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MAR 07 2007

Missouri Public  
Service Commission

Exhibit No.:

Issue:

Witness:

Type of Exhibit:

Sponsoring Parties:

Case No.:

Date:

Certificate of Service  
Authority

Robert C.

Schoonmaker

Rebuttal Testimony

BPS Telephone Co.

TA-2007-0093

January 17, 2007

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI

In the Matter of the Application of Big River )  
Telephone Company, LLC to Expand Its )  
Certificate of Basic Local Service Authority ) Case No. T A-2007-0093  
To Include Provision of Basic Local Exchange )  
Telecommunications Service in the Exchanges )  
Of BPS Telephone Company and to Continue )  
To Classify the Company and Its Services as )  
Competitive )

AFFIDAVIT OF ROBERT C. SCHOONMAKER

Robert C. Schoonmaker, of lawful age, being duly sworn, deposes and states as follows:

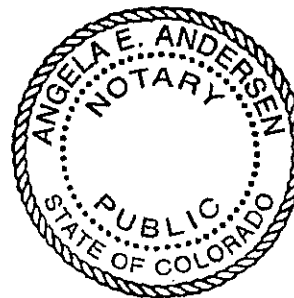
1. My name is Robert C. Schoonmaker. I am employed by GVNW Consulting, Inc. as President and Chief Executive Officer.
2. Attached hereto and made a part hereof for all purposes is my rebuttal testimony and accompanying schedules.
3. I hereby affirm that my answers contained in the attached testimony to the questions therein propounded are true and correct to the best of my knowledge and belief.

Robert C. Schoonmaker  
Robert C. Schoonmaker

Subscribed and sworn to before me this 17th day of January, 2007.

Angela E. Andersen Notary Public

My Commission expires: 11/16/2009



My Commission Expires 11/16/2009

GVNW Exhibit No. 5  
Case No(s). TA-2007-0093  
Date 2/13/07 Rptr UV

1 REBUTTAL TESTIMONY OF  
2  
3 ROBERT C. SCHOONMAKER  
4  
5

6 **Section I – Witness Background and Testimony Overview**

7 **Q. Please state your name and address.**

8 **A.** My name is Robert C. Schoonmaker. My business address is 2270 La Montana Way,  
9 Colorado Springs, Colorado 80918.

10 **Q. By whom are you employed and in what capacity?**

11 **A.** I am President and CEO of GVNW Consulting, Inc., a consulting firm specializing in  
12 working with small telephone companies.

13 **Q. Would you please outline your educational background and business**  
14 **experience?**

15 **A.** I obtained my Masters of Accountancy degree from Brigham Young University in  
16 1973 and joined GTE Corporation in June of that year. After serving in several positions in  
17 the revenue and accounting areas of GTE Service Corporation and General Telephone  
18 Company of Illinois, I was appointed Director of Revenue and Earnings of General  
19 Telephone Company of Illinois in May, 1977 and continued in that position until March,  
20 1981. In September, 1980, I also assumed the same responsibilities for General Telephone  
21 Company of Wisconsin. In March, 1981, I was appointed Director of General Telephone  
22 Company of Michigan and in August, 1981 was elected Controller of that company and  
23 General Telephone Company of Indiana, Inc. In May, 1982, I was elected Vice President-  
24 Revenue Requirements of General Telephone Company of the Midwest. In July, 1984, I  
25 assumed the position of Regional Manager of GVNW Inc./Management (the predecessor  
26 company to GVNW Consulting, Inc.) and was later promoted to the position of Vice

1 President. I served in that position until October 1, 2003 except for the period between  
2 December 1988 and November, 1989 when I left GVNW to serve as Vice President-Finance  
3 of Fidelity and Bourbeuse Telephone Companies. I was elected to the position of President  
4 and Chief Executive Officer of GVNW Consulting, Inc. effective October 1, 2003. In  
5 summary, I have had over 30 years of experience in the telecommunications industry  
6 working with incumbent local exchange carrier companies.

7 **Q. What are your responsibilities in your present position?**

8 **A.** In my current position I have overall responsibility for the management and direction  
9 of GVNW Consulting, Inc. In addition, I consult with independent telephone companies and  
10 provide financial analysis and management advice in areas of concern to these companies.  
11 Specific activities which I perform for client companies include regulatory analysis,  
12 consultation on regulatory policy, financial analysis, business planning, rate design and tariff  
13 matters, interconnection agreement analysis, preparation of cost studies, and general  
14 management consulting.

15 **Q. Have you previously testified in regulatory proceedings?**

16 **A.** Yes, I have submitted testimony and/or testified on regulatory policy, local  
17 competition, rate design, accounting, compensation, tariff, rate of return, interconnection  
18 agreements, and separations related issues before the Illinois Commerce Commission, the  
19 Public Service Commission of Wisconsin, the Michigan Public Service Commission, the  
20 Iowa Utilities Board, the Tennessee Public Service Commission, the New Mexico Public  
21 Regulation Commission, the Public Utilities Commission of the State of South Dakota, the  
22 Public Service Commission of West Virginia, the Public Utility Commission of Texas, the  
23 North Carolina Utilities Commission, and the Missouri Public Service Commission. In

1 addition, I have filed written comments on behalf of our firm on a number of issues with the  
2 Federal Communications Commission and have testified before the Federal-State Joint Board  
3 in CC Docket #96-45 on Universal Service issues.

4 **Q. On whose behalf are you testifying in this docket?**

5 **A.** I am testifying on behalf of BPS Telephone Company.

6 **Q. What is the purpose of your testimony?**

7 **A.** The purpose of my testimony is to set forth the position of BPS Telephone  
8 Company ("BPS") in regard to the application of Big River Telephone Company  
9 ("Big River") for a certificate of service authority to provide basic local  
10 telecommunications services in the exchanges of BPS. I will review the statutory  
11 requirements related to the application and Big River's compliance with those  
12 requirements.

13 **Q. Is the Big River application before the Commission different from prior**  
14 **applications that the Commission has reviewed in the numerous applications**  
15 **that it has approved over the years?**

16 **A.** It is. Virtually all of the applications that the Commission has reviewed and  
17 approved over the past several years have been applications for the provision of basic  
18 local telecommunications services in the exchanges of large telephone companies in  
19 the state under the provisions of §392.450 RSMo. This application is the first for a  
20 facilities-based, Competitive Local Exchange Carrier (CLEC) for the provision of  
21 basic local telecommunications services in a small telephone company exchange  
22 under the provisions of §392.451 RSMo.

1   **Q.    Are there significant differences between the provisions applying to**  
2   **CLEC applications in large company serving areas as compared to small**  
3   **company serving areas such as that of BPS?**

4   A.    There are a number of significant differences, with the criteria being more  
5   stringent in small telephone company service areas. I have included as RCS Schedule  
6   1 a copy of excerpts from Chapter 392 of the Missouri Revised Statutes that contain  
7   the requirements related to the granting of certificates of service authority for the  
8   provision of basic local telecommunications services. Section 392.455 contains the  
9   statutory requirements regarding the process the Commission must use to determine  
10   whether a certificate of service should be issued. Section 392.450 contains the  
11   requirements for obtaining a certificate of basic local telecommunications services in  
12   large telephone company serving areas. Section 392.451 contains the requirement for  
13   obtaining a certificate of basic local telecommunications services in the serving areas  
14   of small incumbent telephone companies.

15   **Q.    Can you highlight the differences between the requirements related to**  
16   **small telephone company areas as outlined in §392.451 in comparison with those**  
17   **contained in §392.450?**

18   A.    Yes. There are several. First, §392.451.1(1) requires that service, including  
19   all the services determined by the Commission to be essential services, must be  
20   provided *throughout* the small telephone company's service area. Second,  
21   §392.451.1(2) requires that the provider will advertise, in media of general  
22   distribution, the availability and cost of these essential services. Third, §392.451.2(3)  
23   requires that the competitive carrier will file all the same reports that the small

1 incumbent telephone company is required to provide. Fourth, §392.451.2(4) requires  
2 the competitive company to comply with all the same rules and regulations that are  
3 imposed on the small incumbent telephone company with which it is competing.  
4 None of these requirements are imposed on Big River under §392.450 when it seeks  
5 to compete with AT&T and other large telephone companies.

6 **Q. Does the Big River application and Mr. Howe's supporting testimony**  
7 **comply with §392.451.2(4) RSMo?**

8 A. They do not. Both the Big River application and Mr. Howe's testimony (Page  
9 13 and the following page) request that the Commission waive the application of a  
10 number of statutes and rules. I recognize that it has been common practice to waive  
11 these statutes and rules in certificate applications in large telephone company serving  
12 areas. However, it appears to me (admittedly as a non-attorney) that the waiver of  
13 these statutes and rules would not be consistent with the plain reading of  
14 §392.451.2(4). It is BPS's recommendation that the Commission not grant the  
15 requested waiver of these statutes and rules, if it determines that Big River should be  
16 granted a certificate in this case.

17 **Q. In your opinion, which of these requirements are likely to have the largest**  
18 **impact on Big River?**

19 A. In my opinion, the requirement to comply with the Uniform System of  
20 Accounts is likely to have the most significant impact on Big River.

21 **Q. The third requirement that you mentioned is a requirement that Big**  
22 **River would be required to file all the same reports as BPS does with the**  
23 **Commission. Can you indicate what this requirement would entail?**

- 1 A. Yes. These reports would include:
- 2 a. An annual financial report to the Commission in the same format as
- 3 required of incumbent local telephone companies as required by 4 CSR 240-
- 4 3.540.
- 5 b. Quarterly service reports required by 4 CSR 240-3.550(5) including
- 6 reporting on:
- 7 1. Orders for basic local telecommunications service
- 8 2. Installation commitments
- 9 3. Operator assisted calls
- 10 4. Customer assistance calls
- 11 5. Originated switched calls
- 12 6. Local exchange switched call completions
- 13 7. Interexchange switched call completions
- 14 8. Customer Trouble Reports - Frequency
- 15 9. Customer Trouble Reports – Clearing Time
- 16 10. Customer Trouble Reports – Repair Commitments
- 17 c. A disaster recovery plan as required by 4 CSR 240-3.550(5)(E)
- 18 d. An annual report on gross intrastate operating revenues as required by
- 19 §386.370.5.
- 20 e. Reports to the Missouri USF administrator on net jurisdictional
- 21 revenues as required by 4 CSR 240-31.060(4)(B).

1 f. Reports to the Missouri USF administrator regarding end user  
2 surcharges along with the submission of funds as required by 4 CSR 240-  
3 31.065.

4 **Q. Did Mr. Howe, in his testimony, indicate that Big River would file such**  
5 **reports if they are granted a certificate?**

6 A. Without enumerating those reports, he made that commitment on the top of  
7 the "second" Page 2, (what should be Page 15), Lines 1-2, of his testimony. I would  
8 recommend that if the Commission grants a certificate to Big River, that it clearly  
9 recite the requirement for Big River to file each of these reports in the same time  
10 frames as BPS is required to file the reports.

11 **Q. Did Mr. Howe address the issue of advertising essential services and the**  
12 **charges for them?**

13 A. He addressed how Big River would market their services on Pages 9-10 of his  
14 testimony and made a commitment to advertise the availability of and charges for  
15 essential services throughout the area using media of general distribution.

16 **Q. The first requirement that you listed above that was different for**  
17 **obtaining a certificate in BPS's service area as compared to the large companies'**  
18 **areas relates to the provision of the Commission designated essential services**  
19 **throughout the BPS service area. What concerns do you have regarding Big**  
20 **River's ability to meet this requirement?**

21 A. My concerns fall into two general areas. First, I am concerned about whether  
22 Big River will offer service to end users in areas not served by its cable TV partners  
23 and whether the services will be the same in those areas as in the areas where Big



1 River's cable TV partners have facilities. Secondly, it is not clear to me whether Big  
2 River will be providing service to the end user customers, or whether the cable TV  
3 partners will be providing such service.

4 **Q. How does Mr. Howe indicate that Big River will provide service**  
5 **throughout BPS's service area?**

6 A. Mr. Howe's testimony indicates that Big River has "...network access  
7 agreements..." with cable TV partners that are franchised to provide service in the  
8 Parma, Bernie, and Steele exchanges. He also indicates that Big River intends to  
9 enter into an interconnection agreement with BPS so that Big River can provide  
10 service to "...those few end-user customers that are not accessible via the cable TV  
11 network."<sup>1</sup>

12 **Q. Does it appear from Mr. Howe's testimony that Big River has many**  
13 **customers that they serve using non-cable TV facilities?**

14 A. It does not. On Page 7 of his testimony, Mr. Howe indicates that Big River  
15 provides telephone services to approximately 4,500 customers in four different states.  
16 On Page 6 of his testimony (Line 13) he indicates that Big River provides service to  
17 approximately 4,500 customers "...by accessing the customer's premise via a hybrid  
18 fiber coax connection." This indicates that Big River currently serves very few, if  
19 any, customers using telephone company leased or resold facilities.

20 **Q. You quoted Mr. Howe's testimony that the Interconnection Agreement**  
21 **that Big River intended to seek from BPS was so Big River could provide service**  
22 **to "...those few customers..." that Big River could not serve through its cable**

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<sup>1</sup> Howe Direct Testimony, p. 6-7.

1 **TV partners. Do you have any estimate of the percentage of BPS's customers**  
2 **that might not be reached by Big River's cable TV partners?**

3 A. Yes. BPS was able to identify its customers in the three towns separately  
4 from those customers who live outside the city boundaries. While the town  
5 boundaries of Bernie, Parma, and Steele probably do not comport identically with the  
6 service areas of the cable TV providers, the BPS employees believe that they provide  
7 a reasonable dividing line for estimating the customers that could be reached using  
8 the cable TV facilities. Approximately one-third of the BPS customers live outside of  
9 the three towns and would not be able to be accessed by the cable TV facilities.

10 **Q. So, in order to serve approximately one-third of the BPS customers, Big**  
11 **River would have to do that either through building its own facilities or**  
12 **contracting to use BPS facilities or services?**

13 A. That is correct.

14 **Q. Does BPS currently have an Interconnection Agreement with Big River?**

15 A. It does not.

16 **Q. Let's turn to your concern that Big River might offer different services to**  
17 **customers served through the cable TV facilities than through the use of**  
18 **telephone company facilities. Do you have any evidence to support this concern?**

19 A. I do have some evidence that raises that concern. Big River currently offers  
20 telephone service in the AT&T Poplar Bluff exchange. On Big River's web site  
21 ([www.bigrivertelephone.com](http://www.bigrivertelephone.com)), it is currently promoting a special offer for Poplar  
22 Bluff customers of internet service plus digital phone service. RCS Schedule 2 is a

1 printed rendition of that offering.<sup>2</sup> RCS Schedule 3 is a printed rendition of the terms  
2 and conditions associated with that offer.<sup>3</sup> From the first two bullet points on RCS  
3 Schedule 3, it is clear that this particular offering is only available where the service  
4 can be provided through the city cable TV facilities. This raises the concern in my  
5 mind as to whether Big River would provide services in the BPS exchanges that are  
6 different when cable TV facilities are used vs. telephone company facilities.

7 **Q. On Page 12 of his testimony, Mr. Howe states that "Big River currently**  
8 **provides and intends to continue providing its telephone services under tariffs**  
9 **filed with the Commission." Is the offering of digital phone service as shown on**  
10 **RCS Schedule 2 consistent with Big River's tariff?**

11 A. I could not find such an offering in Big River's tariff, which was attached to  
12 his testimony as Exhibit H. I did see on Sheet No. 103.1 a Residential Savings  
13 Package that had a bundle of basic service, extended area service, and several features  
14 (but not including toll service) at \$28.44, but I could not find a package similar to the  
15 one offered on Big River's web site. This raises a question in my mind as to whether  
16 Big River's service offerings are consistent with its tariffs filed with the Commission.

17 **Q. Were you able to find other service offerings at different prices for Poplar**  
18 **Bluff or customers in other areas where Big River may provide service on their**  
19 **web site?**

20 A. I was not able to find that type of information on their web site. I could not  
21 find a description of the locations where they provide service or prices of any other

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<sup>2</sup> Printed from <http://www.bigrivertelephone.com/PBOverview.htm> on January 15, 2007.

<sup>3</sup> Printed from <http://www.bigrivertelephone.com/termsandconditions.html> on January 15, 2007.

1 telephone services in any other locations. That information is apparently available by  
2 calling the service number and talking to a service representative.

3 **Q. You indicated earlier that you had concerns as to whether Big River, or**  
4 **its cable TV partners, was really going to be the company providing service in**  
5 **the BPS service area. Is there any statement in Mr. Howe's testimony that raises**  
6 **this concern?**

7 A. Yes. On Page 10 of his testimony, Mr. Howe states, "In most cases, Big River  
8 will allow our cable partners to contract the services for us with the customer." It is  
9 unclear to me what this statement means, and we have sent data requests to Big River  
10 to get a better understanding of the business relationships it has with its cable  
11 partners. I have also done some research on Big River's cable TV partners to see  
12 how and where they provide service.

13 **Q. Were you able to identify some of Big River's cable partners?**

14 A. Yes. On Big River's web site, four companies, as shown on RCS Schedule 4,  
15 are identified as their cable TV partners: Cebriidge Connections, Galaxy Cablevision,  
16 NewWave Communications, and SEMO Communications Corporation. According to  
17 Big River's web site, each of these cable TV partners provide voice telephone  
18 services themselves. It seems unlikely that both the cable TV company partnering  
19 with Big River, and Big River partnering with the cable TV company would provide  
20 telephone service to end-users in the same area.

21 **Q. Were you able to find anything further about any of the cable TV**  
22 **partners that provide service in the BPS exchanges?**

1 A. Yes. NewWave Communications is the cable TV provider in Bernie and a  
2 number of other Missouri communities, including Dexter and Malden which are in  
3 close proximity to Bernie, as shown in RCS Schedule 5. In reviewing NewWave's  
4 web site ([www.newwavecom.com](http://www.newwavecom.com)) it is clear that NewWave is offering telephone  
5 service in many of its locations. RCS Schedule 6 is a copy of NewWave's web page  
6 regarding telephone services offered. The web page specifically describes that for  
7 NewWave cable TV customers, the telephone service will be billed by NewWave,  
8 along with the cable TV service bill. If the Dexter, Missouri location is accessed on  
9 the NewWave web site, the web site displays the information shown on RCS  
10 Schedule 7. This Schedule indicates that NewWave offers "phone" service in the  
11 Dexter exchange adjacent to Bernie.

12 **Q. Do you have further evidence that NewWave is offering telephone service**  
13 **in exchanges adjacent to Bernie?**

14 A. Yes. RCS Schedule 8 is a copy of a four-page ad printed in the *Delta News*  
15 *Citizen* in late October or early November 2006 advertising the provision of telephone  
16 service as part of the overall NewWave service offering in Malden, which is also  
17 adjacent to Bernie. It clearly appears that Big River's partner, NewWave, is offering  
18 telephone service in other areas that it serves like Malden, rather than Big River.

19 **Q. Does another of Big River's cable TV partners provide service in Steele**  
20 **and Parma?**

21 A. It is my understanding that Cebridge Connections (through its successor) is  
22 the cable TV provider in Parma and Steele. Based on news articles available on the  
23 web, Cebridge acquired some cable TV properties from Cox Communications and

1 became known as Suddenlink in 2006. The web sites of both Cebridge Connections  
2 and Suddenlink indicate that they provide telephone service, although I was unable to  
3 find specifics about the locations in which they are currently providing that service.  
4 However, this again raises the question of whether Big River or Suddenlink will be  
5 the provider of telephone service using the cable TV facilities. We hope to have  
6 further clarification of the business relationships between Big River and its cable TV  
7 partners after receiving responses to data requests which we recently submitted to Big  
8 River.

9 **Q. What implications does the provision of telephone service or the potential**  
10 **provision of telephone service by the cable TV providers in BPS service area**  
11 **have on Big River's applications?**

12 A. One of the key questions that this raises in my mind is whether Big River  
13 should be applying for a certificate or the cable TV providers should be requesting a  
14 certificate to provide telephone service. Hopefully, sufficient information will come  
15 to light from discovery and further testimony to make this determination.

16 **Q. Can you summarize your position in regard to the Big River application**  
17 **for certification in the BPS exchanges?**

18 A. Yes. First, it is important that the Commission recognize that the  
19 requirements for obtaining certification in the serving area of a small telephone  
20 company are different from those in large telephone company areas, and that it should  
21 give careful attention to these additional requirements before granting a certificate to  
22 Big River. Secondly, there are, at this point in time, substantial questions about  
23 whether Big River or its cable TV partners will offer telephone service using the

1 cable TV facilities in the BPS exchanges. The Commission needs clarification on this  
2 issue before determining whether it is appropriate for Big River to be granted a  
3 certificate, and if so, under what conditions.

4 **Q. Does this conclude your rebuttal testimony?**

5 **A.** Yes, it does.

Excerpts from Missouri Revised Statutes  
Chapter 392

**Requirements, approval of certificates--commission to adopt rules.**

392.450. 1. The commission shall approve an application for a certificate of local exchange service authority to provide basic local telecommunications service or for the resale of basic local telecommunications service only upon a showing by the applicant, and a finding by the commission, after notice and hearing that the applicant has complied with the certification process established pursuant to section 392.455.

2. In addition, the commission shall adopt such rules, consistent with section 253(b) of the federal Telecommunications Act of 1996 to preserve and advance universal service, protect the public safety and welfare, ensure the continued quality of telecommunications services, and safeguard the rights of consumers. Such rules, at a minimum, shall require that all applicants seeking a certificate to provide basic local telecommunications services under this section:

(1) File and maintain tariffs with the commission in the same manner and form as the commission requires of the incumbent local exchange telecommunications company with which the applicant seeks to compete; and

(2) Meet the minimum service standards, including quality of service and billing standards, as the commission requires of the incumbent local exchange telecommunications company with which the applicant seeks to compete.

(L. 1987 H.B. 360, A.L. 1996 S.B. 507)

**Commission to approve application, when--adopt rules, what-- exemption.**

392.451. 1. Notwithstanding any provisions of this act\* to the contrary, and consistent with section 253(f) of the federal Telecommunications Act of 1996, the commission shall approve an application for a certificate of local exchange service authority to provide basic local telecommunications service or for the resale of basic local telecommunications service in an area that is served by a small incumbent local exchange telecommunications company only upon a showing by the applicant, and a finding by the commission, after notice and hearing, that:

(1) The applicant shall, throughout the service area of the incumbent local exchange telecommunication company, offer all telecommunications services which the commission has determined are essential for purposes of qualifying for state universal service fund support; and



(2) The applicant shall advertise the availability of such essential services and the charges therefor using media of general distribution.

2. In addition, the commission shall adopt such rules, consistent with section 253(b) of the federal Telecommunications Act of 1996 to preserve and advance universal service, protect the public safety and welfare, ensure the continued quality of telecommunications services, and safeguard the rights of consumers. Such rules, at a minimum, shall require that all applicants seeking a certificate to provide basic local telecommunications services under this section:

(1) File and maintain tariffs with the commission in the same manner and form as the commission requires of the incumbent local exchange telecommunications company with which the applicant seeks to compete;

(2) Meet the minimum service standards, including quality of service and billing standards, as the commission requires of the incumbent local exchange telecommunications company with which the applicant seeks to compete;

(3) Make such reports to and other information filings with the commission as is required of the incumbent local exchange telecommunications company with which the applicant seeks to compete; and

(4) Comply with all of the same rules and regulations as the commission may impose on the incumbent local exchange telecommunications company with which the applicant seeks to compete.

3. The state of Missouri hereby adopts and incorporates in total the provisions of section 251(f)(1) of the federal Telecommunications Act of 1996 providing exemption for certain rural telephone companies.

(L. 1996 S.B. 507)

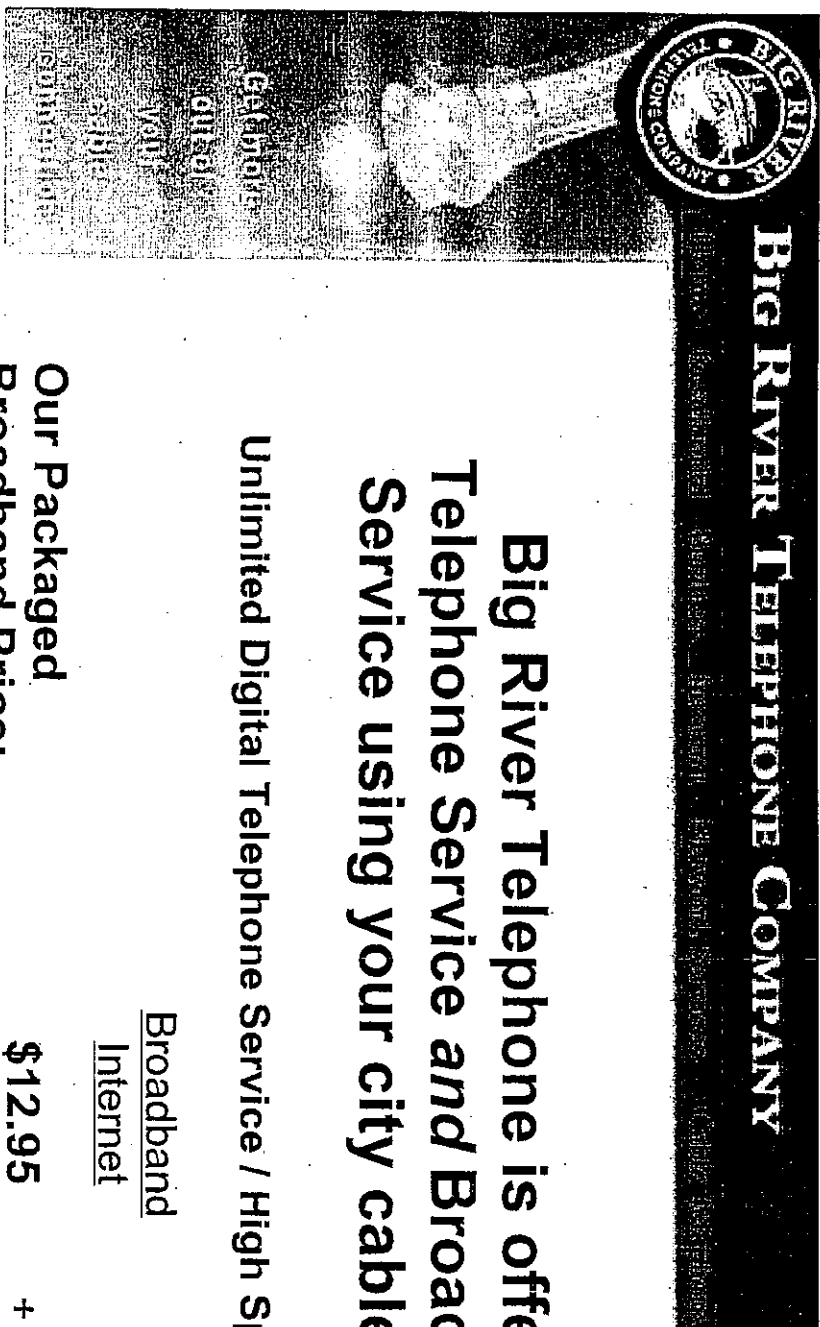
\*"This act" refers to S.B. 507, 1996.

### **Commission to establish certification process.**

392.455. Upon enactment of this section, the commission shall immediately begin a proceeding to establish a basic local telecommunications certification process. The commission may grant certificates to new entrants to provide basic local telecommunications service on a common carriage basis, subject to the provisions of sections 392.380 and 392.390. In order to preserve and advance universal service, protect the public safety and welfare, insure the continued quality of telecommunications services and safeguard the rights of consumers, such process shall include, but not be limited to:

- (1) A requirement that the applicant possess sufficient technical, financial and managerial resources and abilities to provide basic local telecommunications service;
- (2) A requirement that the applicant demonstrate that the services it proposes to offer satisfy the minimum standards established by the commission;
- (3) A requirement that the applicant set forth the geographic area in which it proposes to offer service and demonstrate that such area follows exchange boundaries of the incumbent local exchange telecommunications company and is no smaller than an exchange;
- (4) A requirement that all providers must offer basic local telecommunications service as a separate and distinct service;
- (5) A requirement that the commission give due consideration to the equitable access for all Missourians, regardless of where they live or their income, to affordable telecommunications services.

(L. 1996 S.B. 507)



# Big River Telephone is offering Digital Telephone Service and Broadband Internet Service using your city cable connection.

Unlimited Digital Telephone Service / High Speed Internet Package

	<u>Broadband</u>	<u>Digital</u>	<u>TOTAL</u>
	<u>Internet</u>	<u>Telephone</u>	
<b>Our Packaged</b>			
<b>Broadband Price:</b>	<b>\$12.95</b>	<b>+</b> <b>\$34.95</b>	<b>= \$47.90</b>
<b>Their Price:</b>	<b>\$29.95</b>	<b>+</b> <b>\$58.94</b>	<b>= \$88.89</b>

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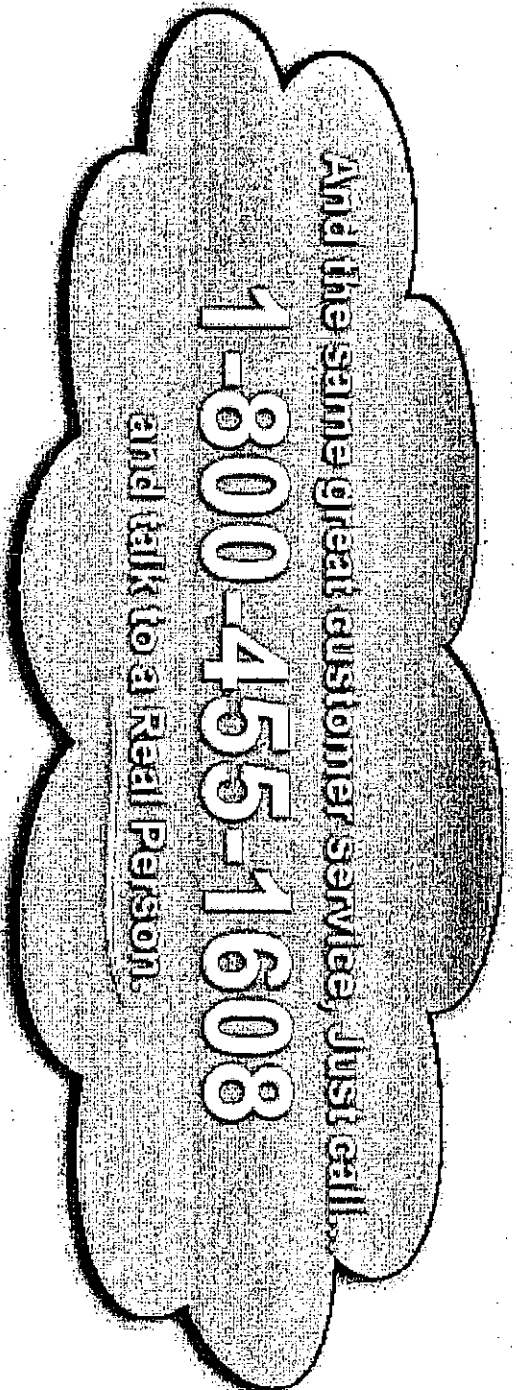
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Poplar Bluff Digital Package Details	
Digital Telephone Features	Broadband Internet Features
<ul style="list-style-type: none"><li>◦ <b>FREE</b> Long Distance</li><li>◦ Caller ID</li><li>◦ Call Waiting Caller ID</li><li>◦ Call Forwarding</li><li>◦ 3 - Way Calling</li><li>◦ Voice Mail</li><li>◦ PLUS Keep Your Same Phone Number</li></ul>	<ul style="list-style-type: none"><li>◦ 256k Downstream</li><li>◦ 128k Upstream</li><li>◦ Always Connected</li><li>◦ 5 Email Addresses</li></ul> <p><i>Need faster Internet?</i></p> <p><a href="#">Click Here</a></p>

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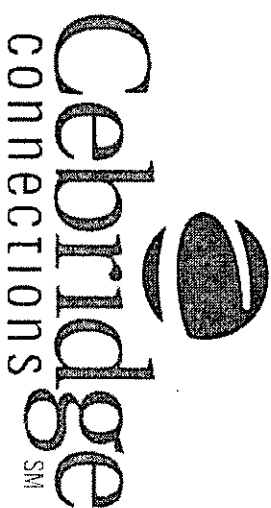
Terms and Conditions:

- This offer is valid in Poplar Bluff City Cable Territory. Only available for customers that use or have access to Municipal Utilities/City Cable Service. Digital Telephone and Broadband Internet is a service of Big River Telephone and is not a city service.
- Customers do not have to have cable services, but have to have access to the connection.
- Digital Telephone and Broadband Internet service is provided by Big River Telephone. Cable service and modem is provided by Poplar Bluff City Cable.
- This offer is for residential customers or businesses with 2 lines or less
- Free installation if the customer agrees to display a yard sign for 1 week. If customer does not agree to display yard sign for one week, a one time installation charge of \$43.50 is applied and billed by Big River and installed by Poplar Bluff City Cable.
- Cable modem will be installed and billed by City Cable at \$5.50 per month.
- Poplar Bluff City Cable will bill for the cable TV service and modem.
- Big River Telephone will bill for Broadband Internet and Digital Telephone service.
- Taxes and surcharges apply in all areas.
- **Big River Telephone Service requires a one year commitment** of Digital Telephone and/or Broadband Internet from the date of installation. If the customer chooses to discontinue Big River Telephone services within 1 year, they will pay 50% of the monthly recurring charges for the months remaining in the one year commitment. Big River Telephone service will automatically renew for another one year commitment unless cancelled by the customer at least 30 days prior to the service renewal date.
- To receive special pricing, customers will have to package services. **Broadband Internet special prices are valid for one year only with Big River Telephone's bundled package service.** Digital Telephone rates are long term as long as they have the bundled package.
- Standard phone features valid only with Unlimited LD Phone plan; Rated LD plan will pay for the extra features if wanted.
- Big River Telephone will handle any trouble issues with Digital Telephone and Broadband Internet.
- City Cable will handle any trouble issues with cable TV and modem.

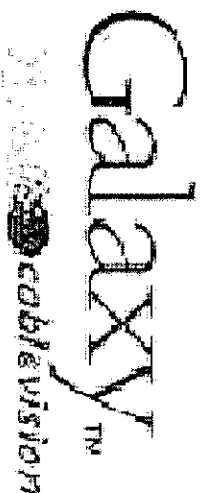
If you have any questions regarding these terms and conditions of services, please contact Big River Telephone at 1-800-455-1608.

Back to Offer

## Existing Cable Partners



Cebriidge Connections is a major operator of cable TV systems, providing basic cable, digital cable, and high-speed Internet and telephone service. Today, the company serves approximately 400,000 customers in more than 20 states. Cebriidge is run by Cequel III, LLC, a St. Louis-based telecommunications management firm.



Galaxy Cablevision is a rural communications provider currently operating in the states of Texas, Nebraska, Kansas, Mississippi, Alabama, Louisiana, Kentucky, Illinois and Tennessee. Servicing customers in over 200 communities, Galaxy Cablevision is a provider of cable television, high-speed Internet access, voice services and distance learning.



NewWave Communications, headquartered in Sikeston, Missouri is a cable television provider to nearly 20,000 customers in smaller communities in the Midwest and Southeast U.S. NewWave provides a complete array of services in its systems including digital video, high-speed data and telephony services.



SEMO Communications Corporation has been in operation since 1976 and delivers complete channel line up along with high speed data and digital telephone service to 20 communities in the southeastern Missouri.


**NewWave Communications  
Missouri Service Areas**

**MISSOURI  
Southeast, Mo.**

Bernie, MO  
Bloomfield, MO  
Campbell, MO  
Dexter, MO  
Dunklin County, MO  
Essex, MO  
Hermitage, MO  
Hickory County, MO  
Humansville, MO  
Malden, MO  
Pittsburg, MO  
Stoddard County, MO  
Weaubleau, MO  
Wheatland, MO




Copied from <http://www.newwavecom.com/service.html> on January 15, 2007










# Digital Cable. High-Speed Internet. Telephone. From One Source.

**Call Today to Get Connected!**  
**1.888.8NEWWAVE**  
**(853-9928)**

 Digital Cable
  High-Speed Internet
  Telephone

 Service Area
  INDEMAND Pay Per View
  Business Services
  Email Log-in
  CAREERS

- Contact Us
- Local Pay Centers
- Billing Questions
- Detailed Billing
- Customer Support
- About Us
- Services
- President's Promise
- Home

Voice Mail ☒

Call Waiting ☒

Call Forwarding ☒

Caller ID ☒

3 Way Calling ☒

**Digital Telephone**

**Voice Mail 100-IN**  
 «CLICK HERE»

Digital Telephone is a new service NewWave Communications will begin providing. It will be an affordable home telephone service that will include all the greatest calling features such as Voice Mail, Call Waiting, Call Forwarding, Caller ID, and 3 Way Calling. There are three packages available to fit your calling needs. And, NewWave is helping to make your life simpler. You can keep your same phone number, cable television is not required for the service, but if you are a current subscriber you will now be able to get One, Easy to understand bill for phone, cable, and Internet. For more information call 1-888-8newwave (1-888-863-9928)

(View International Rates Here)  
 A Package to Fit Your Needs



## Unlimited







- Unlimited Regional and Domestic U.S. Calling
- Local Line
- 3 Way Calling
- Caller ID
- Call Forwarding
- Call Waiting
- Voice Mail

## Enhanced Local

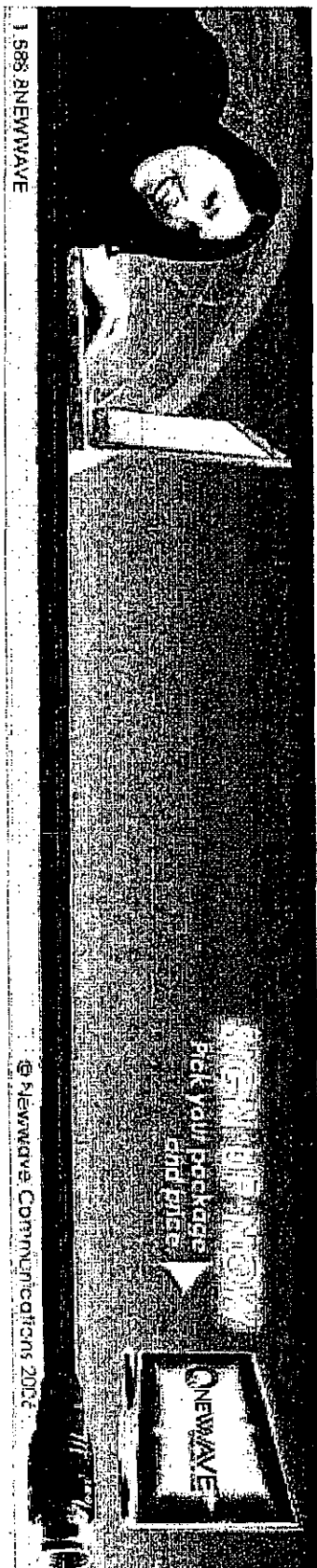
- 60 Domestic Minutes of Long Distance Calling
  - Local Line
  - 3 Way Calling
  - Caller ID
  - Call Forwarding
  - Call Waiting
  - Voice Mail
- \$29.99**

**\$39.99**

Add a Second Line for Only \$13.95 a Month.

 <p><b>Call Waiting</b> While on the phone, a beep tone alerts you to another call. Press and release the receiver button to find out who is calling. Press the button again to return to your original call. You can turn off call waiting by pressing *70 before making a call.</p>	 <p><b>Call Forwarding</b> Lets you send your calls wherever you go. To turn on, press 72#. At the dial tone, enter the number you want your calls forwarded to. If the line is busy or doesn't answer, repeat the process and it will be activated even if the line is still busy. To turn off, press 73#.</p>
 <p><b>Caller ID</b> Displays the number and/or name of an incoming caller on special equipment and stores the information for you. When you make a call, your telephone number (including non-published numbers) will automatically appear to customers subscribed to the service. To prevent your telephone number from being transmitted, press *67 (or 1167 for rotary phones) before dialing.</p>	 <p><b>Three-Way Calling</b> Lets you talk to two people in different places at the same time. To add another caller when talking to one, press the switch hook (flash button). When you hear a dial tone, enter the phone number for the person you are adding to the call. Once they are on the line, press the switch hook again to connect everyone.</p>
 <p><b>Call Return</b> Calls back the last number that called you even if you don't know who it was. Press *69 and it will call back the last number for up to 30 minutes. To stop Call Return dial *89.</p>	 <p><b>Auto Redial</b> Redials a busy number for you (up to 30 minutes), and rings you back when the line is free. Best of all, you can make other calls while it's dialing. Press *66. It will let you</p>

know when the line is free with a distinctive ring. To stop Redial, press \*86.



## DEXTER, AND

## DIGITAL CABLE

- # HF-DEFINITION TELEVISION

## HIGH-SPEED INTERNET

- Up to 30 times faster than old-school
- Download music & photos quickly
- Choose your speed and rate plan
- Always connected
- No busy signal
- 24/7 tech support

**H1-DEFINITION TELEVISION**

- Central Texas children  
"Buddy" TV  
Buddy, by Howard  
and Amy Mason  
Autobiography/reading  
Whatever you are watching  
Nosee-nut's snafus program  
Which one character will  
be reading on-line  
reading out loud of the  
same line  
[a] recording with a touch of  
buffoon  
No more tapes, no more tapes!
- It's dead you idiot there  
ACTV takes unimpaired  
friends-quack! jacks and  
stupid  
...all sorts high-contrast,  
naïveté and mobile character  
...and no data coil (perhaps from  
legally identical)  
No expensive equipment to  
buy, so it's never outlived  
No real, lam conkers  
Available closer to perlim  
HO labors like HDO, HPO and  
Shooflies HDW



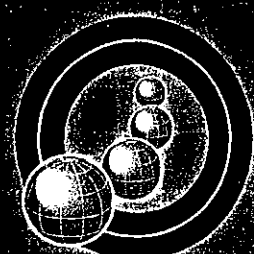
**Digital Cable. High Speed Internet. Telephone. From One Source.**

# catch the WAVE and SAVE!

Unlimited Local Phone Service  
is just  
**\$24<sup>99</sup>**  
month

...and that's just the start!

digital phone cable TV internet



**NEW WAVE**  
COMMUNICATIONS

LOOK INSIDE for a TIDAL WAVE of savings!

# ENJOY WORLD-CLASS OR COMBINE TELEPHONE

# PHONE CABLE TV AND INTERNET

## option 1 UNLIMITED LOCAL PHONE SERVICE

Digital  
Telephone

Includes 60 min. of long-distance per month!

- Unlimited local service
- Keep your existing phone number
- Includes Voice Mail, Caller ID and Call Waiting

**\$24.99\***  
only / month

## option 2 WITH UNLIMITED LONG DISTANCE

**\$34.99\***  
only / month

\*Price includes \$5 savings when bundled with any other NewWave product!



CALL TODAY FOR PRIORITY INSTALLATION!

[www.newwavecom.com](http://www.newwavecom.com)

1-888-863-9928



"Cable telephone service from NewWave Communications has helped us stay in touch with our daughter. We can call her in Seattle as much as we want for one low price, and the connection is perfect. We can't afford to miss a word of those precious conversations with the grandchildren, which is why we will always use cable telephone."

— John and Debbie Johnson



"Things never stop at our house. That's why we love our High-Speed Internet from NewWave Communications. We can pay all the bills online in a matter of seconds and never miss a beat. NewWave Communications has definitely made our life a little easier."

SAVE ON EVERYTHING!



## option 3 TRIPLE PLAY

Telephone

Digital  
Cable Television

SpeedNet  
High Speed Cable Modem Service

- Expanded Basic Cable TV - great channel line-up!
- SpeedNet High-Speed Internet
- Unlimited Local Phone Service! (Get Unlimited long distance for only \$5 more)

**\$99<sup>99</sup>**  
only month  
Price good for one year

the ultimate package...

## option 4 Tidal Wave

You get it all...an awesome home communications package!

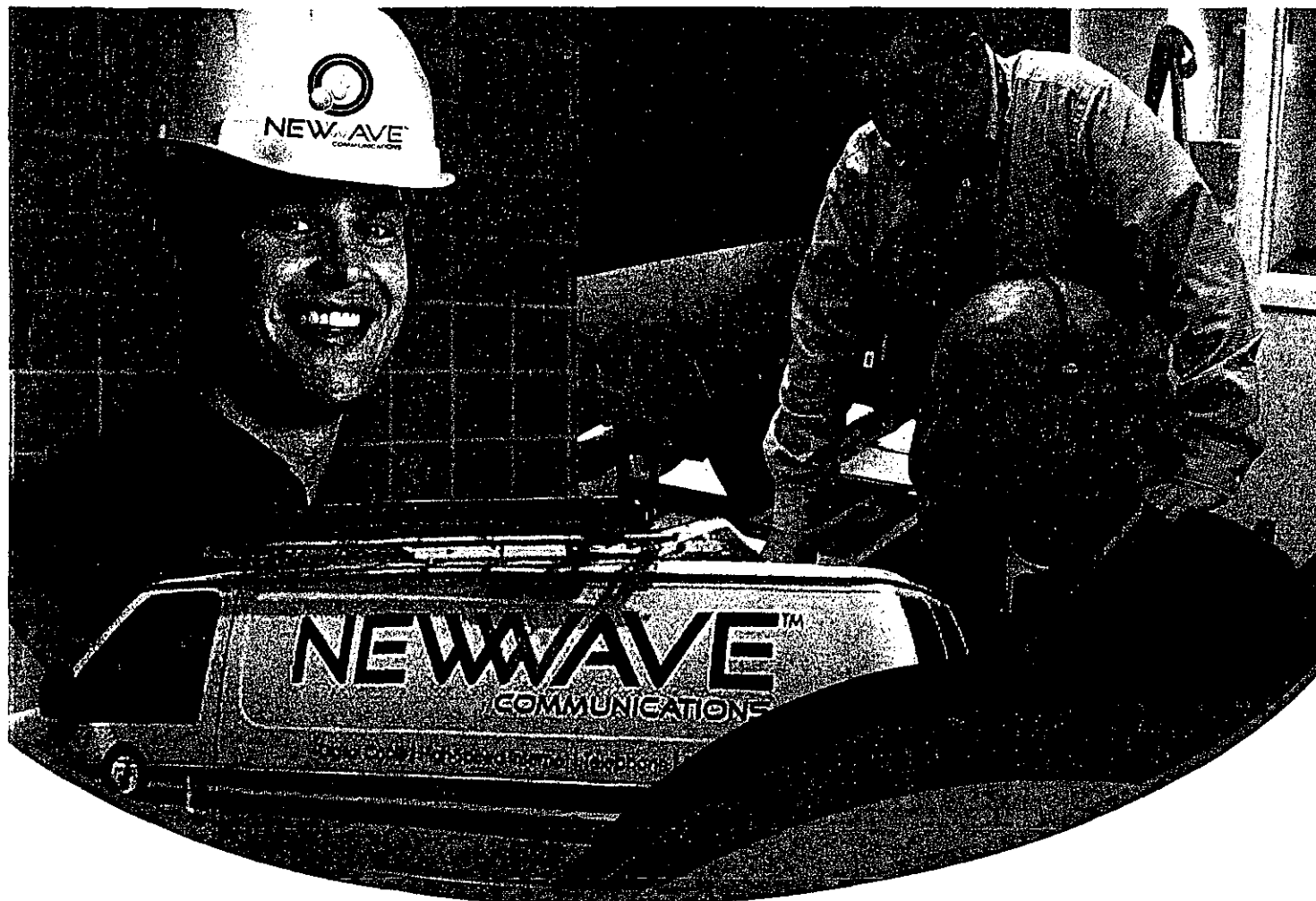
**\$159<sup>99</sup>**  
only month

- Digital Cable TV -  
Huge channel selection  
(Over 200 Channels!)  
Includes ALL movie channels!
- Our *Highest Speed* Internet
- Unlimited Local and Long-Distance  
Phone Service
- Plus, you get a NewWave  
Digital Video Recorder (DVR)!



www.newwavecom.com 1-888-863-9928

Some restrictions may apply. Applicable taxes may apply in all areas. Available at serviceable addresses only. Additional charges may apply.



## HDTV Feel What it's like to be Part of the Action!

- HDTV delivers unparalleled, theater-quality picture and sound
- Multiple high-definition networks and movie channels, **plus** local programming in HD at no extra cost (sharper than regular television)
- No expensive equipment to buy, so it's never outdated
- No long-term contracts
- Available access to premium HD networks and sporting events. HD really brings your TV to life

Call Today to Get Connected!  
**1.888.8NEWWAVE**  
(1.888.863.9928)  
or visit [www.newwavecom.com](http://www.newwavecom.com)

