

**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:

**NEW FLORENCE TELEPHONE COMPANY;
NEW LONDON TELEPHONE COMPANY;
ORCHARD FARM TELEPHONE COMPANY; AND
STOUTLAND TELEPHONE COMPANY**

- 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.**

New Florence Telephone Company - PSC MO No. 1, 13th Sheets No. 7-7d.

New London Telephone Company - PSC MO No. 7, Section 9, Sheet 1

Orchard Farm Telephone Company - PSC MO No. 6, Section 9, Sheet 1

Stoutland Telephone Company - PSC MO No. 4, Section 9, Sheet 1

- 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?**

New London, Orchard Farm, and Stoutland do not apply construction or similar one-time charges if the distance to extend facilities is within 300 feet or costs of construction do not exceed seven times the estimated annual local exchange revenue from the applicant(s). Federal USF High Cost Support mechanisms have provided the Companies with funding for capital expenditures on plant expansion and plant improvement projects, as well as funding for operating expenses to maintain plant facilities. However, the FCC's currently pending (and future) USF reform actions may eliminate and/or significantly reduce certain High Cost Support funding. Reductions in, or loss of, federal support revenues may impact the Company's future facilities extension policies.

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. 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?

Stoutland, New London & Orchard Farm – Based on a formula in tariff.
New Florence - 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.

Not applicable

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.

Depending on the length of the new line extension, a customer may be required to pay for a certain number of months of local service in advance. For example, if the extension is over ¼ mile and up to ½ mile, then a customer may be required to pay for 6 months of local service in advance. If the extension is over ½ mile and up to 1 mile, then a customer may be required to pay for 18 months of local service in advance. No portion of the advance payment will be refunded if telephone service is terminated before the credit from the advance payment is entirely used. See Stoutland Tariff, Section 9, Sheet 1.

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).

Not applicable

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

Stoutland Tariff updated effective 2013, when owned by TDS.

New Florence Tariff page updated in 1979 and 2001.

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.

If new service is requested, we send a technician to meet with the customer at the construction site to see the scope of what is needed; inform the customer that a service order must be received before the work can begin; and explain the charges to the customer based on tech's findings. Many times the charges will be waived if the customer provides a trench for the telephone drop. Each request is evaluated on a case by case basis.

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.

Stoutland, New London & Orchard Farm – i. None, ii. None, iii. None, iv. N/A

New Florence – i. One request for service with no drop in place for new construction. Customer provided a trench with other utilities for drop, no charges. ii. None iii. None iv. N/A

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.

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?

Stoutland, New London, Orchard Farm and New Florence have not detariffed; therefore, this is not applicable.