

NPG Digital Phone, Inc.

Company Name

(Provide the full name of the company as certificated or registered with the Missouri Public Service Commission. Do not abbreviate; include any Commission approved d/b/a or fictitious name, if applicable.)

**TELECOMMUNICATIONS COMPANY OR IVoIP PROVIDER
ANNUAL REPORT
TO THE
MISSOURI PUBLIC SERVICE COMMISSION**

FILED³
APR 15 2011

For the Calendar Year of
January 1 - December 31, 2010

**Missouri Public
Service Commission**

Please select how the company is certificated or registered with the Commission under the Company Name as shown above (check all that apply):

- Incumbent Local Telecommunications Company (not competitively classified ILEC)
- Incumbent Local Exchange Telecommunications Company (competitively classified ILEC)
- Competitive Local Exchange Telecommunications Company (CLEC)
- Interexchange Telecommunications Company (IXC)
- Local Non-switched Telecommunications Provider (classified in EFIS as IXC)
- Interconnected Voice over Internet Protocol Service Provider (IVoIP)

If more than one certificate or registration is held by the company then keep in mind that you must file an annual report in the Commission's Electronic Filing and Information System (EFIS) based on each certificate or registration. In such situations, we anticipate the annual reports to be identical; however please verify the following:

- The various annual reports filed in EFIS are **identical**.
- The various annual reports filed in EFIS are **different**.
- Not applicable (Company only has one certificate or registration; therefore only one annual report was filed in EFIS.)

Please choose one of the following filing options to indicate the security level of the filing:

- Public submission** (NOT Proprietary or Highly Confidential)
- Non-Public submission** (Highly Confidential or Proprietary)
(See instructions for special requirements.)

Please review the instructions document before proceeding by using the link below:
[Instructions - 2010 Annual Report Telco and IVoIP](#)

Public

For use when filing under seal.

1. State in full the company's information below:

825 Edmond Street			816-273-0361
Company Street Address			Telephone Number
P. O. Box 47			816-279-8773
Company Mailing Address			Fax Number
St. Joseph	MO	645020047	lmcneiley@npgco.com
City	State	Zip	E-Mail Address

2. This company is currently a (check appropriate box):

- Corporation Sole Proprietorship LP
 Partnership LLC Other - Explain

3. Annual Report Contact Information:

List the contact information of the person completing the form, whether an employee or a third-party preparer. This may differ from the address in Item No. 1.

Linda McNeiley			816-273-0361
Name			Telephone Number
825 Edmond Street			816-279-8773
Street Address			Fax Number
P. O. Box 47			lmcneiley@npgco.com
Mailing Address			E-mail Address
St. Joseph	MO	64502-0047	
City	State	Zip	

4. Identify the principal or general officers of the company at the end of the year. Please include an additional sheet, if enough space is not provided on this page, to completely provide the requested information.

<u>Title of General Officer</u>	<u>Name of Person Holding Office</u>
President	Henry H. Bradley
Vice President	David R. Bradley
Vice President/Secretary	Lyle E. Leimkuhler

5. Please provide a list of all mergers, consolidations, and reorganizations involving the registered or certificated company and completed during the last year. Do not include internal company reorganizations or personnel issues.

Effective 4/1/11 Cequel Communications, LLC d/b/a Suddenlink Communications acquired NPG Cable, Inc., NPG Digital Phone, Inc. and Mercury Voice & Data Company including all assets owned by NPG Cable, Inc. from News-Press & Gazette Company.

6. Please provide the following information concerning the company's revenues for this calendar year:

Row	Revenues:	MO Jurisdictional (Column A)	Total Company ¹ (Column B)
I. RETAIL			
1.	Local Service Revenues include tariffed revenues attributed to local telecommunications services, extended area service, secondary features such as call forwarding, caller ID, local operator services, directory-related services, etc. and for IVoIP service.	\$ 0.00	\$0.00
2.	Interexchange Revenues include revenues attributed to interexchange telecommunications services such as toll services, 800 services, interexchange operator services and interexchange IVoIP services.	\$ 0.00	\$0.00
3.	Non-Switched Telecommunications Service Revenues include revenues attributed to retail local and interexchange private line services (but not special access or private line services provided to other telecommunications carriers).	\$ 0.00	\$0.00
4.	Bundled or Packaged Revenues include any revenues whereby the company is providing voice services in combination with multiple services whereby revenue can not be easily attributed to local, interexchange or non-switched categories. If such bundles includes Internet, video or some non-regulated service then the company's revenue shall be based on the company's rate offer for solely voice services. The excess revenue associated with the bundled service which is over the amount related to revenue associated with voice only service shall be recorded in the Total Company column. If voice service is only offered as part of a bundled service, the company shall identify all revenue associated with the bundle of services in the Missouri Jurisdictional column.	\$ 1,778,077.00	\$7,547,209.00
5.	Retail Uncollectible Revenues from telecommunications revenues. (This amount is generally a negative number.)	\$ 0.00	\$0.00
6.	RETAIL TOTAL (This amount should equal the total of Rows 1 - 5 above and should also match your Missouri Universal Service Fund Net Jurisdictional Revenue Report amount)	\$ 1,778,077.00	\$7,547,209.00
II. OTHER			
7.	Wholesale Revenues include intrastate switched, special access service revenues, carrier billing and collection revenues, and any other revenues derived from other telecommunications carriers.	\$ 0.00	\$0.00
8.	Miscellaneous Revenues² associated with non-retail services , such as, advertising revenues, rent revenues, corporate operations revenues, special billing arrangements, customer operations, plant operations, other incidental regulated revenues, and other revenue settlements. NOTE FOR ILEC ONLY: refer to FCC account #: 5230, 5240, 5250, 5261, 5262, 5263, 5264, 5269, and 5270.)	\$ 0.00	\$0.00
9.	Other Uncollectible Revenues from other revenues. (This amount is generally a negative number.)	\$ 0.00	\$0.00
10.	High-Cost Federal USF Revenues include all revenues received as support from the Universal Service Fund for the High-Cost program.	N/A	\$0.00
11.	Other Federal USF Revenues include all revenues received as support from the Universal Service Fund for the following programs: Low Income, Schools and Libraries, and Rural Health.	N/A	\$0.00
12.	State USF Revenues include all revenues received as support from the Universal Service Fund.	\$ 0.00	\$0.00
13.	TOTAL REVENUES (This amount should equal the total of Rows 6 - 12 above.) Total MO Jurisdictional Revenue (Column A) should match Total Gross Intrastat Operating Revenue on the Statement of Revenue.	\$ 1,778,077.00	\$7,547,209.00

"Telecommunications Service" as defined by Missouri Revised Statutes Section 386.020(54).

"Interconnected Voice over Internet Protocol service" as defined by Section 386.020(23) RSMo.

¹ List total regulated revenue and IVoIP revenue provided by a registered company and, if applicable, non-regulated revenue for company name as listed at the top of this page. (This form may be submitted by an affiliate, but a separate form must be completed by each certificated or registered entity. Do not include revenues for any company NOT listed at the top of the page.

² If you have miscellaneous revenue related to retail telecommunications services, then enter it in Row 1.

Public

Low Income and Disabled Universal Service Fund Subscriber Quantities

7. Do you offer basic local telecommunications service or IVoIP service as listed under 386.020 RSMo.?

- Yes
 No

If yes, please quantify the number of low income and disabled subscribers as reported to USAC (federal support, Form 497) and to the Missouri Universal Service Fund administrator for the past calendar year. (Insert "0"s if you do not have such subscribers.)

	Number of Missouri Low Income Subscribers	Number of Missouri Disabled Subscribers	
January	0	0	
February	0	0	
March	0	0	
April	0	0	
May	0	0	
June	0	0	
July	0	0	
August	0	0	
September	0	0	
October	0	0	
November	0	0	
December	0	0	
TOTAL:	0	0	

Public

For use when filing under seal.

Relay Missouri Annual Billing, Collections and Retention

9. Do you offer basic local telecommunications service or IVoIP service as listed under 386.020 RSMo.?

Yes

No

If yes, complete the following:

Month	Relay Missouri Revenue Collected (collected or received, according to your record-keeping methods)	Relay Missouri Retention Amount (of the amount collected)	Relay Missouri Revenue Remitted to Commission (of the amount collected)
January	\$ 569.60	\$ 0.00	\$ 601.41
February	\$ 569.13	\$ 0.00	\$ 615.19
March	\$ 569.64	\$ 0.00	\$ 617.14
April	\$ 565.89	\$ 0.00	\$ 617.27
May	\$ 561.99	\$ 0.00	\$ 614.54
June	\$ 556.01	\$ 0.00	\$ 613.89
July	\$ 548.96	\$ 0.00	\$ 615.45
August	\$ 548.43	\$ 0.00	\$ 625.59
September	\$ 551.51	\$ 0.00	\$ 600.76
October	\$ 558.12	\$ 0.00	\$ 625.98
November	\$ 563.69	\$ 0.00	\$ 627.93
December	\$ 570.14	\$ 0.00	\$ 628.58
Total	\$ 6,733.11	\$ 0.00	\$ 7,403.73

10. Please indicate the per line value of the Relay Missouri Surcharge you charge your customers each month.

\$ 0.13

11. If your firm did not impose the Relay Missouri Surcharge, please explain:

Public

For use when filing under seal.

Annual Customer Proprietary Network Information (CPNI) Compliance Certificate

(A copy of a company's FCC CPNI filing will suffice for the required descriptions for all items, unless H.2 is chosen, then an additional description must be attached.)

12. The company affirms having established operating procedures that are adequate to ensure compliance with the Missouri Public Service Commission's CPNI rules of 4 CSR 240-33.160(7).

Indicate which of the following apply with Y (Yes) or N (No).

A. The company has implemented a system by which the status of a customer's CPNI approval can be clearly established prior to the use of CPNI. Attached is a brief description of the company's system.

B. The company has implemented personnel training as to when personnel are or are not authorized to use CPNI including an express disciplinary process. Attached is a brief description of the company's training and disciplinary process.

C. The company maintains records for at least one year of sales and marketing campaigns of its own, its agents, affiliates, joint venture partners and any independent contractors, that use its customers' CPNI. Such records include a description of each campaign, the specific CPNI that was used in the campaign and what products and services were offered as a part of the campaign. Attached is a brief description of the company's record maintenance system.

D. The company has a supervisory review process for outbound marketing situations. Attached is a brief description of the company's review process.

E. The company has procedures in place whereby the company will provide the Missouri Commission written notice within five business days of any instance where the opt-out mechanisms do not work properly, to such a degree that customers' inability to opt-out is more than an anomaly. Attached is a brief description of the company's procedures.

F. **Actions Taken** - Select one of the options below:

1. The company has not taken any actions against any individual or entity that unlawfully obtains, uses, discloses or sells CPNI.

2. The company has taken actions against an individual or entity that unlawfully obtains, uses, discloses or sells CPNI, a description of which is attached.

G. **Complaints Received** - Select one of the options below:

1. The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.

2. The company has received customer complaints in the past year concerning the unauthorized release of CPNI, a summary of which is attached.

H. **Sharing CPNI Information** - Select one of the options from below:

1. The company does not share CPNI with joint venture partners or independent contractors (except for billing and collection services)

2. The company obtains OPT-IN approval from customers before disclosing a customer's CPNI to its joint venture partners or independent contractors (except for billing and collection services). The company enters into confidentiality agreements that comply with 4 CSR 240-33.160(3)(A)3 if the company shares CPNI with agents, affiliates, joint venture partners, or independent contractors. Attached is a description of how the agreements comply with MoPSC rules for sharing information with such entities.

Public

For use when filing under seal.

Annual Report of NPG Digital Phone, Inc.

for the calendar year of January 1 - December 31, 2010

VERIFICATION

The foregoing report must be verified by the oath of the President, Treasurer, General Manager or Receiver of the company. The oath required may be taken before any person authorized to administer an oath (Notary Public) by the laws of the State in which the same is taken.

OATH

State Of Missouri }
County Of Buchanan } ss:

Lyle E. Leimkuhler makes oath and says that
Name of Affiant (Company Official/Representative)

s/he is Vice President/Secretary
Official Title of the Affiant (Company Official/Representative)

of NPG Digital Phone, Inc.
Exact Legal Title or Name of the Respondent (Certificated Company Name)

and is located at 825 Edmond Street, St. Joseph, MO 64502 (816) 271-8504
Address and Telephone Number of the Affiant (Company Official/Representative)

that s/he has 1) examined the foregoing report; to the best of his or her knowledge, information, and belief, all statements of fact contained in the said report are true and the said report is a correct statement of the business and affairs of the above-named respondent, 2) examined (and updated as applicable) the company's contact information in EFIS; to the best of his or her knowledge, information, and belief, all listed contacts are correct, and 3) read the CPNI Certification, chosen the applicable alternatives and attached all required documentation, which is a true and correct description of the company's CPNI safeguards.

from January 1, 2010, to and including December 31, 2010
Month/Day Year Month/Day Year

Lyle E. Leimkuhler
Signature of Affiant (Company Official/Representative)

Subscribed and sworn to before me, a Notary Public, in and for the State and County above named,

this 14th day of April, 2011.

My Commission expires
Judy B. Moreno - Notary Public
Notary Seal, State of
Missouri - Buchanan County
Commission #08544882
My Commission Expires 6/23/2012

6/23/2012

Judy B. Moreno
Signature of Notary Public

- A. The company has implemented a system by which the status of a customer's CPNI approval can be clearly established prior to the use of CPNI. When a customer initiates service with the company, the customer is asked to complete a written CPNI form. The customer circles whether the customer wants his/her CPNI to be restricted or unrestricted. The customer's request is then entered into the company's computer billing system. When a company employee looks up a particular customer in the company's computer billing system, the employee can click on a CPNI tab, which allows the employee to immediately determine whether the customer has requested his/her CPNI to be restricted or unrestricted for use.
- B. The company has implemented personnel training as to when they are and are not authorized to use CPNI including an express disciplinary process. When the company hires an employee, the employee is required to participate in the company's training program and is given copies of documents that explain the company's billing system and CPNI policies and procedures. As the company's written CPNI policy explains, employees involved in misuse or inappropriate disclosure of CPNI are subject to immediate disciplinary action, including termination from employment.
- C. The company has not engaged in, and has not used agents, affiliates, joint venturers or independent contractors for, sales and marketing campaigns that use customers' CPNI. However, if the company does engage in such sales and marketing campaigns, the company will maintain records for at least one year of their own, their agents' their affiliates', their joint venture partners' or their independent contractors' sales and marketing campaigns that use their customers' CPNI. Such records will include a description of each campaign, the specific CPNI that was used in the campaign and what products and services were offered as a part of the campaign.
- D. The company has a supervisory review process for outbound marketing situations. The company's CPNI policy requires employees to contact, and obtain the approval of, a supervisor before making an outbound request for customer approval.
- E. The company has procedures in place whereby the company will provide the Missouri Commission written notice within five business days of any instance where the opt-out mechanisms do not work properly, to such a degree that customers' inability to opt-out is more than an anomaly. The company does not currently use opt-out mechanisms. However, the company's CPNI policy states that the company will send a letter to the Missouri Commission if the company's opt-out mechanisms do not work properly, to such a degree that customers' inability to opt-out is more than an anomaly.
- F. The company has not taken any actions against any individual or entity that unlawfully obtains, uses, discloses or sells CPNI.
- G. The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.
- H. The company does not share CPNI with joint venture partners or independent contractors (except for billing and collection services).