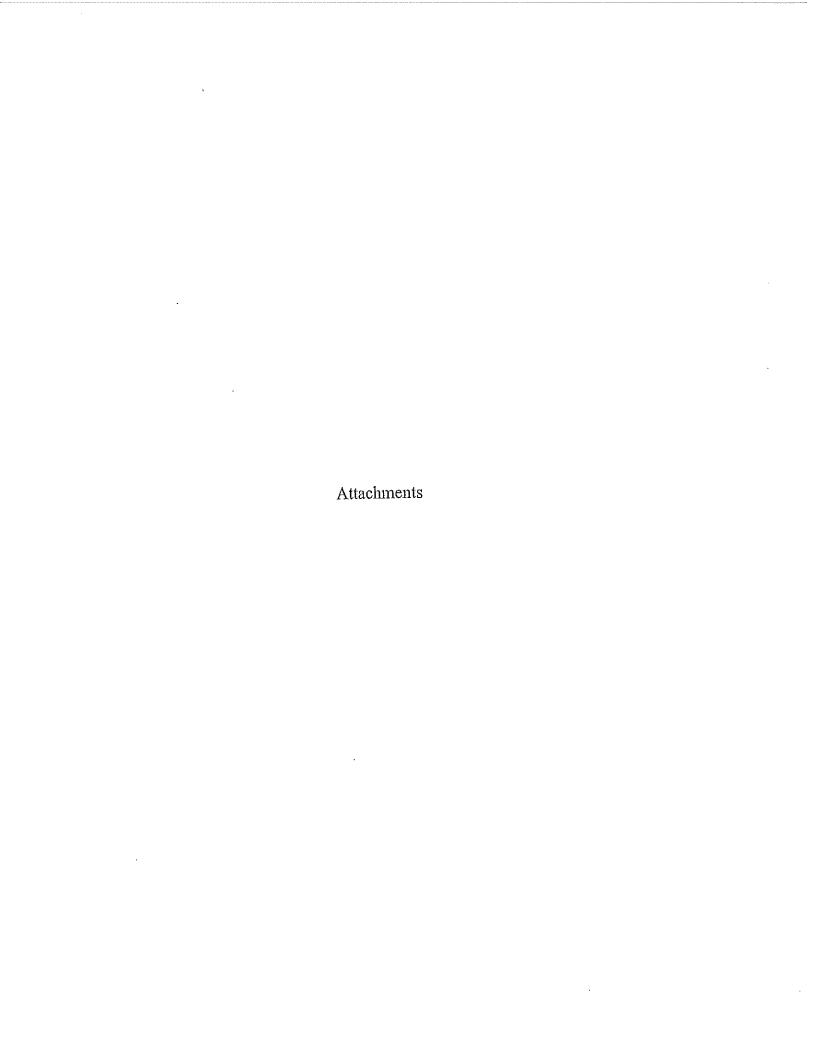


1'	e Offerings including Voice Rate Data ection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	399005	
<015>	Study Area Name	MIDCONTINENT COMMUNICATIONS	
<020>	Program Year	2017	
<030>	Contact Name - Person USAC should contact regarding this data	Mary Lohnes	
<035>	Contact Telephone Number - Number of person identified in data line <03	O> 6053575459 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <03	30> Mary.Lohnes@midco.com	
<701>	Residential Local Service Charge Effective Date  1/1/2 Single State-wide Residential Local Service Charge 20.0	016	

<703>

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				Residential Local			Mandatory Extended Area	
State	Exchange (ILEC)	SAC (CETC)	Rate Type	Service Rate	State Subscriber Line Charge	State Universal Service Fee	Service Charge	Total per line Rates and Fees
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# **Midcontinent Communications**

Form 481, Line 510

**Service Quality and Consumer Protection Rules** 

# Service Quality Standards and Consumer Protection Rules

Midcontinent Communications certifies that it complies with the applicable service quality standards and consumer protection in accordance with 47 § 54.313(a)(5). Midcontinent provides extensive training along with written policies and procedures to all its employees to meet the standards.

# MIDCONTINENT COMMUNICATIONS Telephony Policies, Procedures, Processes

# **Table of Contents**

#### **Basic Phone Line**

- Features/Benefits/How To
- Offers Eligibility
- Order Entry
- Service Codes
- Trouble Call Staging Charts
- Troubleshooting

#### Additional Phone Line

- Features/Benefits/How To
- Order Entry
- Service Codes
- Trouble Call Staging Charts
- Troubleshooting

# Digital Phone Package

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- Order Entry
- Trouble Call Staging Charts
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- Preparing 3PV
- Preparing our Customer
- 3PV for Minnesota & North Dakota
- 3PV for South Dakota
- 3PV Error Handling
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- Call Records
- Telephone Account Information

- Information Customer CPNI
- Address Change
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- Close Schedule
- Directory Assistance Exemption
- Disputes 411
- Listing Change One Time Charge
- Online Directory
- Order Entry
- Phonebook requests
- Post Close Date Directory Update Requests
- Publication Locations
- · Reference Guide
- Service Codes
- Troubleshooting

# Telephone Features & Feature Blocks

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- Feature Blocks
- Feature Groups
- X Market Discontinued Features
- Troubleshooting

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- Excessive Long Distance Usage
- International
- Local Calling Areas
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- Unbilled Charges

# **Toll-Free Numbers**

- Features/Benefits/How To
- Order Entry

# **Midcontinent Communications**

Form 481, Line 610

**Functionality In Emergency Situations** 

# **Functionality in Emergency Situations**

Midcontinent Communications certifies that it complies with the requirements to be able to remain functional in emergency situations as set in 47 § 54.202(a)(2). Midcontinent utilizes power supplies within its network which converts commercial power to network nodes, amplifiers and customer premise equipment. Each power supply unit shall have battery backup in order to continue to provide network power in the event of a commercial power failure. Portable generators shall be deployed to provide continuous uninterrupted power augmenting the battery power life cycle. Midcontinent is able to reroute traffic around damaged facilities and is capable of managing traffic spikes.

# Midcontinent Communications FCC Form 481, Line 703 Price Offerings including Voice Rate Data

State	Exchange (ILEC)	Rate Type - Select From Drop-down:  MS for Measured  MT for Metered  FR for Flat Rate	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fees No Data Entry Required Calculated by System
SD	Exchange (ILLC)	FR	20	0			20
30		FN		<u> </u>			
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# Midcontinent Communications FCC Form 481, Line 1010 Voice Services Rate Comparability Compliance

Voice Services Rate Comparability Certification Midcontinent Communications SAC 399005

Local Residential	Primary Residential Line	FCC Reasonable		
Service Rate	Federal Access Charge	Total	Comparability Benchmark	
\$20.00	\$6.50	\$26.50	\$47.48	