



Custer Telephone Cooperative, Inc.  
2014 From 481  
472218ID1010

Voice Services Comparability Report

Pursuant to 47 C.F.R. § 54.313 (a) (10) Custer Telephone Cooperative, Inc. ("Custer") is in compliance with the requirement that voice services is no more than two standard deviations above the national average urban rate for voice service of \$46.96 as specified in Public Notice DA 14-384 issued on March 20, 2014. Custer's current total local end-user rate<sup>1</sup> for all wire centers of \$14.16 (which includes a local fee of \$14.00, mandated state fees of \$.16 and mandatory extended area service charges of \$0) is not above the standard deviation as specified in the USF/ICC Transformation Order.<sup>2</sup>

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<sup>1</sup> Local End User Rate as defined in USF/ICC Transformation Order 26 FCC Rcd at 17751, Para. 238

<sup>2</sup> USF/ICC Transformation Order, 26 FCC Rcd at 17694, Para. 84 (footnote included) "The standard deviation is a measure of dispersion. The sample standard deviation is the square root of the sample variance. The sample variance is calculated as the sum of the squared deviations of the individual observations in the sample of data from the sample average divided by the total number of observations in the sample minus one. In a normal distribution, about 68 percent of the observations lie within one standard deviation above and below the average and about 95 percent of the observations lie within two standard deviations above and below the average."

### **Lifeline**

#### **What Is The Telephone Assistance Program?**

Financial assistance is available in Idaho to help qualified low-income individuals pay for telephone service. The Idaho Telephone Service Assistance Program (ITSAP) offers a \$2.50 discount on monthly telephone bills. A separate program – the Federal Communication Commission's Life line program (Lifeline) offers a monthly discount of \$9.25. ITSAP provides a communication "lifeline" to those who might not otherwise be able to afford telephone service. It also enhances the value of service for everyone by increasing the number of people who can be reach by telephone. A small surcharge is applied to every Idaho telephone line each month to reimburse local telephone companies for the cost of state discounts under ITSAP. The surcharge is Waived for customers receiving the ITSAP discount. The Idaho Public Utilities Commission (IPUC) Reviews the surcharge annually and may increase or decrease the surcharge.



#### **Who Is Eligible?**

Any residential customer who meets program-based or income-based eligibility criteria. To find out if you are eligible contact the Regional Idaho Department of Health & Welfare office.

#### **The assistance provides the following discounts:**

##### **Landline:**

- Idaho Telephone Service Assistance Credit - \$2.50
- Lifeline FCC End User Charger Credit - \$6.50
- Federal Lifeline Credit - \$2.75

##### **Wireless**

- Wireless Lifeline Credit - \$9.25
- Wireless ITSAP Credit - \$2.50

#### **How Do I Apply For Assistance?**

In order to receive benefits, you must apply for these programs with the Regional Idaho Department of Health & Welfare (IDHW) office. Website link and local address is listed below. IDHW will work with you and Custer Telephone to recertify you for the program each year; failure to recertify will terminate your eligibility for program benefits.

- Apply at the Regional Idaho Department of Health and Welfare office.
- If you are eligible, your name and telephone number will be forwarded to Custer Telephone or your local service provider if different than Custer Telephone.
- The monthly discount will begin by your next billing period if your name and number match the telephone company's records.

#### **Do I Need To Apply Every Year?**

Yes. Your eligibility must be renewed each year.

#### **Is Telephone Assistance Available For Cellular Service?**

Yes, cellular phone assistance is available in Idaho.

If you have questions regarding ITSAP, please contact Custer Telephone or the Regional Idaho Department of Health & Welfare.

Lifeline is a government assistance program; the service is non-transferable, only eligible consumers may enroll in the program, and the program is limited to one discount per household.

Idaho State Health Department, District 7  
1301 Main St # 3B  
Salmon, ID 83467  
208.756.2985

<http://www.healthandwelfare.idaho.gov/FoodCashAssistance/HeatingTelephone/tabid/91/Default.aspx>

**Lifeline Service Terms**

Custer Telephone Cooperative, Inc. is a quality telecommunications service provider who provides basic and enhanced services at reasonable rates within its service territory. Basic Residential service is offered at the following rate:

	<b>Monthly Rates Charges</b>	<b>One-Time Non-Recurring</b>
Single Party Residence Service	\$14.00	\$18.00
The following fees apply in addition to the above monthly rates:		
• End User Common Line	\$6.50	
• Idaho Telephone Service Assistance Program (ITSAP)	\$0.03	
• Idaho Universal Service Fund (ID USF)	\$0.16	
• Custer County 911 Fee	\$1.25	
• Federal Excise Tax	\$0.68	
• Federal Universal Service Fund	\$1.01	
• Residential Access Recovery Charge	\$1.00	
• FUSC- Residential ARC	\$0.16	
Single Party Residential Service Total	\$24.79	
Federal Lifeline Credit	(\$9.25)	
Idaho Telephone Assistance Program Credit	(\$2.50)	
<b>Single Party Universal Life Line Service Monthly Rate*</b>	<b>\$13.04</b>	<b>\$18.00</b>

\*Discounted basic service rates and free Toll-Blocking are available to those that qualify for Universal Life Line Service.

The above rates include the following:

- Local Calling
- Touch Tone Capability
- Access to Operator Services
- Directory Assistance and Inter-Change Service Providers
- Voice Grade Access to the Public Switched Network
- Free Access to 800 and 800-like Toll Free Services
- One Free Directory Listing
- Free Access to a Business Office and Free Access to the Idaho Relay Service by Dialing 711

**Emergency 911 Service**.....Surcharge for 911 services are assessed according to Government assessments

**Long Distance is not included.**  
Long Distance rate is ten cents (\$0.10) per minute

Custer Telephone Cooperative, Inc offers basic services to all customers in the following exchanges:  
838-Clayton / 879-Challis / 876-May / 894-Elk Bend

For additional detail on any of these services, please contact our business office at 208.879.2281 or toll-free 866.879.2281.

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CUSTER TELEPHONE COOPERATIVE, INC.

LINE 3014: RUS ANNUAL REPORTS

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**REDACTED IN ENTIRETY**

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