

# WOODS & AITKEN

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June 26, 2014

**REDACTED – FOR PUBLIC INSPECTION**

**HAND DELIVERED**

Ms. Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, NW  
Washington, DC 20554

**ORIGINAL**  
**ACCEPTED/FILED**  
**JUN 26 2014**

Federal Communications Commission  
Office of the Secretary

**Re: WC Docket No. 10-90**  
**WC Docket No. 11-42**  
**Submission of Redacted Version of FCC Form 481 and Five Year Plan for**  
**Consolidated Telecom, Inc. (Study Area Code 371562)**

Dear Ms. Dortch:

Attached for filing is one copy of the redacted public version of (1) the FCC Form 481 of Consolidated Telecom, Inc. (the "Company") which contains the Company's financial information of required by Section 54.313(f)(2) of the Commission's rules (which is filed in compliance with the Protective Order referenced below) and (2) the Company's initial Section 54.202(a)(1)(ii) five-year plan required by Section 54.313 of the Commission's rules.

The Company's FCC Form 481 has been electronically filed with the Universal Service Administrative Company. Consistent with the Commission's Protective Order, WC Docket No. 10-90 *et al.*, DA 12-1857, released November 12, 2012 (the "Protective Order") and 47 C.F.R. § 0.459 of the Commission's Rules, the Company, under separate letter, has submitted the confidential version of the Company's FCC Form 481 which contains the Company's financial information required by Section 54.313(f)(2) of the Commission's rules and the Company's five-year plan.

Respectfully submitted,

  
Thomas J. Moorman  
James A. Overcash  
Counsel to Consolidated Telecom, Inc.

Attachment

No. of Copies rec'd 0+4  
List ABCDE

**FCC Form 481 - Carrier Annual Reporting  
Data Collection Form**

FCC Form 481  
OMB Control No. 3050-0986/OMB Control No. 3060-0819  
July 2013

<010> Study Area Code 371562  
 <015> Study Area Name CONSOLIDATED TELECOM  
 <020> Program Year 2015  
 <030> Contact Name: Person USAC should contact with questions about this data Julie Steinhoff  
 <035> Contact Telephone Number: 4024892728 ext. Number of the person identified in data line <030>  
 <039> Contact Email Address: Email of the person identified in data line <030> jsteinhoff@nebnet.net

**ACCEPTED/FILED  
JUN 26 2014**

Federal Communications Commission  
Office of the Secretary

**ANNUAL REPORTING FOR ALL CARRIERS**

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

		<i>(check box when complete)</i>	
<100>	Service Quality Improvement Reporting <i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<200>	Outage Reporting (voice) <i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210>	<input checked="" type="checkbox"/> <-- check box if no outages to report	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<300>	Unfulfilled Service Requests (voice) <input type="text" value="0"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310>	Detail on Attempts (voice) <i>(attach descriptive document)</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<320>	Unfulfilled Service Requests (broadband) <input type="text" value="0"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<330>	Detail on Attempts (broadband) <i>(attach descriptive document)</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<400>	Number of Complaints per 1,000 customers (voice)		
<410>	Fixed <input type="text" value="0.0"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420>	Mobile <input type="text" value="0.0"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<430>	Number of Complaints per 1,000 customers (broadband)		
<440>	Fixed <input type="text" value="0.0"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<450>	Mobile <input type="text" value="0.0"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<500>	Service Quality Standards & Consumer Protection Rules Compliance <i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510>	<input type="text" value="371562ne510.pdf"/> <i>(attached descriptive document)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600>	Functionality in Emergency Situations <i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610>	<input type="text" value="371562ne610.pdf"/> <i>(attached descriptive document)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700>	Company Price Offerings (voice) <i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<710>	Company Price Offerings (broadband) <i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<800>	Operating Companies and Affiliates <i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900>	Tribal Land Offerings (Y/N)? <input type="radio"/> <input checked="" type="radio"/> <i>(if yes, complete attached worksheet)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000>	Voice Services Rate Comparability <i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1010>	<input type="text"/> <i>(attach descriptive document)</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1100>	Terrestrial Backhaul (Y/N)? <input checked="" type="radio"/> <input type="radio"/> <i>(if not, check to indicate certification)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1110>	<i>(complete attached worksheet)</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1200>	Terms and Condition for Lifeline Customers <i>(complete attached worksheet)</i>	<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>	<i>(check to indicate certification)</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<2005>	<i>(complete attached worksheet)</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet</b>			
<3000>	<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<3005>	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

## Consolidated Telecom, Inc.

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

#### Service Quality Standards

The Company:

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

#### Consumer Protection Rules

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

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

## Consolidated Telecom, Inc.

### **Functionality in Emergency Situations**

#### Back-Up Power

All central offices / exchanges in the company are equipped with either propane generators or natural gas powered generators which are capable of providing a minimum of 7 days' of emergency back-up power. Additionally, all company central offices / exchanges are equipped with 12 hours of emergency DC battery backup. The initiation of the Company's battery back-up capability is triggered when the network identifies the existence of a loss of power. Finally, 100% of Digital Loop Carriers (DLCs) deployed in the field are equipped to provide 12 hours of emergency back-up power. The company also has access to approximately 36 portable standby generators that could be used throughout its network to provide emergency power.

#### Rerouting of Traffic around Damaged Facilities

The company operates a transport system where the main routes consist of a self-healing protected fiber optic ring with redundant facilities between all exchanges and alternate routing capability to meet point locations.

#### Traffic Spikes

The company's switching system and fiber based transport network is capable of managing traffic spikes within their network in emergency situations. Under normal operating conditions, switching system capacity is available to handle significant traffic spikes that may occur during emergency situations. The company's fiber optic transport network utilizes Ethernet technology with scalable intra-network trunking to handle traffic spikes during emergency situations.

**(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 371562  
 <015> Study Area Name CONSOLIDATED TELECOM  
 <020> Program Year 2015  
 <030> Contact Name - Person USAC should contact regarding this data Julie Steinhoff  
 <035> Contact Telephone Number - Number of person identified in data line <030> 4024892728 ext.  
 <039> Contact Email Address - Email Address of person identified in data line <030> jasteinhoff@nebnet.net

<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.

371562ne100.pdf

Name of Attached Document

Please check these boxes below to confirm that the attached documents(s), 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.


## OVERVIEW

Pursuant to 47 C.F.R. 54.202(a)(1)(ii), Consolidated Telecom, Inc. ("Company") submits a five-year plan that describes proposed improvements or upgrades to its network throughout its proposed service area. The Company also provides estimates regarding the area and population that will be served as a result of the improvements.

The Company provides this 5-year plan based upon current and anticipated circumstances. These circumstances include, by way of example, the level of recovery and revenue that the Company believes, in good faith, it has projected in each of the plan years. These projections are based on the Company's understanding of the regulatory regimes, Universal Service programs and intercarrier compensation requirements applicable to its operations. Should these anticipated circumstances change or the results of such programs and requirements differ from the Company's projections, the Company's plans may change.

The Company maintains the following exchanges / wire centers within its study area boundary:

- 1) Brady
- 2) Eustis
- 3) Maxwell

Pursuant to 47 C.F.R. 54.313, in each subsequent year, the Company will file a progress report on its five-year service quality improvement plan pursuant to 54.202(a), including maps detailing its progress towards meeting its plan targets, an explanation of how much universal service support was received and how it was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year.

The projected planned capital improvement (CapEx) over 5 years for the Company is approximately [REDACTED]. In addition to the capital improvements planned in the wire centers to provide access to facilities that allow subscribers to have service meeting the 4/1 Mbps broadband standard, the Company incurred approximately [REDACTED] in depreciation expense and approximately [REDACTED] in on-going maintenance and operating expenses (OpEx) in calendar year 2013. These types of expense will be incurred by the Company during 2015 to 2019 calendar years.

Schedule A-Sum contains a summary of the CapEx by year, estimated number of square miles served, estimated population served, historical OpEx, and a listing of census blocks affected in the 5 year plan.

Schedules A1 through A3 contain projected cost details for material costs, number of units, labor, etc.

WIRE CENTER SUMMARY

Wire Center Name: Brady

As of January 1, 2014, approximately [REDACTED] of subscribers in the Brady wire center have access to broadband Internet service through the Company's fiber optic and or copper facilities. Subscribers served by these facilities have access that meets the 4/1 Mbps broadband standard. While on-going operation and maintenance of facilities will be undertaken, no capital improvements are required for those facilities that would provide subscribers with broadband access that meets the 4/1 Mbps broadband standard. The Company's plan provides for the remaining [REDACTED] of subscribers in the wire center who do not have broadband Internet service meeting the 4/1 Mbps standard through proposed improvements or upgrades to the network by the end of calendar year 2019.

Wire center Name: Eustis

As of January 1, 2014, approximately [REDACTED] of subscribers in the Eustis wire center have access to broadband Internet service through the Company's fiber optic and or copper facilities. Subscribers served by these facilities have access that meets the 4/1 Mbps broadband standard. While on-going operation and maintenance of facilities will be undertaken, no capital improvements are required for those facilities that would provide subscribers with broadband access that meets the 4/1 Mbps broadband standard. The Company's plan provides for the remaining [REDACTED] of subscribers in the wire center who do not have broadband Internet service meeting the 4/1 Mbps standard through proposed improvements or upgrades to the network by the end of calendar year 2019.

Wire center Name: Maxwell

As of January 1, 2014, approximately [REDACTED] of subscribers in the Maxwell wire center have access to broadband Internet service through the Company's fiber optic and or copper facilities. Subscribers served by these facilities have access that meets the 4/1 Mbps broadband standard. While on-going operation and maintenance of facilities will be undertaken, no capital improvements are required for those facilities that would provide subscribers with broadband access that meets the 4/1 Mbps broadband standard. The Company's plan provides for the remaining [REDACTED] of subscribers in the wire center who do not have broadband Internet service meeting the 4/1 Mbps standard through proposed improvements or upgrades to the network by the end of calendar year 2019.

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WIRE CENTER DETAIL

Wire Center Name: Brady

This wire center utilizes copper and fiber fed network technologies. Due to [REDACTED], some subscribers cannot obtain broadband speeds that meet the 4/1 Mbps broadband standard.

The Company plans to make improvements to its network over the next 5 years to meet the 4/1 Mbps broadband standard by [REDACTED].

Detailed information showing currently projected costs by year are included in Schedule A1.

Wire Center Name: Eustis

This wire center utilizes copper and fiber fed network technologies. Due to [REDACTED], some subscribers cannot obtain broadband speeds that meet the 4/1 Mbps broadband standard.

The Company plans to make improvements to its network over the next 5 years to meet the 4/1 Mbps broadband standard by [REDACTED].

Detailed information showing currently projected costs by year are included in Schedule A2.

Wire Center Name: Maxwell

This wire center utilizes copper and fiber fed network technologies. Due to [REDACTED], some subscribers cannot obtain broadband speeds that meet the 4/1 Mbps broadband standard.

The Company plans to make improvements to its network over the next 5 years to meet the 4/1 Mbps broadband standard by [REDACTED].

Detailed information showing currently projected costs by year are included in Schedule A3.

Schedule A-Sum through A3

ALL DOLLARS CONTAINED IN SCHEDULES REPRESENT PROJECTED AMOUNTS

Year #	Planned Dollar Amount Capital Improvement (CAPx)	Estimated # of Square Miles Served by Capital Improvement	Estimated Population Served By Capital Improvement	Depreciation Expense Associated with Network Improvements Years 1 through 5 (Note 1)	Depreciation Expense Associated with Network Improvements for Years Prior to Year 1	On-going Maintenance/ Operating Expense
Existing Expense- Total Company						
1 01/01/2015 to 12/31/2015						
2 01/01/2016 to 12/31/2016						
3 01/01/2017 to 12/31/2017						
4 01/01/2018 to 12/31/2018						
5 01/01/2019 to 12/31/2019						

ALL DOLLARS CONTAINED IN SCHEDULES REPRESENT PROJECTED AMOUNTS

Schedule A1

Year #		Planned Dollar Amount Capital Improvement (CAPx)	Estimated # of Square Miles Served by Capital Improvement	Estimated Population Served By Capital Improvement	Depreciation Expense Associated with Network Improvements Years 1 through 5 (Note 1)	Depreciation Expense Associated with Network Improvements for Years Prior to Year 1	On-going Maintenance/ Operating Expense
	Existing Expense- Total Company						
1	01/01/2015 to 12/31/2015						
2	01/01/2016 to 12/31/2016						
3	01/01/2017 to 12/31/2017						
4	01/01/2018 to 12/31/2018						
5	01/01/2019 to 12/31/2019						

List of census blocks affected





ALL DOLLARS CONTAINED IN SCHEDULES REPRESENT PROJECTED AMOUNTS

Schedule A2

Year #		Planned Dollar Amount Capital Improvement (CAPx)	Estimated # of Square Miles Served by Capital Improvement	Estimated Population Served By Capital Improvement	Depreciation Expense Associated with Network Improvements Years 1 through 5	Depreciation Expense Associated with Network Improvements for Years Prior to Year 1	On-going Maintenance/ Operating Expense
	Existing Expense- Total Company						
1	01/01/2015 to 12/31/2015						
2	01/01/2016 to 12/31/2016						
3	01/01/2017 to 12/31/2017						
4	01/01/2018 to 12/31/2018						
5	01/01/2019 to 12/31/2019						

List of census blocks affected



Year #		Planned Dollar Amount Capital Improvement (CAPx)	Estimated # of Square Miles Served by Capital Improvement	Estimated Population Served By Capital Improvement	Depreciation Expense Associated with Network Improvements Years 1 through 5	Depreciation Expense Associated with Network Improvements for Years Prior to Year 1	On-going Maintenance/ Operating Expense
	Existing Expense- Total Company						
1	01/01/2015 to 12/31/2015						
2	01/01/2016 to 12/31/2016						
3	01/01/2017 to 12/31/2017						
4	01/01/2018 to 12/31/2018						
5	01/01/2019 to 12/31/2019						

List of census blocks affected













<b>(900) Tribal Lands Reporting Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
--	--

<b>&lt;010&gt; Study Area Code</b>	371562
<b>&lt;015&gt; Study Area Name</b>	CONSOLIDATED TELECOM
<b>&lt;020&gt; Program Year</b>	2015
<b>&lt;030&gt; Contact Name - Person USAC should contact regarding this data</b>	Julie Steinhoff
<b>&lt;035&gt; Contact Telephone Number - Number of person identified in data line &lt;030&gt;</b>	4024892728 ext.
<b>&lt;039&gt; Contact Email Address - Email Address of person identified in data line &lt;030&gt;</b>	jsteinhoff@nebnet.net

**<910> Tribal Land(s) on which ETC Serves**

**<920> Tribal Government Engagement Obligation**

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), 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)

<b>(1100) No Terrestrial Backhaul Reporting Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
--	--

<010>	Study Area Code	371562
<015>	Study Area Name	CONSOLIDATED TELECOM
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Julie Steinhoff
<035>	Contact Telephone Number - Number of person identified in data line <030>	4024892728 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jsteinhoff@nebnet.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	371562
<015> Study Area Name	CONSOLIDATED TELECOM
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Julie Steinhoff
<035> Contact Telephone Number - Number of person identified in data line <030>	4024892728 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	jsteinhoff@nebnet.net

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

371562ne1210.pdf

Name of Attached Document

<1220> Link to Public Website

HTTP

"Please check these boxes below to confirm that the attached document(s), 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.

## Consolidated Telecom, Inc.

### Nebraska Telephone Assistance Program Terms and Conditions

#### Nebraska Telephone Assistance Program

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

NTAP is administered by the Nebraska Public Service Commission.

#### NTAP Eligibility Information

##### Program Based Eligibility

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

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

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

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

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

##### Income Based Eligibility

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

2014 Federal Poverty Guidelines – 135%

Household Size	48 Contiguous States and D.C.
1	\$15,755
2	\$21,236
3	\$26,717
4	\$32,198
5	\$37,679
6	\$43,160
7	\$48,641
8	\$54,122
For each additional person, add	\$5,481

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

**Tribal Eligibility**

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

Tribal subscribers should contact Consolidated Telecom, Inc. for additional information on Tribal Lifeline and Tribal Link Up.

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

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