

### July 2011

- **Colorado USF customer specific insert – 7/1, 7/10, 7/15, 7/20**
  - You may have noticed a charge on your telephone bill for the Colorado universal Service Fund. This charge is required by the Colorado Public utilities Commission (PUC) to pay for the Colorado Universal Service Fund established by state law.
  - **What is the Colorado Universal Service Fund?**
    - It is a fund to ensure that basic telephone service is affordable in Colorado. Money from the Fund is used to support basic telephone service in areas where costs to provide service are high. This allows local phone rates to remain reasonably comparable across the state. Payments are made to telephone companies that serve areas with high costs and meet other PUC requirements for funding.
  - **What services is this charge applied to and who pays it?**
    - This charge is assessed as a percentage of your in-state telecommunications services for local, wireless, paging, in-state long distance and optional services. The charge is not applied to interstate services. All telecommunications customers in Colorado pay this monthly charge.
  - **What is the monthly charge?**
    - The monthly charge is currently set at 2.9 percent, which was effective July 1, 2011. The PUC may adjust the charge over time depending on how much money is needed for the fund and to make sure that customers do not pay more than is necessary.
  - **Who do I call if I have questions about this charge?**
  - For more information, contact your telecommunications provider.
  
- **FUSF customer specific conversion message – 7/1, 7/10, 7/15, 7/20**
  - Beginning with your August invoice, you may see a change in Federal Universal Service Fund (FUSF) surcharges associated with Converged Services products. Although the total price of the service remains the same, the proportion of the service subject to FUSF may have changed. For more information, please contact Customer Care at (800)829-0420, opt 2.
  
- **3Q11 USF rate change message (global) - 7/1, 7/10, 7/15, 7/20**
  - The 3<sup>rd</sup> Quarter 2011 Federal Universal Service Fund (USF) rate has decreased from 14.9% to 14.4%.

### August 2011

- **Bundled Trunk customer specific message – 8/1, 8/10, 8/15, 8/20**
  - Beginning with your August invoice, the name of your Bundled Trunk product will change to Trunk Call Paths. There is no change to the charge or type of service you are currently receiving. For more information, please contact Customer Care at (800)829-0420, option 2.
  
- **3Q11 USF rate change message (global) - 8/1, 8/10, 8/15, 8/20**
  - The 3<sup>rd</sup> Quarter 2011 Federal Universal Service Fund (USF) rate has decreased from 14.9% to 14.4%.

### September 2011

- **Directory listings customer specific message – 9/15, 9/20 (11/1, 11/10)**

- Based on a recent audit of our billing records for Directory Listings, we have updated our billing system to align the charges with our tariffed rates. This will primarily apply to customers with additional listings. All changes will become effective on this invoice.
- **3Q11 USF rate change message (global) - 9/1, 9/10, 9/15, 9/20**
  - The 3<sup>rd</sup> Quarter 2011 Federal Universal Service Fund (USF) rate has decreased from 14.9% to 14.4%.

### October 2011

- **4Q11 USF rate change message (global) – 10/1, 10/10, 10/15, 10/20**
  - The 4<sup>th</sup> Quarter 2011 Federal Universal Service Fund (USF) rate has increased from 14.4% to 15.3%.
- **NM customer specific meeting notice – 10/1, 10/10**
  - The New Mexico Public Regulatory Commission's Annual Open Meetings Policy may be viewed by going to the following website: <http://www.nmprc.state.nm.us/meet.htm>.

### November 2011

- **Directory listings customer specific message – 11/1, 11/10**
  - Based on a recent audit of our billing records for Directory Listings, we have updated our billing system to align the charges with our tariffed rates. This will primarily apply to customers with additional listings. All changes will become effective on this invoice.
- **4Q11 USF rate change message (global) – 11/1, 11/10, 11/15, 11/20**
  - The 4<sup>th</sup> Quarter 2011 Federal Universal Service Fund (USF) rate has increased from 14.4% to 15.3%.
- **California customer specific ASF rate change - 11/1, 11/10, 11/15, 11/20**
  - The California Public Utilities Commission has increased the surcharge identified as "CA Advanced Service Fund (CASF)" from 0.00% to 0.14% effective November 1, 2011.

### December 2011

- **4Q11 USF rate change message (global) – 12/1, 12/10, 12/15, 12/20**
  - The 4<sup>th</sup> Quarter 2011 Federal Universal Service Fund (USF) rate has increased from 14.4% to 15.3%.
- **Illinois customer specific UTAC bill insert – 12/1, 12/10, 12/15, 12/20**
  - **REMINDER:** The Universal Telephone Access Corporation (Illinois Low Income Administrator) has sent a memorandum to all local telecommunications service providers reminding the providers of the requirement for local providers to solicit contributions to the low-income universal service programs. UTAC has made available a bill insert that carriers may use in compliance with the annual notice requirement. **UTAC requests that companies send out the annual bill insert in the fourth quarter of the**

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**calendar year.** A copy of the available bill insert is available at <http://www.LinkUpIllinois.org>. To request an electronic copy, an email may be sent to [jennifer@filson-gordon.com](mailto:jennifer@filson-gordon.com).

**Background**

Under 83 IAC §757.220(a)(1), each LEC must annually notify its customers that they may elect to participate in the funding of UTSAP (Universal Telephone Service Assistance Program) by electing to contribute on a monthly basis, a fixed amount to be included in monthly bills until cancelled by the customer. The customer notice must be in the form of an insert in the customer bill. The mailing will specify fixed monthly amounts from which customers wishing to contribute may choose. In addition, the bill insert shall contain a phone number, post card or a mailing address that the customer may use to contact the LEC in order to initiate monthly contribution billing.