

Form 481 - Carrier Annual Reporting Data Collection Form		OMB Control No. 3006-046/OMB Control No. 3006-046
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<010> Study Area Code	300654
<015> Study Area Name	RIDGEVILLE TEL CO
<020> Program Year	2014
<030> Contact Name: Person USAC should contact with questions about this data	Christopher Ulmer
<035> Contact Telephone Number: Number of the person identified in data line <030>	610-928-3903
<039> Contact Email Address: Email of the person identified in data line <030>	culmer@icorellc.com

ANNUAL REPORTING FOR ALL CARRIERS	SA 017 Completion Required	SA 022 Completion Required
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<100> Service Quality Improvement Reporting	(complete attached worksheet)	(check box when complete)	<input checked="" type="checkbox"/>	
<200> Outage Reporting (voice)	(complete attached worksheet)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input checked="" type="checkbox"/> <-- check box if no outages to report				
<300> Unfulfilled Service Requests (voice)	0		<input checked="" type="checkbox"/>	
<310> Detail on Attempts (voice)	3006540H310	(attach descriptive document)	<input checked="" type="checkbox"/>	
<320> Unfulfilled Service Requests (broadband)				
<330> Detail on Attempts (broadband)		(attach descriptive document)		
<400> Number of Complaints per 1,000 customers (voice)			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed	0.0			
<420> Mobile				
<430> Number of Complaints per 1,000 customers (broadband)				
<440> Fixed				
<450> Mobile				
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> 3006540H510	(attach descriptive document)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	(check to indicate certification)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> 3006540H610	(attach descriptive document)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)			
<710> Company Price Offerings (broadband)	(complete attached worksheet)			
<800> Operating Companies and Affiliates	(complete attached worksheet)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)?	(if yes, complete attached worksheet)		<input checked="" type="checkbox"/>	
<1000> Voice Services Rate Comparability	(check to indicate certification)			
<1010>	(attach descriptive document)			
<1100> Terrestrial Backhaul (Y/N)?	(if not, check to indicate certification)		<input checked="" type="checkbox"/>	
<1110>	(complete attached worksheet)			
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)			<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input type="checkbox"/>	
<2005>	(complete attached worksheet)	<input type="checkbox"/>	

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	(check to indicate certification)	<input checked="" type="checkbox"/>	
<3005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	

**(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	300654
<015>	Study Area Name	RIDGEVILLE TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Christopher Ulmer
<035>	Contact Telephone Number - Number of person identified in data line <030>	610-928-3903
<039>	Contact Email Address - Email Address of person identified in data line <030>	culmer@icorellc.com
<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
	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) <input type="radio"/> <input type="radio"/>

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

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

Name of Attached Document (.pdf)

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

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

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

(200) Service Outage Reporting (Voice)
Data Collection Form

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

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<039>	Contact Email Address - Email Address of person identified in data line <030>	culmer@icorellc.com

[illegible]

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[illegible]

(B01) Operating Companies Data Collection Form	ICC Form 481 OMB Control No. 3060-0086/OMB Control No. 3060-0819 July 2012
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<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Christopher Ulmer
<035>	Contact Telephone Number - Number of person identified in data line <030>	610-928-3903
<039>	Contact Email Address - Email Address of person identified in data line <030>	culmer@icorellc.com
<810>	Reporting Carrier	Ridgeville Telephone Company
<811>	Holding Company	
<812>	Operating Company	

[illegible]

(500) Tribal Lands Reporting
Data Collection Form

<010>	Study Area Code	300654
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<030>	Contact Name - Person USAC should contact regarding this data	Christopher Ulmer
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<039>	Contact Email Address - Email Address of person identified in data line <030>	culmer@icorellc.com

<910>	Tribal Land(s) on which ETC Serves	NONE
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<920> 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.

[illegible]

(100) No Terrestrial Backhaul Reporting
Data Collection Form

Form 481

OMB Control No. 3060-0086/OMB Control No. 3060-0819
July 2011

<010>	Study Area Code	300654
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<039>	Contact Email Address - Email Address of person identified in data line <030>	culmer@icorellc.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 Conditions of Lifeline Customers	File Name: 300654OH1210
1210	Terms and Conditions of Voice Telephony Lifeline Plans	OMB Control No. 3060-0986/OMB Control No. 3060-0819
1220	Link to Public Website	http://www.ridgevilletelephone.com/

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<039>	Contact Email Address - Email Address of person identified in data line <030>	culmer@icorellc.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

300654OH1210

Name of attached document (.pdf)

<1220> Link to Public Website

HTTP <http://www.ridgevilletelephone.com/>

"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. ☒

(2006) Price Cap Carrier Additional Documentation		REC Form 481
Data Collection Form		OMB Control No. 3060-0546 OMB Control No. 3060-0819
Including Rate of Return Carrier, Utilized with Price Cap, and Change Carriers		July 2013

<010>	Study Area Code	300654
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<039>	Contact Email Address - Email Address of person identified in data line <030>	culmer@icorellc.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.

Incremental Connect America Phase I reporting		
<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"/>
Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}		
<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"/>
Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}		
<2016>	Certification Support Used to Build Broadband	<input type="checkbox"/>
Connect America Phase II Reporting {47 CFR § 54.313(e)}		
<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 _____

(3000) Rate Of Return Carrier Additional Documentation		OMB No. 3060-0041
Data Collection Form		OMB No. 3060-0041
		OMB No. 3060-0041

<010>	Study Area Code	300654
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<039>	Contact Email Address - Email Address of person identified in data line <030>	culmer@icorellc.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		
(3010)	Milestone Certification (47 CFR § 54.313(f)(1)(i)) Please check this box to confirm that the attached PDF, on line 3012, contains the required information pursuant to § 54.313 (f)(1)(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.	Name of Attached Document Listing Required Information <input type="checkbox"/>
(3012)	Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))	Name of Attached Document Listing Required Information
(3013)	Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))	<input checked="" type="checkbox"/> (Yes/No)
(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:	<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
(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"/> (Yes/No)
(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 checked="" 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 300654CH3026

Certification - Reporting Carrier Data Collection Form	FD Form 4811 OMB Control No. 3080-0088/OMB Control No. 3050-0015 10/2013
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<030> Contact Name - Person USAC should contact regarding this data	Christopher Ulmer
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<039> Contact Email Address - Email Address of person identified in data line <030>	culmer@icorello.com

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

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification Agent / Carrier Data Collection Form	FD-503 (Rev. 4-85) OMB Control No. 3045-0047 Form No. 3045-0047 July 2013
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<015> Study Area Name	RIDGEVILLE TEL CO
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Christopher Ulmer
<035> Contact Telephone Number - Number of person identified in data line <030>	610-928-3903
<039> Contact Email Address - Email Address of person identified in data line <030>	culmer@icorellc.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) ICORE 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:	ICORE
Name of Reporting Carrier:	RIDGEVILLE TEL CO
Signature of Authorized Officer:	CERTIFIED ONLINE Date: 10/10/2013
Printed name of Authorized Officer:	Matthew Eggers
Title or position of Authorized Officer:	President, Board of Directors
Telephone number of Authorized Officer:	419-267-5185
Study Area Code of Reporting Carrier:	300654 Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

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:	RIDGEVILLE TEL CO
Name of Authorized Agent or Employee of Agent:	Christopher Ulmer
Signature of Authorized Agent or Employee of Agent:	CERTIFIED ONLINE Date: 10/10/2013
Printed name of Authorized Agent or Employee of Agent:	Christopher Ulmer
Title or position of Authorized Agent or Employee of Agent	Manager
Telephone number of Authorized Agent or Employee of Agent:	610-928-3903
Study Area Code of Reporting Carrier:	300654 Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

LINE 310

Section 310

Unfulfilled Service Requests - VOICE

ZERO - no details to provide

LINE 510

FCC Form 481 Section 510: Detailed description of how Ridgeville Telephone Company complied with the applicable service quality standards and consumer protection rules as required in 47 C.F.R. 54.313(a)(5) for High Cost Recipients and 47 C.F.R. 54.422(b)(3) for Low-income Only Recipients

Ridgeville Telephone Company has satisfied all of the requirements for designation as an ETC (Eligible Telecommunications Carrier) and complies with all of the Commission's rules and requirements for ETCs providing Lifeline services.

A. Ridgeville Telephone Company is a corporation having its place of business at S732 County Road 20B Ridgeville Corners, OH 43555.

B. Ridgeville Telephone Company provides the services supported by the Federal Universal Service throughout its designated service area.

C. Ridgeville Telephone Company customers receive single party, voice grade telephone service, including touch-tone TM and access to:

1. Long distance
2. Operator services
3. Directory assistance
4. E911 emergency service

D. Additional monthly discounts and free toll limitation services are available to residential customers who are enrolled in certain low-income assistance programs. The Ridgeville Telephone Lifeline manual and associated documents are included as support documentation.

**Annual Reporting for High-Cost Recipients
47 C.F.R. 54.313 (a)(2) through (a)(6) and (h)
Ridgeville Telephone Company**

**54.313 (a)(5) - COMPLIANCE WITH SERVICE QUALITY STANDARDS AND
CONSUMER PROTECTION RULES**

Service Quality Standards and Consumer Protection Rules Annual Certification

<u>Matthew T. Eggers</u>	<u>President, Board of Directors</u>	<u>Ridgeville Telephone Company</u>
Printed Name of Officer	Title of Officer	Company Name

I am authorized to provide certification on behalf of Ridgeville Telephone Company. I hereby certify that Ridgeville Telephone Company is in compliance with applicable service quality standards and consumer protection rules.

Executed on

9/25/13

Signature

Matthew T. Eggers

Printed/Typed Name

Matthew T. Eggers

LINE 610

**Annual Reporting for High-Cost Recipients
47 C.F.R. 54.313 (a)(2) through (a)(6) and (h)
Ridgeville Telephone Company**

54.313 (a)(6) - ABILITY TO FUNCTION IN EMERGENCY SITUATIONS

Ability to Function in Emergency Situations Annual Certification

<u>Matthew T. Eggers</u>	<u>President, Board of Directors</u>	<u>Ridgeville Telephone Company</u>
Printed Name of Officer	Title of Officer	Company Name

I am authorized to provide certification on behalf of Ridgeville Telephone Company. I hereby certify that Ridgeville Telephone Company is capable of functioning in emergency situations. The Ridgeville Telephone Company has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

Executed on 9/25/13

Signature Matthew T. Eggers

Printed/Typed Name Matthew T. Eggers

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.

- (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

Ridgeville Telephone Company

Emergency Action Plan

Purpose

OSHA's Emergency Action Plan standard, found at 29 CFR 1910.38 for plant safety and 29 CFR 1926.35 for construction, requires a written emergency action plan (EAP) if Ridgeville Telephone Company falls under a particular OSHA standard that requires an emergency action plan.

OSHA 1910.120 Hazardous Waste Operations and Emergency Response (HAZWOPER) require Ridgeville Telephone Company to have a written emergency action plan. This EAP addresses emergencies that our company expects may reasonably occur on our system.

The EAP communicates to employees' policies and procedures to follow in emergencies. This written plan is available, upon request, to employees, their designated representatives, and any OSHA officials who ask to see it.

Under this plan, our employees will be informed of the plan's purpose, emergency escape procedures and route assignments, procedures to be followed by employees who remain to control critical office operations before they evacuate, procedures to account for all employees after emergency evacuation has been completed, rescue and medical duties for those employees who perform them, preferred means of reporting fires and other emergencies, types of evacuations to be used in various emergency situations, and the alarm system.

The Assistant Manager, David Gobrogge, is the program coordinator. David Gobrogge will review and update the plan as necessary. Copies of this plan may be obtained from the human resources department.

If after reading this program, you find that improvements can be made, please contact the program coordinator, David Gobrogge, Assistant Manager. We encourage all suggestions because we are committed to the success of our emergency action plan. We strive for clear understanding, safe behavior, and involvement in the program from every level of the company.

Emergency Escape Procedures and Assignments

Our emergency escape procedures and assignments are designed to respond to many potential emergencies including:

- Fire emergencies (process area fires, non-pressurized tank fires, pressurized tank fires, fires at loading facilities, warehouse fires, office building fires, electrical fires)
- Toxic gas releases
- Flammable gas releases

- Hazardous liquid spills
- Oil spills
- Release of radiation
- Tornadoes
- Winter Storms
- Flooding
- Lightning
- Bomb threat/Civil disturbance
- First-aid emergencies

Employees need to know what to do when they are the first persons to discover an emergency and when they are alerted to a specific emergency. Our program coordinator, David Gobrogge, has developed alternate procedures for responding to an emergency, depending on what the emergency is. The following guidelines apply to all EAPs:

- All employees are trained in safe evacuation procedures, and refresher training is conducted whenever the employee's responsibilities or designated actions under the plan change, and whenever the plan itself is changed. In addition, the employer must review with each employee, upon initial assignment, the parts of the plan, which the employee must know to protect the employee in the event of an emergency.
- The training includes use of floor plans and workplace maps, which clearly show the emergency, escape routes included in the Emergency Action Plan. Color-coding aids employees in determining their route assignments. These floor plans and maps are available and posted at all times in every area of the Ridgeville Telephone Company office building, Ridgeville Telephone Company County Road 20B warehouse and Ridgeville Telephone Company US Highway 6 warehouse to provide guidance in an emergency.
- No employee is permitted to re-enter the building until advised by management (after determination has been made that such re-entry is safe).
- The refuge/safe zone is a meeting area designated in a location deemed safe for each group of employees within Telephone Service Company:

Fire— Warehouse on the west side of County Road 20B

Tornadoes—Restrooms and David Gobrogge's office

- See the appendix for a copy of the building plans with means of egress procedures for each group evacuating an area or building.

Each department reports to their respective representative as follows:

- Each employee shall report to his or her direct supervisor, who will report to David Gobrogge.

The Supervisors/Managers are trained evacuation personnel who conduct head counts once evacuation has been completed. There is at least one trained evacuation person for each twenty employees in the workplace to provide adequate guidance and instruction at the time of an emergency. The employees selected are trained in the complete workplace layout and the various alternative escape routes from the workplace. All trained personnel are made aware of employees with disabilities who may need extra assistance, such as using the buddy system, and of hazardous areas to be avoided during emergencies. Before leaving, these employees check rooms and other enclosed spaces in the workplace for employees who may be trapped or otherwise unable to evacuate the area.

Once each evacuated group of employees have reached their evacuation destinations, each trained evacuation employee:

- Takes roll of his or her group.
- Makes sure all persons are accounted for.
- Reports in to a central checkpoint managed by the company safety and health manager.
- Assumes role of department contact to answer questions.

Rescue and Medical Duty Assignments

Rescue and medical aid may be necessary during emergency situations. Circumstances calling for rescue and/or medical aid include:

- Electrical shock
- Falls

All employees are designated first aid responders who should provide medical assistance within their capabilities to employees requiring it during an emergency situation.

Professional emergency services responding in an emergency will help with and direct all rescue and medical duty assignments upon their arrival on site.

Emergency Reporting Procedures

In the Event of a Fire

When a fire is detected, cell phones/text messages to notify all employees. Then notify the Ridgeville Township fire department and Assistant Manager.

The Assistant Manager will perform assigned duties and will meet the fire department to assist them in putting out the fire. Head counts should be given to the city fire department. No employees are to return to the building until the Assistant Manager or the fire department Fire Chief gives the "all clear".

The safe zone or meeting area is the:

- Warehouse on the west side of County Road 20B.

In the Event of a Tornado

The Ridgeville Telephone office has access to the National Weather Service, so when a tornado watch has been issued by the National Weather Service, the weather page will sound, followed by a weather bulletin with further information. At that point, the front office will turn on the system to monitor the National Weather Service reports. The front office will use the telephone system and the mobile radios to warn employees of a tornado.

In the event of a tornado, it is Ridgeville Telephone Company's policy to provide emergency warning and shelter. At the time the tornado warning is given, all employees are responsible for evacuating to their assigned shelters in a tornado emergency. The shelter assignments for tornados are:

- Tornado—Restrooms and David Gobrogge's office

Outside Plant personnel should immediately seek safe shelter. If caught outside or in a vehicle, lie flat in a nearby ditch or depression and cover your head with your hands. Do not try to outrun a tornado in your car. Be aware of flying debris.

In the Event of Lightning

Most lightning fatalities and injuries occur when people are caught outdoors in the summer months during the afternoon and evening. Outside Plant personnel are exposed to the risks of lightning. If lightning is occurring and sturdy shelter is not available, get inside a hard top automobile and keep the windows up. Avoid touching any metal. If caught outdoors and no shelter is available find a low spot away from trees, fences, and poles. If you feel your skin tingle or your hair stand on end, squat low to the ground on the balls of your feet. Place your hands over your ears and your head between your knees. Make yourself the smallest target possible and minimize your contact with the ground. Do not lie down.

Trained Evacuation Personnel

Evacuation Personnel

All Supervisors have been designated by Ridgeville Telephone Service Company and trained to assist in safe and orderly emergency evacuation for all types of emergency situations. These employees are to help direct all employees during emergency evacuation, serve as a resource of information about emergency procedures, and conduct head counts once evacuation has been completed.

Safety Responsibilities

Ridgeville Telephone Company Supervisors/Managers have safety responsibilities. They must:

- Assist in developing a written emergency action plan for regular and after-hours work conditions.
- Immediately notify the fire or police departments in the event of an emergency affecting their office.
- Integrate the emergency plan with the existing general emergency plan covering the building occupies.
- Distribute procedures for reporting a fire, the location of fire exits, and evacuation routes to each employee in their area.
- Distribute procedures for reporting a fire, bomb threat, or other emergency, the location of fire exits, and evacuation routes to each employee.
- Conduct drills to acquaint the employees with fire procedures and to judge their effectiveness.
- Satisfy all local fire codes and regulations as specified.
- See that designated employees are trained in the use of fire extinguishers and the application of medical first-aid techniques.
- Keep key management personnel home telephone numbers in a safe place in the office for immediate use in the event of a fire. Distribute a copy of the list to key persons to be retained in their homes for use in communicating a fire occurring during non-work hours.
- Decide to remain in or evacuate the workplace in the event of a fire.
- If evacuation is deemed necessary, the Assistant Manager ensures that:

All employees are notified and a head count is taken to confirm total evacuation of all employees.

When practical, equipment is placed and locked in storage rooms or desks for protection.

All records and property are arranged as necessary.

Training

At the time of an emergency, employees should know what type of evacuation is necessary and what their role is in carrying out the plan. In cases where the emergency is very grave, total and immediate evacuation of all employees is necessary. In other emergencies, a partial evacuation of nonessential employees with a delayed evacuation of others may be necessary for continued operation. We must be sure that employees know what is expected of them during and emergency to assure their safety.

This document is not one for which casual reading is intended or will suffice in getting the message across. If passed out as a statement to be read to oneself, some employees will choose not to read it, or will not understand the plan's importance. In addition, OSHA requires training on the plan's content.

A better method of communicating the emergency action plan is to give all employees a thorough briefing and demonstration. Ridgeville Telephone Company has all managers and supervisors present the plan to their staffs in small meetings.

Types of Emergency Evacuations

At this company the following types of emergency evacuation exists as detailed earlier in this plan:

- Fire
- Tornado

We have attached to this, samples, or procedures we thought would ensure a better understanding of our written program.

Emergency Operations – Loss of Service

Most service disruptions are recoverable using standard troubleshooting methods and material replacement actions to determine the root-cause and resolve the source of the problem. In some rare cases, however, the service-affecting event is so catastrophic that extraordinary means are required in order to restore service. These catastrophic situations are deemed disasters, and include such events as:

- Fire
- Tornado
- Sabotage
- Flood

In these cases, typically more than the switching system is lost. Buildings, power, inside/outside plant facilities and transportation infrastructure may also be impacted.

Disaster Manager – David Gobrogge, Assistant Manager

The potential for a disaster to simultaneously impact many facets of operation poses a coordination challenge for the operating company. It is extremely important that the Disaster Manager take in account the full spectrum of the operating company's support requirements. This would include an understanding of the capabilities and responsibilities of equipment vendors, local authorities, governmental agencies, etc. which may potentially be involved. The Disaster Manager will be responsible for testing and implementing the operating company's Disaster Plan, and has the authority to make significant decisions involving the purchase of material and support labor, and possibly the replacement of capital equipment.

Disaster Procedures

In the event of a disaster employees should:

- notify their Disaster Manager in the event of a current or potential disaster

Equipment Replacement

Once the extent of the equipment damage is determined, the operating company may find it necessary to replace all or part of the switch. The operating company Disaster Manager is authorized to decide whether the replacement will be partial or total.

Battery/Generator Back-Up

Switching offices are equipped with generators and batteries to keep them running should they lose commercial power. Portable generators are also available. Larger offices are equipped with generators.

Disaster Relief Plan – Waive of House to House Connection Charges

Once Ridgeville Telephone Company has activated its Disaster Relief Plan for customers whose homes or businesses were destroyed by fire, tornado, etc., connection charges will be waived for customers who move their phone service to a temporary or permanent location while their home or business is being repaired or rebuilt.

LINE 1210



S732 County Road 20B
Ridgeville Corners, OH 43555

Certification for Lifeline Service
Please read carefully, use pen, and fill out completely

Date: _____

_____ Initial Application

_____ Recertification Application (for Annual Review – Continuing Eligibility)

Applicant Information:

Full Name: _____

Date of Birth: _____
(Month) (Day) (Year)

Please provide the last 4 digits of your Social Security Number _____

Applicant Residential Address:

Number and Street: _____

City _____

State _____

Zip Code _____

(No PO Boxes permitted)

Check one:

_____ The address listed is my permanent address

_____ The address listed is my temporary address

Program Participation and Certification

I certify under penalty of perjury that I or a member of my household meets the income-based or program-based eligibility criteria for receiving the Lifeline discount. I or a member of my household receives benefits from the following program (check only one program):

- ☐ TANF - Temporary Assistance for Needy Families/Ohio Works First
- ☐ Home Energy Assistance Program
- ☐ Medicaid
- ☐ General/Disability Assistance
- ☐ Supplemental Security Income (SSI)
- ☐ SSDI – Blind and Disabled
- ☐ SNAP (Supplemental Nutrition Assistance Program)/Food Stamps
- ☐ Section 8 Federal Public Housing Assistance
- ☐ National School Free Lunch Program
- ☐ Eligibility based on income (see below for income criteria)

Lifeline Assistance Programs

from Ridgeville Telephone Company

Do you need phone service? Are you having trouble paying your telephone bills? If so, you may be eligible to take advantage of two special programs that help reduce the cost of phone service.

Lifeline Assistance can help qualified customers get phone service and pay their bills. These are public programs implemented by Ridgeville Telephone Company that help eligible households pay for basic telephone hook-up costs and monthly services.

You may be qualified if your household income is no more than 150 percent of the federal poverty income guidelines or if you participate in any of the following programs:

- Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid) or any state program that might supplant Medicaid
- Supplemental Security Income (SSI) under Title XVI of the Social Security Act
- Social security disability insurance – blind and disabled (SSDI)
- Home Energy Assistance Program (LIHEAP, HEAP & E-HEAP)
- Federal Public Housing Assistance (Section 8)
- Supplemental nutritional assistance program (SNAP/Food Stamps)
- Temporary Assistance for Needy Families (TANF/Ohio Works)
- National School Lunch Free Lunch Program (NSL)
- General assistance, including disability assistance (DA)

Lifeline Assistance will help qualified customers who already have telephone service save a significant amount of money on their monthly phone bills.

Lifeline benefits may be applied to only one type of service – landline or wireless – and is limited to one line per household. Qualifying customers must choose which service would best provide their needs.

Also, consumers can voluntarily forego presubscribed long distance telephone service by requesting toll-blocking, a service that prevents toll calls (such as long distance) from being made and prevents these consumers from paying hefty service deposits. Customers using this service can still use pre-paid calling cards or dial-around services to place long-distance calls from their homes.

For more information, or to find out if you qualify for the programs, call Ridgeville Telephone Company at 419-267-5185.



S732 County Road 20B
Ridgeville Corners, OH 43555

Lifeline Record Keeping Requirements for Eligibility Verification

Name of Lifeline Applicant _____

1. State or Federal social service or income database verification

- A. Name of database queried _____
- B. Date of database query _____
- C. 1. Copy of confirmation received _____
2. or Screen shot of confirmation page _____
3. or Confirmation by Ridgeville Telephone Company employee _____

2. State agency verification

- A. Name of the agency consulted
- B. Agency contact
- C. Date the confirmation of eligibility was received
- D. Copy of the notice provided by the agency that confirms eligibility

3.

A. Type of documentation reviewed for eligibility

- i. Award letter _____
- ii. Voucher _____
- iii. Benefits card _____
- iv. Income statement _____

B. Date or expiration date of documentation _____

C. Identifying information about documentation submitted

D. Date reviewed _____

F. Method the documentation was provided:

- i. In person _____
- ii. By fax _____
- iii. By mail _____
- iv. Electronically _____

G. Name of employee who reviewed the documentation

H. Name on documentation demonstrating program participation is part of applicant's household (if different from name of applicant)

I. Certification that individual named on documentation demonstrating program participation is part of applicant's household (if different from name of applicant)

J. Certification that individual named on documentation demonstrating program Participation does not already received Lifeline (if different from name of applicant) _____

YOU

MAY BE ELIGIBLE

FOR LIFELINE

WHAT YOU NEED TO KNOW



Ridgeville Telephone Company What is Lifeline?

Lifeline is a government benefit program, non-transferable, that provides discounted phone service to eligible, low-income consumers. Eligible consumers may receive **one** benefit per household, consisting of either wireline or wireless service. All eligible consumers must prove their eligibility to enroll. Consumers who willfully make false statements in order to obtain the Lifeline benefit can be punished by fine or imprisonment or can be barred from the program.

How Do I Qualify for Lifeline Discounts?

The Lifeline benefit is available to eligible low-income consumers in every state, territory, commonwealth, and on Tribal Lands. To qualify for Lifeline, subscribers must either have an income that is at or below 150% of the Federal Poverty Guidelines, or participate in a qualifying state, federal or Tribal assistance program.

For More Information:

For more information about eligibility, how to apply for Lifeline benefits, or what to do if your household is receiving more than one Lifeline discount, visit www.lifelinesupport.org or contact the Ridgeville Telephone Company at 419-267-5185. You may also call the Federal Communications Commission at 1-888-225-5322.

**Ridgeville Telephone Company
Lifeline Manual**

Lifeline is a government program that offers qualified low-income households a discount on their monthly telephone bill. Each state has its own guidelines to qualify. The application and qualification process differs by state. The Ridgeville Telephone Company is tariffed for Lifeline in accordance with PUCO CASE NO. 10-2377-TP-COI effective May 23, 2012.

Under Congressional mandate 47 CFR part 54 and Change Order FCC 12-11, the federal Universal Service Fund supports the Lifeline Assistance programs. This program provides discounts on basic monthly service for telephone service at the primary residence to income-eligible consumers. The Federal Communications Commission (FCC), with the help of the Universal Service Administrative Company (USAC), administers the Universal Service Fund.

The Ridgeville Telephone Company seeks reimbursement from the federal Universal Service Fund's Low Income Program for the revenue forgone by providing discounted service to eligible low-income consumers.

Per WC Docket 11-42 and 03-109, USAC pays companies based upon claims for reimbursement of actual support payments made. Ridgeville Telephone Company files the FCC 497 online, no later than the 8th of each month. Carriers can file original and revised Form 497s for up to 25 months depending on the time of year.

USAC routinely reviews carriers' support claims to ensure they are consistent with the Federal Communication Commission's rules. In addition to the review of the data submitted on Form 497, USAC's Internal Audit Division conducts Low Income beneficiary audits to ensure program compliance.

USAC disburses Low Income support payments once each month.

There are no tribal lands in Ridgeville Telephone Company's serving area.

§ 54.101 Supported services for rural, insular and high cost areas.

(a) Services designated for support. Voice Telephony services shall be supported by federal universal service support mechanisms. Eligible voice telephony services must provide:

- a. voice grade access to the public switched network or its functional equivalent;
- b. minutes of use for local service provided at no additional charge to end users;
- c. access to the emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911, to the extent the local government in an eligible carrier's service area has implemented 911 or enhanced 911 systems;
- d. and toll limitation services to qualifying low-income consumers

§ 54.401 Lifeline defined.

(a) As used in this subpart, Lifeline means a non-transferable retail service offering:

- (1) For which qualifying low-income consumers pay reduced charges as a result of application of the Lifeline support amount described in § 54.403; and
- (2) That provides qualifying low-income consumers with voice telephony service as specified in § 54.101(a). Toll limitation service does not need to be offered for any Lifeline service that does not distinguish between toll and non-toll calls in the pricing of the service. If an eligible telecommunications carrier charges Lifeline subscribers a fee for toll calls that is in addition to the per month or per billing cycle price of the subscribers' Lifeline service, the carrier must offer toll limitation service at no charge to its subscribers as part of its Lifeline service offering.

(b) Ridgeville Telephone Company may allow qualifying low-income consumers to apply Lifeline discounts to any residential service plan that includes voice telephony service, including bundled packages of voice and data services; and plans that include optional calling features such as, but not limited to, caller identification, call waiting, voicemail, and three-way calling. Eligible telecommunications carriers may also permit qualifying low-income consumers to apply their Lifeline discount to family shared calling plans.

(c) Ridgeville Telephone Company may not collect a service deposit in order to initiate Lifeline service for plans that:

- (1) Do not charge subscribers additional fees for toll calls; or
- (2) That charge additional fees for toll calls, but the subscriber voluntarily elects toll limitation service.

(d) As Ridgeville Telephone Company is designated by a Ohio commission, the Ohio state commission shall file or require Ridgeville Telephone Company to file information with the

Administrator demonstrating that the carrier's Lifeline plan meets the criteria set forth in this subpart and describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, including details on the number of minutes provided as part of the plan, additional charges, if any, for toll calls, and rates for each such plan. To the extent Ridgeville Telephone Company offers plans to Lifeline subscribers that are generally available to the public, it may provide summary information regarding such plans, such as a link to a public website outlining the terms and conditions of such plans. Lifeline assistance shall be made available to qualifying low-income consumers as soon as the Administrator certifies that the carrier's Lifeline plan satisfies the criteria set out in this subpart.

(e) Consistent with § 52.33(a)(1)(i)(C), Ridgeville Telephone Company may not charge Lifeline customers a monthly number-portability charge.

§ 54.403 Lifeline support amount.

(a) The federal Lifeline support amount for all eligible telecommunications carriers shall equal:

(1) Basic support amount. Federal Lifeline support in the amount of **\$9.25** per month will be made available to an eligible telecommunications carrier providing Lifeline service to a qualifying low-income consumer, if that carrier certifies to the Administrator that it will pass through the full amount of support to the qualifying low-income consumer and that it has received any non-federal regulatory approvals necessary to implement the rate reduction.

(b) Application of Lifeline Discount Amount.

(1) Eligible telecommunications carriers that charge federal End User Common Line charges or equivalent federal charges must apply federal Lifeline support to waive the federal End User Common Line charges for Lifeline subscribers. Such carriers must apply any additional federal support amount to a qualifying low-income consumer's intrastate rate, if the carrier has received the non-federal regulatory approvals necessary to implement the required rate reduction. Other eligible telecommunications carriers must apply the federal Lifeline support amount, plus any additional support amount, to reduce the cost of any generally available residential service plan or package offered by such carriers that provides voice telephony service as described in § 54.101, and charge Lifeline subscribers the resulting amount.

(2) Where a subscriber makes only a partial payment to an eligible telecommunications carrier for a bundled service package, the eligible telecommunications carrier must apply the partial payment first to the allocated price of the voice telephony service component of the package and then to the cost of any additional services included in the bundled package.

(c) Toll limitation service. An eligible telecommunications carrier providing toll limitation service voluntarily elected by Lifeline subscribers whose Lifeline plans would otherwise include a fee for placing a toll call that would be in addition to the per month or per billing cycle price of the subscriber's Lifeline service, shall, for April 2012 Lifeline disbursements through December 2013 Lifeline disbursements, receive support in an amount equal to the lesser of:

(1) The eligible telecommunications carrier's incremental cost of providing either toll blocking services or toll control services to each Lifeline subscriber who has selected such service; or

(2) The following amounts for each Lifeline subscriber who has selected toll blocking services or toll control services:

- (i) \$3.00 per month per subscriber during 2012; and
- (ii) \$2.00 per month per subscriber during 2013.

§ 54.404 The National Lifeline Accountability Database.

(a) State certification. An eligible telecommunications carrier operating in a state that provides an approved valid certification to the Commission in accordance with this section is not required to comply with the requirements set forth in paragraphs (b) and (c) of this section with respect to the eligible telecommunications carriers' subscribers in that state. A valid certification must include a statement that the state has a comprehensive system in place to prevent duplicative federal Lifeline support that is at least as robust as the system adopted by the Commission and that incorporates information from all eligible telecommunications carriers receiving low-income support in the state and their subscribers. A valid certification must also describe in detail how the state system functions and for each requirement adopted by the Commission to prevent duplicative support, how the state system performs the equivalent functions. The certification must be submitted to the Commission no later than six months from the effective date of this section of the Commission's rules to be valid. Such certification will be considered approved unless the Wireline Competition Bureau rejects the certification within 90 days of filing.

(b) The National Lifeline Accountability Database. In order to receive Lifeline support, eligible telecommunications carriers operating in states that have not provided the Commission with approved valid certification pursuant to paragraph (a) of this section must comply with the following requirements:

- (1) All eligible telecommunications carriers must query the National Lifeline Accountability Database to determine whether a prospective subscriber who has executed a certification pursuant to § 54.410(d) is currently receiving a Lifeline service from another eligible telecommunications carrier; and whether anyone else living at the prospective subscriber's residential address is currently receiving a Lifeline service.

(2) If the Database indicates that a prospective subscriber, who is not seeking to port his or her telephone number, is currently receiving a Lifeline service, the eligible telecommunications carrier must not provide and shall not seek or receive Lifeline reimbursement for that subscriber.

(3) If the Database indicates that another individual at the prospective subscriber's residential address is currently receiving a Lifeline service, the eligible telecommunications carrier must not seek and will not receive Lifeline reimbursement for providing service to that prospective subscriber, unless the prospective subscriber has certified, pursuant to § 54.410(d) that to the best of his or her knowledge, no one in his or her household is already receiving a Lifeline service.

(4) An eligible telecommunications carrier is not required to comply with paragraphs (b)(1)-(3) of this section if it receives notice from a state Lifeline administrator or other state agency that the administrator or other agency has queried the Database about a prospective subscriber and that providing the prospective subscriber with a Lifeline benefit would not result in duplicative support.

(5) Eligible telecommunications carriers may query the Database only for the purposes provided in paragraphs (b)(1)-(b)(3) of this section, and to determine whether information with respect to its subscribers already in the Database is correct and complete.

(6) Eligible telecommunications carriers must transmit to the Database in a format prescribed by the Administrator each new and existing Lifeline subscriber's full name; full residential address; date of birth and the last four digits of the subscriber's social

security number; the telephone number associated with the Lifeline service; the date on which the Lifeline service was initiated; the date on which the Lifeline service was terminated, if it has been terminated; the amount of support being sought for that subscriber; and the means through which the subscriber qualified for Lifeline.

(6) In the event that two or more eligible telecommunications carriers transmit the information required by this paragraph to the Database for the same subscriber, only the eligible telecommunications carrier whose information was received and processed by the Database first, as determined by the Administrator, will be entitled to reimbursement from the Fund for that subscriber.

(7) All eligible telecommunications carriers must update an existing Lifeline subscriber's information in the Database within ten business days of receiving any change to that information, except as described in paragraph (b)(10) of this section.

(8) All eligible telecommunications carriers must obtain, from each new and existing subscriber, consent to transmit the subscriber's information. Prior to obtaining consent, the eligible telecommunications carrier must describe to the subscriber, using clear, easily understood language, the specific information being transmitted, that the information is being transmitted to the Administrator to ensure the proper administration of the Lifeline program, and that failure to provide consent will result in subscriber being denied the Lifeline service.

(9) When an eligible telecommunications carrier de-enrolls a subscriber, it must transmit to the Database the date of Lifeline service de-enrollment within one business day of de-enrollment.

§ 54.405 Carrier obligation to offer Lifeline.

All eligible telecommunications carriers must:

- (a) **Make available Lifeline service, as defined in § 54.401, to qualifying low-income consumers.**
- (b) Publicize the availability of Lifeline service in a manner reasonably designed to reach those likely to qualify for the service.
- (c) Indicate on all materials describing the service, using easily understood language, that it is a Lifeline service, that 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. For the purposes of this section, the term "materials describing the service" includes all print, audio, video, and web materials used to describe or enroll in the Lifeline service offering, including application and certification forms.
- (d) Disclose the name of Ridgeville Telephone Company\ on all materials describing the service.
- (e) **De-enrollment.**

(1) De-enrollment generally. If Ridgeville Telephone Company has a reasonable basis to believe that a Lifeline subscriber no longer meets the criteria to be considered a qualifying low- income consumer under § 54.409, Ridgeville Telephone Company must notify the subscriber of impending termination of his or her Lifeline service.

Notification of impending termination must be sent in writing separate from the subscriber's monthly bill, if one is provided, and must be written in clear, easily understood language. A carrier providing Lifeline service in a state that has dispute resolution procedures applicable to Lifeline termination, that requires, at a minimum, written notification impending termination, must comply with the applicable state requirements. Ridgeville Telephone Company must allow a subscriber 30 days following

the date of the impending termination letter required to demonstrate continued eligibility. A subscriber making such a demonstration must present proof of continued eligibility to the carrier consistent with applicable annual re-certification requirements, as described in § 54.410(f). Ridgeville Telephone Company must terminate any subscriber who fails to demonstrate continued eligibility within the 30-day time period. A carrier providing Lifeline service in a state that has dispute resolution procedures applicable to Lifeline termination must comply with the applicable state requirements.

(2) De-enrollment for duplicative support. Notwithstanding paragraph (e)(1) of this section, upon notification by the Administrator to Ridgeville Telephone Company that a subscriber is receiving Lifeline service from another eligible telecommunications carrier or that more than one member of a subscriber's household is receiving Lifeline service and therefore that the subscriber should be de-enrolled from participation in that carrier's Lifeline program, Ridgeville Telephone Company must de-enroll the subscriber from participation in that carrier's Lifeline program within five business days. Ridgeville Telephone Company shall not be eligible for Lifeline reimbursement for any de-enrolled subscriber following the date of that subscriber's de-enrollment.

(3) De-enrollment for non-usage. Notwithstanding paragraph (e)(1) of this section, if a Lifeline subscriber fails to use, as "usage" is defined in § 54.407(c)(2), for 60 consecutive days a Lifeline service that does not require Ridgeville Telephone Company to assess or collect a monthly fee from its subscribers, Ridgeville Telephone Company must provide the subscriber 30 days' notice, using clear, easily understood language, that the subscriber's failure to use the Lifeline service within the 30-day notice period will result in service termination for non-usage under this paragraph. If the subscriber uses the Lifeline service within 30 days of the carrier providing such notice, Ridgeville Telephone Company shall not terminate the subscriber's Lifeline service. Ridgeville Telephone

Company shall report to the Commission annually the number of subscribers de-enrolled for non-usage under this paragraph. This de-enrollment information must be reported by month and must be submitted to the Commission at the time Ridgeville Telephone Company submits its annual certification report pursuant to § 54.416.

(4) De-enrollment for failure to re-certify. Notwithstanding paragraph (e)(1) of this section, Ridgeville Telephone Company must de-enroll a Lifeline subscriber who does not respond to the Ridgeville Telephone Company's attempts to obtain re-certification of the subscriber's continued eligibility as required by § 54.410(f); who fails to provide the annual one-per-household re-certifications as required by § 54.410(f); or who relies on a temporary address and fails to respond to Ridgeville Telephone Company's address re-certification attempts pursuant to § 54.410(g). Prior to de-enrolling a subscriber under this paragraph, Ridgeville Telephone Company must notify the subscriber in writing separate from the subscriber's monthly bill, if one is provided using clear, easily understood language, that failure to respond to the re-certification request within 30 days of the date of the request will trigger de-enrollment. If a subscriber does not respond to Ridgeville Telephone Company's notice of impending de-enrollment, Ridgeville Telephone Company must de-enroll the subscriber from Lifeline within five business days after the expiration of the subscriber's time to respond to the re-certification efforts.

§ 54.407 Reimbursement for offering Lifeline.

(a) Universal service support for providing Lifeline shall be provided directly to Ridgeville Telephone Company, based on the number of actual qualifying low-income consumers it serves.

(b) Ridgeville Telephone Company may receive universal service support reimbursement for each qualifying low-income consumer served. For each qualifying low-income consumer receiving Lifeline service, the reimbursement amount shall equal the federal support amount, including the support amounts described in § 54.403(a) and (c). Ridgeville Telephone Company's universal service support reimbursement shall not exceed Ridgeville Telephone Company's rate for that offering, or similar offerings, subscribed to by consumers who do not qualify for Lifeline.

(c) Ridgeville Telephone Company offering a Lifeline service that does not require the Ridgeville Telephone Company to assess or collect a monthly fee from its subscribers:

(1) Shall not receive universal service support for a subscriber to such Lifeline service until the subscriber activates the service by whatever means specified by the carrier, such as completing an outbound call; and

(2) After service activation, Ridgeville Telephone Company shall only continue to receive universal service support reimbursement for such Lifeline service provided to subscribers who have used the service within the last 60 days, or who have cured their non-usage as provided for in § 54.405(e)(3). Any of these activities, if undertaken by the subscriber will establish "usage" of the Lifeline service:

(i) Completion of an outbound call;

(ii) Purchase of minutes from Ridgeville Telephone Company to add to the subscriber's service plan;

(iii) Answering an incoming call from a party other than Ridgeville Telephone

Company or the eligible telecommunications carrier's agent or representative; or

(iv) Responding to direct contact from Ridgeville Telephone Company

and confirming that he or she wants to continue receiving the Lifeline service.

(d) In order to receive universal service support reimbursement, Ridgeville Telephone Company must certify, as part of each request for reimbursement, that it is in compliance with all of the rules in this subpart, and, to the extent required under this subpart, has obtained valid certification and re-certification forms from each of the subscribers for whom it is seeking reimbursement.

(e) In order to receive universal service support reimbursement, Ridgeville Telephone Company must keep accurate records of the revenues it forgoes in providing Lifeline services. Such records shall be kept in the form directed by the Administrator and provided to the Administrator at intervals as directed by the Administrator or as provided in this Subpart.

§ 54.409 Consumer qualification for Lifeline.

(a) To constitute a qualifying low-income consumer:

(1) A consumer's household income as defined in § 54.400(f) must be at or below 150% of the Federal Poverty Guidelines for a household of that size; or

(2) The consumer, one or more of the consumer's dependents, or the consumer's household must receive benefits from one of the following federal assistance programs: Medicaid; Supplemental Nutrition Assistance Program; Supplemental Security Income; Federal Public Housing Assistance (Section 8); Low-Income Home Energy Assistance Program; National School Lunch Program's free lunch program; or Temporary Assistance for Needy Families; or

(3) The consumer must meet eligibility criteria established by a state for its residents, provided that such state-specific criteria are based solely on income or factors directly related to income.

(b) In addition to meeting the qualifications provided in paragraph (a) of this section, in order to constitute a qualifying low-income consumer, a consumer must not already be receiving a Lifeline service, and there must not be anyone else in the subscriber's household subscribed to a Lifeline service.

§ 54.410 Subscriber eligibility determination and certification.

(a) Ridgeville Telephone Company must implement policies and procedures for ensuring that their Lifeline subscribers are eligible to receive Lifeline services.

(b) Initial income-based eligibility determination.

(1) Except where a state Lifeline administrator or other state agency is responsible for the initial determination of a subscriber's eligibility, when a prospective subscriber seeks to qualify for Lifeline or using the income-based eligibility criteria provided for in § 54.409(a)(1) or (a)(3) Ridgeville Telephone Company:

(i) Must not seek reimbursement for providing Lifeline to a subscriber, unless Ridgeville Telephone Company has received a certification of eligibility from the prospective subscriber that complies with the requirements set forth in paragraph (d) of this section and has confirmed the subscriber's income-based eligibility using the following procedures:

(A) If Ridgeville Telephone Company can determine a prospective subscriber's income-based eligibility by accessing one or more databases containing information regarding the subscriber's income ("income databases"), Ridgeville Telephone Company must access such income databases and determine whether the prospective subscriber qualifies for Lifeline.

(B) If Ridgeville Telephone Company cannot determine a prospective subscriber's income-based eligibility by accessing income databases, the eligible telecommunications carrier must review documentation that establishes that the prospective subscriber meets the income-eligibility criteria set forth in sections 54.409(a)(1) or (a)(3). Acceptable documentation of income eligibility includes the prior year's state or federal tax return; current income statement from an

employer or paycheck stub; a Social Security statement of benefits; a Veterans Administration statement of benefits; a retirement/pension statement of benefits; an Unemployment/Workers' Compensation statement of benefit; federal notice letter of participation in General Assistance; or a divorce decree, child support award, or other official document containing income information. If the prospective subscriber presents documentation of income that does not cover a full year, such as current pay stubs, the prospective subscriber must present the same type of documentation covering three consecutive months within the previous twelve months.

(ii) Must not retain copies of the documentation of a prospective subscriber's income- based eligibility for Lifeline.

(iii) Must, consistent with § 54.417, keep and maintain accurate records detailing the data source a carrier used to determine a subscriber's eligibility or the documentation a subscriber provided to demonstrate his or her eligibility for Lifeline.

(2) Where a state Lifeline administrator or other state agency is responsible for the initial determination of a subscriber's eligibility, Ridgeville Telephone Company must not seek reimbursement for providing Lifeline service to a subscriber, based on that subscriber's income eligibility, unless Ridgeville Telephone Company has received from the state Lifeline administrator or other state agency:

(i) Notice that the prospective subscriber meets the income-eligibility criteria set forth in

§§ 54.409(a)(1) or (a)(3); and

(ii) A copy of the subscriber's certification that complies with the requirements set forth in paragraph (d) of this section.

(c) Initial program-based eligibility determination.

(1) Except in states where a state Lifeline administrator or other state agency is responsible for the initial determination of a subscriber's program-based eligibility, when a prospective subscriber seeks to qualify for Lifeline service using the program-based criteria set forth in §§

54.409 (a)(2), (a)(3) or (b), Ridgeville Telephone Company:

(i) Must not seek reimbursement for providing Lifeline to a subscriber unless Ridgeville Telephone Company has received a certification of eligibility from the subscriber that complies with the requirements set forth in paragraph (d) of this section and has confirmed the subscriber's program-based eligibility using the following procedures:

(A) If Ridgeville Telephone Company can determine a prospective subscriber's program-based eligibility for Lifeline by accessing one or more databases containing information regarding enrollment in qualifying assistance programs ("eligibility databases"), Ridgeville Telephone Company must access such eligibility databases to determine whether the prospective subscriber qualifies for Lifeline based on participation in a qualifying assistance program; or

(B) If Ridgeville Telephone Company cannot determine a prospective subscriber's program-based eligibility for Lifeline by accessing eligibility databases, the eligible telecommunications carrier must review documentation demonstrating that a prospective subscriber qualifies for Lifeline under the program-based eligibility requirements. Acceptable documentation of program eligibility includes the current or prior year's statement of benefits from a qualifying assistance program, a notice or letter of participation in a qualifying assistance program, program participation documents, or another official

document demonstrating that the prospective subscriber, one or more of the prospective subscriber's dependents or the prospective subscriber's household receives benefits from a qualifying assistance program.

(ii) Must not retain copies of the documentation of a subscriber's program-based eligibility for Lifeline services.

(iii) Must, consistent with § 54.517, keep and maintain accurate records detailing the data source a carrier used to determine a subscriber's program-based eligibility or the documentation a subscriber provided to demonstrate his or her eligibility for Lifeline.

(2) Where a state Lifeline administrator or other state agency is responsible for the initial determination of a subscriber's eligibility, when a prospective subscriber seeks to qualify for Lifeline service using the program-based eligibility criteria provided in § 54.409, Ridgeville Telephone Company must not seek reimbursement for providing Lifeline to a subscriber unless the carrier has received from the state Lifeline administrator or other state agency:

(i) Notice that the subscriber meets the program-based eligibility criteria set forth in §§ 54.409(a)(2), (a)(3) or (b); and

(ii) a copy of the subscriber's certification that complies with the requirements set forth in paragraph (d) of this section.

(d) Eligibility certifications. Eligible telecommunications carriers and state Lifeline administrators or other state agencies that are responsible for the initial determination of a subscriber's eligibility for Lifeline must provide prospective subscribers Lifeline certification forms that in clear, easily understood language:

(1) Provide the following information:

(i) Lifeline is a federal benefit and that willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being

barred from the program;

(ii) Only one Lifeline service is available per household;

(iii) A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses;

(iv) household is not permitted to receive Lifeline benefits from multiple providers;

(v) Violation of the one-per-household limitation constitutes a violation of the Commission's rules and will result in the subscriber's de-enrollment from the program; and

(vi) Lifeline is a non-transferable benefit and the subscriber may not transfer his or her benefit to any other person.

(2) Require each prospective subscriber to provide the following information:

(i) The subscriber's full name;

(ii) The subscriber's full residential address;

(iii) Whether the subscriber's residential address is permanent or temporary;

(iv) The subscriber's billing address, if different from the subscriber's residential address;

(v) The subscriber's date of birth;

(vi) The last four digits of the subscriber's social security number

(vii) If the subscriber is seeking to qualify for Lifeline under the program-based criteria, as set forth in § 54.409, the name of the qualifying assistance program from which the subscriber, his or her dependents, or his or her household receives benefits; and

(viii) If the subscriber is seeking to qualify for Lifeline under the income-based criterion, as set forth in § 54.409, the number of individuals in his or her household.

(3) Require each prospective subscriber to certify, under penalty of perjury, that:

- (i) The subscriber meets the income-based or program-based eligibility criteria for receiving Lifeline, provided in § 54.409;
- (ii) The subscriber will notify the Ridgeville Telephone Company within 30 days if for any reason he or she no longer satisfies the criteria for receiving Lifeline including, as relevant, if the subscriber no longer meets the income-based or program-based criteria for receiving Lifeline support, the subscriber is receiving more than one Lifeline benefit, or another member of the subscriber's household is receiving a Lifeline benefit.
- (ii) If the subscriber provided a temporary residential address to Ridgeville Telephone Company, he or she will be required to verify his or her temporary residential address every 90 days;
- (iii) The subscriber's household will receive only one Lifeline service and, to the best of his or her knowledge, the subscriber's household is not already receiving a Lifeline service;
- (iv) The information contained in the subscriber's certification form is true and correct to the best of his or her knowledge,
- (v) The subscriber acknowledges that providing false or fraudulent information to receive Lifeline benefits is punishable by law; and
- (vi) The subscriber acknowledges that the subscriber may be required to re-certify his or her continued eligibility for Lifeline at any time, and the subscriber's failure to re-certify as to his or her continued eligibility will result in de-enrollment and the termination of the subscriber's Lifeline benefits pursuant to § 54.405(e)(4).

(e) State Lifeline administrators or other state agencies that are responsible for the initial determination of a subscriber's eligibility for Lifeline must provide Ridgeville Telephone

Company with a copy of each of the certification forms collected by the state Lifeline administrator or other state agency from that carrier's subscribers.

(f) Annual eligibility re-certification process.

(1) Ridgeville Telephone Company must annually re-certify all subscribers except for subscribers in states where a state Lifeline administrator or other state agency is responsible for re-certification of subscribers' Lifeline eligibility.

(2) In order to re-certify a subscriber's eligibility, Ridgeville Telephone Company must confirm a subscriber's current eligibility to receive Lifeline by:

- (i) Querying the appropriate eligibility databases, confirming that the subscriber still meets the program-based eligibility requirements for Lifeline, and documenting the results of that review; or
- (ii) Querying the appropriate income databases, confirming that the subscriber continues to meet the income-based eligibility requirements for Lifeline, and documenting the results of that review; or
- (iii) Obtaining a signed certification from the subscriber that meets the certification requirements in paragraph (d) of this section.

(3) Where a state Lifeline administrator or other state agency is responsible for re-certification of a subscriber's Lifeline eligibility, the state Lifeline administrator or other state agency must confirm a subscriber's current eligibility to receive a Lifeline service by:

- (i) Querying the appropriate eligibility databases, confirming that the subscriber still meets the program-based eligibility requirements for Lifeline, and documenting the results of that review; or
- (ii) Querying the appropriate income databases, confirming that the subscriber continues to meet the income-based eligibility requirements for Lifeline, and

documenting the results of that review; or

(iii) Obtaining a signed certification from the subscriber that meets the certification requirements in paragraph (d) of this section.

(4) Where a state Lifeline administrator or other state agency is responsible for re-certification of subscribers' Lifeline eligibility, the state Lifeline administrator or other state agency must provide to Ridgeville Telephone Company the results of its annual re-certification efforts with respect to that eligible telecommunications carrier's subscribers.

(5) If Ridgeville Telephone Company is unable to re-certify a subscriber or has been notified of a state Lifeline administrator's or other state agency's inability to re-certify a subscriber, the eligible telecommunications carrier must comply with the de-enrollment requirements provided for in § 54.405(e)(4).

(g) Re-certification of temporary address. Ridgeville Telephone Company must re-certify, every 90 days, the residential address of each of its subscribers who have provided a temporary address as part of the subscriber's initial certification or re-certification of eligibility, pursuant to paragraphs (d), (e), or (f) of this section.

§ 54.416 Annual certifications by eligible telecommunications carriers.

(a) Eligible telecommunications carrier certifications. Ridgeville Telephone Company is required to make and submit to the Administrator the following annual certifications, under penalty of perjury, relating to the Lifeline program:

(1) An officer of Ridgeville Telephone Company must certify that the carrier has policies and procedures in place to ensure that its Lifeline subscribers are eligible to receive Lifeline services. Ridgeville Telephone Company must make this certification annually to the Administrator as part of the carrier's submission of annual re-certification data pursuant to this section. In instances where Ridgeville Telephone Company confirms consumer eligibility by relying on income or eligibility databases, as defined in §§ 54.410(b)(1)(A) or (c)(1)(A), the representative must attest annually as to what specific data sources Ridgeville Telephone Company used to confirm eligibility.

(2) An officer of Ridgeville Telephone Company must certify that the carrier is in compliance with all federal Lifeline certification procedures. Ridgeville Telephone Company must make this certification annually to the Administrator as part of the carrier's submission of re-certification data pursuant to this section.

(3) An officer of Ridgeville Telephone Company must certify annually that Ridgeville Telephone Company has obtained a valid certification form for each subscriber for whom the carrier seeks Lifeline reimbursement.

(b) Ridgeville Telephone Company must annually provide the results of their re-certification efforts, performed pursuant to § 54.410(f), to the Commission and the Administrator. Eligible telecommunications carriers designated as such by one or more states pursuant to § 54.201 must

also provide, on an annual basis, the results of their re-certification efforts to state commissions for subscribers residing in those states where the state designated the eligible telecommunications carrier.

(c) States that mandate Lifeline support may impose additional standards on eligible telecommunications carriers operating in their states to ensure compliance with state Lifeline programs.

§ 54.417 Recordkeeping requirements.

(a) Ridgeville Telephone Company must maintain records to document compliance with all Commission and state requirements governing the Lifeline program for the three full preceding calendar years and provide that documentation to the Commission or Administrator upon request. Notwithstanding the preceding sentence, Ridgeville Telephone Company must maintain the documentation required in §§ 54.410(d) and 54.410(f) for as long as the subscriber receives Lifeline service from Ridgeville Telephone Company.

(b) If an eligible telecommunications carrier provides Lifeline discounted wholesale services to a reseller, it must obtain a certification from that reseller that it is complying with all Commission requirements governing the Lifeline program.

(c) Non-eligible-telecommunications-carrier resellers that purchase Lifeline discounted wholesale services to offer discounted services to low-income consumers must maintain records to document compliance with all Commission requirements governing the Lifeline program for the three full preceding calendar years and provide that documentation to the Commission or Administrator upon request. To the extent such a reseller provides discounted services to low-income consumers, it must fulfill the obligations of an eligible telecommunications carrier in §§ 54.405(e), 54.405(f), and 54.410.

§ 54.419 Validity of electronic signatures.

(a) For the purposes of this subpart, an electronic signature, defined by the Electronic Signatures in Global and National Commerce Act, as an electronic sound, symbol, or process, attached to or logically associated with a contract or other record and executed or adopted by a person with the intent to sign the record, has the same legal effect as a written signature.

(b) For the purposes of this subpart, an electronic record, defined by the Electronic Signatures in Global and National Commerce Act as a contract or other record created, generated, sent, communicated, received, or stored by electronic means, constitutes a record.

§ 54.420 Low income program audits.

(a) Independent audit requirements for eligible telecommunications carriers. Companies that receive \$5 million or more annually in the aggregate, on a holding company basis, in Lifeline reimbursements must obtain a third party biennial audit of their compliance with the rules in this subpart. Such engagements shall be agreed upon performance attestations to assess the company's overall compliance with rules and the company's internal controls regarding these regulatory requirements.

(1) For purposes of the \$5 million threshold, a holding company consists of operating companies and affiliates, as that term is defined in section 3(2) of the Communications Act of 1934, as amended, that are eligible telecommunications carriers.

(2) The initial audit must be completed one year after the Commission issues a standardized audit plan outlining the scope of the engagement and the extent of compliance testing to be performed by third-party auditors and shall be conducted every two years thereafter, unless directed otherwise by the Commission. The following minimum requirements shall apply:

(i) The audit must be conducted by a licensed certified public accounting firm that is independent of the carrier.

(ii) The engagement shall be conducted consistent with government accounting standards (GAGAS).

(3) The certified public accounting firm shall submit to the Commission any rule interpretations necessary to complete the biennial audit, and the Administrator shall notify all firms subject to the biennial audit requirement of such requests. The audit issue will be noted, but not held as a negative finding, in future audit reports for all carriers subject to

this requirement unless and until guidance has been provided by the Commission.

(4) Within 60 days after completion of the audit work, but prior to finalization of the report, the third party auditor shall submit a draft of the audit report to the Commission and the Administrator, who shall be deemed authorized users of such reports.

Finalized audit reports must be provided to the Commission, the Administrator, and relevant states and Tribal governments within 30 days of the issuance of the final audit report. The reports will not be considered or deemed confidential.

(5) Delegated authority. The Wireline Competition Bureau and the Office of Managing Director have delegated authority to perform the functions specified in §§ 54.22(a)(2) and (a)(3).

(b) Audit requirements for new eligible telecommunications carriers. After a company is designated for the first time in any state or territory the Administrator will audit that new eligible telecommunications carrier to assess its overall compliance with the rules in this subpart and the company's internal controls regarding these regulatory requirements. This audit should be conducted within the carrier's first twelve months of seeking federal low-income Universal Service Fund support.

§ 54.422 Annual reporting for eligible telecommunications carriers that receive low-income support.

(a) In order to receive support under this subpart, Ridgeville Telephone Company must annually report the company name, names of the company's holding company, operating companies and affiliates, and any branding (a "dba," or "doing-business-as company" or brand designation) as well as relevant universal service identifiers for each such entity by Study Area Code. For purposes of this paragraph, "affiliates" has the meaning set forth in section 3(2) of the Communications Act of 1934, as amended.

(b) In order to receive support under this subpart, a common carrier designated as an eligible telecommunications carriers under section 214(e)(6) of the Act must annually provide:

(1) Detailed information on any outage in the prior calendar year, as that term is defined in 47 CFR § 4.5, of at least 30 minutes in duration for each service area in which the eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect

(i) At least ten percent of the end users served in a designated service area; or

(ii) A 911 special facility, as defined in 47 CFR § 4.5(e).

(iii) Specifically, the eligible telecommunications carrier's annual report must include information detailing:

(A) The date and time of onset of the outage;

(B) A brief description of the outage and its resolution;

(C) The particular services affected;

(D) The geographic areas affected by the outage;

(E) Steps taken to prevent a similar situation in the future; and

(F) The number of customers affected.

(2) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year;

(3) Certification of compliance with applicable service quality standards and consumer protection rules;

(4) Certification that the carrier is able to function in emergency situations as set forth in § 54.202(a)(2);

(5) Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, including details on the number of minutes provided as part of the plan, additional charges, if any, for toll calls, and rates for each such plan. To the extent the eligible telecommunications carrier offers plans to Lifeline subscribers that are generally available to the public, it may provide summary information regarding such plans, such as a link to a public website outlining the terms and conditions of such plans.

(c) All reports required by this section must be filed with the Office of the Secretary of the Commission, and with the Administrator. Such reports must also be filed with the relevant state commissions and the relevant authority in a U.S. territory.

**APPENDIX
B**

§ 54.417 Recordkeeping Requirements

Eligible telecommunications carriers must maintain records to document compliance with all Commission and state requirements governing the Lifeline programs for the ten full preceding calendar years and provide that documentation to the Commission or Administrator upon request. Notwithstanding the preceding sentence, eligible telecommunications carriers must maintain the documentation required in §§ 54.409(d) and 54.410(b)(3) for as long as the consumer receives Lifeline service from that eligible telecommunications carrier.

APPENDIX C

Certification Requirements for Lifeline Subscribers

Pursuant to the Universal Service Low-Income Order, Ridgeville Telephone Company must provide the following information in clear, easily understandable language on their initial and annual Lifeline certification forms:

Household Information for Initial and Annual Certification Forms

- **Contact Information:** All certification forms must ask for the Lifeline subscriber's name and address information.
 - **Residential Address:** Prior to providing service to a consumer, Ridgeville Telephone Company must collect a residential address from each subscriber, which the subscriber must indicate is his/her permanent address, and a billing address, if different than the subscriber's residential address. Ridgeville Telephone Company should inform subscribers that, if the subscriber moves, they must provide their new address to the Ridgeville Telephone Company within 30 days of moving.
 - A consumer who lacks a permanent residential address (e.g., address not recognized by the Post Office, temporary living situation) must provide a temporary residential service address or other address identifying information that could be used to perform a check for duplicative support.
 - **Consumers using Post Office Box Addresses:** Lifeline subscribers may not use a post office box as their residential address. Ridgeville Telephone Company may accept a P.O. Box or General Delivery address as a billing address, but not a residential address.
 - **Consumers with Temporary Addresses:** Ridgeville Telephone Company must collect permanent addresses from subscribers. If a subscriber does not have a permanent address, Ridgeville Telephone Company must:
 - Inform applicants that, if they use a temporary address, Ridgeville Telephone Company will attempt to verify every 90 days that the subscriber continues to rely on that address, and (as noted above) the subscriber must notify the Ridgeville Telephone Company within 30 days of their new address after moving.
 - Inform the subscriber that if he or she does not respond to the Ridgeville Telephone Company's address verification attempts within 30 days, the subscriber may be de-enrolled from the Ridgeville Telephone Company's Lifeline service.

- *Multiple Households Sharing an Address:* Upon receiving an application for Lifeline support, Ridgeville Telephone Company must check the duplicates database to determine whether an individual at the applicant's residential address is currently receiving Lifeline-supported service. Ridgeville Telephone Company must also search its own internal records to ensure that it does not already provide Lifeline-supported service to someone at that residential address.
 - If nobody at the residential address is currently receiving Lifeline-supported service, Ridgeville Telephone Company may initiate Lifeline service after determining that the household is otherwise eligible to receive Lifeline and obtaining all required certifications from the household.
 - If Ridgeville Telephone Company determines that an individual at the applicant's residential address is currently receiving Lifeline-supported service, Ridgeville Telephone Company must collect from the applicant upon initial enrollment and annually thereafter a worksheet that: (1) explains the Commission's one-per-household rule; (2) contains a check box that an applicant can mark to indicate that he or she lives at an address occupied by multiple households; (3) provides a space for the applicant to initial or certify that he or she shares an address with other adults who do not contribute income to the applicant's household and/or share in the household's expenses; and (4) notifies applicants of the one-per-household certification requirement adopted below and the penalty for a consumer's failure to make the required one-per-household certification (*i.e.*, de-enrollment).
- *One-per-Household Certification:* All consumers must certify that they receive Lifeline support for a single subscription per household.
 - Ridgeville Telephone Company (or state agencies or third-parties, where they are responsible for Lifeline enrollment in a state) must obtain a certification from the subscriber at sign up and annually thereafter attesting under penalty of perjury that the subscriber's household is receiving no more than one Lifeline-supported service. In addition, the certification form must include a place for the subscriber to separately acknowledge that, to the best of his or her knowledge, no one at the consumer's household is receiving a Lifeline-supported service from any other provider.
 - The certification form must explain in clear, easily understandable language that: (1) Lifeline is a federal benefit; (2) Lifeline service is available for only one line per household; (3) a household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses; and (4) households are not permitted to receive benefits from multiple providers.
 - The certification form must also contain clear, easily understandable language stating that violation of the one-per-household requirement would constitute a violation of the Commission's rules and would result in the consumer's de-enrollment from the program, and potentially, prosecution by the United States government.

Eligibility Information for Initial and Annual Certification Forms

- *Identity Information:* all certification forms must ask for the Lifeline subscriber's date of birth and the last 4 digits of the subscriber's social security number.
- *Establishing eligibility for Lifeline:*
 - The certification form should be written in clear, easily understandable language and should include a place for the customer to sign under penalty of perjury attesting to his/her eligibility for Lifeline. Ridgeville Telephone Company (or the state Lifeline program administrator, where applicable) should obtain the consumer's signature certifying under penalty of perjury that:
 - The consumer either participates in a qualifying federal program or meets the income qualifications to establish eligibility for Lifeline;
 - The consumer has provided documentation of eligibility, if required to do so;
 - The consumer attests that the information contained in his or her application is true and correct to the best of his or her knowledge and acknowledging that providing false or fraudulent information to receive Lifeline benefits is punishable by law. The certification form should explain that Lifeline is a government benefit program and consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program.
 - The certification form must include space for consumers qualifying for Lifeline under an income- based criterion to certify the number of individuals in their household.
 - Ridgeville Telephone Company (or the state administrator, where applicable) should also obtain the consumer's initials or signature on the certification form acknowledging that the consumer may be required to re-certify his or her continued eligibility for Lifeline at any time, and that failure to do so will result in the termination of the consumer's Lifeline benefits.
- *Consumer no longer eligible for Lifeline:* The certification form must notify the consumer using clear, easily understandable language that he or she must inform Ridgeville Telephone Company within 30 days if (1) the consumer ceases to participate in a federal qualifying program or programs or the consumer's annual household income exceeds 150% of the Federal Poverty Guidelines; (2) the consumer is receiving more than one Lifeline-supported service; or (3) the consumer, for any other reason, no longer satisfies the criteria for receiving Lifeline support. Additionally, prior to enrolling in Lifeline, consumers must certify attest under penalty of perjury that they understand the notification requirement, and that they may be subject to penalties if they fail to follow this requirement.

- *Non-transferability of Lifeline benefit:* The certification form should inform consumers that Lifeline service is a non-transferable benefit, and that a Lifeline subscriber may not transfer his or her service to any other individual, including another eligible low-income consumer.

Annual Re-certification of Consumer Eligibility for Lifeline

- By the end of 2012, each Lifeline subscriber enrolled in the program as of June 1, 2012 must provide a signed re-certification form to Ridgeville Telephone Company (or the state Lifeline administrator, where applicable) attesting to their continued eligibility for Lifeline. This signed certification should collect all of the subscriber information noted above, including an updated address. Consumers may provide the re-certification in writing, by phone, by text message, by email, or otherwise through the Internet.
- Alternatively, where a database containing consumer eligibility data is available, Ridgeville Telephone Company (or state Lifeline administrator, where applicable) must query the database by the end of 2012 and maintain a record of what specific data was used to re-certify the consumer's eligibility and the date that the consumer was re-certified.
- Ridgeville Telephone Company or the state administrator, where applicable, must report the results of their re-certification efforts to USAC, the Commission, and the relevant state commission (where the state has jurisdiction over the carrier) by January 31, 2013.
- Ridgeville Telephone Company must remind consumers about the annual re-certification requirement on the Ridgeville Telephone Company's certification form that is completed upon program enrollment and annually thereafter.

Database

- *Consent to provide information to the database:* Ridgeville Telephone Company must obtain acknowledgement and consent from each of its subscribers that is written in clear, easily understandable language that the subscriber's name, telephone number, and address will be divulged to the Universal Service Administrative Company (USAC) (the administrator of the program) and/or its agents for the purpose of verifying that the subscriber does not receive more than one Lifeline benefit. In the event that USAC identifies a consumer as receiving more than one Lifeline subsidy per household, all carriers involved may be notified so that the consumer may select one service and be de-enrolled from the other.



5732 County Road 20B
Ridgeville Corners, OH 43555
Lifeline Household Worksheet

Name	
Address	
Telephone Number	

Lifeline is a government program that provides a monthly discount on home or mobile telephone services. Only ONE Lifeline discount is allowed per household. Members of a household are not permitted to receive Lifeline service from multiple telephone companies.

Your **household** is everyone who lives together at your address as one economic unit (including children and people who are not related to you).

The **adults** you live with are part of your **economic unit** if they contribute to and share in the income and expenses of the household. An **adult** is any person 18 years of age or older, or an emancipated minor (a person under age 18 who is legally considered to be an adult). Household **expenses** include food, health care expenses (such as medical bills) and the cost of renting or paying a mortgage on your place of residence (a house or apartment, for example) and utilities (including water, heat and electricity). **Income** includes salary, public assistance benefits, social security payments, pensions, unemployment compensation, veteran's benefits, inheritances, alimony, child support payments, worker's compensation benefits, gifts, and lottery winnings.

Spouses and domestic partners are considered to be part of the same household. Children under the age of 18 living with their parents or guardians are considered to be part of the same household as their parents or guardians. If an adult has no income, or minimal income, and lives with someone who provides financial support to that adult, both people are considered part of the same household.

You have been asked to complete this Worksheet because someone else currently receives a Lifeline-supported service at your address. This other person may or may not be a part of your household. Answer the questions below to determine whether there is more than one household residing at your address.

1. Does your spouse or domestic partner (that is, someone you are married to or in a relationship with) already receive a Lifeline-discounted phone? (check no if you do not have a spouse or partner) ☐ YES ☐ NO

- If you checked YES, you may not sign up for Lifeline because someone in your household already receives Lifeline. Only ONE Lifeline discount is allowed per household.
- If you checked NO, please answer question #2.

2. Other than a spouse or partner, do other adults (people over the age of 18 or emancipated minors) live with you at your address?

- | | | | |
|--|--|----------------------|--|
| A. A parent | <input type="checkbox"/> YES <input type="checkbox"/> NO | D. An adult roommate | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| B. An adult son or daughter | <input type="checkbox"/> YES <input type="checkbox"/> NO | E. Other | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| C. Another adult relative (such as a sibling, aunt, cousin, grandparent, grandchild, etc.) | <input type="checkbox"/> YES <input type="checkbox"/> NO | | |

- If you checked NO for each statement above, you do not need to answer the remaining questions. Please initial line B, below, and sign and date the worksheet.
- If you checked YES, please answer question #3.

3. Do you share living expenses (bills, food, etc.) and share income (either your income, the other person's income or both incomes together) with at least one of the adults listed above in question #2? ☐ YES ☐ NO

- If you checked NO, then your address includes **more than one household**. Please initial lines A and B below, and sign and date the worksheet.
- If you checked YES, then your address includes **only one household**. You may not sign up for Lifeline because someone in your household already receives Lifeline.

CERTIFICATION

Please initial the certifications below and sign and date this worksheet. Submit this worksheet to Ridgeville Telephone Company along with your Lifeline application.

- A. ☐ I certify that I live at an address occupied by multiple households.
- B. ☐ I understand that violation of the one-per-household requirement is against the Federal Communication Commission's rules and may result in me losing my Lifeline benefits, and potentially, prosecution by the United States government.

Signature _____

Date _____



S732 County Road 20B
Ridgeville Corners, OH 43555

Lifeline De-Enrollment Notice

Federal Communications Commission has adopted rules to ensure that only customers eligible to participate in the Lifeline program receive the benefit of the Lifeline subsidy.

Ridgeville Telephone Company is required to advise you that you are no longer eligible to receive Lifeline benefits for the reason(s) noted below:

- ☐ Customer no longer participates in a Lifeline-eligible program
- ☐ Customer no longer meets the income-based criteria for Lifeline eligibility
- ☐ Customer fails to prove eligibility within 30 days
- ☐ Fund Administrator notifies Ridgeville Telephone Company that the customer is receiving Lifeline support from more than one carrier
- ☐ Fund Administrator notifies Ridgeville Telephone Company that more than one person in the customer's household is receiving a Lifeline subsidy
- ☐ Customer has failed to use a free service for more than 60 consecutive days
- ☐ Customer has failed to perform their required annual recertification of continued eligibility
- ☐ The annual re-certification that the customer is not in violation of the one-per-household rule

For customers who provided a temporary address upon enrollment, the customer has failed to re-certify their temporary address within the 90 days window, or has failed to provide Ridgeville Telephone Company with a permanent address within the same time period.

You have 30 days from the date of this letter to either refute or resolve the above apparent ineligibility to receive Lifeline support. Ridgeville Telephone Company must terminate service to any subscriber who fails to demonstrate continued eligibility within the 30 day period.

Along with this application, please attach or fax a photocopy (do not send an original) of one of the following:

- ☐ your current or prior year's statement of benefits from a qualifying state or federal program; or
- ☐ a notice letter of participation in a qualifying state or federal program; or
- ☐ a program participation document, for example, benefit card; or
- ☐ an official document indicating your participation in a qualifying state or federal program.
- ☐ for Income Eligibility you need to supply a copy of at least one of the following documents:
 - A prior year's federal or state tax return
 - Current income statement from employer or W-2
 - Three consecutive months of the most current pay stubs
 - The most recent Social Security statement of benefits
 - The most recent Veteran's Administration statement of benefits
 - The most recent retirement/pension statement of benefits
 - The most recent Unemployment or Worker's Compensation statement of benefits
 - Any other legal document that would show your current income (such as a divorce decree or child support document)

Income Eligibility Guidelines

The following chart can be used to determine eligibility for the Lifeline discount program based solely on income level. You may qualify for the Lifeline discount program if your household annual income is at or below 150% of the Federal Poverty Guidelines. A household is defined as any individual or group of individuals who live together at the same address and share income and expenses.

The chart below lists the annual income amount that cannot be exceeded in order to qualify based on household size. If the annual income amount for your household size is more than the amount shown on the chart below you do not qualify for the Lifeline discount based solely on income.

Please indicate the number of individuals in your household _____

2013 Annual Federal Poverty Guidelines

Household size	150%
1	\$17,235
2	\$23,265
3	\$29,295
4	\$35,325
5	\$41,355
6	\$47,385
7	\$53,415
8	\$59,445
For each additional person, add	\$6,030

Please Read and Certify the Following Program Rules

The Lifeline discount program is a federal benefit and willfully making false statements to obtain this benefit can result in fines, imprisonment, de-enrollment or being barred from the program. Ridgeville Telephone Company is required by the Federal Communications Commission, or FCC, to verify your eligibility to participate in the Lifeline discount program.

Under penalty of perjury you must certify the following statements are true to the best of your knowledge. Please indicate your acknowledgement of each statement by a checkmark.

Only one Lifeline discount is allowed per household, consisting of either wireline or wireless service. A household is not permitted to receive Lifeline benefits from multiple providers. Violation of the one-per-household requirement constitutes a violation of Federal Communications Commission rules and will result in your de-enrollment from the program, and potentially, prosecution by the United States government.

A household is defined as any individual or group of individuals who live together at the same address and share income and expenses.

☐ I certify my household will receive only one Lifeline service and, to the best of my knowledge, my household is not already receiving a Lifeline service.

Your name, telephone number, address and information contained in this application, as well as information associated with your Lifeline service may be provided to the Universal Service Administrative Company (USAC - administrator of the Lifeline discount program) and/or its agents for the purpose of verifying your household does not receive more than one Lifeline benefit. You will be denied Lifeline benefits if you fail to provide Ridgeville Telephone Company with consent to provide the specified information to USAC.

☐ I acknowledge and consent that Ridgeville Telephone Company may provide my name, telephone number, address and information contained in this application, as well as information associated with your Lifeline service to the Universal Service Administrative Company (USAC) and/or its agents for the purpose of verifying that I or another member of my household does not receive more than one Lifeline benefit.

☐ I agree to allow Ridgeville Telephone Company to exchange any necessary information with the appropriate federal or state agency, or fund administrator, to verify my eligibility to participate in the Lifeline discount program.

Lifeline service is a non-transferable benefit. You may not transfer your Lifeline service to any individual, including another eligible low-income consumer.

☐ I agree not to transfer my Lifeline discount benefit to another person.

☐ I agree to notify Ridgeville Telephone Company within 30 calendar days if I move to another address and to provide the new address.

☐ I agree to notify Ridgeville Telephone Company within 30 calendar days if, for any reason, I or my household:

- No longer receive benefits from the federal or state program that qualified me for the Lifeline discount program.
- Annual household income exceeds the Federal Poverty amount listed on page 3 that qualified me for the Lifeline discount program.
- Receives more than one Lifeline benefit or another member of my household is receiving a Lifeline service.

I acknowledge that I will be required to recertify my continued eligibility for Lifeline at any time and my failure to recertify will result in de-enrollment and termination of my Lifeline benefits.

- ☐ I agree to participate in the certification of my continued eligibility in the Lifeline discount program.
- ☐ The information contained in this application form is true and correct to the best of my knowledge.
- ☐ I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law.

I affix, under penalty of perjury, that the foregoing representations are true.

Applicant's Name (Please Print) _____

Telephone Number: _____

Applicant's Signature _____ Date _____

LINE 3026

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

10/15/2013 12:55:54 PM

in

Case No(s). 13-1115-TP-COI

Summary: Report FCC Form 481 electronically filed by Ms. Teresa L Thomas on behalf of The Ridgeville Telephone Company