

**GERVAIS TELEPHONE COMPANY**  
2014 Annual 54.313 Report of High-Cost Recipient

Line 510 Documentation

54.313(a)(5) Satisfaction of Consumer Protection and Service Quality Standards

Consumer Protection

Gervais Telephone Company complies with the requirements of 47 CFR Part 64 Subpart U, Customer Proprietary Network Information and the Federal Trade Commission Red Flag rules to prevent identity theft. A manual for each of those programs is in place and is part of the employees' handbook. Employee training is conducted annually and new hires are instructed on the programs as required by their job functions.

Service Quality Standards

Voice

Gervais Telephone Company complies with the service standards of the State of Oregon as promulgated in the Oregon Administrative Rules 860-034-0390, Retail Telecommunications Service Standards for Small Telecommunications Utilities.

Broadband

Gervais Telephone Company complies with the service standards noted in NECA Tariff #5 and is committed to provide the highest quality service to its broadband customers.

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Line 610 Documentation

54.313(a)(6) Ability to Remain Functional in Emergency Situations

Back-up Power

**Gervais Telephone Company** has the following back-up power capabilities:

Switches – stand alone and/or host

Genband C15 is backed up by a Generac liquid cooled gas generator SG035, 35KW power rating, with an automatic transfer switch, dual fueled natural gas/propane, with a 120 gal standby LP tank and a propane truck located at a nearby farm. It is backed up by a string of 24 Excide G lead acid batteries.

Remote Central Offices

none

Subscriber carrier (DLC, AFC, OPM, etc.)

Carrier Loc. Howell Prairie	dc batteries backed up by a portable generator
Carrier Loc. Pioneer	dc batteries backed up by a portable generator
Carrier Loc. St. Louis	dc batteries backed up by a portable generator
Carrier Loc. Butteville	dc batteries backed up by a portable generator

Network Interface Devices (NIDs)

**Gervais Telephone Company** has 600 customers with metallic (copper) connections to the Central Office and their NIDs are powered from the Central Office.

**Gervais Telephone Company** has 11 customers with non-metallic (fiber optic) connections to the Central Office. These customers' NIDs are battery powered in case of emergency. The batteries are rated to last 8-24 hours with no use and 4 hours with constant use.

Ability to reroute traffic around damaged facilities:

**Gervais Telephone Co.** has redundant facilities to its connecting toll tandem. This redundant facility is in the form of a SONET rings with alternate physical facilities between **Gervais Telephone Co.** and **CenturyLink**, its interconnection to the Public Switched Telephone Network.

Capability to manage traffic spikes resulting from emergency situations

**Gervais Telephone Co.** has 670 customers, switching capacity of 2500 simultaneous calls, and transport capacity for 96 simultaneous calls to the toll network, 84 simultaneous calls to Salem, and 48 simultaneous calls to Woodburn. **Gervais Telephone Co.** takes no responsibility for the capabilities of interconnected networks to manage traffic spikes resulting from emergency situations, but will continue its best efforts for its networks during such events.

**Gervais Telephone Company**  
**Terms & conditions of Voice Telephony Lifeline Plans**  
**FCC Form 481 Line 1210**

The Lifeline program for Gervais Telephone Company is administered by the Oregon Public Utility Commission (OPUC) through the Oregon Telephone Assistance Program (OTAP.) Potential customers apply directly with the OPUC to qualify for a credit of up to \$12.75, which is applicable to eligible telephone plan charges. The OPUC notifies Gervais Telephone of customer eligibility. Customers can choose a voice access line plan offered by Gervais Telephone Company and will continue to receive the Lifeline credit until Gervais Telephone is notified by the OPUC that they are no longer eligible, or until the customer disconnects service. The OPUC application for Lifeline service, which details the terms and conditions of the plan, is included on the following four pages.

**54.313 Lifeline customer MOU an additional toll charges**

Lifeline subscribers receive the same residential service as a regular subscriber, but at a reduced monthly recurring rate. Thus, lifeline subscribers have an unlimited number of local calling minutes. Lifeline subscribers, similar to every Gervais Telephone Company subscriber, are free to choose their own toll usage plans through an Interexchange Carrier.

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### Oregon Lifeline (Oregon Telephone Assistance Program)



The Oregon Public Utility Commission (PUC) manages the Oregon Lifeline program. If you qualify, this federal and state government assistance program reduces your monthly residential/landline or wireless phone bill by \$12.75.

[List of residential/landline and wireless companies that provide the Oregon Lifeline benefit](#)

#### How to Apply for Lifeline:

##### Using Online Application:

Submit your application online if you or a member of your household participates in one of the following programs:

- Supplemental Nutrition Assistance Program; Food Stamps (SNAP)
- Temporary Assistance for Needy Families (TANF)
- Supplemental Security Income (SSI)
- State Medical Programs (at or below 135% of federal poverty guidelines)
- Medicaid

##### Using Printed Application:

Complete and send a printed application to our office with the current documentation if you or a member of your household participates in one of the following programs or meets the income requirements:

- National School Lunch Program; Free Lunch Program Only (NSLP)
- Low-Income Home Energy Assistance Program (LIHEAP)
- Federal Public Housing Assistance (Section 8)
- Total household income is at or below 135% of federal poverty guidelines

[Click Here to Apply Online](#)

[Click Here to Print Application](#)

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#### PDF FILE ACCESSIBILITY

Adobe Reader, or equivalent, is required to view PDF files. Click the "Get Adobe Reader" image to get a free download of the reader from Adobe.



# Oregon Lifeline Application

Oregon Public Utility Commission  
PO Box 1088, Salem, OR 97308-1088  
800-848-4442 or 503-373-7171  
TTY: 800-648-3458  
VP: 971-239-5845  
Fax: 877-567-1977 or 503-378-6047  
puc.rspf@state.or.us

You may complete an Oregon Lifeline  
Application online at: [www.rspf.org](http://www.rspf.org)

The Oregon Public Utility Commission (PUC) manages the Oregon Lifeline program. If you qualify, this federal and state government assistance program can reduce your monthly residential/landline or wireless phone bill by \$12.75.



## Complete Sections 1, 2a or 2b, and 3

Applicant's Legal Name ( <i>Last, First, M.I.</i> ) (Applicant's legal name MUST be on phone bill/account)			
Applicant's Social Security No. - -		Applicant's Birth Date / /	
Applicant's Home Address		Apt. #	Is this a temporary address? <input type="checkbox"/> Yes <input type="checkbox"/> No
City	State Oregon	Zip	
Applicant's Mailing Address (if different from home address)			Apt. #
City	State Oregon	Zip	
Applicant's Phone Company (listed below)		Applicant's Phone Number ( ) -	

If you have a situation that prevents you from providing certain information,  
please contact us for assistance.

### Landline phone companies that reduce your monthly phone bill by \$12.75:

Asotin	ComSpan	Molalla	Oregon Tel. Corp.	Roome Tel Com
Beaver Creek	Eagle	Monitor	Oregon/Idaho	Scio Mutual
Canby Co-Op	Frontier	Monroe	People's	St. Paul
CenturyLink	Gervais	Mt. Angel	Pine Telephone	Stayton Co.
Clear Creek	Helix	Nehalem	Pioneer	Warm Springs
Colton	Home/TDS	North State	Reliance Connects	

### Wireless phone companies that reduce your monthly phone bill by \$12.75:

AT&T Mobility\* in select areas    Cricket    Snake River PCS    T-Mobile    US Cellular

\*AT&T Mobility only offers the Oregon Lifeline benefit in select areas.

Call 1-800-377-9450 to determine if AT&T offers the Oregon Lifeline benefit in your coverage area.

# 2.

## PROGRAM-BASED ELIGIBILITY

Place a check mark  next to all programs that you or your household members are currently enrolled in:

- Supplemental Nutrition Assistance Program; Food Stamps (SNAP)
- Temporary Assistance for Needy Families (TANF)
- Supplemental Security Income (SSI)
- State Medical Programs (at or below 135% of federal poverty guidelines)
- Medicaid

Provide current documentation for one of the following programs:

- National School Lunch Program; Free Lunch Program Only (NSLP)
- Low-Income Home Energy Assistance Program (LIHEAP)
- Federal Public Housing Assistance (Section 8)

**Complete Section 2b ONLY if you do not qualify for any programs in Section 2a.**

# 2b.

## INCOME-BASED ELIGIBILITY

Place a check mark  next to your Household Size. To qualify, your Household Yearly Income must fall within the range indicated next to your Household Size. A Household is defined as any individual or group of individuals who live together at the same address and share income and expenses. Proof of income must be included with your application.

Household Size	Gross Yearly Income	Household Size	Gross Yearly Income	Household Size	Gross Yearly Income
<input type="checkbox"/> 1	\$0 - \$15,512	<input type="checkbox"/> 4	\$0 - \$31,793	<input type="checkbox"/> 7	\$0 - \$48,074
<input type="checkbox"/> 2	\$0 - \$20,939	<input type="checkbox"/> 5	\$0 - \$37,220	<input type="checkbox"/> 8	\$0 - \$53,501
<input type="checkbox"/> 3	\$0 - \$26,366	<input type="checkbox"/> 6	\$0 - \$42,647	<input type="checkbox"/> 9	\$0 - \$58,928

More than 9 members of your household? Please contact us at 1-800-848-4442.

Provide one or more of the following documents as proof of your income:

- Last year's Federal or State income tax return
- Current annual income statement from employer
- Pay stubs for any three consecutive months within the last 12 months
- Veteran's administration statement of benefits
- Unemployment or Workers' Compensation statement of benefits
- Social Security statement of benefits
- Retirement or Pension statement of benefits
- Divorce decree or Child Support documentation containing income information



**Please completely *READ* and *SIGN* this form indicating that you understand and agree to comply with the following Oregon Lifeline rules:**

- I understand that completing this application does not immediately approve me for the Oregon Lifeline benefit. I will be notified in writing of my application status.
- I understand it may take 30-90 days for the phone company to apply the Oregon Lifeline benefit to my phone bill/account.
- I give the Oregon Public Utility Commission (PUC), the Federal Communication Commission, and the Universal Service Administrative Company authority to obtain or review any required records needed to confirm my statements and to confirm that I qualify for the Oregon Lifeline. I also authorize the phone company to release any required records for my Oregon Lifeline benefit.
- I am head of household and no one else in my household receives landline or wireless OTAP/Lifeline service.
- I understand that the Oregon Lifeline credit is only allowed for ONE PHONE LINE PER HOUSEHOLD
  - A household is defined as any persons who live together at the same address and share income and expenses.
- I understand that if I break or violate the one-per-household rule I will no longer qualify for the Oregon Lifeline program.
- I agree to let the PUC know within 30 days if:
  - I no longer qualify for the Oregon Lifeline benefit
  - I receive more than one Oregon Lifeline benefit
  - I no longer take part in a qualifying program
  - I disconnected service with my phone company
  - Another member of my household is also receiving the Oregon Lifeline benefit
- I understand that I have 30 days to notify the PUC if I no longer qualify for the Oregon Lifeline benefit or I may be removed from the program.
- I agree to notify the PUC of address changes within 30 days of moving.
- I understand that my Oregon Lifeline benefit may not be transferred or given to any other person.
- I understand that I may be required to confirm that I still qualify for the Oregon Lifeline benefit at any time and that, if I do not comply, my Oregon Lifeline benefits will stop.
- I understand that Oregon Lifeline is a state and federal benefit and willfully making false statements or providing false or fraudulent documents to obtain the benefit is punishable by law and can result in fines, imprisonment, disqualification or being permanently removed from the program.

***By signing this application I certify under penalty of perjury that the information contained in this application is true and correct and that I meet the eligibility criteria for the Oregon Lifeline benefit.***

Applicant Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

**Make sure your application is complete before sending it. Did you:**

**Complete Sections 1, 2a or 2b, and Section 3 of the application?**

**Include current documentation from Sections 2a or 2b (if needed)?**

*Failure to provide current documentation may result in denial or delay of your application.*

**Please mail completed application (with current documentation, if needed) to:**

PUC • PO Box 1088 • Salem, OR 97308 OR Fax to 1-877-567-1977 or 503-378-6047