

**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)	File No. TO-2016-0184
Receive High Cost USF Support)	

RESPONSES OF MILLER TELEPHONE COMPANY

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.

The following tariff sheets contain rules and regulations for Special Construction, Services and Facilities; Construction Charges (to include Extensions of Distribution Plant); Aerial or Buried Lines on Private Property; and Installation of Telephone Lines within Subdivisions: MO P.S.C. Tariff No. 5, Section 2, Sheets 2-7.

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?

The Company will extend facilities up to ½ mile in the rural area at no cost to the customer.

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 allowance. Company builds up to ½ mile in the rural area without requiring and advance payment.

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.

\$100.00 per tenth of a mile, after first half mile, up to \$1000.00 maximum.

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.
- ii. Approximately what percent of all costs for extending facilities is the customer expected to pay?

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.

Each situation is reviewed separately. Normally the company would place sufficient facilities to meet the current request as well as reasonable expectations for future services along the route being constructed. Since the payment for line extensions is an "advance payment" of services, the customer would not get a refund of the advance payment if at a later date other customers were to sign up for service using those facilities.

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.

Customer would have to agree to and make advance payment of services if extension was more than ½ mile, in the rural area. If the customer terminates service prior to using all of the advance payment against monthly bills for service, no refund of the advance payment is made.

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).

As indicated, the company requires an "advance payment" of services to construct facilities of more than ½ mile in the rural area. That advance payment is then applied against the customer's monthly bill, until such time as the total advance payment has been applied. If the customer terminates service prior to using all of the advance payment, the company does not refund the unapplied portion of the advance payment.

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

The current tariff became effective in 2009.

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.

Miller Telephone only operates in Missouri

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.

The customer would be informed that to provide service the company will have to construct facilities. The customer would be informed that an 'advance payment' of XXX would be required to begin construction and that the advance payment would be applied against future telephone bills.

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. Approximately 50
- b. Service requests for an area where the company lacks sufficient facilities to provide service. None. 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. Not applicable.
 - ii. Number of requests where the customer paid the construction charges. Not applicable.
 - iii. Number of requests where the customer declined to pay the construction charges and service was not installed. Not applicable.
 - iv. Other. Explain. Not applicable.

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

Since it is the customer's choice not to pay the cost of extending facilities, the Company would not consider that an unfilled request for service.

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: [Not applicable.](#)

- 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.

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?

[Not applicable.](#)