

## Attachments



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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**

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**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**



**Midcontinent Communications**

**FCC Form 481, Line 1010**

**Voice Services Rate Comparability Compliance**

Voice Services Rate Comparability Certification  
Midcontinent Communications  
SAC 399005

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