

April 15th, 2021

Will Seuffert
Executive Secretary
Minnesota Public Utilities Commission
121 Seventh Place, Suite 350
St. Paul, MN 55101-2147

Re: In the Matter of the Minnesota Public Utilities Information Request sent to all Rural
Digital Opportunity Fund (RDOF) Grant Winners

Dear Mr. Seuffert:

Attached please find Winnebago Cooperative Telecom Association's response to the Minnesota
Public Utilities Commission information request which is filed in Docket No. P571/AM-21-92.

Please contact the undersigned if further information is needed at 651-621-8306.

Sincerely,

/s/ **Mary T. Buley**

Mary T. Buley
Consultant for Winnebago Cooperative Telecom Association

Additional Information Requested from ETC Petitioners

ETC Applicant Name: Winnebago Cooperative Telephone Association		
MPUC Docket Number: P571/AM-21-92		
	Yes (Certify)/ No	Additional Information (Attach additional pages as necessary)
1. Please certify the applicant's commitment to meeting the service and performance quality requirements applicable to its support type. See 47 C.F.R. § 54.202(a)(1).	YES	Winnebago certifies that it will comply with the service requirements applicable to the support that it receives.
2. Will the applicant offer standalone voice telephony service? See 47 CFR 54.101(b). Applicants holding an ETC designation in MN should describe, in sufficient detail to understand the offering, their existing voice telephony service offered to customers, including tariff sheets and contracts, proof of making offerings for this service to consumers in their existing census blocks covered by their present ETC designation, and the number of customers using the applicant's offered voice telephony service in both total numbers and as a percent of customers served in the state. Indicate whether the offering for the RDOF census blocks covered by this application will be the same standalone service and if not, describe how it will differ. See 47 CFR 54.101 (b).	YES.	<p>Please see the Winnebago's RDOF ETC application, specifically Exhibit 2 page 14. This page is a copy of the current Winnebago's MN Intrastate Tariff and it lists the standalone residential local service rates. Winnebago's Local service rate for its CLEC exchanges is \$15.00 for residential and business customers.</p> <p>As of April 1st, 2021, Winnebago had 992 Minnesota voice customers. This number of voice access lines represents 91% of its total customers.</p> <p>Customers in the RDOF Area will be offered standalone voice service at rates listed in its tariff.</p>

<p>3. If so, will the applicant do so through its own facilities, meaning "any physical components of the telecommunications network that are used in the transmission or routing of the services designated for support" or a combination of its own facilities and resale of another carrier's services (including the services offered by another eligible telecommunications carrier)? See 47 CFR 54.201(d)(l).</p>	<p>YES</p>	<p>Winnebago will offer voice services in its MN RDOF Census blocks using its own facilities.</p>
<p>4. For the voice telephony service, identify the customer point of contact (name, address, contact information), and confirm this contact person is legally authorized to represent the applicant in communications with customers.</p>	<p>YES</p>	<p>Jayne Ringham, Customer Service Manager, Winnebago Cooperative Telecom Association, 704 E Main St, Lake Mills, IA 50450, Phone number 641-592-6105. Email: jayneringham@wctatel.com</p>
<p>5. Does the voice telephony service have "access to the emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911, to the extent the local government in an eligible carrier's service area has implemented 911 or enhanced 911 systems"? See 47 CFR § 54.101 (a).</p>	<p>YES</p>	<p>Winnebago's Voice service includes access to E911 dialing.</p>
<p>6. Please describe how the applicant will remain functional in emergency situations, namely, what is "its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations." 47 CFR § 54.202(a)(2)?</p>	<p>YES</p>	<p>Winnebago has taken these steps to operate in emergency Situations: 1). Established reasonable provisions resulting from failures of lighting or power service, sudden and prolonged increases in traffic, illness of operators or from fire, storm, or acts of God including provisions for emergency power that meet or exceed the rules of requirement to provide: a minimum of four hours of battery service in each central office, permanently installed power unit in exchanges exceeding 5,000 lines and mobile power units that can be delivered on short notice and which can be readily connected in offices with out installed emergency power facilities. 2). Has informed employees as to the procedures to be followed, including reasonable rerouting of traffic around damaged facilities and the deployment of emergency power, in the event of emergency order to prevent or mitigate interruption or impairment of telecommunications service.</p>
<p>7. Please describe the extent to which the offered voice telephony services will be offered at "rates that are equal or lower to the Commission's reasonable comparability benchmarks for fixed wireline services offered in urban areas." 47 CFR 54.804(b)(2)(iii).</p>	<p>YES</p>	<p>The local exchange rates offered by Winnebago are in the range of the announced FCC 2021 Annual Urban Rate Survey Rates.</p> <p>The 2021 Annual urban rate survey for an unlimited or flat rate local service average rate is \$33.73. The reasonable comparability benchmark for voice services, two standard deviations above the urban average, is \$54.75</p>
<p>8. Will the applicant satisfy additional requirements applicable to all high-cost ETCs, such as Lifeline obligations 47 CFR § 54.405</p>	<p>YES</p>	<p>Winnebago will make available Lifeline Service to qualifying customers.</p>

<p>9. If so, will the applicant commit to e-file documentation evidencing the offering of Lifeline service in the required census blocks as required by 47 CFR § 54.405(b).</p> <ul style="list-style-type: none"> a. Current Lifeline providers should provide evidence of prior and current communications, including advertisements and website communications as described in 47 CFR § 54.405(c) for census blocks for which it currently receives support and the number of Lifeline customers being served. b. Future Lifeline providers should provide planned communications as described in 47 CFR §54.405(c). 	<p>YES</p>	<p>Winnebago provided samples of its existing Lifeline advertising in MN PUC Docket No. 20-747. Winnebago advertises lifeline on its website, in its customer bills, in three local newspapers and in its phone directory. Winnebago's response in Docket No. 20-747 is attached.</p>
<p>10. If the answer to question 3 above is through an affiliate or by offering a managed voice solution (including VoIP) through resale of another carrier's services, identify the other carrier, describe the legal relationship between the applicant and the other carrier, and describe how the other carrier will comply with the requirements listed above.</p>	<p>NA</p>	<p>NA</p>
<p>11. Will the applicant commit to notifying the Minnesota Public Utilities Commission, Minnesota Department of Commerce and the Minnesota Office of the Attorney General if it has failed to meet its milestones for the identified census blocks under the FCC ROOF grant obligations? 47 CFR 54.320(d).</p>	<p>YES</p>	<p>Winnebago will notify the Minnesota Public Utilities Commission, Minnesota Department of Commerce, Minnesota Attorney General Office, USAC and the FCC within 10 business days after the applicable deadline if it has failed to meet a build-out milestone.</p>

November 2nd, 2020

Mr. William Seuffert
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, MN 55101

Re: Response to Minnesota Public Utilities Commission Request for Information in Docket No. 20-747

Dear Mr. Seuffert:

Enclosed please find the Initial Comments for Winnebago Cooperative Telephone Association as a High Cost ETC in Docket No. P999/CI-20-747.

Please call me at 651-621-8306 with any questions.

Sincerely,

/s/ Mary T. Buley

Mary T. Buley
Telecommunications Consultant

Enclosure

cc: John Kroger, Winnebago Cooperative Telephone Association

Initial Comments for Winnebago Cooperative Telephone Association as a High Cost ETC in Minnesota PUC Docket No. 20-747

1. Current number of Lifeline Customers as of 9/30/20
 - a. Study Area Code: (361337) 2 lifeline customers

2. How are Lifeline Services Advertised:

Winnebago Cooperative Telephone Association (“WCTA”) advertises Lifeline on its website at:

<https://www.wctatel.net/phone/minnesota-lifeline-services/>

In addition, WCTA advertised lifeline in 2020 via a bill insert, newspaper ads and the phone directory.

3. Provide Samples of Lifeline Advertising: Exhibit 1 is a scan of WCTA’s web site advertising Lifeline in MN. Exhibit 2 contains a redacted bill for the July 2020 billing cycle with lifeline information. Exhibit 3 is an ad on lifeline in the local newspaper. Exhibit 4 is a copy of ad on lifeline placed in the Freeborn Shopper in April 2020. Exhibit 5 is a copy of an ad that appeared in the Alden Advance in April 2020. And Exhibit 6 is a copy of the lifeline ad in the local phone directory.
4. Provide any additional Comments or observations on lifeline that is relevant to the Commission’s Inquiry.
No comments.

Exhibit 1 – Screen Shot of Winnebago Cooperative Telephone Association Webpages on Lifeline



- » PHONE
- » HOSTED PBX SOLUTION
- » ONLINE DIRECTORY
- » LONG DISTANCE
- » RELAY PROGRAMS
- » **MINNESOTA LIFELINE SERVICES**
- » IOWA LIFELINE SERVICES

LOW-INCOME MINNESOTANS MAY QUALIFY FOR TELEPHONE ASSISTANCE

Lifeline, Minnesota's Telephone Assistance Program (TAP), and Toll Limitation Service (TLS) support all provide discounts to eligible low-income consumers to help them establish and maintain telephone service through Winnebago Cooperative Telecom Association (WCTA).

What type of discount is available?

Lifeline assistance is a federal program which lowers the cost of basic, monthly local telephone service. Eligible consumers may receive \$7.25 per month in discounts from Lifeline.

Minnesota's Telephone Assistance Program (TAP) is a state program which also provides a monthly telephone service discount, in the amount of \$7.00 per month.

Toll Limitation Service (TLS) support allows eligible consumers who wish to avoid incurring large long distance fees to choose toll blocking or toll control at no cost.

How do I know whether I am eligible?

Exhibit 1 – Screen Shot of Winnebago Cooperative Telephone Association Webpages on Lifeline

The screenshot displays a website interface with a navigation menu on the left and a main content area on the right. The navigation menu includes the following items:

- » HOSTED PBX SOLUTION
- » ONLINE DIRECTORY
- » LONG DISTANCE
- » RELAY PROGRAMS
- » **MINNESOTA LIFELINE SERVICES**
- » IOWA LIFELINE SERVICES

The main content area contains the following text:

An individual is eligible if he or she participates in one of the following programs:

- » Federal Public Housing Assistance
- » Medicaid / Medical Assistance
- » Supplemental Nutrition Assistance Program (SNAP)
- » Supplemental Security Income (SSI)
- » Veterans Pension or Survivors Pension benefit

In addition, a consumer may be eligible if his or her household income is at or below 135% of the Federal Poverty Guidelines.

Additional qualifying programs for persons living on a reservation:

- » Bureau of Indian Affairs General Assistance
- » Food Distribution Program on Indian Reservation (FDPIR)
- » Tribally Administered Temporary Assistance for Needy Families
- » Tribally Administered Head Start (only those meeting income-qualifying standards)

How do I apply to receive Lifeline, TAP, and TLS support discounts?

To apply or determine eligibility for Lifeline, TAP, and TLS discounts please contact the WCTA business office at 704 E. Main St., Lake Mills, IA 50450 (800-592-6105). This application is also available on the Minnesota Public Utilities Commission website at <https://mn.gov/puc/consumers/help/telephone/>



**Winnebago
Cooperative
Telecom
Association**

For Billing Questions or Service Questions, Please Call
800-592-6105 or 641-592-6105

704 E MAIN ST LAKE MILLS, IA 50450 www.wctatel.net
HOURS: Monday - Friday | 8:00 AM - 4:30 PM
PHONE: (800) 592-6105 or (641) 592-6105
EMAIL: wcta@wctatel.net

Local Access Billed One Month In Advance For Period 7/1/20 to 7/31/20
 Past Due Balances Are Subject To Disconnect On The 5th Of Each Month.
 Visit our website: www.wctatel.net

Balance Forward

Previous Bill [redacted]
 Payment made on Jun 5 [redacted]
 Total payments through Jun 24 [redacted]
Balance Before Current Charges \$ [redacted]

Invoice Totals

[redacted] Subtotal [redacted]
 [redacted]
 [redacted]
 [redacted]
Subtotal Current Charges [redacted]

Service Summary

	Adj	Charges	Taxes Surcharges Fees	Subtotal
[redacted]		[redacted]	[redacted]	[redacted]
[redacted]		[redacted]	[redacted]	[redacted]
[redacted]		[redacted]	[redacted]	[redacted]
[redacted]		[redacted]	[redacted]	[redacted]

Account Summary	
Account Number	[redacted]
Invoice Number	[redacted]
Bill Date	[redacted]
Payment Due Date	Jul 20, 2020
Previous Bill	[redacted]
Previous Payments	[redacted]
Adjustments	[redacted]
Advanced Payments	[redacted]
Current Charges	[redacted]
Amount Due	[redacted]

**Stream
Dream
Big**

Get New Internet or
Upgrade Your Speed
FREE
for 30 Days

KEEP THIS PORTION FOR YOUR RECORDS
 To ensure proper credit, please return the bottom portion of this page with your payment



704 E MAIN ST
LAKE MILLS, IA 50450
RETURN SERVICE REQUESTED

Remittance Information	
Account Number	[redacted]
Invoice Number	[redacted]
Bill Date	[redacted]
Payment Due Date	[redacted]
Amount Due	[redacted]
Amount Enclosed:	\$ _____
Please include account number on your check and make payable to WCTA	

WINNEBAGO CO-OP TELECOM ASSN
 704 E. MAIN ST
 LAKE MILLS, IA 50450-1420

Check here for change of address, payment by credit card, or AutoPay sign up. Please see the form on reverse side.



WCTA
Usage Surcharges and Fees

Charges

Amount

Charges	Amount
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Fax: 641-592-6102
Email: closedcaptioning@wctatel.net

To file a written complaint contact:

Mark Thoma
General Manager
704 East Main Lake Mills, IA 50450

Voice: 641-592-6105
Fax: 641-592-6102
Email: markthoma@wctatel.com

Dear WCTA Customer:

It is assumed the Federal Communications Commission (FCC) will increase the federal universal service program contribution factor from 19.6% To 26.5%. The federal universal service fund program is designed to ensure that all Americans have access to basic telecommunications services at affordable prices. Consistent with FCC rules, Winnebago Cooperative Telecom Association (WCTA) and WCTA Long Distance will multiply the universal service contribution factor times your interstate service charges to produce the Federal Universal Service Charge (FUSC) on your bill, effective August 1, 2020.

Sincerely,
Winnebago Cooperative Telecom Association

You may apply your monthly Lifeline discount towards internet service. If you would like to switch to an internet plan, ask WCTA if a Lifeline Program home internet service is available in your area. You can continue to apply your monthly lifeline discount to your home, but you can only receive a discount on ONE option Phone or Internet. WCTA gives you the option to apply the discount to a service bundle, such as home phone and home internet service.

Minnesota Telephone Assistance Plan

The Minnesota Telephone Assistance Plan is available to eligible Minnesota residents and may provide additional credits.

To be eligible for the Minnesota Telephone Assistance Plan, applicants should submit an application to WCTA. Application forms may be obtained at the WCTA business office.

For more information on any of these telephone assistance plans, please contact the WCTA business office.

Winnebago Cooperative Telecom Association Closed Captioning

The Federal Communications Commission (FCC) is concerned that consumers may experience difficulty in receiving and/or viewing closed captioning on some digital television (DTV) programming, including high definition television (HDTV), provided by a subscription television provider.

For assistance with immediate closed captioning concerns contact WCTA at:
Voice: 641-592-6105



Low Income Residents May Qualify for Telephone or Broadband Assistance

You may be eligible for assistance in paying your telephone or broadband bill if you receive benefits from certain low-income assistance programs. For more information or an application form, please contact WCTA at 1-800-592-6105. Details on the programs are below.

WCTA customers in Minnesota may also be eligible for a credit through the State's Telephone Assistance Plan.

Federal Lifeline Plan

The Federal Lifeline program is available to eligible residents in both Iowa and Minnesota. Lifeline is a plan that assists qualified low-income customers with a monthly credit.

You may qualify if your income is at or below 135% of the federal poverty income guidelines. You may also qualify for a monthly federal lifeline credit on your telephone bill if you are receiving benefits under one or more of the following programs:

- Federal Public Housing Assistance
- Medicaid/Medical Assistance
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Veterans Pension or Survivors Pension Benefit
- Bureau of Indian Affairs General Assistance
- Food Distribution Program on Indian Reservations (FDPIR)
- Tribally Administered Head Start (for those meeting incoming-qualifying standards)
- Tribally Administered Temporary Assistance for Needy Families (TTANF)

Eligible persons must complete an application to participate in the Lifeline plan. Applicants should submit an application to WCTA. Application forms can be obtained from a variety of locations including: the WCTA business office, county offices of the Department of Human Services, the Area Agency on Aging, and the Community Action Program offices of the Department of Human Rights.

Note: A person may only apply for the Lifeline credit on one service. They may not, for example, apply on both a landline and a broadband plan or a landline and a wireless line.

For more information or an application for either program, contact our business office.

WINNEBAGO COOPERATIVE TELECOM ASSOCIATION
1-800-592-6105 OR 1-641-592-6105

Minnesota's Low-Income Telephone & Broadband Assistance Programs

Lifeline and Toll Limitation Service support provide discounts to eligible low-income consumers to help them establish and maintain telephone and Broadband service through Winnebago Cooperative Telecom Association (WCTA).

What type of discount is available?

Lifeline assistance lowers the cost of basic, monthly local telephone and broadband service. Eligible consumers can receive up to \$16.25 per month in discounts.

Toll Limitation Service (TLS) support allows eligible consumers who wish to avoid incurring large long distance fees to choose toll blocking or toll control at no cost.

How do I know whether I am eligible?

An individual is eligible if he or she participates in one of the following programs:

- Federal Public Housing Assistance or Section 8
- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- Supplemental Security Income (SSI)
- Tribal Programs
- Veterans & Survivors Pension Benefits

In addition, a consumer may be eligible if his or her household income is at or below 135% of the Federal Poverty Guidelines.

How do I apply to receive Lifeline and TLS support discounts?

To apply or determine eligibility for Lifeline and TLS discounts please contact the WCTA business office at 704 E. Main St., Lake Mills, IA 50450 (800-592-6105). This application is also available on the Minnesota Public Utilities Commission website at www.puc.state.mn.us.



800-592-6105

www.wctatel.net

Insertion Information

Ad Size: 3 col. x 5"

Color: Black & White

Contact: Angie Thompson angiethompson@wctatel.com
or 641-592-6105

NOTE: Please provide proof of publication to:
Winnebago Cooperative Telecom
Angie Thompson
704 East Main Street
Forest City, IA 50450

Freeborn Co. Shopper

Annual Rate Notice - Minnesota

Winebago Cooperative Telecom Association is a telecommunications provider who provides basic and enhanced services within its service territory. Basic services are offered at the following rates and charges:

	<u>Monthly Charges</u>
Voice Grade Residential Service	\$23.00*
Voice Grade Business Service	\$20.00*
Federal Subscriber Line Charge—Single Line	\$6.50
Access Recovery Charge—Single Line	\$3.00*
Federal Subscriber Line Charge—Multi Line	\$9.20
Access Recovery Charge—Multi Line	\$3.00*

Toll Blocking is available at no charge for low income customers who qualify.

If you have any questions regarding the company's services and rates/charges, please contact us by visiting Winebago Cooperative Telecom Association, 704 E. Main St., Lake Mills, IA 50450, or by calling 800-592-6105.

*In the Albert Lea and Glenville exchanges, the rates may vary from the listed rate.

800-592-6105 • www.wctatel.net



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- Medicaid
- Supplemental Security Income (SSI)
- Tribal Programs
- Veterans & Survivors Pension Benefits

In addition, a consumer may be eligible if his or her household income is at or below 135% of the Federal Poverty Guidelines.

How do I apply to receive Lifeline and TLS support discounts?

To apply or determine eligibility for Lifeline and TLS discounts please contact the WCTA business office at 704 E. Main St., Lake Mills, IA 50450 (800-592-6105). This application is also available on the Minnesota Public Utilities Commission website at www.puc.state.mn.us.



800-592-6105

www.wctatele.net

Alden Advance

Annual Rate Notice - Minnesota

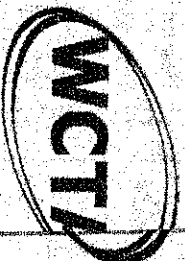
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800-592-6105

www.wcta.net

Minnesota's Low-Income Telephone & Broadband Assistance Programs

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Toll Limitation Service (TLS) support allows eligible consumers who wish to avoid incurring large long distance fees to choose toll blocking or toll control at no cost.

How do I know whether I am eligible?

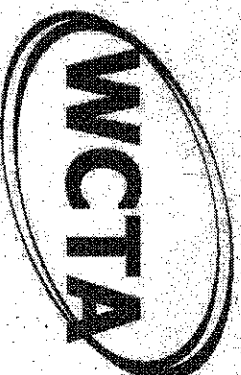
An individual is eligible if he or she participates in one of the following programs:

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- Medicaid
- Supplemental Security Income (SSI)
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800-592-6105

www.wctatel.net

SUMMARY OF EXCHANGES LISTED IN THIS DIRECTORY WITH THE SERVING TELEPHONE COMPANY

Albert Lea	CenturyLink	Hanlontown	WCTA
Albert Lea	WCTA	Joice	WCTA
Alden	Citizen's Communication	Kensett	WCTA
Algona	CenturyLink	Kiester	Citizen's Communication
Bancroft	WCTA	Lake Mills	WCTA
Blue Earth	BEVCOMM	Lakota	WCTA
Bricelyn	BEVCOMM	Leland	WCTA
Britt	CenturyLink	Lone Rock	Lone Rock Co-op
Britt	WCTA	Manly	CenturyLink
Buffalo Center	WCTA	Manly	WCTA
Burt	Titonka-Burt Communications	Mason City	CenturyLink
Clear Lake	Clear Lake Ind. Telephone	Mason City	WCTA
Conger	WCTA	Miller	WCTA
Crystal Lake	WCTA	Northwood	CenturyLink
Elmore-Stevens	BEVCOMM	Northwood	WCTA
Emmons	WCTA	Plymouth-Rock Falls	OmniTel Communications
Fenton	Fenton Coop Tel. Co.	Rake	WCTA
Fertile	WCTA	St. Ansgar	Windstream
Forest City - Rural and Town	WCTA	St. Ansgar	OmniTel Communications
Forest City - Town	Windstream	Scarville	WCTA
Frost	BEVCOMM	Thompson	WCTA
Garner	CenturyLink	Titonka	Titonka-Burt Communications
Garner	WCTA	Twin Lakes	WCTA
Glenville	CenturyLink	Ventura	Ventura Telephone Co.
Glenville	WCTA	Wesley	CenturyLink
Grafton	WCTA	Woden	WCTA

Customers' Rights to Own and Provide Their Own Telephones, Other Terminal Equipment and New Inside Station Wiring

- (1) A customer has the right to provide and own terminal equipment and new inside station wiring.
- (2) A customer is not required to buy or lease terminal equipment from the telephone company in order to receive service.
- (3) A customer is not required to use the services of the telephone company for the installation of new inside station wiring or terminal equipment. Upon request, the telephone company will provide technical information for new inside station wire or terminal equipment.
- (4) The charges for transmission services, connections, disconnections or service checks will not be preferential due to the fact that telephones, or other terminal equipment, or new inside station wiring are provided by the telephone company or other suppliers.
- (5) Terminal equipment includes telephones, and all other equipment connected to the telephone line beyond the protector or point of demarcation.
- (6) Customer provided equipment must be approved by the FCC and the customer is responsible for its proper connection, maintenance and repair. FCC rules also require that the customer notify the telephone company before connecting any equipment.
- (7) All inside wiring and out-building connections must meet certain technical standards.

Iowa Customer Complaint Procedure Notice

If your local telephone company does not resolve your complaint, the service may be subject to state regulation. You may contact the Iowa Utilities Board, 1375 E. Court Avenue, Room 69, Des Moines, IA 50319-0069, Main Line: 515-725-7300; Toll Free: 877-565-4450; Web: <http://iub.iowa.gov>

Line Condition Verification

If a busy line is continuously encountered when trying to reach someone, the telephone company will, upon request, verify the condition of the line. A charge will apply. If the line is verified and interrupted, a charge will apply. No charge will apply if the line situation indicates a trouble condition or if the call is to or from an emergency agency.

Telephone Assistance Programs

The Telephone Assistance Program (TAP) provides reduced phone bills for qualified low-income customers. The link-up and lifeline program provides financial help with telephone service charges for qualified low-income customers.

Repair of Inside Station Wiring and Terminal Equipment

- (1) If you lease your telephones from the telephone company and have a maintenance contract on properly installed inside wire - then, there is no charge for any repair.

- (2) If you own your own telephones or do not have a maintenance contract on the inside wire, and the telephone company finds the trouble to be on your side of the protector (point of demarcation), a repair charge will apply if the telephone company repairs the trouble for you.

International Call Blocking

Some international calls may be of a pay-per-call basis for services. You have the option to block all international calls from your telephone line. There will be no charge the first time a block is placed on your telephone line. To request blocking or for additional information, call the WCTA or TBC business office.

900 and 976 Call Blocking

900 and 976 numbers provide a variety of information of a pay-per-call basis. You have the option to have all 900 and 976 numbers dialed from your telephone line blocked. There will be no charge the first time a block is placed on your telephone line. To request blocking or for additional information, call the WCTA or TBC business office.

Caller ID Blocking Options

The following options are available to prevent displaying of your name and number when making a call:

- **Calling Number Delivery Blocking - Per Call**

Blocks your name and number on a per call basis. To use, dial *67 (1167 from rotary phones) before you dial the phone number you are calling. If you do not want the person to be able to use the Automatic Recall calling feature to dial your number, use *67 (1167 from rotary phones) before placing the call. Refer to Custom Calling Features section in this directory for more information on this feature.

Per Calling Blocking is automatically installed on all customer's telephone lines and is at no cost to the customer. WCTA Minnesota customers receive, at no cost, Anonymous (Blocked) Caller Rejection if they subscribe to Caller ID delivery calling features.

- **Calling Number Delivery Blocking - Per Line**

Blocks your name and number from being delivered on all the calls you make unless you unblock with *82 (1182 from rotary phones). Use *82 (1182 from rotary phones) to remove blocking for the next call only. Refer to Customer Calling Features section in this directory for more information on this feature.

WCTA or TBC Iowa customers can subscribe to Calling Number Delivery Blocking - Per Line for a monthly fee. Calling Number Delivery Blocking - Per Line is at no charge to WCTA customer residences and qualifying businesses in Minnesota.