

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC APPLICATION OF)	
EASTERN TELEPHONE & TECHNOLOGIES, INC.)	CASE NO. 2021-00089
FOR DESIGNATION AS AN ELIGIBLE)	
TELECOMMUNICATIONS CARRIER)	

**RESPONSE OF EASTERN TELEPHONE & TECHNOLOGIES, INC. TO
COMMISSION STAFF'S REQUEST FOR INFORMATION**

Eastern Telephone & Technologies, Inc. submits its Response to Commission Staff's First Request for Information.

Dated: April 14, 2021

Respectfully Submitted,



William D. Fister
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Legal Counsel
Eastern Telephone & Technologies, Inc.
106 Power Drive
Pikeville, Kentucky 41501
Telephone: (606) 432-0043

CERTIFICATE OF SERVICE

In accordance with 807 KAR 5:001, Section 8, I certify that Eastern Telephone & Technologies, Inc.'s electronic filing of this Response is a true and accurate copy of the same document being filed in paper medium; that the electronic filing was transmitted to the Public Service Commission on April 14, 2021; that there are currently no parties that the Public Service Commission has excused from participation by electronic means in this proceeding; and that within 30 days following the end of the state of emergency announced in Executive Order 2020-215 this Response in paper medium will be delivered to the Public Service Commission.

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FILED: April 14, 2021

VERIFICATION

STATE OF KENTUCKY

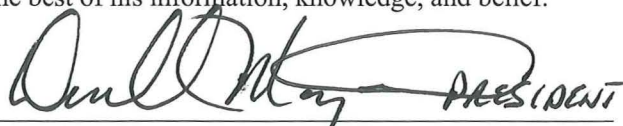
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COUNTY OF PIKE

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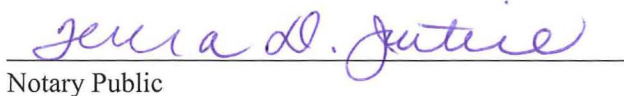
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The undersigned, Darrell Maynard, being duly sworn, deposes and states that he has personal knowledge of the matters set forth in the responses for which he identifies as the witness, and the answers contained therein are true and correct to the best of his information, knowledge, and belief.

 PRESIDENT

Darrell Maynard, President
Eastern Telephone & Technologies, Inc.

Subscribed and sworn to before me, a Notary Public in and before said County and State, this
14th day of April, 2021.


Notary Public

My Commission Expires: 12-5-2023

Notary ID: 635720

EASTERN TELEPHONE & TECHNOLOGIES, INC.

**Response to Commission Staff's First Request for Information
Case No. 2021-00089**

Question No. 1

Responding Witness: Darrell Maynard

Q-1. Confirm that Eastern Telephone is a common carrier eligible for support as defined in 47 C.F.R. § 54.101.

A-1. Yes. Eastern Telephone is a common carrier eligible for support as defined in 47 C.F.R. § 54.101.

EASTERN TELEPHONE & TECHNOLOGIES, INC.

**Response to Commission Staff's First Request for Information
Case No. 2021-00089**

Question No. 2

Responding Witness: Darrell Maynard

Q-2. Provide a description of how Eastern Telephone meets the qualifications to comply with 47 C.F.R. § 54.101.

A-2. In compliance with 47 C.F.R. § 54.101 of the FCC's rules, Eastern Telephone will offer voice grade access to the public switched network or its functional equivalent through its interconnected Voice over Internet Protocol service to its subscribers, unlimited minutes of use for local service provided at no additional charge to end users, access to emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911, to the extent the local government in Eastern Telephone's proposed ETC designation area has implemented 911 or enhanced 911 systems. Eastern Telephone does not distinguish between toll and non-toll calls in the pricing of its services. As a result, toll limitation services do not need to be offered for any Lifeline service offered by Eastern Telephone.

EASTERN TELEPHONE & TECHNOLOGIES, INC.

**Response to Commission Staff's First Request for Information
Case No. 2021-00089**

Question No. 3

Responding Witness: Darrell Maynard

Q-3. Provide a description of how Eastern Telephone meets the qualifications to comply with 47 C.F.R. § 54.202.

A-3. Eastern Telephone meets the qualifications to comply with 47 C.F.R. § 54.202 because it will comply with all of the following conditions applicable to the support that it receives, specifically Kentucky USF low-income subsidies:

Eastern Telephone's network will ensure that its broadband network will remain functional in emergency situations by ensuring that its network: (1) is equipped with a reasonable amount of back-up power to ensure functionality without an external power source; (2) will be designed to be able to reroute traffic around damaged facilities; and (3) is capable of managing traffic spikes from emergency situations.

Eastern Telephone is predominantly a last-mile provider of services with connectivity to Tier 1 vendors. Eastern Telephone's vendors are equipped with a reasonable amount of back-up power to ensure functionality without an external power source. Vendors' facilities are equipped with battery backup capacity which activates instantaneously and does not require manual intervention or equipment reset. In the event of a prolonged power outage, generator power is available. Generator runtimes are generally limited by fuel capacity, and if proper care is taken to fuel the generator during the run cycle, the generator can provide backup power indefinitely.

In addition, Eastern Telephone's own last-mile network is equipped with a reasonable amount of back-up power. Eastern Telephone installs battery backup power supplies in its network cabinets sufficient to power all connected equipment for a reasonable period of time. Some Eastern Telephone facilities have access to generator power provided by our vendors. In other locations, temporary, portable generators can be easily connected. Battery capacity increases and permanent generator placement is available and will be considered as facility demands dictate.

Eastern Telephone, as a last-mile provider of services, is connected with a number of vendors capable of rerouting traffic around damaged facilities. On the last-mile portion, Eastern Telephone will have a reasonable amount of capability to reroute traffic via either permanent or temporary connections to alternate backhaul providers.

Eastern Telephone is constantly monitoring network usage to ensure that each network circuit has enough available bandwidth to handle spikes in demand due to emergency situations. Eastern Telephone's vendors also monitor network usage and are capable of managing traffic spikes from emergency situations.

Eastern Telephone is not a signatory to CTIA's Consumer Code for Wireless Service, but consistent with the CTIA's Consumer Code for Wireless Service, Eastern Telephone will: (1) disclose the rates and terms of service to its customers; (2) make clear on its website and in promotional materials where its service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) disclose early termination fees; (5) clearly and conspicuously disclose material charges and conditions related to the advertised prices and services; (6) separately identify its 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 a policy regarding the privacy of customer information in accordance with federal and state laws.

Eastern Telephone has provided technology services to the Appalachian region for 36 years. Eastern Telephone currently serves 550+ residential, agricultural, commercial, and industrial customers. Eastern Telephone employs a team of technicians and experts who are able to respond to customer's needs immediately and ensure that customers have access to services Eastern Telephone provides. Eastern Telephone is financially and technically capable of providing Lifeline service in compliance with subpart E of 47 C.F.R. § 54.

Eastern Telephone will provide the governing federal Lifeline discount, in full, to all Lifeline-eligible customers in Kentucky who will have the option of electing to use the discount on any broadband and/or voice plans offered by Eastern Telephone. All such plans will be identified on the Eastern Telephone website: ETTKy.com. Lifeline-eligible voice telephony plans offered by Eastern Telephone are not subject to limits on minutes provided as part of the plan or additional charges for toll calls. Lifeline-eligible voice telephony services, along with other terms and conditions, are outlined on Eastern Telephone's website.

Broadband Internet access service plans offer speeds ranging from 35 mbps to 1 gbps. Such plans are not subject to data usage allotments, throttling, or additional charges for particular uses. Such plans also come with local customer service, symmetrical upload and download speeds, and 24/7 technical support. Terms and conditions for broadband Internet access service plans are outlined on Eastern Telephone's website: ETTKy.com.

EASTERN TELEPHONE & TECHNOLOGIES, INC.

**Response to Commission Staff's First Request for Information
Case No. 2021-00089**

Question No. 4

Responding Witness: Darrell Maynard

Q-4. Provide a description of the service that Eastern Telephone plans to offer that meets the qualifications to comply with 47 C.F.R. § 54.401.

A-4. Eastern Telephone will provide the current federal Lifeline discount which is non-transferable to all Lifeline-qualified customers on any of its fixed broadband and/or voice service offerings, all of which comply with the minimum Lifeline service levels set forth in 47 CFR § 54.408. Eastern Telephone will not collect a service deposit in order to initiate Lifeline for voice-only service plans and will not charge Lifeline customers a monthly number-portability charge.

EASTERN TELEPHONE & TECHNOLOGIES, INC.

**Response to Commission Staff's First Request for Information
Case No. 2021-00089**

Question No. 5

Responding Witness: Darrell Maynard

Q-5. Confirm that Eastern Telephone will collect or otherwise contribute the Kentucky USF per-line surcharge, currently \$0.15 per line per month, to the Kentucky USF for each Eastern Telephone Kentucky customer, both Lifeline and non-Lifeline.

A-5. Yes. Eastern Telephone will collect or otherwise contribute the Kentucky USF per-line surcharge, currently \$0.15 per line per month to the Kentucky USF for each Eastern Telephone customer, both Lifeline and non-Lifeline.

EASTERN TELEPHONE & TECHNOLOGIES, INC.

**Response to Commission Staff's First Request for Information
Case No. 2021-00089**

Question No. 6

Responding Witness: Darrell Maynard

Q-6. Confirm that Eastern Telephone will collect or otherwise contribute the Kentucky Telecommunications Relay Service/Telecommunications Access Program surcharge, currently \$0.03 per line per month, to the Kentucky Telecommunications Relay Service/Telecommunications Access Program Fund for each Eastern Telephone Kentucky customer, both Lifeline and non-Lifeline.

A-6. Yes. Eastern Telephone will collect or otherwise contribute the Kentucky Telecommunications Relay Service/Telecommunications Access Program surcharge, currently \$0.03 per line per month, to the Kentucky Telecommunications Relay Service/Telecommunications Access Program Fund for each Eastern Telephone customer, both Lifeline and non-Lifeline.

EASTERN TELEPHONE & TECHNOLOGIES, INC.

**Response to Commission Staff's First Request for Information
Case No. 2021-00089**

Question No. 7

Responding Witness: Darrell Maynard

Q-7. Confirm that Eastern Telephone will collect or otherwise contribute to the appropriate 911 emergency service authority in its service area.

A.-7. Yes. Eastern Telephone will collect or otherwise contribute to the appropriate 911 emergency service authority in its service area.

EASTERN TELEPHONE & TECHNOLOGIES, INC.

**Response to Commission Staff's First Request for Information
Case No. 2021-00089**

Question No. 8

Responding Witness: Darrell Maynard

Q-8. Confirm that Eastern Telephone will comply with the annual assessment and gross earnings reports requirements pursuant to KRS 278.130-150.

A-8. Yes. Eastern Telephone will comply with the annual assessment and gross earnings reports requirements pursuant to KRS 278.130-150.