

**BEFORE THE PUBLIC SERVICE COMMISSION OF
THE STATE OF MISSOURI**

In the Matter of an Investigation in which to)	
Gather Information about the Facility Extension)	
Practices of ETCs Eligible to Receive)	<u>File No. TO-2016-0</u>
High Cost USF Support)	

Attachment A

Questions for companies receiving high-cost USF support regarding service requests in areas where the company lacks sufficient facilities to provide service.

1. Provide a direct link to the specific portion of a company's website or alternatively cite the specific portion of a company's tariff that describes the charges, allowances and other relevant information for line extensions or situations where facilities are not in place to fulfill an applicant's request for service.
[P.S.C. MO. NO. 2: 1st Revised Sheet NO. 7-1 and 7-2 through 7-5](#)
2. Does your company not apply any construction or similar one-time charges if the distance to extend facilities is within a certain distance? If yes, what is the maximum distance whereby the company will not apply any special charges to extend facilities?
[Yes: 1,000 feet covered by company.](#)
3. Does your company provide the customer with a certain dollar allowance for construction costs to extend facilities? If yes, what is the allowance?
[No](#)
4. Are charges for extending facilities applied based on a set formula (i.e., \$100 per 1/10 mile) or alternatively are charges determined on an individual case basis?
 - a. If charges are based on a set formula then identify the formula.
 - b. If charges are based on an ICB basis then:
 - i. Explain what types of costs are identified to form the basis for these charges. [ICB: contract drop – labor & materials](#)
 - ii. Approximately what percent of all costs for extending facilities is the customer expected to pay?
[Generally 0% - very few drops exceed 1,000 feet.](#)
5. If a customer agrees to pay special construction charges and facilities are installed, does the company generally install sufficient facilities to serve other neighboring customers in the subdivision or nearby area? If yes, explain what happens, if anything, to the initial customer as well as any subsequent customers requesting service in that area. For example are subsequent customers assessed any special construction charges? Can the initial customer receive a credit or refund? Explain how the company handles such situations. [Yes, Kingdom considers the access road to an area](#)

as main line and doesn't pass main line costs to a customer. So, the drop from this access road would be on private property and would only be charged if it exceeds 1,000 feet. In a subdivision area drop comes off the main line and to date has never exceeded 1,000 feet.

6. If the company lacks facilities to provide service is the customer required to agree to any special terms or conditions for obtaining service (i.e., subscribe to service for a minimum length of time) that typically are not applied to other customers where sufficient facilities are in place? If yes, describe such any terms or conditions.

No

7. Does your company apply any termination charge(s) if a customer fails to subscribe to service for a certain length of time? If yes, identify the charge(s).

No

8. How long have the existing policies in response to Questions 1 thru 7 been in place in Missouri?

Tariff effective July 1, 1997

9. If your company operates in other states besides Missouri does the company apply the same policies (as provided in responses to Questions 1 thru 7) in these other states for service requests in areas where the company lacks sufficient facilities to provide service? If yes, identify the states. If no, identify the states and explain how and why the company's policies differ.

N/A

10. Describe or provide a script of what information is provided by the company to the customer if the company lacks facilities to respond to the customer's service request.

Customer applies for service, plant manager goes to site, checks to see if facilities are in place for both main line and drop. If main line is needed, he gets with contractor to get time estimate and shares time estimate with customer. At the same time, he estimates drop distance from the existing or planned main line to determine if over 1,000 feet. If under, he moves forward with construction, if over, he meets with customer giving them an estimate of anything over the 1,000 feet to see if they want to proceed.

11. Please provide the following information for your company's Missouri operations for the most recent 12 month time period:

a. Total requests for service. 238

b. Service requests for an area where the company lacks sufficient facilities to provide service. Among these requests break this number down into the following categories:

i. Number of requests where the company installed facilities without applying special construction or similar charges. 58

ii. Number of requests where the customer paid the construction charges.

1

- iii. Number of requests where the customer declined to pay the construction charges and service was not installed. 0
- iv. Other. Explain. Have 3 pending decision

12. Does the company consider an unfilled service request as reported in Form 489(481) to include a customer who requests service but ultimately declines to pay construction or similar charges? If no, explain why not.

We would not count it on the Form 481 as an unfulfilled service request because the company was willing to fulfill its obligation under the terms of our tariff.

13. Please provide the following information for any customer requesting service in the past 12 months whereby the company attempted to apply construction or similar charges in order to have service be extended to the customer:

- a. Name of applicant.
 - b. Location of applicant.
 - c. Total amount of construction charges.
 - d. Indicate whether the customer paid the charges and service was installed.
- 1. a. Applicant A – Highly Confidential
 - b. Mokane
 - c. \$7,200 total for 1,800 feet of Rocky terrain – customer share for 800' = estimated \$3,200
 - d. Customer has not made determination yet.
- 2. a. Applicant B – Highly Confidential
 - b. Big Springs
 - c. \$5,200 total for 1,300 feet of Rocky terrain – customer share for 300' = estimated \$1,200
 - d. Customer dug the 300' trench himself and his cost was reduced to \$150- customer installed service.
- 3. a. Applicant C – Highly Confidential
 - b. Tebbetts
 - c. \$8,166 total for 2,400 feet of Rocky terrain – customer share for 1,400' = estimated \$4,760
 - d. Customer is building a hunting cabin – not a permanent home – he has committed to pay his share.
- 4. a. Applicant D – Highly Confidential
 - b. Hatton
 - c. \$4,400 total for 1,100 feet of wooded terrain – customer share for 100' = estimated \$400
 - d. Customer has a lot of trees that we have to go around – he is waiting for Spring because he might clear some trees which would shorten the distance and make it less than 1,000 feet whereby there would be no cost to him.

- 5. a. Applicant E – Highly Confidential
- b. Tebbetts
- c. \$6,600 total for 2,200 feet – customer share for 1,200' = estimated \$3,600
- d. Customer has not made determination yet.

14. If a company has detariffed is the link provided in response to Question No. 1 a link to the company's rates and charges for all other retail services or is the link to some other separate document? [N/A](#)

Attachment B

Companies with Status to Receive High-Cost USF Support in Missouri

Company
Alma Telephone Company
American Wireless, Inc.
BPS Telephone Company
CenturyTel of Missouri, LLC d/b/a CenturyLink
CenturyTel of Northwest Arkansas, LLC d/b/a CenturyLink
Chariton Valley Telecom Corporation
Chariton Valley Telephone Corporation
Choctaw Telephone Company
Citizens Telephone Company of Higginsville, Missouri
Craw-Kan Telephone Cooperative, Inc.
Ellington Telephone Company
Embarq Missouri Inc. d/b/a CenturyLink
Farber Telephone Company
FairPoint Communications Missouri, Inc.
Fidelity Communications Services I, Inc.
Fidelity Telephone Company
Goodman Telephone Company
Granby Telephone Company
Grand River Mutual Telephone Corporation d/b/a GRM Networks
Green Hills Telephone Corporation
Green Hills Cellular Telephone d/b/a Green Hills Telecommunications Services
Holway Telephone Company d/b/a American Broadband
Iamo Telephone Company
Kingdom Telephone Company
KLM Telephone Company d/b/a American Broadband
Lathrop Telephone Company d/b/a LTC Networks
Le-Ru Telephone Company
Mark Twain Communications Company
Mark Twain Rural Telephone Company
McDonald County Telephone Company
Otelco Mid-Missouri LLC
Miller Telephone Company
MoKan Dial, Inc.
Missouri RSA No. 5 Limited Partnership d/b/a Chariton Valley Wireless Services
New Florence Telephone Company
New London Telephone Company
Northeast Missouri Rural Telephone Company

Northwest Missouri Cellular Limited Partnership
Orchard Farm Telephone Company
Oregon Farmers Mutual Telephone Company
Ozark Telephone Company
Peace Valley Telephone Company, Inc.
Rock Port Telephone Company
Seneca Telephone Company
Spectra Communications Group, LLC d/b/a CenturyLink
Steelville Telephone Exchange, Inc.
Stoutland Telephone Company
USCOC of Greater Missouri, LLC d/b/a U.S. Cellular
Windstream Missouri, Inc.