoke or limit the approval or denial.

I have read this OPT-OUT CPNI NOTICE, and DO NOT approve of the proposed use of CPNI for the customer account specified below.

Customer Name _____ Telephone Number _____

Customer Billing Address _____

Signature _____

Printed Name _____ Date _____

ATTACHMENT 5

OPT-IN CPNI NOTICE

This Notice must be used to obtain customer approval to provide or share CPNI with third parties and with affiliates that do not provide communications-related services.

The Notice may be sent to customers in a variety of ways, including by separate mail, as a bill insert, by facsimile, or by email. The attached model Notice assumes that it will be sent and returned by mail or facsimile.

The Notice must be comprehensible to the ordinary customer, and must not be misleading. It must be clearly legible, use sufficiently large type, and be delivered in a manner so as to be readily apparent to the customer. If any portion of the Notice is translated into another language, the entire Notice must be translated into that language.

The Notice must specify the entities that will receive the CPNI and the purpose(s) for which it will be used.

OPT-IN CPNI NOTICE

Burke's Garden Telephone Co. (BGTCO.) is requesting your approval to access, use, disclose, or distribute your Customer Proprietary Network Information (or "CPNI") for certain purposes.

CPNI consists of the call, service and billing records regarding your use of the telecommunications services that you purchase from us (e.g., the telephone numbers you call; the frequency, timing and duration of your calls; and the telecommunications and information services you purchase).

The Company is requesting your approval to allow it to access and use your CPNI to design and develop new services for you.

You have a right to the confidentiality of your CPNI, and the Company and other carriers have a duty, under federal law, to protect that confidentiality. You have a right to approve or disapprove the proposed access, use, disclosure and/or distribution of your CPNI.

If you approve, the Company may be better able to offer products and services tailored to your needs. Your approval will be valid until you affirmatively revoke or limit it, which you may do in writing at any time.

If you disapprove, it will not affect the provision to you of any of the existing services which you purchase from the Company. Your disapproval will remain in effect until your revoke or limit it, which you may do in writing at any time.

If you are willing to give the Company your approval for the proposed use of your CPNI, you will need to sign and date the box below and return this Notice to the Company or fax it to the Company at 472-2785. If you do not sign and return this Notice, you will be deemed to have disapproved of the proposed use of your CPNI.

I have read this OPT-IN CPNI NOTICE, and approve of the proposed use of CPNI for the customer account specified below. I am authorized to give approval with respect to this account.

Customer Name _____ Telephone Number _____

Customer Billing Address _____

Signature _____

Printed Name _____ Date _____

Burke's Garden Telephone Company
CUSTOMER CPNI REQUEST FORM

Customer Name _____ Date _____

Billing Address _____

Telephone Number _____

CPNI Records Requested _____

Time Period(s), if applicable _____

Deliver CPNI Records to Customer? Yes ___ No ___

If "yes," deliver via (check one) U.S. Mail ___ Email ___ Customer Will Pick Up ___

If via email, specify email address _____
(NOTE: The Company will call your billed telephone number to verify the accuracy of this email address)

Deliver CPNI Records to Law Enforcement Agency? Yes ___ No ___

If "yes," Name and address of Agency _____

Attention of: _____

Customer Signature _____ Date _____

Burke's Garden Telephone Company, Inc.

7044 Burke's Garden Rd. – Tazewell, VA. 24651

Phone: 276-472-2345 - Fax: 276-472-2835

Mr. William Irby
Director
State Corporation Commission
Tyler Building
1300 East Main Street
Richmond, VA. 23219-3630

Dear Mr. Irby:

The following is Burke's Garden Telephone Company's response to the request for information regarding "911 emergency call outages".

Please note that, although not now, in the near future Burke's Garden Telephone Company will be providing information to the PSAPs in Norton, VA. and Blacksburg, VA.

Sincerely

Fred Lawless
President, Burke's Garden Telephone Co.

CC: Office File
Attachments