NON-RURAL TELEPHONE COMPANY WIRE CENTERS FOR WHICH WESTERN WIRELESS SEEKS ETC DESIGNATION

Company Name	Wire Center Locality	Wire Center Code
Southwestern Bell	Fort Scott	FTSCKS01
	Nevada	NEVDMONO

RURAL TELEPHONE COMPANY STUDY AREA FOR WHICH WESTERN WIRELESS SEEKS ETC DESIGNATION

Company Name	Study Area Code		
KLM Telephone Co.	421900		

RURAL TELEPHONE COMPANY STUDY AREA FOR WHICH WESTERN WIRELESS SEEKS ETC DESIGNATION WITHIN THE STATE OF MISSOURI

Company Name	Wire Center Locality	Wire Center Code
Craw-Kan Telephone		
Cooperative, Inc. (Kansas)	Pleasanton	PLTNKSXA

RURAL TELEPHONE COMPANY WIRE CENTERS FOR WHICH WESTERN WIRELESS SEEKS CONDITIONAL ETC DESIGNATION SUBJECT TO REDEFINITION OF THE SERVICE AREA REQUIREMENT

Company Name		Wire Center Code	
ALLTEL Missouri, Inc.	Stockton	SKTNMOXA	
Craw – Kan Telephone Cooperative, Inc.	Amoret		
(Missouri)		AMRTMOXA	
	Amsterdam	AMSTMOXA	
	Foster	FSTRMOXA	
	Hume	HUMEMOXA	
Spectra Communications Group, LLC	Bronaugh	BNGHMOXA	
	Collins	CLNSMOXA	
	El Dorado Springs	EDSPMOXA	
	Lowry City	LWCYMOXA	
	Milo	MILOMOXA	
	Osceola	OSCLMOXA	
	Rockville	RKVLMOXA	
	Schell City	SHCYMOXA	
	Walker	WLKRMOXA	
	A1-t Cit		
Sprint/United Telephone Co. of Missouri	Appleton City	APCYMOXA	
	Blairstown	BLTWMOXA	
	Butler	BTLRMOXA	
	Calhoun	CLHNMOXB	
	Clinton	CLTNMOXA	
	Coal	COALMOXA	
	Deepwater	DPWRMOXA	
	Montrose	MTRSMOXA	
	Urich	URCHMOXA	

CTIA CONSUMER CODE FOR WIRELESS SERVICES

CTIA

Consumer Code for Wireless Service

To provide consumers with information to help them make informed choices when selecting wireless service, to help ensure that consumers understand their wireless service and rate plans, and to continue to provide wireless service that meets consumers' needs, the CTIA and the wireless carriers that are signatories below have developed the following Consumer Code. The carriers that are signatories to this Code have voluntarily adopted the principles, disclosures, and practices here for wireless service provided to individual consumers.

THE WIRELESS CARRIERS THAT ARE SIGNATORIES TO THIS CODE WILL:

ONE

DISCLOSE RATES AND TERMS OF SERVICE TO CONSUMERS

For each rate plan offered to new consumers, wireless carriers will make available to consumers in collateral or other disclosures at point of sale and on their web sites, at least the following information, as applicable: (a) the calling area for the plan; (b) the monthly access fee or base charge; (c) the number of airtime minutes included in the plan; (d) any nights and weekend minutes included in the plan or other differing charges for different time periods and the time periods when nights and weekend minutes or other charges apply; (e) the charges for excess or additional minutes; (f) per-minute long distance charges or whether long distance is included in other rates; (g) per-minute roaming or off-network charges; (h) whether any additional taxes, fees or surcharges apply; (i) the amount or range of any such fees or surcharges that are collected and retained by the carrier; (j) whether a fixed-term contract is required and its duration; (k) any activation or initiation fee; and (l) any early termination fee that applies and the trial period during which no early termination fee will apply.

<u>T W O</u>

MAKE AVAILABLE MAPS SHOWING WHERE SERVICE IS GENERALLY AVAILABLE

Wireless carriers will make available at point of sale and on their web sites maps depicting approximate voice service coverage applicable to each of their rate plans currently offered to consumers. To enable consumers to make comparisons among carriers, these maps will be generated using generally accepted methodologies and standards to depict the carrier's outdoor coverage. All such maps will contain an appropriate legend concerning limitations and/or variations in wireless coverage and map

usage, including any geographic limitations on the availability of any services included in the rate plan. Wireless carriers will periodically update such maps as necessary to keep them reasonably current. If necessary to show the extent of service coverage available to customers from carriers' roaming partners, carriers will request and incorporate coverage maps from roaming partners that are generated using similar industry-accepted criteria, or if such information is not available, incorporate publicly available information regarding roaming partners' coverage areas.

THREE

PROVIDE CONTRACT TERMS TO CUSTOMERS AND CONFIRM CHANGES IN SERVICE

When a customer initiates service with a wireless carrier or agrees to a change in service whereby the customer is bound to a contract extension, the carrier will provide or confirm the material terms and conditions of service with the subscriber.

<u>FOUR</u>

ALLOW A TRIAL PERIOD FOR NEW SERVICE

When a customer initiates service with a wireless carrier, the customer will be informed of and given a period of not less than 14 days to try out the service. The carrier will not impose an early termination fee if the customer cancels service within this period, provided that the customer complies with applicable return and/or exchange policies. Other charges, including airtime usage, may still apply.

<u>FIVE</u>

PROVIDE SPECIFIC DISCLOSURES IN ADVERTISING

In advertising of prices for wireless service or devices, wireless carriers will disclose material charges and conditions related to the advertised prices, including if applicable and to the extent the advertising medium reasonably allows: (a) activation or initiation fees; (b) monthly access fees or base charges; (c) any required contract term; (d) early termination fees; (e) the terms and conditions related to receiving a product or service for "free;" (f) the times of any peak and off-peak calling periods; (g) whether different or additional charges apply for calls outside of the carrier's network or outside of designated calling areas; (h) for any rate plan advertised as "nationwide," (or using similar terms), the carrier will have available substantiation for this claim; (i) whether prices or benefits apply only for a limited time or promotional period and, if so, any different fees or charges to be paid for the remainder of the contract term; (j) whether any additional taxes, fees or surcharges apply; and (k) the amount or range of any such fees or surcharges collected and retained by the carrier.

$S \mid X$

SEPARATELY IDENTIFY CARRIER CHARGES FROM TAXES ON BILLING STATEMENTS

On customers' bills, carriers will distinguish (a) monthly charges for service and features, and other charges collected and retained by the carrier, from (b) taxes, fees and other charges collected by the carrier and remitted to federal state or local governments. Carriers will not label cost recovery fees or charges as taxes.

SEVEN

PROVIDE CUSTOMERS THE RIGHT TO TERMINATE SERVICE FOR CHANGES TO CONTRACT TERMS

Carriers will not modify the material terms of their subscribers' contracts in a manner that is materially adverse to subscribers without providing a reasonable advance notice of a proposed modification and allowing subscribers a time period of not less than 14 days to cancel their contracts with no early termination fee.

EIGHT

PROVIDE READY ACCESS TO CUSTOMER SERVICE

Customers will be provided a toll-free telephone number to access a carrier's customer service during normal business hours. Customer service contact information will be provided to customers online and on billing statements. Each wireless carrier will provide information about how customers can contact the carrier in writing, by toll-free telephone number, via the Internet or otherwise with any inquiries or complaints, and this information will be included, at a minimum, on all billing statements, in written responses to customer inquiries and on carriers' web sites. Each carrier will also make such contact information available, upon request, to any customer calling the carrier's customer service departments.

NINE

PROMPTLY RESPOND TO CONSUMER INQUIRIES AND COMPLAINTS RECEIVED FROM GOVERNMENT AGENCIES

Wireless carriers will respond in writing to state or federal administrative agencies within 30 days of receiving written consumer complaints from any such agency.

TEN

ABIDE BY POLICIES FOR PROTECTION OF CUSTOMER PRIVACY

Each wireless carrier will abide by a policy regarding the privacy of customer information in accordance with applicable federal and state laws, and will make available to the public its privacy policy concerning information collected online.

POPULATION DENSITY ANALYSIS OF RURAL TELEPHONE COMPANY STUDY AREAS WHERE WESTERN WIRELESS IS SEEKING SERVICE AREA REDEFINITION

Incumbent Local Exchange Carrier	Coverage	Wire Center Total Area (in Square Miles)	Total Population of Wire Center	Population Density (per square mile)
ALLTEL Missouri, Inc. (SAC 421885)	Covered	230.50	5410	23.5
	Not Covered	5331.58	118081	22.1
Incumbent Local Exchange Carrier	Coverage	Wire Center Total Area (in Square Miles)	Total Population of Wire Center	Population Density (per square mile)
CRAW-KAN Tel. Coop., Inc. (Missouri) (SAC 421759)	Covered	205.94	2364	11.5
	Not Covered	128.14	3539	27.6
Incumbent Local Exchange Carrier	Coverage	Wire Center Total Area (in Square Miles)	Total Population of Wire Center	Population Density (per square mile)
Spectra Communications Group, LLC d/b/a Centurytel (SAC 421151)	Covered	1092.67	19713	18.0
	Not Covered	10171.54	220411	21.7
Incumbent Local Exchange Carrier	Coverage	Wire Center Total Area (in Square Miles)	Total Population of Rate Center	Population Density (per square mile)
Sprint/United Tel. Co. of Missouri (SAC 421957)	Covered	926.14	25908	28.0
,	Not Covered	6573.40	388084	59.0