

# Buehner-Fry, Inc.d/b/a Resort Operator Services

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## 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

For the Calendar Year of  
January 1 - December 31, 2009

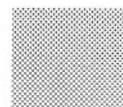
Please select how the company is certificated or registered with the Commission under the Company Name as shown above (check all that apply):

- 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)

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 filing)  
(See instructions for special requirements.)

Please review the instructions document before proceeding by using the link below:  
(link placeholder)



For use  
when filing  
under seal

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

<u>40 NW Greenwood Ave., Bend, OR 97701</u>			<u>541-617-2933</u>
Company Street Address			Telephone Number
<u>40 NW Greenwood Ave.</u>			<u>541-617-2941</u>
Company Mailing Address			Fax Number
<u>Bend</u>	<u>OR</u>	<u>97701</u>	<u>Kaoconnor@NavisTechnologies.com</u>
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.

<u>Mark Lammert, CPA, Tax Preparer for Company</u>			<u>407-260-1011</u>
Name			Telephone Number
<u>740 Florida Central Parkway, Suite 2028, Longwood, FL 32750</u>			<u>407-260-1033</u>
Street Address			Fax Number
<u>740 Florida Central Parkway, Suite 2028</u>			<u>mark@csilongwood.com</u>
Mailing Address			E-mail Address
<u>Longwood</u>	<u>FL</u>	<u>32750</u>	
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>
<u>President, Treasurer &amp; Secretary</u>	<u>Kyle S. Buehner</u>
<u>CFO</u>	<u>Kate O'Connor</u>
<u> </u>	<u> </u>
<u> </u>	<u> </u>

**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.

None

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

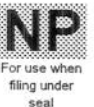
Row	Revenues:	MO Jurisdictional (Column A)	Total Company <sup>1</sup> (Column B)
<b>I. RETAIL</b>			
1.	<b>Local Service Revenues</b> include tariffed revenues attributed to local telecommunications services, extended area service, secondary features such as call forwarding, caller ID, local operator services, directory-related services, etc. and for IVoIP service.		
2.	<b>Interexchange Revenues</b> include revenues attributed to interexchange telecommunications services such as toll services, 800 services, interexchange operator services and interexchange IVoIP services.	\$ -	\$ 8,454,098.82
3.	<b>Non-Switched Telecommunications Service Revenues</b> include revenues attributed to retail local and interexchange private line services (but not special access or private line services provided to other telecommunications carriers).		
4.	<b>Bundled or Packaged Revenues</b> 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.		
5.	<b>Retail Uncollectible Revenues</b> from telecommunications revenues. (This amount is generally a negative number.)		
6.	<b>RETAIL TOTAL</b> (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)	\$ -	\$ 8,454,098.82
<b>II. OTHER</b>			
7.	<b>Wholesale Revenues</b> include intrastate switched, special access service revenues, carrier billing and collection revenues, and any other revenues derived from other telecommunications carriers.		
8.	<b>Miscellaneous Revenues<sup>2</sup> associated with non-retail services</b> , 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.)		
9.	<b>Other Uncollectible Revenues</b> from other revenues. (This amount is generally a negative number.)		
10.	<b>High-Cost Federal USF Revenues</b> include all revenues received as support from the Universal Service Fund for the High-Cost program.	N/A	
11.	<b>Other Federal USF Revenues</b> 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	
12.	<b>State USF Revenues</b> include all revenues received as support from the Universal Service Fund.		
13.	<b>TOTAL REVENUES</b> (This amount should equal the total of Rows 6 - 12 above.) Total MO Jurisdictional Revenue (Column A) should match Total Gross Intrastate Operating Revenue on the <b>Statement of Revenue</b> .	\$ -	\$ 8,454,098.82

<sup>1</sup>"Telecommunications Service" as defined by Missouri Revised Statutes Section 386.020(54).

<sup>2</sup>"Interconnected Voice over Internet Protocol service" as defined by Section 386.020(23) RSMo.

<sup>1</sup> 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.

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



**7. Low Income and Disabled Universal Service Fund Subscriber Quantities**

**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.)

	<b>Number of Missouri Low Income Subscribers</b>	<b>Number of Missouri Disabled Subscribers</b>
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
<b>TOTAL:</b>	0	0



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 <small>(collected or received, according to your record-keeping methods)</small>		Relay Missouri Retention Amount <small>(of the amount collected)</small>		Relay Missouri Revenue Remitted to Commission <small>(of the amount collected)</small>	
	**	**	**	**	**	**
January	\$	-	\$	-	\$	-
February	\$	-	\$	-	\$	-
March	\$	-	\$	-	\$	-
April	\$	-	\$	-	\$	-
May	\$	-	\$	-	\$	-
June	\$	-	\$	-	\$	-
July	\$	-	\$	-	\$	-
August	\$	-	\$	-	\$	-
September	\$	-	\$	-	\$	-
October	\$	-	\$	-	\$	-
November	\$	-	\$	-	\$	-
December	\$	-	\$	-	\$	-
Total						

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

\_\_\_\_\_

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

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_





## 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 except

Check this box if the company submitted its annual CPNI filing for this year in a separate filing to the MO Public Service Commission that is not attached to the company's annual report. If this box is not checked, please complete the requested items shown below:

13. 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 from the drop-down box below (by clicking the cell below and then clicking on the arrow to the right of the box directly below):

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

**G. Complaints Received** - Select one of the options from the drop-down box below (by clicking the cell below and then clicking on the arrow to the right of the box directly below):

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

**H. Sharing CPNI Information** - Select one of the options from the drop-down box below (by clicking the cell below and then clicking on the arrow to the right of the box directly below):

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

**STATEMENT OF POLICY IN TREATMENT OF  
CUSTOMER PROPRIETARY NETWORK INFORMATION**

1. It is Buehner-Fry, Inc. (hereafter referred to as “Buehner-Fry”) policy not to use CPNI for any activity other than permitted by law. Any disclosure of CPNI to other parties (such as affiliates, vendors, and agents) occurs only if it is necessary to conduct a legitimate business activity related to the services already provided by the company to the customer. If the Company is not required by law to disclose the CPNI or if the intended use does not fall within one of the carve outs, the Company will first obtain the customer’s consent prior to using CPNI.
2. Buehner-Fry follows industry-standard practices to prevent unauthorized access to CPNI by a person other than the subscriber or Buehner-Fry. However, Buehner-Fry cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose personally identifiable information. Therefore:
  - A. If an unauthorized disclosure were to occur, Buehner-Fry shall provide notification of the breach within seven (7) days to the United States Secret Service (“USSS”) and the Federal Bureau of Investigation (“FBI”).
  - B. Buehner-Fry shall wait an additional seven (7) days from its government notice prior to notifying the affected customers of the breach.
  - C. Notwithstanding the provisions in subparagraph B above, Buehner-Fry shall not wait the additional seven (7) days to notify its customers if Buehner-Fry determines there is an immediate risk of irreparable harm to the customers.
  - D. Buehner-Fry shall maintain records of discovered breaches for a period of at least two (2) years.
3. All employees will be trained as to when they are, and are not, authorized to use CPNI upon employment with the Company and annually thereafter.
  - A. Specifically, Buehner-Fry shall prohibit its personnel from releasing CPNI based upon a customer-initiated telephone call except under the following three (3) circumstances:
    1. When the customer has pre-established a password.
    2. When the information requested by the customer is to be sent to the customer’s address of record, or
    3. When Buehner-Fry calls the customer’s telephone number of record and discusses the information with the party initially identified by customer when service was initiated.

B. Buehner-Fry may use CPNI for the following purposes:

- To initiate, render, maintain, repair, bill and collect for services;
  - To protect its property rights; or to protect its subscribers or other carriers from fraudulent, abusive, or the unlawful use of, or subscription to, such services;
  - To provide inbound telemarketing, referral or administrative services to the customer during a customer initiated call and with the customer's informed consent.
  - To market additional services to customers that are within the same categories of service to which the customer already subscribes;
  - To market services formerly known as adjunct-to-basic services; and
  - To market additional services to customers with the receipt of informed consent via the use of opt-in or opt-out, as applicable.
4. Prior to allowing access to Customers' individually identifiable CPNI to Buehner-Fry's joint venturers or independent contractors, Buehner-Fry will require, in order to safeguard that information, their entry into both confidentiality agreements that ensure compliance with this Statement and shall obtain opt-in consent from a customer prior to disclosing the information. In addition, Buehner-Fry requires all outside Dealers and Agents to acknowledge and certify that they may only use CPNI for the purpose for which that information has been provided.
5. Buehner-Fry requires express written authorization from the customer prior to dispensing CPNI to new carriers, except as otherwise required by law.
6. Buehner-Fry does not market, share or otherwise sell CPNI information to any third party.
7. Buehner-Fry maintains a record of its own and its affiliates' sales and marketing campaigns that use Buehner-Fry's customers' CPNI. The record will include a description of each campaign, the specific CPNI that was used in the campaign, and what products and services were offered as part of the campaign.

A. Prior commencement of a sales or marketing campaign that utilizes CPNI, Buehner-Fry establishes the status of a customer's CPNI approval. The following sets forth the procedure followed by Buehner-Fry.

- Prior to any solicitation for customer approval, Buehner-Fry will notify customers of their right to restrict the use of, disclosure of, and access to their CPNI.
- Buehner-Fry will use opt-in approval for any instance in which Buehner-Fry must obtain customer approval prior to using, disclosing, or permitting access to CPNI.

- A customer's approval or disapproval remains in effect until the customer revokes or limits such approval or disapproval.
  - Records of approvals are maintained for at least one year.
  - Buehner-Fry provides individual notice to customers when soliciting approval to use, disclose, or permit access to CPNI.
  - The content of Buehner-Fry's CPNI notices comply with FCC rule 64.2008 (c).
8. Buehner-Fry has implemented a system to obtain approval and informed consent from its customers prior to the use of CPNI for marketing purposes. This systems allows for the status of a customer's CPNI approval to be clearly established prior to the use of CPNI.
  9. Buehner-Fry has a supervisory review process regarding compliance with the CPNI rules for outbound marketing situations and will maintain compliance records for at least one year. Specifically, Buehner-Frys' sales personnel will obtain express approval of any proposed outbound marketing request for customer approval of the use of CPNI by The General Counsel of Buehner-Fry.
  10. Buehner-Fry notifies customers immediately of any account changes, including address of record, authentication, online account and password related changes.
  11. Buehner-Fry may negotiate alternative authentication procedures for services that Buehner-Fry provides to business customers that have a dedicated account representative and a contract that specifically addresses Buehner-Frys' protection of CPNI.
  12. Buehner-Fry is prepared to provide written notice within five business days to the FCC of any instance where the opt-in mechanisms do not work properly to such a degree that consumer's inability to opt-in is more than an anomaly.

