

Attachments

Clarity Telecom dba Vast Broadband's demonstration of complying with applicable service quality standards and consumer protection rules for voice and broadband services:

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make “a specific commitment to objective measures to protect consumers.”² The Commission found that for wireless ETCs, compliance with CTIA’s Consumer Code for Wireless Service would satisfy this requirement” and that the sufficiency of other commitments would be considered on a case-by-case basis.³ In this context, the FCC stated, “to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement.”⁴

Clarity Telecom dba Vast Broadband (“Vast Broadband”) hereby certifies that it is in compliance with applicable service quality standards and consumer protection rules. Knology is subject to consumer protection obligations under both federal and South Dakota state law. These obligations include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of the South Dakota Administrative Rule 20:10:27:07 which discloses rates, terms and conditions of service to customers; (2) adherence to state requirements that the Company satisfies and certifies annually that it complies with consumer protection and service quality standards pursuant to South Dakota Administrative Rules (20:10:32:54.06), including South Dakota Administrative Rules regarding transmittal of bills (20:10:07:03), billing requirements (20:10:34:09), billing disputes (20:10:07:04), refunds for

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) (“*2005 ETC Order*”).

² *Id.* at para. 28.

³ *Id.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: “(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy.” *Id.* at n. 71.

⁴ *Id.* at n. 72.

service interruptions (20:10:07:05) service quality standards for local exchange companies (20:10:33), and notification of adverse changes in rates, terms, or conditions (South Dakota Codified Law 49-31- 12.8); (3) truth-in-billing requirements, and (4) CPNI, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

Vast Broadband is subject to consumer protection obligations for broadband services under federal law. These obligations include, but are not limited to, the following: public disclosure of accurate information regarding network management practices, performance, and commercial terms of broadband internet access services; as a means of providing sufficient information for consumers to make informed choices regarding use of such services, and for content, application, service and device providers to develop, market, and maintain internet offerings as specified in 47 CFR § 8.3. The Company furthermore will comply with all requirements set forth in the *2015 Open Internet Order* when it becomes effective.

Clarity Telecom dba Vast Broadband demonstration of ability to function in emergency situations for voice and broadband services:

Clarity Telecom dba Vast Broadband (“Vast”) hereby certifies that it is able to function in emergency situations as set forth in 47 C.F.R. § 54.202(a)(2)¹ and South Dakota Administrative Rule 20:10:32:54.07. Vast's voice and broadband network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). Vast can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow Vast to manage traffic spikes throughout its network, as emergency situations require. Vast maintains a contingency plan to prevent or minimize service interruptions due to the catastrophic loss of a central office switch, toll switching office, or tandem switching office, pursuant to South Dakota Administrative Rule 20:10:33:18. The plan is available for review upon request.

Specifically, each central office building is supplied with standby generators and battery back-up that enable the central office to keep running until power is restored so long as fuel is available, or until system changes are made to reroute traffic. As required by South Dakota Administrative Rule 20:10:33:19, Vast's central office can maintain 8 hours, plus or minus 15 percent, of battery reserve rated for peak traffic load requirements, and a permanent auxiliary or mobile power unit is installed which can be delivered and connected within four hours. Vast has battery backup at all office locations and in its electronic equipment sites

¹ Section 54.202(a)(2) requires ETCs that are designated by the Commission to “demonstrate 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.”

capable of running for a minimum of 8 hours, plus or minus 15 percent, in compliance with the State rules. Length of run time is determined by the equipment serving the area and the number of customers working out of the equipment. Generators are installed at all Central Office locations. They will continue to run as long as Vast has access to fuel. Vast tests the batteries at least once per year.

Company complies with the FCC's backup power requirements, effective October 16, 2015.

**Clarity Telecom dba Vast Broadband
Line 1210**

Terms and Conditions for Lifeline Customers

Lifeline Assistance

Lifeline Assistance is a government assistance program that provides a monthly credit to the local telephone service bill of residential customers in South Dakota. If you qualify for Lifeline Assistance, Vast Broadband will discount your local telephone charge by at least \$9.25 each month. Lifeline customers may subscribe to any local telephone service plans offered by Vast Broadband but the discount may only be applied to local telephone charges. Vast Broadband offers free Toll Limitation Service to Lifeline customers for any local service plan that charges a fee for toll calls that is in addition to the monthly price of your Lifeline service.

Lifeline Program Restrictions

- *Only one Lifeline service is available per household.*
- *A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses.*
- *A household is not permitted to receive Lifeline benefits from multiple providers (i.e., if you receive a Lifeline discount on your wireless service, you would not also qualify to receive that discount on your home phone service)*
- *Violation of the one-per-household limitation constitutes a violation of the Federal Communications Commission's (or "FCC") rules and will result in the subscriber's de-enrollment from the program.*

- *Lifeline is a non-transferable benefit and the subscriber may not transfer his or her benefit to any other person.*
- *Lifeline is a federal benefit and willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program.*

General Lifeline Information - For Home Phone

Because phone service is so important in today's world, Vast Broadband believes everyone should have access to it. We offer a discounted telephone service plan to make basic home phone service even more affordable for qualified customers. Lifeline provides qualified customers with discounted home phone service and the ability to add additional services and features.

FAQs: FCC Lifeline Rules For Home Phone

Q. What do I need to fill in on the application?

A. It is important that you fill out the application completely and accurately to ensure there are no delays in being approved for the Lifeline program. Please review the instructions on the application carefully. Required:

- *Customer Name*

- Customer Service Address
- City, State, Zip
- Must note if your address is permanent or temporary
- Customer Telephone Number
- Social Security Number (last 4 digits only)
- Date of Birth (mm/dd/yyyy)
- Must check qualifying program or income; if income, must provide # of persons in household
- Must provide proof of program participation or income level
- Must check that you have read and agree to the list of certifications
- Signature
- Date

Q. What proof do I need to bring?

A. If you qualify by program assistance, please bring in a copy of your benefits card or award letter. If you qualify by income, please bring in copies of any of the following qualifying documents — Vast Broadband. DOES NOT keep any documentation.

- Most recent state or federal tax return
- Retirement/pension statement of benefits
- Current income statement from an employer
- Unemployment/Workmen's Compensation Statement of Benefits
- Paycheck stubs for most recent 3 months
- Federal notice letter of participation in General Assistance
- Social Security Statement of Benefits
- Veterans Administration Statement of Benefits
- Child Support document
- Divorce decree
- Other official document containing income information

Q. How do I get proof of Social Security (Social Security Statement of Benefits) if qualifying by income?

A. Social Security Statement of Benefits is mailed to all recipients annually. If you need a copy, please contact your local Social Security office.

Q. Can I send a copy of my paycheck as proof?

A. We will need a copy of your paycheck stubs for three consecutive months, as proof. A copy of your paycheck is not accepted.

Q. Is Supplemental Social Security (SSI) the same as Social Security?

A. No. Supplemental Security Income (SSI) is a Federal income supplement program funded by general tax revenues (not Social Security taxes). It is designed to help aged, blind and disabled people who have little or no income.

Q. I'm a senior citizen, do I qualify?

A. Lifeline is not based on age. You must participate in one of the qualifying programs or meet the income guidelines to be eligible for Lifeline.

Q. I receive Medicare, do I qualify?

A. No. Medicare is not a qualifier for the Lifeline program.

Q. I babysit or am self-employed, what is acceptable for proof?

A. Please provide a photocopy of your most recent tax return.

Q. Do I have to wait until I'm approved for Lifeline to get phone service?

A. No. You must have working phone service to be approved for Lifeline.

Q. Will the Lifeline discount be on my next bill?

A. Lifeline will be applied to your account within 2 bill cycles and is retroactive back to your approval date.

Q. Why isn't Lifeline showing on my bill anymore?

A. You may have failed to complete a Re-certification within the required 30 days. You must re-apply by using the Application for Lifeline to have the discount added back to your account.

Q. Why has my bill amount changed?

A. The FCC has changed the federal Lifeline discount amount.

Q. Why did I receive a Re-certification form in the mail?

A. The FCC is requiring all customers who have Lifeline as of June 1, 2012, to certify that they are still eligible for Lifeline according to the new guidelines.

Q. Why did FCC change its contribution to the Lifeline discount?

A. The FCC reformed many aspects of its Lifeline program and changing the old Lifeline discount rate structure to a simple, flat rate discount was one of those reforms. The FCC concluded that such a discount is easier for customers to understand.

Q. How can I find out more about these changes?

A. Visit www.usac.org

Q. How do I re-certify my eligibility?

A. You must re-certify by completing the form you received in the mail and returning it