

**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 Telephone 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 Telephone 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 Telephone's P.S.C. Mo No. 1 Section III tariff Sheets 19-20 relate to additional charges for construction "When the revenue to be derived from the service or facilities is not sufficient to warrant the Telephone Company assuming the unusual costs of the providing the necessary construction..." Tariff Sheets 21-22 relate to additional charges for Special Types of Outside Construction, i.e., underground construction is desired by any subscriber on his premises where aerial drop wires would ordinarily be provided without a construction charge to the subscriber; when circuitous routing of special type of construction is provided at the subscriber's request and changes from existing aerial facilities to

underground facilities when requested by the subscriber. Tariff Sheets 223-25 relate to construction charges for exchange service outside the base rate area and within the exchange. Tariff Sheets 25B-25E relates to the installation of telephone lines for subdivisions.

Chariton Valley Telephone's P.S.C. Mo No. 1 Tariff Section III Sheets 19 and 23 state that where special conditions or requirements of the subscriber involve unusual construction or installation cost, the subscriber may be required to pay in advance a proportion of such costs (see response to #3 below) and further that, the ownership of materials and equipment used shall remain with Chariton Valley Telephone

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:

Chariton Valley Telephone's P.S.C. Mo No. 1 Tariff Section III Sheets 23-25 state "Where the Telephone Company extends its general distribution facilities in order to furnish exchange service to an individual applicant in territory where no facilities are available, the Company will construct ¼ mile of line without any advance payment."

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:

- a. If more than $\frac{1}{4}$ mile of line is required, the customer is required to pay in advance, \$100.00 per $\frac{1}{10}$ mile or fraction thereof up to (1) one mile. The advance payment shall be refunded to the customer after the customer has maintained continuous service at this location for a period of (5) five years.
- b. i. Estimated material and construction costs are used to form the basis of the charges.
- b. ii. When construction extends beyond (1) one mile, the customer will be charged 80% of the construction and material charges. The amount required in advance for material and construction beyond (1) one mile will be determined by the company. The 80% borne by the customer for construction and material charges required beyond 1 mile will not be refunded and all facilities will be retained and maintained by the Company."

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 Telephone does not recall this happening. Chariton Valley Telephone's P.S.C. Mo No. 1 Tariff Section III Sheets 23 and 24 address "More Than One Applicant." The tariff provides for advance payment of each applicant for construction in excess of the allowance will be determined by the proportion of each applicant's mileage to the total required to serve all applicants.

Chariton Valley Telephone has no set parameters to either the first or second parts 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:

a. If more than $\frac{1}{4}$ mile of line construction is required, the customer is required to pay in advance, \$100.00 per $\frac{1}{10}$ mile or fraction thereof up to (1) one mile. The advance payment shall be refunded to the customer after the customer has maintained continuous service at this location for a period of (5) five years.

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:

No. Construction charges are collected in advance.

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 the mid-1980's.

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 Telephone 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 Telephone 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 418. 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:

If Chariton Valley Telephone had a customer that submitted a request for service, was quoted a line extension construction charge, and the customer declined to pay, Chariton Valley Telephone would consider that an unfulfilled service request even though Chariton Valley was able to fulfill the request.

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.