

CERTIFICATION OF LAURENS MUNICIPAL BROADBAND COMMUNICATIONS UTILITY

STATE OF IOWA

**FILED WITH
Executive Secretary**

COUNTY OF POCAHONTAS

August 19, 2013

IOWA UTILITIES BOARD

I, Chad Cleveland, General Manager, Laurens Municipal Broadband Communications

Utility, being of lawful age and duly sworn, depose and state:

Laurens Municipal Broadband Communications Utility, 359002, certify that all federal high-cost support provided to Laurens Municipal Broadband Communications Utility within Iowa was used in the preceding calendar year, 2012, and will be used in the coming calendar year, 2014, only for the provision, maintenance, and upgrading of facilities and services for which the support is intended. In addition, Laurens Municipal Broadband Communications Utility certifies that it will comply with applicable service quality standards and consumer protection rules, certifies that it is able to maintain a minimum of two hours of backup power to ensure functionality without an external power source, certifies that it is offering a local usage plan comparable to that offered by the ILEC in the relevant service areas, and certifies that it acknowledges that the FCC may require it to provide equal access to long distance carriers in the event that no other eligible carrier is providing equal access within its ETC designated service area. As an eligible telecommunications carrier, Laurens Municipal Broadband Communications Utility agrees to provide timely responses to Board requests for information related to the status of local voice service markets or facilities.

I further state that I am authorized by Laurens Municipal Broadband Communications Utility to make this statement.

[Authorized officer]

Subscribed and sworn to before me this 19th day of August, 2013.

LINDA L. BECKER
Commission Number 709600
My Comm. Exp. June 18, 2015

Notary Public



**Proposed ETC Certification Reporting Form
Quality of Service Reporting due July 1, 2013
Reporting Period January 1 - December 31, 2012**

USAC Study Area Code: 359002
Date: June 20, 2013

Company Name: Laurens Municipal Broadband Communication Utility Address: 272 N. Third Street
Contact Person: Chad Cleveland Telephone: 712-841-4610 Fax: 712-841-4611
E-Mail: chadc@laurens-ia.com

Local Usage – 199 IAC 39.5(1). The amount of minutes of service provided each month, without any additional charge, as part of the ETC-eligible service. Each ETC shall include a description of its rate plans; a definition of the calling area associated with the plans; an explanation of bundling of local and long distance services; an explanation of free calls to government agencies or other entities; and an explanation of other issues related to the rates and terms of the plans. (Attach additional sheets as needed).

Description of Rate Plans: To add additional rows to the table, press the tab key when in the bottom right table cell.

| Service Plan Name | Minutes of Service | Calling Area for service Plan | Services Included in Service Plan | Free calling Information Included in the Service Plan | Other Issues Related to the Rates and Terms of the Service Plan |
|-------------------|--------------------|-------------------------------|--|---|---|
| Residential | 120 | U.S. | Phone Line, 120 min. of L.D. and any calling features wanted | Free calling to all 712-841 and 712-845 phone numbers | |
| Business | 120 | U.S. | Phone Line, 120 min. of L.D. and any calling features wanted | Free calling to all 712-841 and 712-845 phone numbers | |
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Notes or Explanations as Needed:



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Access to Emergency Services – 199 IAC 39.5(2). Provide a listing of each area in Iowa where the eligible carrier currently provides Phase I and Phase II E-911. To add additional rows to a table, press the tab key when in the bottom right table cell.

| Phase I Areas: | |
|-----------------------|---------------|
| Community Name | County |
| Laurens | Pocahontas |
| | |
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| Phase II Areas: | |
|------------------------|---------------|
| Community Name | County |
| Laurens | Pocahontas |
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Answer Time - 199 IAC 39.5(3). Identify the average wait time (in seconds) customers experience when calling your customer service center, regardless of the location from which the customer is calling.

Average wait time (in seconds): 5

Retail Locations - 199 IAC 39.5(4). Provide the number, location, hours of service, and telephone number for each carrier-owned location in Iowa, as well as the eligible carrier's Web address and toll-free customer service number.

Total number of Retail Locations in Iowa: 1

| Retail Location Information: To add additional rows to a table, press the tab key when in the bottom right table cell. | | | | |
|---|----------------------------|--|--|---|
| Location: Community Name or City | Address of Facility | Hours of Service at the Retail Location | Internet Web Address for Contacting the Retail Location | Toll-free Customer Service Number- |
| Laurens | 272 N. Third Street | 8:00 a.m. to 5:00 p.m. | www.laurens-ia.com | 712-841-4610 |
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Notes or Explanations as Needed:



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Unfilled Requests for Service - 199 IAC 39.5(6). The number of requests for service from potential customers that were unfulfilled for over five days during the past year.

Number of Requests for Service for Potential Customers that were unfulfilled during the reporting Period: 0

(Please provide an explanation for each unfilled order along with wire center NXX or geographic area description for the reporting period. To add additional rows to a table, press the tab key when in the bottom right table cell.)

| Requesting Consumer Surname: | NPA-NXX or geographic Location: | Explanation: |
|------------------------------|---------------------------------|--------------|
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Complaints - 199 IAC 39.5(7). The number of complaints per 1000 handsets or lines. ETCs serving fewer than 1000 handsets or lines shall report the actual number of complaints.

Number of Complaints per Thousand Handset or Lines: 0

(If less than 1000 handsets/lines, Please provide information as number of complaints per number of handsets or lines. Complaints are defined as complaints from Iowa customers located within the carrier's Iowa ETC designated area and received by the carrier, regarding the provisioning of the required supported services outlined in Iowa Admin. Code Ch. 39.2(1), or complaints regarding unauthorized changes in service.)



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Extensions of Network Improvement and Maintenance Plans - 199 IAC 39.5(8) The ETC shall file a rolling one-year extension of its network improvement and maintenance plan.

 X

Carrier is **not** seeking or receiving high-cost universal service support (If this is checked the carrier does not need to furnish a network improvement and maintenance plan).