

**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 CITIZENS TELEPHONE COMPANY OF HIGGINSVILLE, MO**

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.

**PSC MO No. 4, Section 7, Sheets 7-1 through 7-6.**

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, where no facilities are in place, then the company will not apply excess construction charges if the customer is within 1/3 of one mile from existing Company facilities and/or 1,000 feet from public property.**

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

**Not Applicable.**

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. **N/A.**
  - 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. **See Tariff Section 7.1.3.**
    - ii. Approximately what percent of all costs for extending facilities is the customer expected to pay? **This will vary depending upon the construction required.**

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.

**Citizens Telephone has not had this occur. Citizens Telephone did construct/provide facilities to the only subdivision that has been established in its service area during the last 25 years.**

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.

**Section 7.1.4 of the tariff addresses mobile homes, trailers, construction sheds, and other non-permanent buildings. However, such terms and conditions have not been applied to a customer for at least 25 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).

**No, except for as explained in Section 7.1.4.**

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

**Since at least October 1, 1993.**

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.

**Not Applicable.**

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.

**Not Applicable. Such requests are very rare.**

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. **111.**
- 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. **None.**
  - ii. Number of requests where the customer paid the construction charges. **None.**
  - iii. Number of requests where the customer declined to pay the construction charges and service was not installed. **None.**
  - iv. Other. **Not Applicable.**

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.

**Not Applicable.**

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.

**Not 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?

**Not applicable.**