

1956-2011

Dial Tones

August 2011



CUSTOMER UPDATE: "Call Termination Problems:"

Dial Tones is published monthly for members of Dell Telephone Cooperative, Inc., a member-owned cooperative since 1956. Proud to serve Dell City, Desert Haven, Guadalupe Peak, Mile High, Timberon and Queen.

U.S. rural telecommunication association are requesting a federal investigation on the "epidemic" of poor quality, uncompleted or misrouted telephone calls to rural telephone customers, industry. It is not only an inconvenience and nuisance for the residential and business customer but also could impact public safety in rural areas.

Volume 17 Edition 8

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Rural telephone calling problems have been reported nationally for the past two years, but they have escalated in the last year.

A problem has surfaced involving the termination of long distance calls, especially in rural areas. The call may originate from inside or outside your state using a variety of telephone technologies including land-line, wireless cable and VoIP (Voice over internet protocol). The calling party may experience one or more of the following issues when making a call:

Management

- Denny Bergstrom General Manager
- Executive Vice President
- J.P. Lewis, Plant Manager
- Marcy Guillen, Office Manager
- Susan Barker, Accounting Manager
- Joel Muniz, Operations Network Mang.
- Billy Carpenter, Engineering Manager
- Grant Spence, Central Office Manager

- The calling party hears ringing but the called party hears nothing
- The called party hears ringing but only hears dead air when the calls answered
- Unusually long call set-up times, sometimes as long as 50 to 60 seconds
- One way or poor quality, garbled voice on completed calls
- Inability to receive faxes
- Missing or altered Caller ID information

Problems in these troubled calls never reach the public network on the terminating end. Local telephone company's and the called party do not even know the call has been placed.

We have requested that our customers file a trouble ticket with the originating carrier. Please provide the following information.

- Date and time of call
- The number that was used to place the call
- The number that was called
- Description of the problem (i.e. dead air, ringing with no answer, etc.)

Dell Telephone along with other companies have been working to resolve the problems on call termination issues and will continue to do so.

Dell telephone has participated in a National survey on these issues and the survey of rural telecommunication providers reported that telephone calling issues rose from 78 in April 2010 to 1,811 in March 2011 according executives of rural telecommunication associations.

We appreciate you patience in this matter and your loyal service.

NEW LISTINGS—JUNE 2011

Stephen M. Solario	964-2250
Bradley Bricker	986-2430
Charles & Melinda Reaves	987-2226
Isidor Romo	987-2541
Jerry & Judy Yates	987-2592
Josie's Country Market	987-2609
Melanie Hyde	987-2706

Through humor, you can soften some of the worst blows that life delivers. And once you find laughter, no matter how painful your situation might be, you can survive it. —Bill Cosby

Dell City Office

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Timberon Office



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UNDERSTANDING YOUR MONTHLY BILLING STATEMENT

Basic Local Service—a basic monthly charge for the dial tone that enables you to make and receive calls and allows you to be listed in the telephone directory and receive a copy of the directory.

FCC Access charge—a charge mandated by the federal government of \$6.50 for residential and single line businesses, and \$9.20 for multi-line businesses to reduce long distance rates, ensure that all Americans have affordable access to telephone services and to restructure various interstate charges to facilitate the development of increased competition for local telephone service.

9-1-1 Fee—a charge that funds 9-1-1 emergency services such as fire and rescue.

Texas Universal Service—a state mandated charge that is a percentage of your interstate telecommunications service receipts that allows affordable service to high-cost rural customers, funds the Relay Texas and Specialized Telecommunication Assistance program for the hearing-disabled and funds telecommunication services discounts to low income customers.

TX TIF Reimbursement—a state mandated charge that aids in the development of telecommunication infrastructure of public schools, libraries and rural health care providers.

Federal Universal Service Surcharge—The Federal Universal Service Charge (FUSC) is a charge prescribed by the Federal Communications Commission. This charge is designed to bring affordable basic local telephone service rates to all Americans, including schools, libraries and rural health care providers.

Equalization Surcharge—a state mandated charge that is a percentage of your intrastate long distance calls to finance provision of 9-1-1 emergency telephone service and Poison Control Center assistance.

LIFELINE SERVICE AND THE LINKUP PROGRAM

Lifeline Service is a program designed to make telephone service available at reduced rates to eligible residential customers. To be eligible, your annual household income must be at or below 125% of the federal poverty guidelines or you must participate in at least one of the following programs: Medicaid, Food Stamps, Supplemental Security Income (SSI), Federal Public Housing Association (FPHA), or low Income Heat and Energy Assistance Program (LIHEAP).

If you currently have telephone service with Dell Telephone Cooperative, Inc., there is no charge to switch to Lifeline Service. If you move or need to set up telephone service in the future, you may also receive a 50% reduction or \$30.00 credit, whichever is less, in installation charges.

Lifeline services do not apply to long distance services, surcharges, taxes, or optional services such as Call Forwarding, Call Return and Caller ID Services.

If you qualify and wish to sign up for Lifeline and Linkup Program, please call Dell Telephone Business Office at (915) 964-2352.

SERVICIO LIFELINE Y PROGRAMA LINK UP

La Federal Communications Commission [(Comunicación de Comunicaciones Federales) (FCC)] y Public Utility Commission of Texas (Comisión de Servicios Públicos de Texas) ha establecido dos programas para hacer el servicio telefónico más accesible económicamente para clientes elegibles. Lifeline Service es un programa diseñado para hacer el servicio telefónico disponible a tarifas reducidas para clientes elegibles. Link Up es un programa diseñado para ofrecer a los clientes elegibles una reducción en los cargos de instalación para servicio telefónico igual a la mitad (1/2) de los cargos de servicio de conexión o \$30.00, lo que sea menos.

Información acerca de clientes que califican para Lifeline Service o Link Up Programa deberán ser compartidas entre las agencias del estado y la [Compañía].

Si usted cambia de domicilio o necesita establecer un servicio telefónico en el futuro, también puede recibir 50% de reducción o \$30.00 de crédito, lo que sea menor, en cargos de instalación.

Favor de llamar a nuestras oficinas de negocio (915) 964-2352 o (915)964-2222 si tiene alguna pregunta relacionada con Lifeline Service y Link Up Program.