

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

Chariton Valley Telecom Corporation’s Response to
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.

RESPONSE:

Chariton Valley Telecom does not maintain a company website with
a link to new service line extension charge information. If a
customer desires this information, the tariff provisions would be
made available by email, fax, or standard mail.

Chariton Valley Telecom’s PSC Mo No. 1 Section 16 tariff Sheets 1-4
relate to additional charges for construction “Where no facilities are
in place, the Company will build and extend facilities at prices to be
determined on an individual case basis. Tariff Sheet 4 specifically
relates to additional charges for Special Construction and Facilities,
i.e., 1) where facilities are not presently available, and there is no
other requirement for the facilities so constructed; 2) of a type other
than that which the Company would normally utilize in the
furnishing of its services; 3) over a route other than that which the
Company would normally utilize in the furnishing of its services; 4)
in a quantity greater than that which the Company would normally

construct; 5) on an expedited basis; 6) on a temporary basis until permanent facilities are available; 7) in advance of its normal construction; 8) involving abnormal costs.

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?

RESPONSE:

Within the base rate area the Telephone Company will extend its distributing plant to furnish basic exchange service to any applicant without requiring a construction charge. The base rate area includes and generally follows the incorporated city limits of village or town where service is provided and or where the Company has extended facilities.

3. Does your company provide the customer with a certain dollar allowance for construction costs to extend facilities? If yes, what is the allowance?

RESPONSE:

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

RESPONSE:

No. Subparts (a) and (b) are not applicable.

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.

RESPONSE:

Chariton Valley Telecom does not recall this happening.

Chariton Valley Telecom has no set parameters to either the first or second part of this request.

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.

RESPONSE:

Where the Company furnishes a facility on a special construction basis, or any facility for which a rate or charge is not specified in the Company's tariff, charges will be based on the costs incurred by the Company and may include: (1) non-recurring type charges; (2) recurring type charges for contract periods longer than one month; (3) termination liabilities; or (4) combinations thereof.

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).

RESPONSE:

Chariton Valley Telecom's tariff allows for termination liabilities. A termination liability would be developed on an individual case basis. No special construction has taken place since the company began operations in 2003. Subsequently, no termination liability has been applicable.

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

RESPONSE:

These tariffs and the lack of parameters have existed since 2003.

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.

RESPONSE:

No. Chariton Valley Telecom does not operate in any other state.

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.

RESPONSE:

Chariton Valley Telecom has no such script.

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.
- 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.
 - ii. Number of requests where the customer paid the construction charges.
 - iii. Number of requests where the customer declined to pay the construction charges and service was not installed.
 - iv. Other. Explain.

RESPONSE:

The total requests for service for the past 12 months are 487. All were fulfilled, therefore there is no breakdown as requested in subpart (b).

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

RESPONSE:

Chariton Valley Telecom is an ETC, however, since it does not receive high-cost USF support, Chariton Valley Telecom does not complete a Form 481. All were fulfilled; therefore there is no breakdown as requested in subpart (b).

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.

RESPONSE:

None/non applicable.

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?

RESPONSE:

Not applicable.