

<b>FCC Form 481 - Carrier Annual Reporting</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0060 (Rev. 10/07/2013) Date 10/13
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<010>	Study Area Code	50625
<015>	Study Area Name	KALIDA TEL CO
<020>	Program Year	2014
<030>	Contact Name: Person USAC should contact with questions about this data	Joyce Grote
<035>	Contact Telephone Number: Number of the person identified in data line <030>	419-532-3216
<039>	Contact Email Address: Email of the person identified in data line <030>	joyceg@kalidatel.com

ANNUAL REPORTING FOR ALL CARRIERS			54.813 Completion Required	54.422 Completion Required
<100>	Service Quality Improvement Reporting	(complete attached worksheet)	4	
<200>	Outage Reporting (voice)	(complete attached worksheet)	4	
<210>	4	check box if no outages to report	4	
<300>	Unfulfilled Service Requests (voice)	0	4	
<310>	Detail on Attempts (voice)	(attach descriptive document)	4	
<320>	Unfulfilled Service Requests (broadband)	0	4	
<330>	Detail on Attempts (broadband)	(attach descriptive document)	4	
<400>	Number of Complaints per 1,000 customers (voice)		4	
<410>	Fixed	0.0		
<420>	Mobile	0.0		
<430>	Number of Complaints per 1,000 customers (broadband)		4	
<440>	Fixed	0.0		
<450>	Mobile	0.0		
<500>	Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	4	
<510>	390425008510	(attach descriptive document)	4	
<600>	Functionality in Emergency Situations	(check to indicate certification)	4	
<610>	370425008510	(attach descriptive document)	4	
<700>	Company Price Offerings (voice)	(complete attached worksheet)	4	
<710>	Company Price Offerings (broadband)	(complete attached worksheet)	4	
<800>	Operating Companies and Affiliates	(complete attached worksheet)	4	
<900>	Tribal Land Offerings (Y/N)?	If yes, complete attached worksheet	4	
<1000>	Voice Services Rate Comparability	(check to indicate certification)		
<1010>		(attach descriptive document)		
<1100>	Terrestrial Backhaul (Y/N)?	If not, check to indicate certification	4	
<1110>		(complete attached worksheet)		
<1200>	Terms and Condition for Lifeline Customers	(complete attached worksheet)		4
<b>Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet</b> Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers				
<2000>		(check to indicate certification)		
<2005>		(complete attached worksheet)		
<b>Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet</b>				
<3000>		(check to indicate certification)	4	
<3005>		(complete attached worksheet)	4	

**(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	306625
<015>	Study Area Name	KALITA TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Joyce Grace
<035>	Contact Telephone Number - Number of person identified in data line <030>	419-532-3238
<039>	Contact Email Address - Email Address of person identified in data line <030>	joyceg@kalitadtel.com
<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing § 54.202(a) "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.

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.

Name of Attached Document (.pdf)

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

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

<010>	Study Area Code	300428
<015>	Study Area Name	KAL1101 TEL CD
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Joyce Grose
<035>	Contact Telephone Number - Number of person identified in data line <030>	419-532-3215
<039>	Contact Email Address - Email Address of person identified in data line <030>	jygrose@zslideta1.com

[illegible]

(700) Price Offerings Including Voice Rate Data  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0166 OMB Control No. 3060-0219  
July 2013

<010>	Study Area Code	311-425
<015>	Study Area Name	KALICA TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Joyce Grote
<035>	Contact Telephone Number - Number of person identified in data line <030>	419-532-3215
<039>	Contact Email Address - Email Address of person identified in data line <030>	joyceg@kalicatel.com

<701>	Residential Local Service Charge Effective Date	1/1/2015
<702>	Single State-wide Residential Local Service Charge	

[illegible]

[710] Broadband Price Offerings  
Data Collection Form

ICC Form 483  
OMB Control No. 3160-9966 (OMB Control No. 3040-0019)  
July 2013

<Q10>	Study Area Code	300626
<Q15>	Study Area Name	KALICA TEL CO
<Q20>	Program Year	2014
<Q30>	Contact Name - Person USAC should contact regarding this data	Joyce Boote
<Q35>	Contact Telephone Number - Number of person identified in data line <Q30>	419-512-5218
<Q39>	Contact Email Address - Email Address of person identified in data line <Q30>	joycep@kalidata1.com

[illegible]

(800) Operating Companies  
Data Collection Form  
FCC Form 481  
OMB Control No. 3060-0936/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	300626
<015>	Study Area Name	KALIDA TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Joyce Groce
<035>	Contact Telephone Number - Number of person identified in data line <030>	419-532-3218
<039>	Contact Email Address - Email Address of person identified in data line <030>	jc_groce@celltel.net
<810>	Reporting Carrier	Kalida Telephone Company
<811>	Holding Company	
<812>	Operating Company	

[illegible]

**(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	30625
<015>	Study Area Name	PA112A TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Joyce Grote
<035>	Contact Telephone Number - Number of person identified in data line <030>	419-532-3218
<039>	Contact Email Address - Email Address of person identified in data line <030>	joycegrote@att.net

&lt;910&gt; Tribal Land(s) on which ETC Serves

&lt;920&gt; Tribal Government Engagement Obligation

Name of Attached Document (.pdf)

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes, No, NA)

<b>(1100) No Terrestrial Backhaul Reporting</b>		FCC Form 481
<b>Data Collection Form</b>		OMB Control No. 3060-0086/OMB Control No. 3060-0019
		July 2013

<010>	Study Area Code	305825
<015>	Study Area Name	KALIDA TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Joyce Grate
<035>	Contact Telephone Number - Number of person identified in data line <030>	419-532-5215
<039>	Contact Email Address - Email Address of person identified in data line <030>	joycegrate@kaldatel.com

<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. 3060-0385/OMB Control No. 3060-0815

July 2013

<010>	Study Area Code	300625
<015>	Study Area Name	KRLD CA TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Joyce Grote
<035>	Contact Telephone Number - Number of person identified in data line <030>	419-532-3215
<039>	Contact Email Address - Email Address of person identified in data line <030>	joyce@krlddtel.com

&lt;1210&gt; Terms &amp; Conditions of Voice Telephony Lifeline Plans

306625081210

Name of attached document (.pdf)

&lt;1220&gt; Link to Public Website

HTTP

\*Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan, ☒

<b>(2000) Price Cap Carrier Additional Documentation</b>		ICC Form 451
<b>Data Collection Form</b>		OMB Control No. 3060-0965/OMB Control No. 3060-0819
<i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>		July 2013

<010>	Study Area Code	300625
<015>	Study Area Name	KALIDA TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Joyce Groce
<035>	Contact Telephone Number - Number of person identified in data line <030>	419-532-5218
<039>	Contact Email Address - Email Address of person identified in data line <030>	joyceg@kalidatel.com

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

<b>Incremental Connect America Phase I reporting</b>		
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))	<input type="checkbox"/>
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))	<input type="checkbox"/>
<b>Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))</b>		
<2012>	2013 Frozen Support Certification	<input type="checkbox"/>
<2013>	2014 Frozen Support Certification	<input type="checkbox"/>
<2014>	2015 Frozen Support Certification	<input type="checkbox"/>
<2015>	2016 and future Frozen Support Certification	<input type="checkbox"/>
<b>Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))</b>		
<2016>	Certification Support Used to Build Broadband	<input type="checkbox"/>
<b>Connect America Phase II Reporting (47 CFR § 54.313(e))</b>		
<2017>	3rd year Broadband Service Certification	<input type="checkbox"/>
<2018>	5th year Broadband Service Certification	<input type="checkbox"/>
<2019>	Interim Progress Certification	<input type="checkbox"/>
<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.	<input type="checkbox"/>
<2021>	Interim Progress Community Anchor Institutions	
Name of Attached Document Listing Required information		

<b>(3000) Rate Of Return Carrier Additional Documentation</b> <b>Data Collection Form</b>	FCC Form 481 Form Control No. 3020-056-0005 Control Rev. 3/2009 0519 July 2013
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(310)	Study Area Code	300625
(315)	Study Area Name	PAVIA TEL CO
(320)	Program Year	2014
(325)	Contact Name - Person/USA, should contact regarding this data	JOSE GROTE
(330)	Contact Telephone Number - Number of person identified in data line (330)	419-534-3218
(335)	Contact Email Address - Email Address of person identified in data line (330)	jgrote@paviatele.com

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

Progress Report on 5 Year Plan	Name of Attached Document Listing Required Information	
(3010) Milestone Certification (47 CFR § 54.313(f)(1)) Please check this box to confirm that the attached PDF, on line 3012, contains the required information pursuant to § 54.313(f)(1), as a recipient of CAF Phase II support that provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.		<input type="checkbox"/>
(3012) Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii)) (3013) If your company is a Privately Held ROR Carrier (47 CFR § 54.313(f)(2)) (3014) If yes, does your company file the RUS annual report? Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:	Name of Attached Document Listing Required Information	<input checked="" type="checkbox"/> Yes/No <input type="checkbox"/> Yes/No
(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		<input type="checkbox"/>
(3016) PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information	<input type="checkbox"/> Yes/No
(3018) If the response is no on line 3014, is your company audited? If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:		<input type="checkbox"/>
(3019) Either a copy of their audited financial statement, or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications		<input type="checkbox"/>
(3020) PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3021) Management letter issued by the independent certified public accountant that performed the company's financial audit.		<input type="checkbox"/>
(3022) If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains: Copy of their financial statement which has been subject to review by an independent certified public accountant; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers.		<input checked="" type="checkbox"/>
(3023) Underlying information subjected to a review by an independent certified public accountant		<input checked="" type="checkbox"/>
(3024) Underlying information subjected to an officer certification		<input checked="" type="checkbox"/>
(3025) PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input checked="" type="checkbox"/>
(3026) Attach the worksheet listing required information	Name of Attached Document Listing Required Information	350625C013025

<b>Certification - Reporting Carrier Data Collection Form</b>	FEC Form 481 OMB Control No. 3045-0066/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	300625
<015> Study Area Name	KALLIDA TEL CO
<020> Program Year	2014
<050> Contact Name - Person USAC should contact regarding this data	Joyce Grote
<055> Contact Telephone Number - Number of person identified in data line <050>	419-532-3218
<059> Contact Email Address-Email Address of person identified in data line <050>	Joyceg@kallidatel.com

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

<b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or U Recipients</b>	
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:	KALLIDA TEL CO
Signature of Authorized Officer:	CERTIFIED ONLINE Date 10/07/2013
Printed name of Authorized Officer:	Chris Phillips
Title or position of Authorized Officer:	SE Treasurer
Telephone number of Authorized Officer:	419-532-3218
Study Area Code of Reporting Carrier:	300625 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. §§ 501, 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. 3060-0066 July 2013
<010> Study Area Code	30625	
<015> Study Area Name	XALIDA TEL CO	
<020> Program Year	2014	
<030> Contact Name - Person USAC should contact regarding this data	Joyce Grote	
<035> Contact Telephone Number - Number of person identified in data line <030>	419-532-3218	
<039> Contact Email Address - Email Address of person identified in data line <030>	joyce@xalidatel.com	

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ 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 who knowingly 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 who knowingly 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

10/07/2013

(700) Price Offerings including Voice Rate Data  
Data Collection Form

OMB Control No. 0705-0186 OMB Control No. 0705-0186

1994/2013

<010> Study Area Code 300625

<015>	Study Area Name	KALIDA TEL CO
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<020>	Program Year	2014
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<030> Contact Name - Person USAC should contact regarding this data Joyce Grote

<035> Contact Telephone Number - Number of person identified in data line <030> 414-532-3215

**<039> Contact Email Address - Email Address of person identified in data line <030>** jayce@xalidatel.com

<701> Residential Local Service Charge Effective Date 1/1/2013

<702> Single State-wide Residential Local Service Charge

<703>

[illegible]

# KALIDA TELEPHONE COMPANY, INC.

121 E. Main Street ♦ Box 267 ♦ Kalida, Ohio 45853  
Phone 419-532-3218 ♦ Fax 419-532-3300 ♦ Email [ktc@kalidatel.com](mailto:ktc@kalidatel.com)

FOR IMMEDIATE RELEASE:  
January 29, 2013

FOR MORE INFORMATION CONTACT:  
Stacey Birkemeier 419-532-3218  
[stacey@kalidatel.com](mailto:stacey@kalidatel.com)

Please publish the info below in the Putnam County Sentinel.

## Save On Your Telephone Bill

Qualified customers can save on their phone bill with the Kalida Telephone Company. The Kalida Telephone Company offers savings to qualified customers through the Lifeline Telephone Assistance Program in the following ways: a \$9.25 monthly discount for regulated local services; a waiver of phone line establishment charges once in a 12 month period; free blocking of toll, 900 and 976 services; a waiver of the Company's service deposit requirements and a waiver of the federal universal fund end user charge.

Payment arrangements will also be made for these qualified customers with past due bills for regulated service with the Company. Qualifying customers with past due toll service charges shall have toll restricted service until the past due toll services have been paid.

Qualified customers must have either a household annual gross income at or below 150% of the federal poverty level; or, be enrolled in one of the following programs: Medicaid or any state program which might supplant Medicaid; Supplemental Nutritional Assistance (SNAP/Food Stamps); Supplemental Security Income (SSI); Social Security Disability Insurance (SSDI); Federal Public Housing or Section 8; Home Energy Assistance Program (HEAP, LIHEAP, E-HEAP); National School Free Lunch Program (NSL); Disability Assistance (DA); Temporary Assistance for Needy Families (TANF/Ohio Works and General Assistance, including disability assistance (DA).

Federal Rules prohibit qualified customers from receiving more than one Lifeline service per household. Lifeline benefits may be applied to only one type of service - landline or wireless. Benefits would be lost if customer is found to have more than one per household. Eligibility must be reconfirmed every year and if at any point a customer no longer qualifies, the Company must be notified immediately.

For all the savings and program details call the Kalida Telephone Company at 419-532-3218.

This notice is required by the federal government.

###

3006250H1210.pdf



## PUCO Emergency Plan

4901:1-6-31

Emergency and Outage Operations

Effective: 1/20/2011

- (A) Each facilities-based local exchange carrier (LEC) shall design, operate, and maintain its facilities to continue to provide customers with the ability to originate and receive calls at all times. The commission will utilize existing FCC rules applicable to emergency and outage operations. Companies shall submit outage reports utilizing, at the company's discretion, either existing FCC reports or a format determined by the commission.
- (B) Each facilities-based LEC shall submit, within two hours of discovery, to the commission's outage coordinator and when appropriate, the news media in the affected area, a notification that it has experienced an outage, whenever that outage occurs on any facility that it owns, operates, leases or otherwise utilizes and is both:
  - (1) Expected to last for a period in excess of thirty minutes.
  - (2) Potentially affects at least nine hundred thousand user minutes in the incumbent local calling area.
- (C) Each facilities-based LEC shall report, by telephone or electronic means, a disruption of 9-1-1 services, which impairs 9-1-1 service within a given county 9-1-1 system, immediately to each county 9-1-1 public safety answering point, to the Ohio 9-1-1 coordinator, and to the news media in the affected area, when appropriate.
- (D) Each facilities-based LEC experiencing a loss of communications or selective routing to a public safety answering point, as a result of an outage described under paragraphs (B) and (C) of this rule, shall also notify, as soon as possible, by telephone or electronic means, any official who has been designated by the management of the affected 9-1-1 facility as the LEC's contact person for communication outages at that facility; and the LEC shall convey to that person all available information that may be useful to the management of the affected facility in mitigating the effects of the outage on efforts to communicate with that facility.
- (E) Each facilities-based LEC experiencing an outage described under paragraphs (B) and (C) of this rule, shall electronically submit to the commission's outage coordinator the same information as that provided to the FCC or the following information:
  - (1) A notification that it has experienced a outage, which shall include the name of the reporting entity, the date and time of the onset of the outage, a brief description of the problem, the particular service affected, the geographic area affected by the outage, the number of customers affected, an estimate of when the service, including 9-1-1, will be restored, and a contact name and telephone number by which the commission's outage coordinator may contact the reporting entity.
  - (2) Not later than seventy-two hours after discovering the outage, an initial communications outage report, which shall include all pertinent information then available on the outage and shall be submitted in good faith.
  - (3) Not later than thirty days after discovering the outage, the provider shall submit electronically a final communications outage report, which shall include all pertinent information on the outage, including any information that was not contained in, or that has changed from that provided in, the initial report.

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(F) Each facilities-based LEC shall develop, implement, and maintain an emergency plan and make it available for review by commission staff. The plan shall include, but not be limited to, all of the following:

- (1) Procedures for maintaining and annually updating a list of those customers who have subscribed to the federal telecommunications service priority program, as identified in 47 C.F.R. 64, appendix A.
- (2) Procedures for priority treatment in restoring out-of-service trouble of an emergency nature for customers with a documented medical or life-threatening condition.
- (3) In addition to the telecommunications service priority program, each LEC shall develop policies and procedures regarding those customers who require priority treatment for out-of-service clearance. Such procedures shall include a table of restoration priority, including, but not limited to, subscribers such as police and fire stations, hospitals, key medical personnel, and other utilities.
- (4) Procedures for restoring service to priority critical facilities customers.
- (5) Identification and annual updates of all of the facilities-based LEC's critical facilities and reasonable measures to protect its personnel and facilities.
- (6) Assessments and evaluations of telecommunications facilities available to provide back-up service capabilities.
- (7) Procedures for after-action assessments and reporting following activation of any part of the emergency plan. An after-action report will be written and will include lessons learned, deficiencies in the response to the emergency, and deficiencies in the emergency plan.
- (8) A current list of the names and telephone numbers of the facilities-based LECs' emergency service personnel to contact and coordinate with in the event of any real or anticipated local or national threats to its ability to provide telecommunications service.
- (9) A current list of the names and telephone numbers of the facilities-based LEC's emergency service personnel that is made available to the commission's emergency coordinator, upon request.
- (10) A continuity of operations plan to assure continuance of minimum essential functions during a large scale event in which staffing is reduced. Such plans shall provide for:
  - (a) Plan activation triggers such as the world health organization's pandemic phase alert levels, widespread transmission within the United States, or a case at one or more locations within Ohio.
  - (b) Identification of a pandemic coordinator and team with defined roles and responsibilities for preparedness and response planning.
  - (c) Identification of minimal essential functions, minimal staffing required to maintain such essential functions, and personnel resource pools required to ensure continuance of those functions in progressive stages associated with a declining workforce.
  - (d) Identification of essential employees and critical inputs (e.g., raw materials, equipment, suppliers, subcontractor services/products, and logistics) required to maintain business operations by location and function.
  - (e) Policies and procedures to address personal protection initiatives.

- (f) Policies and procedures to maintain lines of communication with the public utilities commission of Ohio during a declared emergency.
- (G) Each facilities-based LEC shall amend its emergency plan in accordance with the findings identified in the after-action assessment report required under paragraph (F)(7) of this rule.

R.C. 119.032 Review Dates: 11/30/2015

Promulgated Under: 111.15

Statutory Authority: 4927.03

Rule Amplifies: 4927.04

Prior Effective Dates: None

## **KALIDA TELEPHONE COMPANY, INC.**

### **STATEMENT OF CPNI PROCEDURES**

Kalida Telephone Company, Inc. has created a CPNI Policy Handbook containing the following procedures that it has adopted to ensure the protection of CPNI. The handbook describes our procedures in greater detail and provides practical guidance on how to protect against unauthorized disclosure or use of CPNI. The handbook is distributed to our employees during training and serves as an important reference tool for our employees.

#### **Duty to Protect CPNI**

We as a communications company recognize our duty to protect customer CPNI. We may not disclose CPNI to unauthorized persons, nor may we use CPNI in certain ways without consent from our customers. Before we can provide customers with their own CPNI, we must authenticate the customer.

We recognize that there are a few cases in which we can disclose CPNI without first obtaining customer approval:

1. Administrative use: We may use CPNI to *initiate, render, bill and collect* for communications services.
2. Protection of carrier and third parties: We may use CPNI to protect the interests of our company, such as to prevent fraud or illegal use of our systems and network. Employees are notified of the steps to take, if any, in these sorts of situations.
3. As required by law: We may disclose CPNI if we are required to by law, such as through legal process (subpoenas) or in response to requests by law enforcement. Employees are notified of any steps they must take in these situations.

#### **Our Own Use Of CPNI**

We may use CPNI to provide or market services to our existing customers. We understand that we are required to obtain customer approval prior to using CPNI in certain ways.

##### **Marketing**

We understand that we do not need to obtain customer approval before using CPNI to market services to our existing customers within the categories of service to which the customer already subscribes.

We understand that we may not use CPNI to market services that are in a service category to which the customer does not already subscribe without customer approval.

We understand that we cannot use CPNI to solicit a customer to add a new category of service without first obtaining the customer's approval.

We also understand that we do not need customer consent before using CPNI to market "adjunct-to-basic" 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.

We understand that we may not use CPNI to identify or track customers that call competing service providers.

We regularly review our marketing practices to determine when and how CPNI is used within the company, and whether CPNI is being shared with other entities. We also review new marketing or sales campaigns to ensure compliance with these CPNI policies and with the FCC's CPNI regulations. We do not share CPNI with any affiliates or other third parties.

#### Provision of Services

We understand that we do not need customer approval to use CPNI to provide CPE and call answering, voice mail or messaging, voice storage and retrieval services, fax store and forward, and protocol conversion.

#### Authenticating Customers Before Disclosing CPNI

We understand that we are required to objectively determine that our customers are who they say they are before disclosing CPNI to them.

##### Telephone

We understand that when a customer calls, we may not release *call detail information*, or information relating to the transmission of specific telephone calls until we have called the customer back at the telephone number of record to ensure that the customer is who s/he says s/he is. Alternatively, we may offer to send the call detail information to the address of record or provide it to the customer or an authorized individual in person after s/he has produced valid photo identification at our office.

We understand that we may disclose *non-call detail information* over the telephone after authenticating the customer by calling back the telephone number of record, checking valid photo identification, or by mailing the information to the account address of record.

##### In-Person Authentication

We understand that before we can disclose CPNI to customers in person, the customer must present *valid government-issued photo identification*. The name on the photo identification must match the name on the account. If the customer cannot present the required identification, we offer to provide the requested CPNI by sending it to the account address of record.

Before providing the CPNI to the customer, we make a copy of the photo identification. This copy is then placed in the customer's file, together with a copy of the CPNI provided to the customer. These records are then kept in the customer file in accordance with our record-keeping policies.

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### Mail

If the customer requests CPNI through regular mail, or if the customer cannot comply with one of the authentication methods above, we send the requested information to the customer's address of record only.

### Customer Notification of CPNI Rights

We provide a CPNI privacy policy to all customers annually, as a bill insert in the December bill. This policy provides notification to each customer of his/her right to restrict use of, disclosure of, and access to that customer's CPNI. We maintain a list of all customers who receive the privacy policy, the date on which the policy is sent, and a copy of the policy in our records for one (1) year following the mailing of the policy. We provide additional copies of the CPNI privacy policy to all customers who request it and to all new customers upon activation of service.

The policy contains an opt-out customer approval notice. Customers who do not wish to allow us to use their CPNI to market services outside their existing service categories, or who do not wish to allow us to share their CPNI with affiliates, have 30 days to contact us to tell us that they do not approve of this use. If we do not hear back from the customer within 30 days, we understand that we are free to use their CPNI for these purposes. We understand that customers can change their option at any time by contacting us, and we notify our customers of this right.

We maintain records of the customers who received the opt-out approval notice and records of the customers who contacted us to opt out in accordance with our record-keeping policies.

We understand that we must provide written notice to the FCC within five (5) business days if our opt-out mechanisms do not work properly to the degree that our customers' inability to opt out is more than an anomaly.

### Training And Discipline

We trained all of our employees regarding the company's CPNI policies prior to the effective date of the most recent CPNI regulations, December 8, 2007. Employees are required to attend an annual retraining to ensure that they understand the company's CPNI policies and any updates to those policies. New employees who will have access to CPNI are trained when they join the company, and then attend the regularly-scheduled retraining sessions. At the conclusion of each training session, employees are asked to sign certificates stating that they understand the company's CPNI policies and that they will comply with those policies.

Employees who fail to observe Kalida Telephone Company, Inc.'s CPNI procedures will be subject to the disciplinary procedures contained in the Phone Company Disciplinary Policy. Disciplinary records are maintained in the company files in accordance with our record-keeping policies.

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### Record-Keeping

We maintain the following records in our files for one (1) year:

- a. Records relating to the annual mailing of the customer CPNI privacy policy;
- b. Records of customer approval or disapproval of CPNI use, or the limitation or revocation thereof; and
- c. Employee disciplinary records.

We maintain records of discovered CPNI breaches, notifications to law enforcement regarding breaches, and any responses from law enforcement regarding those breaches, in our files for at least two (2) years.

### Notification Of Account Changes

We understand that we are required to notify customers when changes have been made to passwords, customer responses to back-up means of authentication, or addresses of record by mailing a notification to the account address of record.

We do not reveal the changed account data in the notification.

### Unauthorized Disclosure Of CPNI

We understand that we must report CPNI breaches to law enforcement no later than seven (7) business days after determining the breach has occurred, by sending electronic notification through the link at <http://www.fcc.gov/eb/CPNI/> to the central reporting facility, which will then notify the United States Secret Service (USSS) and the Federal Bureau of Investigation (FBI).

We understand that we may not notify customers or the public of the breach earlier than seven (7) days after we have notified law enforcement through the central reporting facility. If we wish to notify customers or the public immediately, where we feel that there is "an extraordinarily urgent need to notify" to avoid "immediate and irreparable harm," we inform law enforcement of our desire to notify and comply with law enforcement's directions.

Records relating to such notifications are kept in accordance with our record-keeping policies. These records include: (i) the date we discovered the breach, (ii) the date we notified law enforcement, (iii) a detailed description of the CPNI breached, and (iv) the circumstances of the breach.

During the course of the year, we compile information regarding pretexter attempts to gain improper access to CPNI, including any breaches or attempted breaches. We include this information in our annual CPNI compliance certification filed with the FCC.

Signed



**This foregoing document was electronically filed with the Public Utilities**

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Summary: Report FCC Form 481  
electronically filed by Ms. Teresa L Thomas on behalf of Kalida Telephone Company, Inc.