

## *Zito Mifflin County, LLC*

102 South Main Street  
Coudersport, PA 16915

October 13, 2022

Rosemary Chiavetta  
Secretary  
Pennsylvania Public Utility Commission  
400 North Street  
Harrisburg, PA 17120

Via e-filing

Re: Zito Mifflin County, LLC's Voice and Lifeline Tariff, Residential Phone Terms and Conditions, Annual Certification Mockup and Promotional Materials Mockup filed in Docket No. P-2021-3023622

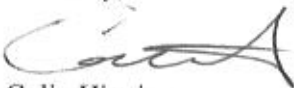
Dear Secretary Chiavetta,

Zito Mifflin County, LLC ("Zito Mifflin") has not begun construction of the fiber to the home system that will serve 270 locations in Mifflin County, Pennsylvania under the RDOF Federal Grant Program. To comply with the Pennsylvania Public Utility Commission ("PUC" or "Commission") September 15, 2021 Order, attached for filing with the PUC are Zito Mifflin's:

1. Tariff Telephone – Pa. P.U.C. No. 1. Zito Mifflin is filing its tariff in the above referenced docket on October 13, 2022. This tariff is being filed on one day's notice, with issued and effective dates of November 3, 2022, and November 8, 2022, respectively.
2. Residential Phone Terms and Conditions. Zito Mifflin is filing its residential phone terms and conditions in the above referenced docket on October 13, 2022.
3. Annual Certification Mockup (FCC Form 481). Zito Mifflin is filing its annual certification mockup in the above referenced docket on October 13, 2022.
4. Promotional Materials Mockup. Zito Mifflin is filing its promotional materials mockup in the above referenced docket on October 13, 2022.

All parties to this proceeding are being served via email only. If you have any questions, please do not hesitate to contact the undersigned.

Sincerely,



Colin Higgin  
Vice President and General Counsel  
Zito Mifflin County, LLC  
(814) 260-9588  
[colin.higgin@zitomedia.com](mailto:colin.higgin@zitomedia.com)

**ELIGIBLE TELECOMMUNICATIONS CARRIER  
AND VOIP PROVIDER**

Zito Mifflin County, LLC

**ELIGIBLE TELECOMMUNICATIONS CARRIER  
AND VOIP PROVIDER**

Regulations and Schedule of Charges  
For Business and Residential Customers

This Tariff contains the descriptions, regulations, and rates applicable to the provision of Voice Service by Zito Mifflin County, LLC ("the Company") in its Designated Service Area within the state of Pennsylvania. This Tariff has been filed with the Pennsylvania Public Utility Commission, and a copy may be inspected at the Carrier's principal place of business during normal business hours.

The Company will mirror the exchange area boundaries as stated in the tariff of Verizon Pennsylvania, Inc. Telephone – PA P.U.C. No. 180A.

The Company's Tariff is in concurrence with all applicable State and Federal Laws (including, but not limited to, 52 Pa. Code, 66 Pa. C.S. and the Telecommunications Act of 1934, as amended), and with the Commission's applicable Rules and Regulations and Orders. Any provisions contained in this Tariff that are inconsistent with the foregoing mentioned will be deemed inoperative and superseded.

Issued November 3, 2022

Effective November 8, 2022

Issued By:  
Colin Higgin, Vice President  
Zito Mifflin County, LLC  
102 S Main Street  
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**ELIGIBLE TELECOMMUNICATIONS**

**CARRIER AND VOIP PROVIDER**

**LIST OF MODIFICATIONS**

Issued November 3, 2022

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**ELIGIBLE TELECOMMUNICATIONS  
CARRIER AND VOIP PROVIDER**

**CHECK SHEET**

Original sheets as named below comprise the original Tariff and are currently in effect as of the date on the bottom of the check sheet.

<b>Sheet No.</b>	<b>Revision No.</b>	<b>Sheet No.</b>	<b>Revision No.</b>
1	Original	29	Original
2	Original	30	Original
3	Original	31	Original
4	Original	32	Original
5	Original	33	Original
6	Original	34	Original
7	Original	35	Original
8	Original	36	Original
9	Original	37	Original
10	Original	38	Original
11	Original	39	Original
12	Original	40	Original
13	Original	41	Original
14	Original	42	Original
15	Original	43	Original
16	Original	44	Original
17	Original	45	Original
18	Original	46	Original
19	Original	47	Original
20	Original		
21	Original		
22	Original		
23	Original		
24	Original		
25	Original		
26	Original		
27	Original		
28	Original		

\* Indicates change.

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**ELIGIBLE TELECOMMUNICATIONS CARRIER AND VOIP PROVIDER  
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**ELIGIBLE TELECOMMUNICATIONS CARRIER  
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TARIFF FORMAT**

- A. Sheet Numbering – Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the Tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. Sheet Revision Numbers – Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the Commission. For example, the 4<sup>th</sup> revised Sheet 14 cancels the 3<sup>rd</sup> revised Sheet 14. Because of various suspension periods, deferrals, etc. the Commission follows in their tariff approval process, the most current sheet number on file with the Commission is not always the Tariff page in effect.
- C. Paragraph Numbering Sequence – There are various levels of alphanumeric coding. Each level of coding is subservient to its next higher level. The following is an example of the numbering sequence suggested for use in tariffs.

2.1

2.1.A.

2.1.A.1.(a).

2.1.A.1.(a).I.

- D. Check Sheets – When a tariff filing is made with the Commission, an undated check sheet accompanies the tariff filing. The check sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on the check sheet if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some pages). The tariff user should refer to the latest check sheet to find out if a particular sheet is the most current on file with the Commission.

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**ELIGIBLE TELECOMMUNICATIONS CARRIER  
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**1. APPLICATION OF TARIFF**

**1.1. GENERAL**

This Tariff applies to the furnishing of Voice Service, defined herein, by Zito Mifflin County, LLC (hereinafter referred to as the "Company").

Services, features, and functions will be provided where facilities, including but not limited to billing and technical capabilities, are available.

The provision of Voice Service is subject to existing regulations and terms and conditions specified in this Tariff, and may be revised, added to, or supplemented by superseding issues.

In addition to the regulations and charges herein, this Tariff is subject to specific regulations as set forth in the Pennsylvania Code Title 52 Public Utilities, and other regulations as may be prescribed by the Pennsylvania Public Utility Commission.

This Tariff is to be governed by and construed in accordance with the laws of the State of Pennsylvania.

Should any provision of this Tariff be held by a court or administrative agency of competent jurisdiction to be illegal, invalid, or unenforceable, the remaining provisions of this Tariff will remain in full force and effect.

**1.2. TARIFF REVISION SYMBOLS**

Revisions to this Tariff are coded through the use of symbols. These symbols appear in the right hand margin of the page. The following tariff revision symbols are used for the purposes indicated below.

(C) – To signify change

(D) – To signify decreased rate

(I) – To signify increased rate

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**ELIGIBLE TELECOMMUNICATIONS CARRIER  
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**1. APPLICATION OF TARIFF (cont'd)**

**1.3. DEFINITIONS**

Access Line – An arrangement that connects the Customer’s location to the Company’s designated point of presence or network switching center.

Account – The Customer who has agreed, verbally or by signature, to honor the terms of service established by the Company. An account may have more than one access line billed to the same Customer address.

Authorized User – A person, firm or corporation, or any other entity authorized by the Customer to communicate utilizing the Company’s services.

Business Service – Telephone Service to be used primarily for other than family, household or personal purposes.

Company – Whenever used in this Tariff, “Company” refers to Zito Mifflin County, LLC, unless otherwise specified.

Customer – The person or legal entity that subscribes to service under this Tariff and is responsible for payment of tariffed charges for services furnished to the Customer.

Customer Premises – The Customer premises is all space in the same building occupied by a Customer, and all space occupied by the same Customer in different buildings on contiguous property.

Designated Service Area – The Census Blocks within the State of Pennsylvania where the Commission has designated the Company as an Eligible Telecommunications Carrier, as set forth in *Petition of Zito Mifflin County, LLC for Designation as an Eligible Telecommunications Carrier Pursuant to Section 214(e)(2) of the Communications Act of 1934*, Docket No. P-2021-3023622, Order (entered September 15, 2021), Appendix A

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**ELIGIBLE TELECOMMUNICATIONS CARRIER  
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**1. APPLICATION OF TARIFF (cont'd)**

**1.3. DEFINITIONS (cont'd)**

Eligible Telecommunications Carrier – A carrier designated for purposes of receiving support from the High Cost and/or Low Income programs of the federal Universal Service Fund.

FCC – The Federal Communications Commission.

Federal Lifeline Program – A government assistance program that is intended to increase the availability of telecommunications and broadband services to low-income customers by providing a credit to monthly recurring service charges for qualifying customers.

“Public Utility Commission” or “Commission” – The Pennsylvania Public Utility Commission.

Residential Service – Service intended solely for the subscriber’s residence, or home, and not for commercial purposes.

Telecommunications Service(s) –The offering of telecommunications for a fee directly to the public, or to such classes of users as to be effectively available directly to the public, regardless of the facilities used.

Telephone Service – For purposes of the Tariff, the Company’s intrastate Voice Service.

Voice Service – A retail service offering established by this Tariff, consisting of the Company’s intrastate Voice over Internet Protocol-enabled Voice Telephony Service, offered on a common carrier basis.

Universal Service Administrative Company (USAC) – The administrator of the Federal Universal Fund, including the Lifeline Program.

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**ELIGIBLE TELECOMMUNICATIONS CARRIER  
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**2. GENERAL REGULATIONS**

**2.1. UNDERTAKING OF THE COMPANY**

**2.1.1. GENERAL**

The Company undertakes to provide the services offered in this Tariff on the terms and conditions and at the rates and charges specified herein.

The Company's services and facilities are provided on a monthly basis unless otherwise indicated, and are available 24 hours per day, seven days per week. A month is considered to have 30 days for the purpose of computing charges in this Tariff.

Services, features and functions will be provided where facilities, including but not limited to fiber lines, billing and technical capabilities, are available without unreasonable expense to the Company.

The Company may contract with third parties to provide interconnection, call routing, traffic exchange, member porting and other activities needed to provide the services offered in this Tariff ("Service Vendors").

**2.1.2. TERMS AND CONDITIONS**

Customers may be required to enter into written service orders that shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this Tariff. The "Voice Telephony Service Agreement" is located online on the Company's website at <https://www.zitomedia.net>. The Customer may also be required to execute any other documents as may reasonably be requested by the Company in connection with the provisioning of Voice Service.

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**ELIGIBLE TELECOMMUNICATIONS CARRIER  
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**2. GENERAL REGULATIONS (cont'd)**

**2.1. UNDERTAKING OF THE COMPANY (cont'd)**

**2.1.3. SERVICE APPLICATION**

- A. The Company offers Service to all those who desire to purchase Service from the Company consistent with the provisions of this Tariff. Customer may submit a Service application as the Company may reasonably require.
- B. The Company reserves the right to examine the credit record of all Service applicants and require a Service deposit when Company determines security is necessary to assure future payment, consistent with the requirements of 52 Pa Code §§64.31-64.32. However, a Service deposit shall not be required for Lifeline customers.
- C. The Company reserves the right to refuse service to any applicant who is found to be indebted to the Company for service previously furnished until satisfactory arrangements have been made for the payment of all such indebtedness.
- D. The Company is not obligated to provide service to a household under any name if an outstanding bill exists at the address and the person responsible for that bill still resides at the address.

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**ELIGIBLE TELECOMMUNICATIONS CARRIER  
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**2. GENERAL REGULATIONS (cont'd)**

**2.1. UNDERTAKING OF THE COMPANY (cont'd)**

**2.1.4. PROVISION OF EQUIPMENT AND FACILITIES**

- A. The Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with the terms contained in this Tariff. The Company does not guarantee availability, except as stated or expressly provided for in this Tariff.
- B. The Company shall use reasonable efforts to maintain facilities and equipment used to provide services that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- C. Equipment the Company provides or installs at the Customer premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which the Company provides, installs, or has installed on its behalf.
- D. The Customer shall be responsible for the payment of service charges for visits by the Company's agents or employees to the premises of the Customer when service difficulty or trouble reports result from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.
- E. The Company shall not be responsible for the installation, operation or maintenance of any Customer-provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this Tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this Tariff and to the maintenance and operation of such facilities. The Customer is responsible for ensuring that Customer-provided equipment and wiring connected to Company equipment and facilities is compatible with Company-provided equipment and facilities.

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**ELIGIBLE TELECOMMUNICATIONS CARRIER  
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**2. GENERAL REGULATIONS (cont'd)**

**2.1. UNDERTAKING OF THE COMPANY (cont'd)**

**2.1.4. PROVISION OF EQUIPMENT AND FACILITIES (cont'd)**

- F. Equipment that the Company provides or installs at a Customer premises for use in connection with the telephone service shall remain the property of the Company. If the Customer cancels service or the Company lawfully terminates, discontinues, suspends or refuses to continue providing service to the Customer, the Company has the right to recover this equipment. The Company shall contact the customer for permission to enter the Customer's premises to remove this equipment, and the Customer shall not unreasonably refuse such entry. If the Customer refuses to allow removal of this equipment, the Customer shall be liable to the Company for the actual cost of the equipment plus administrative costs. These fees may be added to the Customer's telephone bill, and the Customer agrees to pay these fees. The Customer shall assume responsibility for any and all such unrecovered equipment.

**2.1.5. CUSTOMER EQUIPMENT**

A Customer may transmit or receive information or signals via the facilities of the Company by use of Customer-provided equipment.

**A. Station Equipment**

Customer-provided terminal equipment on the Customer premises, and the electric power consumed by such equipment, shall be provided by and maintained at the expense of the Customer. Additionally, the electric power consumed by Company-provided equipment shall be at the expense of the Customer.

The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with Company equipment and facilities. Customer-provided equipment must not cause damage to the Company-provided equipment and wiring or injury to the Company's employees or other persons. If the Company, in its sole discretion, reasonably determines that additional protective equipment is required to prevent such damage or injury, it shall be provided at the Customer's expense.

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**2. GENERAL REGULATIONS (cont'd)**

**2.1. UNDERTAKING OF THE COMPANY (cont'd)**

**2.1.5. CUSTOMER EQUIPMENT (cont'd)**

**B. Inspections**

Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements specified in this Tariff.

If the Customer fails to comply with the protective requirements described in A., above, the Company may take such action as it deems necessary to protect its facilities, equipment and personnel. The Company may, immediately and without notice, deny service when the Customer (a) subjects Company or non-Company personnel to hazardous conditions; (b) circumvents the Company's ability to charge for its services, prevent and protect against fraud; or (c) acts in a way that may cause immediate harm to the local network or other Company services.

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**ELIGIBLE TELECOMMUNICATIONS CARRIER  
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**2. GENERAL REGULATIONS (cont'd)**

**2.1. UNDERTAKING OF THE COMPANY (cont'd)**

**2.1.6. ABUSE AND FRAUDULENT USE**

Service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. The Company may, in accordance with Section 2.4 following, discontinue, suspend, or refuse to furnish any and/or all service(s) without incurring any liability if the Company deems that such action is necessary to prevent or to protect against abuse or fraud or to otherwise protect its personnel, agents, facilities, assets or services.

Except for willful misconduct, the discontinuance or suspension of service by the Company does not relieve the Customer of any obligation to pay the Company for charges due and owed for service furnished up to the time of discontinuance or suspension.

**A. Abuse**

The abuse of service is prohibited. The following activities constitute abuse:

1. Using the service to make calls which might reasonably be expected to frighten, abuse, torment, deceive, harass or invade the privacy of another.
2. Using the service in such a way that it interferes unreasonably with the use of the service by others.
3. Establishing a pattern of behavior with respect to the Company that is intended to vex, harass, threaten or annoy the Company, its employees or agents. A pattern of behavior is intended to vex, harass, threaten or annoy if its purpose is to disturb, irritate or interrupt the Company's operations through continued and repeated acts.

**B. Fraudulent Use**

The fraudulent use of, or the intended or attempted fraudulent use of, the service is prohibited. The following activities constitute fraudulent use:

1. Rearranging, tampering with, or making connections not authorized by this Tariff to any service components used to furnish Voice Service.
2. Using the service with the intent of gaining access to another Customer's outbound calling capabilities on an unauthorized basis.

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**ELIGIBLE TELECOMMUNICATIONS CARRIER  
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**2. GENERAL REGULATIONS (cont'd)**

**2.1. UNDERTAKING OF THE COMPANY (cont'd)**

**2.1.6. ABUSE AND FRAUDULENT USE (cont'd)**

**B. Fraudulent Use (cont'd)**

3. Using fraudulent means or devices, tricks, schemes, false or invalid numbers, false representation, false credit devices or electronic devices to defraud or mislead callers.
4. Refusing to provide or providing false information to the Company regarding the Customer's identity, address, credit worthiness, current or past use of telecommunications services or its planned use of the Company's service.
5. Refusing to provide payment, or security for the payment for service(s), advance payments or deposits as specified in this Tariff.
6. Placing or receiving calls with the intent of defrauding the Company.

**2.1.7. RESTRICTION OF SERVICE**

Services under this Tariff only are available to customers of the Company.

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**ELIGIBLE TELECOMMUNICATIONS CARRIER  
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**2. GENERAL REGULATIONS (cont'd)**

**2.2. LIABILITY OF THE COMPANY**

**2.2.1. SERVICE LIABILITY**

- A. The Company's liability, if any, for its willful misconduct or gross negligence is not limited by this Tariff. With respect to any other claim or suit by a Customer or by any others, for damages associated with the installation, provision, preemption, termination, maintenance, repair or restoration of a service, and subject to the provisions following, the Company's liability, if any, shall not exceed an amount equal to the proportionate charge for the service for the period during which the service was affected. In no event shall the Company be liable for special reliance, consequential or other such damages.
- B. The Company is not liable for any act or omission of any other communications utility which furnishes a portion of a service.
- C. The Company is not liable for damages to a premises resulting from the furnishing of service including the installation and removal of equipment or facilities and associated wiring, unless the damage is caused by the Company's negligence.
- D. The Company shall be indemnified, defended, and held harmless against any claim, loss or damage arising from the use of service offered under this Tariff, involving:
  - 1. Claims for defamation, libel, slander, invasion of privacy, or infringement of copyright arising from any communication;
  - 2. Claims for patent infringement arising from the Customer or authorized user combining or using the service furnished by the Company in connection with facilities or equipment furnished by others; or
  - 3. All other claims arising out of any act or omission of others in the course of using services provided pursuant to this Tariff.

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**2. GENERAL REGULATIONS (cont'd)**

**2.2. LIABILITY OF THE COMPANY (cont'd)**

**2.2.1. SERVICE LIABILITY (cont'd)**

- E. No license under patents (other than the limited license to use) is granted by the Company or shall be implied or arise by estoppel, with respect to any service offered under this Tariff.
- F. The Company's failure to provide or maintain services under this Tariff shall be excused by labor difficulties, facility availability, governmental orders, civil commotion, preemption of existing services to restore services in compliance with Part 64, Subpart D, Appendix A, of the F.C.C.'s Rules and Regulations, acts of God and other circumstances beyond the Company's reasonable control.
- G. The Company's facilities may not be suitable for use in the provision of dedicated alarm or emergency services, and the Company does not in any way guarantee the reliability of its services if used by Customer for the provision of dedicated alarm or emergency services. In the event Company seeks to install and configure the Services to operate with Customer's home security, dedicated alarm or emergency services (including medical monitoring), Customer acknowledges that it must contact the provider of the monitoring services in order to test the compatibility with Company's facilities. Further, the facilities may not be compatible with certain voice and non-voice communications equipment, including certain fax machines, dial-up modems, rotary dial phone handsets, pulse dial phone handsets, private branch exchange (PBX) equipment, answering machines, Caller ID units, and casual (dial around) calling. Customer's sole remedy for interference, disruption or incompatibility between the Company facilities and any other service, systems or equipment shall be to terminate Company's service.
- H. The Company's facilities do not have an independent power source. Customers agrees to keep the Optical Network Terminal (ONT) plugged into a working electrical power outlet at all times. Under certain circumstances, including if the electrical power and/or Company's network are not working, Customer's services, including the ability to access 911, will not be available. The Customer may purchase a battery backup for the ONT designed to power the system for either eight (8) hours or twenty-four (24) hours when fully charged. Customer understands and acknowledges that the performance of the battery backup is not guaranteed.

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**ELIGIBLE TELECOMMUNICATIONS CARRIER  
AND VOIP PROVIDER**

**2. GENERAL REGULATIONS (cont'd)**

**2.2. LIABILITY OF THE COMPANY (cont'd)**

**2.2.2. TEMPORARY SUSPENSION FOR REPAIRS**

The Company shall have the right to make necessary repairs or changes in its facilities at any time and will have the right to suspend or interrupt service temporarily for the purpose of making the necessary repairs or changes in its system. When such suspension or interruption of service for any appreciable period is necessary, the Company will give the Customers who may be affected reasonable notice thereof as circumstances permit, and will perform the work with reasonable diligence and, if practicable, at times that will cause the Customer the least inconvenience. When the Company is repairing or changing its facilities, it shall take appropriate precautions to avoid unnecessary interruptions of communications or Customer's service.

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**2. GENERAL REGULATIONS (cont'd)**

**2.2. LIABILITY OF THE COMPANY (cont'd)**

**2.2.3. CREDIT ALLOWANCE FOR INTERRUPTIONS**

- A. It shall be the obligation of the Customer to notify the Company immediately of any interruption in service for which a credit allowance is desired. Before giving such notice, the Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment furnished by the Customer and connected to the Company's terminal.
- B. When telephone service is interrupted for a period of at least 24 hours, the Company, after due notice by the Customer, shall apply the following schedule of allowances except in situations as provided in Paragraph 3 of the following.
  - 1. 1/30 of the tariff monthly rate of all services and facilities furnished by the Company rendered inoperative by the Company to the extent of being useless for each of the first three full 24-hour periods during which the interruption continues after notice by the Customer, when the out-of-service period extends beyond a minimum period of 24 hours.
  - 2. 2/30 of each full 24-hour period beyond the first three 24-hour periods. However, in no instance shall the allowance for the out-of-service period exceed the total charges in a billing period for the service and facilities furnished by the Company rendered inoperative to the extent of being useless.
  - 3. When service is interrupted for a period of at least 24 hours due to such factors as storms, fires, floods or other conditions beyond the control of the Company, an allowance of 1/30 of the tariff monthly rate for all services and facilities furnished by the Company rendered inoperative to the extent of being useless shall apply for each full 24 hours during which the interruption continues after notice by the Customer to the Company.
- C. Nothing contained herein, and no tariff adopted hereto, shall limit any responsibility or liability on the part of the Company to a Customer which would exist pursuant to law but for this rule and said Tariff.
- D. The foregoing allowances shall not be applicable where service is interrupted by the negligence or willful act of the Customer to service, or where the Company pursuant to the terms of the contract for service suspends or terminates service for non-payment of charges or for unlawful or improper use of facilities or for any other reason provided for in this Tariff.

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**2. GENERAL REGULATIONS (cont'd)**

**2.2. LIABILITY OF THE COMPANY (cont'd)**

**2.2.4. LIMITATION OF LIABILITY**

**A. Unauthorized Computer Intrusion**

With respect to any other claim or suit by a Customer or any other party for damages caused by, or associated with, any unauthorized computer intrusion, including but not limited to the input of damaging information such as a virus, time bomb, any unauthorized access, interference, alteration, destruction, theft of, or tampering with, a Company computer, switch, data, database, software, information, network or other similar system, the Company's liability, if any, shall not exceed an amount equal to the proportionate charge by the Company for the service for the period during which the service provided by the Company was affected or so utilized. Each Customer shall be responsible for providing appropriate security measures to protect the subscriber's computer, data, or telecommunications network.

**B. Transmission of Data**

The Company shall not be held liable for any damage, harm or loss of data caused by the Customer using the Company's facilities for the transmission of data. The Company's liability shall be limited to errors or damages to the transmission of voice messages over these facilities, and the liability shall be limited to an amount equal to the proportionate amount of the Company's billing for the period of service during which the errors or damages occur.

**C. Unauthorized Devices**

The Company shall not be held liable or responsible for any damage or harm that may occur as the result of unauthorized devices or the failure of the Company to detect unauthorized devices on the subscriber's line.

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**2. GENERAL REGULATIONS (cont'd)**

**2.3 PAYMENTS AND CHARGES**

**2.3.1. PAYMENT DUE DATE**

Payment for service is due no later than the tenth (10<sup>th</sup>) day of the month.

**2.3.2 BILLING AND COLLECTION**

The Customer is responsible for payment of all charges for equipment or facilities and services furnished by the Company to the Customer. Any partial payments for current bills that are insufficient to pay the total amount due for the current bill, when there is no past due balance, will first be applied to the Customer's charges for Basic Voice Service.

The Company will establish a monthly billing date for each Customer account and shall bill all charges incurred by and credits due to the Customer under this Tariff. Recurring charges are billed for the current month(s) in which service is provided, except where prohibited by law. Usage sensitive charges will be billed for the preceding billing period.

When the Customer's service does not begin on the first day of the billing cycle or end on the last day of the billing cycle, the charge for the fraction of the billing cycle in which service was furnished will be calculated on a pro rata basis or a bill credit may be applied for the fraction of the billing cycle in which service was not furnished.

The Company complies with the requirements of 52 Pa. Code Chapter 64 regarding billing standards and practices for residential customers. If sections of this Tariff conflict with Chapter 64 regulations, the regulations in Chapter 64 will prevail.

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**2. GENERAL REGULATIONS (cont'd)**

**2.3. PAYMENTS AND CHARGES (cont'd)**

**2.3.3. BILLING DISPUTES**

The Customer is responsible for notifying the Company of any charges in dispute and the specific basis of such dispute orally or in writing before actual suspension or termination of service. Failure to dispute a charge within a 30-day period shall constitute an irrevocable waiver of the Customer's right to dispute the charge, unless otherwise provided by law. All charges not in dispute shall be paid by the Customer by the payment due date.

Upon notification of a dispute, the Company shall undertake an investigation of the disputed charges. The parties shall attempt to resolve the dispute in good faith for a period of 30 days from the notice. Suspension or termination is prohibited until the resolution of the dispute.

At the conclusion of the investigation, the Company shall notify the customer of any amount determined by the Company to be correctly charged, and such amount shall become immediately due and owing. Amounts determined by the Company to be correctly charged shall also be subject to the late payment charge specified in this Tariff.

In the case of unresolved disputes, the Customer may contact the Bureau of Consumer Services at the following address:

The Bureau of Consumer Services  
Pennsylvania Public Utility Commission  
400 North Street  
Harrisburg, Pennsylvania 17120  
Telephone No: 1-800-692-7380

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**2. GENERAL REGULATIONS (cont'd)**

**2.3. PAYMENTS AND CHARGES (cont'd)**

**2.3.4. ADVANCE PAYMENTS**

The Company may require a Customer to make an advance payment before services and facilities are furnished in the following cases: 1) the construction of facilities and furnishing of special equipment, or 2) temporary service for short-term use pursuant to 52 Pa Code §§64.15, 64.17. The advance payment will not exceed an amount equal to the nonrecurring charge(s) and one month's charges for the service or facility. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated nonrecurring charges for the special construction. The advance payment will be credited to the Customer's initial bill. An advance payment may be required in addition to a deposit.

**2.3.5. DEPOSITS**

Deposits may be required from Customers whose credit history is unacceptable or unavailable. Deposits will be collected and returned in accordance with Commission regulations at 52 Pa. Code §§64.31-64.41, and 52 Pa. Code § 53.82(4). Interest on deposits shall be paid annually at a rate of 6.0% without deduction for any taxes on such deposits, or, at the option of the Company or Customer, shall be applied to the Customer's bill. Deposits are to be returned to the depositor when the depositor pays undisputed bills for service over a period of twelve (12) consecutive months.

The fact that a deposit may have been made in no way relieves the Customer or subscriber from complying with the Company's regulations as to the prompt payment of bills or constitutes a waiver or modification of the regular practices providing for discontinuance of service for non-payment of any sums due the Company for service rendered.

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**2. GENERAL REGULATIONS (cont'd)**

**2.3. PAYMENTS AND CHARGES (cont'd)**

**2.3.6. LATE PAYMENT CHARGE**

Where payment of any billed amount is not received by the due date, the unpaid balance carried forward to the next month's bill may be subject to a late payment charge in the amount of 1.25% of the unpaid balance for Customers. This charge may not be applied to previous late payment charges in accordance with 52 Pa. Code § 64.16.

Late payments for residential Customers are subject to the requirements of 52 Pa. Code § 64.12 and will not be assessed where the date of the postmark is on or before the due date. The due date for payments shall be at least 20 days from the date of the customer invoice. Late payment charges do not apply to the disputed amounts portion of unpaid balances, if resolved in favor of the Customer. The disputed portion of unpaid balances, if resolved in favor of the Company, may be subject to the late payment charge as of the original due date noted on the Customer's bill. Undisputed amounts of the same bill may be subject to the late payment charge if they remain unpaid by the due date on the Customer's bill.

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**2. GENERAL REGULATIONS (cont'd)**

**2.4. CANCELLATION AND DISCONTINUANCE OF SERVICE**

**2.4.1. CANCELLATION OF SERVICE**

Except for promotional offerings requiring a specified service commitment, the Customer who wishes to have service discontinued must give oral or written notice to the Company at least ten (10) days prior to the end of the monthly term for service. Upon such termination the Customer shall be responsible for the payment of all charges due. This includes all charges due for the period service has been rendered plus any unexpired portion of an initial service period or applicable termination charges, or both.

**2.4.2. DISCONTINUANCE OF SERVICE**

- A. The Company may suspend service under the following conditions provided that, unless otherwise stated, the Customer shall be given seven (7) days written notice to comply with any rule or remedy any deficiency:
1. For nonpayment of an undisputed delinquent account or the undisputed portion of an account where a dispute exists as to part but not all of an amount billed by the Company.
  2. For failure to make a deposit as security for payment of future bills, the failure to provide a guarantee or establish credit, or the failure to comply with the material terms of a payment agreement.
  3. For use of telephone service for any property or purpose other than that described in the application.
  4. In the event of abandonment of the service or any other violation by the Customer of the rules, regulations or conditions under which service is furnished.
  5. Any use of service by a Customer in such a manner as to interfere unreasonably with or impair the use of service rendered to one or more other Customers or that is used for any purpose other than as a means of communication.
  6. Violation of any Tariff provision so as to threaten the safety of any person or the integrity of the service delivery system of the Company.
  7. Fraud or material misrepresentation of identity to obtain telephone service.

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**2. GENERAL REGULATIONS (cont'd)**

**2.4. CANCELLATION AND DISCONTINUANCE OF SERVICE (cont'd)**

**2.4.2. DISCONTINUANCE OF SERVICE (cont'd)**

8. Unpaid indebtedness for telephone service previously furnished by the Company in the name of the Customer within four (4) years of the date the bill is rendered.
  9. In the event of unauthorized or fraudulent use of service.
  10. Without notice when the use of the service by a Customer endangers the safety of a person or appears likely to prove physically harmful to the service delivery system of the Company. At the time of suspension, the Company will mail a notice of suspension to the Customer's billing address.
- B. Pursuant to notice to the Customer in accordance with Commission regulation at 52 Pa. Code § 64.123, when at least ten (10) days have passed since suspension of service, the Company may terminate service for failure to pay a reconnection fee and to remedy the original grounds for suspension due to any of the following reasons: 1) failure to make satisfactory arrangements to pay arrearages; 2) failure to post a deposit, furnish a third-party guarantee or otherwise establish credit; 3) failure to meet the requirements of a payment agreement; or 4) failure to give adequate assurances that an unauthorized use or practice will cease.
- C. If the Customer fails to pay the Residential Voice Service charges, the Company will discontinue service as authorized under 52 Pa. Code § 64.24.
- D. In the event that an account is terminated for any reason with an outstanding balance, the Company will electronically charge any credit card on file for the outstanding balance. Any account which goes into collection status will be transferred to a collection agency and incur a \$25.00 processing fee and all other applicable fees and charges.

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**2. GENERAL REGULATIONS (cont'd)**

**2.4. CANCELLATION AND DISCONTINUANCE OF SERVICE (cont'd)**

**2.4.3. RESTORATION OF SERVICE**

A reconnection fee per occurrence may be charged when service is reestablished for a Customer or former subscriber who has been suspended for non-payment, and is payable at the time that the restoration of suspended service and facilities is arranged. If a Customer premises visit is required, an additional fee may be charged.

**2.5. PROVISION FOR CERTAIN LOCAL TAXES AND FEES**

**2.5.1. GENERAL**

Any assessments, franchise fees, privilege, license, occupation, excise, or other similar fees or taxes, whether in a lump sum or at a flat rate, or based on receipts, or based on poles, wire or other utility property units, imposed upon the Company by any governmental authority shall be added pro rata, insofar as practical, to the rates and charges stated in the Company's standard schedules, in amounts which in the aggregate for the Company's Customers of any political entity shall be equal to the amount of any such fee or tax upon the Company. The Company shall, so long as any such tax or fee is in effect, add to the bills of the Customers in such political entity pro rata on the basis of the revenue derived by the Company from each such Customer, an amount sufficient to recover any such tax or fee, and may list this amount separately on the bill.

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**2. GENERAL REGULATIONS (cont'd)**

**2.6. NOTICES AND COMMUNICATIONS**

All notices or other communications required to be given pursuant to this Tariff will be in writing, except where notice is provided in this Tariff. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication, or bill with the U.S. Mail or a private delivery service, postage prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.

The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications, or billing.

**2.7. SPECIAL CONSTRUCTION**

Subject to the agreement of the Company and to all of the regulations contained in this Tariff, special construction of facilities may be undertaken on a reasonable effort basis at the request of the Customer. Special construction includes, but is not limited to, construction undertaken:

- Where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- Of a type other than that which the Company would normally utilize in the furnishing of its services;
- Over a route other than that which the Company would normally utilize in the furnishing of its services;
- In a quantity greater than that which the Company would normally construct;
- On an expedited basis;
- On a temporary basis until permanent facilities are available;
- Involving abnormal costs; or
- In advance of its normal construction.

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**3. SERVICE AREAS**

**3.1 LOCAL EXCHANGES**

The Company will provide Voice Service in the specific Census Blocks where it has received Eligible Telecommunications Designation, its Designated Service Area. These Census Blocks lie within the following Local Exchanges of the identified carriers:

Incumbent Carrier	Originating Exchange	Local Calling Area
<u>Verizon Pennsylvania, Inc</u>	McVeytown, PA	McVeytown, PA & Lewistown (Mifflin), PA

**3.2. LOCAL CALLING AREA**

The Company offers unlimited calling for Voice Service anywhere in the United States for a set monthly price. Customer may call anywhere in the United States with unlimited frequency and duration. The Company does not differentiate in how it bills for calls within a local exchange and calls that go outside of a local exchange.

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**4. SERVICE COMPONENTS AND PRODUCTS**

**4.1. BASIC VOICE SERVICE**

**4.1.1. VOICE SERVICE**

Facilities, including fiber optic wire and other outside plant facilities, from the Company's edge router to the ONT, to which Customer-provided station telephone equipment can be connected.

Includes local exchange service with network access, push button dialing capability, fiber drop wire to ONT, and necessary Service Vendor arrangements to maintain and operate subscriber Service features. Caller ID, call waiting, 3-way calling, call forwarding, and voice mail are provided at no additional charge.

The monthly rates shown in this tariff do not include any terminal equipment telephones, ringers, couplers, or inside wiring.

**4.1.2. VOICE SERVICE INSTALLATION CHARGE**

The Voice Service Installation Charge is a non-recurring, one-time charge for activating Voice Service, whether purchased on a stand-alone basis or in conjunction with broadband internet access service.

This charge covers the service order costs in addition to the labor costs associated with activating Voice Service. This charge includes, but is not limited to, making or changing connections with Service Vendors or in distribution facilities, necessary cross connections and line transfers, and switch programming.

The Voice Service Connection Charge applies for each line connected.

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**4. SERVICE COMPONENTS AND PRODUCTS (cont'd)**

RESERVED FOR FUTURE USE

\* \* \*

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**4 . SERVICE COMPONENTS AND PRODUCTS**  
**(cont' d)**

**4.2. BACKUP BATTERY**

Battery Backup For ONT - Customers have the option of purchasing either an 8-hour or a 24- hour UPS from a local or national retailer to provide back up power to the ONT and associated customer provided phone equipment (ex: cordless phones).

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**4. SERVICE COMPONENTS AND PRODUCTS (cont'd)**

**4.3. RATES**

**4.3.1. CHARGES FOR VOICE SERVICE**

- A. Residential Voice Telephony Service (whether purchased on a stand-alone basis or in conjunction with a subscription to broadband internet access service).
  - A.1. The monthly charge is \$30.45.
  - A.2. The monthly charge for each additional line is \$30.45.
  - A.3. The standard installation charge for Residential Voice Service is \$0.
- B. Business Voice Telephony Service (whether purchased on a stand-alone basis or in conjunction with a subscription to broadband internet access service).
  - B.1. Individual Case Basis ("ICB").
  - B.2. ICB.
  - B.3. ICB.

\*All monthly rates are per line. Plans and individual features are subject to Company's technical ability to provide a plan or feature in a given area. Customer should contact Company for availability. Voice calls are unlimited.

**4.3.2. TAXES AND SURCHARGES.**

The rates set forth in this Tariff do not include any amounts resulting from taxes, fees, or exactions imposed by or for the United States government, State of Pennsylvania, any municipal corporation, or other political subdivision or agency of the State government against the Company, its customers, or its property or operations.

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**4 . SERVICE COMPONENTS AND PRODUCTS**

**(cont' d)**

**4.4. MISCELLANEOUS CHARGES**

The Reconnection Fee (if customer is disconnected for non-payment, and then pays the outstanding balance) is \$29.95

**4.5. INDIVIDUAL CONTRACT BASED PRICING**

**A. Special Equipment and Service Arrangements**

In cases where customers desire a special type of service for which provision is not otherwise made, a monthly rate and charge is quoted based on the actual cost of furnishing such service, when in the judgment of the Company, there is no reason for refusing to render the special service desired.

**B. Customized Service Packages**

Customized service packages and competitive pricing arrangements at negotiated rates may be furnished on a case-by-case basis in response to requests by customers for proposals or competitive bids. Service offered under this Tariff provision will be provided to customers pursuant to contract. Unless otherwise specified, the rates, terms, and conditions for such arrangements are in addition to the applicable regulations and prices in other sections of the Tariff. Specialized rates or charges will be made available to similarly situated customers on a non-discriminatory basis.

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**4. SERVICE COMPONENTS AND PRODUCTS (cont'd)**

**4.6. 9-1-1 SERVICE**

**4.6.1. GLOSSARY OF TERMS**

**Host Telephone Company:** The service provider, which is also the telecommunications public utility that provides 9-1-1 service to the count ("MSAG") data used for providing 9-1-1 service.

**MSAG Content:** The data elements of the MSAG including (but not necessarily limited to) the data elements that are entered into the following fields A-I of a standard MSAG record:

- A. Tax area record
- B. Locality
- C. Street
- D. Thoroughfare
- E. Directional [where required]
- F. Even (E), odd (O), or all (A) [applied to house numbers]
- G. Low-high range of house numbers
- H. PSAP (Public Safety Answering Point)
- I. LAT/LONG (Latitude/Longitude) [where required]

**MSAG Formatting, Format:** Shall include changes to the identity of fields, order of fields, and number and arrangement of data elements in each field, and a telephone company's rearrangement or regrouping of such data, without changing the MSAG content, for purposes of validating against MSAG records.

**Company:** A telecommunications public utility regulated by the Pennsylvania Public Utility Commission and which has or requests access to the county/municipality 9-1-1 system or connection to the serving selective router, including, but not limited to, local exchange carriers and competitive local exchange carriers. This term is synonymous with "service provider."

**Company system:** Reference to a service provider's own facilities-based network or, if operating as a non-facilities-based competitive local exchange carrier, the facilities contracted by the Company for provision of service.

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**4. SERVICE COMPONENTS AND PRODUCTS (cont'd)**

**4.6. 9-1-1 SERVICE (cont'd)**

**4.6.2. GENERAL**

The Service Access Code 9-1-1 allows the Customer to reach the appropriate emergency services including police, fire and medical services. Enhanced 9-1-1 has the ability to selectively route an emergency call to the primary 9-1-1 provider so that it reaches the correct emergency service located closest to the caller. In addition, the Customer's address and telephone information will be displayed to the primary 9-1-1 provider for display at the Public Safety Answering Point ("PSAP").

Pursuant to the Public Safety Emergency Telephone Act (Act 78 of 1990), as amended, the Company collects a fee of \$1.65 per line per month from its Customers on behalf of the counties in its operating area to support the 9-1-1 system. The contribution rate may be used by counties for the expenses of implementing, expanding or upgrading a 911 system.

Parties dialing 9-1-1 waive the privacy afforded by non-listed and non-published service to the extent that the telephone number, names, and address associated with the originating station location are furnished to the PSAP.

**4.6.3. REGULATIONS**

- A. The Company, whether supplying service through its own facilities or through the use of an underlying carrier, will comply with the Protocols as set forth in, and in the form of Service Provider E-9-1-1 Protocols, Service Provider E-9-1-1 Questionnaire and Testing Procedures in accordance with the Petition of Bell Atlantic-Pennsylvania, Inc. for a Declaratory Order Relating to the Provision of Master Street Address Guides; Docket No. P-00971203; Settlement Agreement of all Parties and Joint Petition entered August 7, 1998, *MSAG Order*.

Issued November 3, 2022

Effective November 8, 2022

Issued By:  
Colin Higgin, Vice President  
Zito Mifflin County, LLC  
102 S Main Street  
Coudersport, PA  
16915

**ELIGIBLE TELECOMMUNICATIONS CARRIER  
AND VOIP PROVIDER**

**4. SERVICE COMPONENTS AND PRODUCTS (cont'd)**

**4.6. 9-1-1 SERVICE (cont'd)**

**4.6.3. REGULATIONS (cont'd)**

- B. The Company is indemnified under the Public Safety Emergency Telephone Act, Act 78 of 1990.
- C. The Company's liability and insurance provisions are fully stated in its tariff's General Regulations.
- D. Cases of Service interruptions affecting public health and safety shall receive priority attention under any and all conditions, particularly in time of disaster. Every appropriate resource will be utilized. The service provider will make reasonable best efforts to have its system fully functional as soon as possible, unless conditions beyond the service provider's control prevent service restoration.
- E. The Company will not use the county's/municipality's MSAG for any purpose that is not directly related to and required for the provision of 9-1-1 service.
- F. The Host Telephone Company will install the county's/municipality's MSAG in "read/write" format and will not modify the content of the MSAG unless requested or permitted to do so by the county/municipality. A request to modify content by the Host Telephone Company shall be responded to by the county/municipality within (10) business days or the request is deemed to be approved. The request shall be in writing and shall set forth in reasonable detail the proposed modification and all reasons in support. The request shall be granted provided the modification is necessary for the Host Telephone Company's provision, maintenance, or upgrading of the 9-1-1 service.

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**4. SERVICE COMPONENTS AND PRODUCTS (cont'd)**

**4.6. 9-1-1 SERVICE (cont'd)**

**4.6.3. REGULATIONS (cont'd)**

- G. The Company shall not otherwise modify the content of the MSAG, but may make formatting changes approved by the county/municipality necessary to enable the MSAG to conform to the Company's information system(s). The request shall be in writing and shall set forth in reasonable detail the formatting changes and all reasons in support. The county/municipality shall respond to the request in ten (10) business days, or the request is deemed to be approved. The request shall be granted provided the formatting change does not impair the integrity and accuracy of the MSAG database. For the purposes of this regulation, a content or formatting change does not include the use of the MSAG content in telephone companies' operational support systems to validate Customer information for input to the ALI database.
- H. The Company will not sell, lease, rent, loan or provide, or transfer the county's/municipality's MSAG to any other person(s) or entity(ies) without the express written authorization of the county's/municipality's 9-1-1 coordinator, or his or her designee.
- I. The Company will not, without the written consent of the county/municipality, modify or create any derivative of the county's/municipality's MSAG, except as follows: one (1) mirror image copy of the MSAG may be made in electronic form for archival purposes (the copy may be made in read/write format by the Host Telephone Company, but shall be made solely in read-only format by all other telephone companies), and the Company may make a mirror image copy, solely in read-only format and only for database reconciliation, address verification for new connections of service, and other functions that are necessary to ensure that the name and address information provided by the service provider to the county/municipality is accurate and conforms to the county's/municipality's MSAG format.

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**4 . SERVICE COMPONENTS AND PRODUCTS**

**(cont' d)**

**4.6. 9-1-1 SERVICE ( cont'd)**

**4.6.3. REGULATIONS (cont'd)**

- J. The Company's Service is provided at a specific permanent address and not available as a nomadic offering. Before Customer moves the telephone device(s) to another location, Customer must notify Company to determine if service can be provided at the new address. Service will only be provided where 9-1-1 or Enhanced 9-1-1 connectivity are available.
- K. In the event of a power failure, network backup power systems are in place on the Company's network. The ONT installed at the Customer's location may not provide backup service unless the Customer purchases an optional battery backup. Failure of the network backup power system or the ONT battery backup during a power failure or disruption will prevent all service, including 9-1-1 and Enhanced 9-1-1, from functioning.
- L. Telephone service outages, suspensions or disconnections will prevent all service, including 9-1-1 and Enhanced 9-1-1, from functioning.

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**4. MISCELLANEOUS SERVICES (cont'd)**

**4.7. PENNSYLVANIA TELECOMMUNICATIONS RELAY SERVICE**

**4.7.1. GENERAL**

The Pennsylvania Telecommunications Relay Service (TRS) is a relay telecommunications service for the deaf, hearing and/or speech-disabled population of the Commonwealth of Pennsylvania. The PA TRS is mandated by the Americans with Disabilities Act of 1990 to provide functionally equivalent telephone services that are available to other U.S. citizens, at no additional cost. The PA TRS includes both traditional relay (devices such as Teletypewriters (TTY) and Telecommunication Devices for the Deaf (TDD)) and captioned-telephone voice-carry-over relay services (captioned telephone). These relay services permit telephone communications between individuals with hearing and/or speech disabilities, who must use a TTY, TDD or captioned telephone, with individuals having normal hearing and speech. Additionally, 711 abbreviated dialing is available to access the PA TRS. The Company's switching equipment is arranged to translate the "711" calls to the assigned toll-free number, (888) 895-1197, in order to route calls to the Telecommunications Relay Service Provider, in accordance with Commission's Order entered on February 4, 2000 at Docket No. M-00900239.

**4.7.2. SURCHARGE**

In addition to the charges provided in this Tariff, a surcharge will apply to all residence and business access lines served by this Company. This surcharge applies regardless of whether or not the access line uses the Pennsylvania Telecommunications Relay Service.

This surcharge serves as a funding vehicle for the operation of the Pennsylvania Telecommunications Relay Service. The Commission shall compute the Pennsylvania Relay Service Surcharge each year and notify carriers of the surcharge amount to be applied for the twelve-month period commencing August 1, 2021.

The Commission may revise the surcharge more frequently than annually at its discretion.

Tariff revisions will be filed whenever the Commission calculates a new surcharge amount and notifies the Company.

**RATE**

A. Pennsylvania TRS Surcharge, applicable to all bills issued on or after August 1, 2021

- |   |        |
|---|--------|
| 1. Per Residence access line, per month | \$0.04 |
| 2. Per Business access line, per month  | \$0.04 |

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**5. SPECIAL ARRANGEMENTS**

**5.1 MARKET TRIALS**

The Company may offer service to test and evaluate service capabilities, implementation procedures, technical processes, etc., or for market research including rate experimentation purposes. Such trials will be for a limited duration. The Company will file Tariff pages for each market trial.

**5.2 PROMOTIONAL OFFERINGS**

From time to time, the Company will introduce promotional offerings. The Company may offer services at a reduced rate, free of charge, or offer incentives including gift certificates and coupons for promotional, market research or rate experimentation purposes. Such offerings will be for a limited duration.

Each promotional offering will have a duration no longer than six months and will not be offered more than once in any consecutive twelve-month period.

Any Customer will be allowed to participate in a promotional offering upon request, provided the Company has the necessary facilities and billing capabilities to permit such participation.

Promotional offerings will be filed with the Commission pursuant to 52 Pa. Code § 53.58.

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**6. LIFELINE SERVICE**

**6.1. LIFELINE SERVICE**

**6.1.1. DESCRIPTION**

Lifeline Service is a Residential offering for low-income Customers who qualify for this service in accordance with the following Terms. Lifeline Service is available only to qualified low-income customers with a billing address located in the Designated Service Area set forth in Section 4, above.

Lifeline Service is a non-transferable retail service offering for which qualifying residential low-income subscribers pay reduced charges, as provided in Section 6.1.3, below. Lifeline Assistance enables eligible participating subscribers to pay reduced charges for the Voice Service available under this Tariff when purchased on a stand-alone basis.

**6.1.2. TERMS**

- A. Lifeline Service is available to qualified Residential Customers and is provided via a credit to the tariffed rate for Residential individual Voice Service. Lifeline Service is limited to only one Service per qualified Customer or household (a household is defined as “any individual or group of individuals who are living together as one economic unit,” with an economic unit defined as “all adult individuals contributing to and sharing in the income and expenses of a household”). A potential Lifeline Customer who has an outstanding final bill for telephone service which is less than (4) years old must pay the entire balance of any Voice Service final bill before being eligible for Lifeline Service.
- B. Residential Lifeline Service consists of: (1) Residential Voice Service (including unlimited nationwide calling); (2) 911 Dialing; (3) access to Telecommunications Relay Services; and (4) all available optional Customer-elected services at the applicable rates, charges and regulations for each feature and service provided in the Tariff.

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**6. LIFELINE SERVICE (cont'd)**

**6.1. LIFELINE SERVICE (cont'd)**

**6.1.2. TERMS (cont'd)**

- C. An applicant for Lifeline Service must be a current participant in one of the following eligible programs; or be able to provide proof of income which is at or below 135% of the annual United States Census Bureau Poverty Level Guidelines for Pennsylvania. The National Verifier will conduct an annual recertification process. Lifeline Customers have the responsibility to notify the Company within thirty (30) days of a change in eligibility status if they no longer qualify for Lifeline Service.

- \* Supplemental Security Income (SSI)
- \* Medicaid
- \* Supplemental Nutrition Assistance Program (SNAP) (aka Food Stamps)
- \* Federal Public Housing
- \* Veterans Pension or Survivors Benefit Programs
- \* Tribal-Specific Programs

The Company will confirm the Lifeline Customer's eligibility through the National Verifier in accordance with the procedures and requirements established by the Universal Service Administrative Co. and the FCC. Failure of Customer to respond to the National Verifier's requests may result in denial of certification or recertification.

- D. Lifeline Service will be provided to a Customer only so long as such Customer continues to meet the participation and certification guidelines in 2 (c) above. If the Company is notified by the Customer or National Verifier that the Lifeline Service Customer is no longer a participant in the programs in 2 (c) above or otherwise low-income eligible, the Company will de-enroll the Customer within two (2) business days. If Customer is de-enrolled, the account will be transferred to the Company's standard Residential Voice Service offering, and Customer will be notified (by letter) that the Lifeline Service rate is no longer applicable. Disputes regarding eligibility will be addressed through the procedures established by the National Verifier.

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**6. LIFELINE SERVICE (cont'd)**

**6.1. LIFELINE SERVICE (cont'd)**

**6.1.2. REGULATIONS (cont'd)**

- E. Only services listed in 2 (B) above will be provided to Lifeline Customers.
- F. Customer requested temporary suspension of Lifeline Service is not permitted.
- G. Lifeline Service does not apply to applicants who are full time students living in university or college controlled housing.
- H. The applicant must not be a dependent for Federal Income Tax purposes, unless he or she is 60 years of age or older.
- I. Lifeline Customers are subject to all Residential service regulations in this tariff.
- J. Residential Lifeline Service cannot be resold by the Lifeline Customer or the Lifeline Customer's agent(s).
- K. Resale of Lifeline Services are subject to wholesale rate obligations under Section 251(c) (4) of the Telecommunications Act of 1996.
- L. All outstanding charges, account balances and service restrictions apply to existing Customers who qualify for Lifeline Service. Service restrictions will remain until the arrearage(s) have been paid in full.

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**6. LIFELINE SERVICE (cont'd)**

**6.1. LIFELINE SERVICE (cont'd)**

**6.1.3. LIFELINE VOICE SERVICE RATES**

- A. Until November 30, 2021, the applicable Residential Voice Service monthly rate minus \$5.25.
- B. Absent further action by the FCC, beginning December 1, 2021, the Lifeline credit shall be \$0.00 unless there is only one Lifeline provider in the Census Block where the Customer subscribes to Voice Service.
- C. Lifeline Service is subject to all applicable state, local and federal taxes, and surcharges, and to all applicable tariff rates, charges, surcharges and regulations.

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## CERTIFICATE OF SERVICE

I, Colin Higgin, Vice President of Zito Mifflin County, LLC, do hereby certify that I have served the following parties by electronic mail delivery with Zito Mifflin County, LLC's Tariff

Telephone – Pa. P.U.C. No. 1:

Suzan D. Paiva  
Assistant General Counsel  
Verizon  
900 Race Street, 6<sup>th</sup> Floor  
Philadelphia, PA 19107  
[Suzan.d.paiva@verizon.com](mailto:Suzan.d.paiva@verizon.com)

John R. Evans  
Small Business Advocate  
Pennsylvania Office of Small Business Advocate  
555 Walnut St., 1<sup>st</sup> Floor  
Harrisonburg, PA 17101  
[jorevans@pa.gov](mailto:jorevans@pa.gov)

Tanya McCloskey  
Acting Consumer Advocate  
Pennsylvania Office of Consumer Advocate  
555 Walnut St., 5<sup>th</sup> Floor  
Harrisonburg, PA 17101  
[tmccloskey@paoca.org](mailto:tmccloskey@paoca.org)

Barrett Sheridan  
Assistant Consumer Advocate  
Pennsylvania Office of Consumer Advocate  
555 Walnut St., 5<sup>th</sup> Floor  
Harrisonburg, PA 17101  
[bsheridan@paoca.org](mailto:bsheridan@paoca.org)



and that I have thereby complied with the service requirements of the Pennsylvania  
Public Utility Commission.

This, the 13<sup>th</sup> day of October, 2022.

Colin Higgin  
Vice President  
Zito Mifflin County, LLC  
102 South Main Street  
Coudersport, PA 16915  
Phone: (814) 260-9588  
E-mail: [colin.higgin@zitomedia.com](mailto:colin.higgin@zitomedia.com)

**IMPORTANT INFORMATION ABOUT YOUR ZITO MIFFLIN MIFFLIN COUNTY, LLC SERVICES**

**ZITO MIFFLIN MIFFLIN COUNTY, LLC TERMS OF USE SUBSCRIBER AGREEMENT**

The account holder(s) referred to on the accompanying Zito Mifflin County, LLC ("Zito Mifflin") Work Order or statement ("I," "me" or "my") agrees that the Work Order and this Terms of Use Subscriber Agreement (this "Agreement"), set forth the terms and conditions that govern my receipt of video, high-speed data, voice and other services from Zito Mifflin.

In consideration of Zito Mifflin's provision of the Services that I have requested, subject to applicable law, I AGREE AS FOLLOWS:

**1. Important Information About This Agreement**

- (a) This Agreement and the Work Order, each of which Zito Mifflin may amend as set forth below, constitute the entire agreement between Zito Mifflin and me. This Agreement supersedes all previous written or oral agreements between Zito Mifflin and me. I am not entitled to rely on any oral or written statements by Zito Mifflin's representatives relating to the subjects covered by these documents, whether made prior to the date of my Work Order or thereafter, and Zito Mifflin will have no liability to me except in respect of its obligations as described in this Agreement and the other documents referred to above. The use of my Services by any person other than me is also subject to the terms of this Agreement.
- (b) Zito Mifflin has the right to add to, modify, or delete any term of this Agreement and the Zito Mifflin Policies and Practices at any time. An online version of this Agreement and the Policies and Practices, as so changed from time to time, will be accessible at [www.zitomedia.com](http://www.zitomedia.com) or another online location designated by Zito Mifflin, or can be obtained by calling Zito Mifflin at 800-365-6988.
- (c) Zito Mifflin will notify me of any significant change(s) in this Agreement and the Policies and Practices. Any such changes shall become effective immediately except where applicable law requires a notice period, in which case the change will become effective at the end of the requisite notice period. Upon effectiveness of any change to any of these documents, my continued use of the Services will constitute my consent to such change and my agreement to be bound by the terms of the document as so changed. If I do not agree to any such change, I will immediately stop using the Services and notify Zito Mifflin that I am terminating my Services account.
- (d) My acceptance of Services constitutes my acceptance of the terms and conditions contained in this Agreement. In the event that a portion of my Services is terminated, or any aspect of it is changed, any remaining service or replacement service will continue to be governed by this Agreement.

**2. Payment; Charges; Refunds**

- (a) I agree to pay Zito Mifflin for (i) all use of my Services, (ii) installation and applicable service charges (iii) Zito Mifflin Equipment, and (iv) all applicable local, state and federal fees and taxes. Charges for the Services are set forth on a separate price list that I have received. I will be billed monthly in advance for recurring monthly charges. Other charges will be billed in the next practicable monthly billing cycle following use, or as otherwise specified in the price list. Zito Mifflin may change both the fees and the types of charges (e.g., periodic, time-based, use-based) for my Services. If I participate in a promotional offer that requires a minimum time commitment and I terminate early, I agree that I am responsible for early termination fees associated with such promotion.
- (b) Charges for installation Services and related equipment available from Zito Mifflin for a standard Services installation are as described in Zito Mifflin's list of charges. Non-standard installations, if

available, may result in additional charges as described in Zito Mifflin's list of charges. In addition, I agree to pay charges for repair service calls resulting from my misuse of Zito Mifflin Equipment or for failures in equipment not supplied by Zito Mifflin.

(c) If my Services account is past due and Zito Mifflin sends a collector to my premises, a field collection fee may be charged. The current field collection fee is on the price list or can be provided on request. I will also be responsible for all other expenses (including reasonable attorneys' fees and costs) incurred by Zito Mifflin in collecting any amounts due under this Agreement and not paid by me.

(d) All charges are payable on the due date specified, or as otherwise indicated, on my bill. I agree that late charges may be assessed, subject to applicable law, on amounts that are past due. My failure to deliver payment by the due date is a breach of this Agreement. The current late fees are on the price list or can be provided upon request and, if applicable, will not exceed the maximum late fees as set forth by applicable law. Zito Mifflin reserves the right to change the late fees.

(e) I agree that if my Services account with Zito Mifflin is past due, Zito Mifflin may terminate any of my Services or accounts, including Digital Voice Service, in accordance with applicable law. Whether Zito Mifflin or I terminate my Services, if I have a credit due to me or a deposit is being held on any account with Zito Mifflin, I agree that the credit or deposit may be used to offset amounts past due on any other account I may have with Zito Mifflin without notice to me and that the remaining balance owed plus interest will be refunded; installation fees paid are non-refundable. To reconnect any terminated Services, I may be required, in addition to payment of all outstanding balances on all accounts with Zito Mifflin, to pay reconnect charges or trip charges (where applicable) and/or security deposits before reconnection.

(f) Zito Mifflin may verify my credit standing with credit reporting agencies and require a deposit based on my credit standing or other applicable criteria. Zito Mifflin may require a security deposit, or a bank or credit card or account debit authorization from me as a condition of providing or continuing to provide Services. If Zito Mifflin requires a security deposit, the obligations of Zito Mifflin regarding such security deposit will be governed by the terms of the deposit receipt provided by Zito Mifflin to me at the time the deposit is collected. I agree that Zito Mifflin may deduct amounts from my security deposit, bill any bank or credit card submitted by me, or utilize any other means of payment available to Zito Mifflin, for any past due amounts payable by me to Zito Mifflin, including in respect of damaged or unreturned Equipment.

(g) If I have elected to be billed by credit card, debit card or ACH transfer, I agree that I will automatically be billed each month for any amounts due under this Agreement. If I make payment by check, I authorize Zito Mifflin and its agents to collect this item electronically.

(h) Zito Mifflin may charge fees for all returned checks and account debit, bank card or charge card chargebacks. The current return/chargeback fees are listed in the list of charges on the price list or can be provided on request. Zito Mifflin reserves the right to change return/chargeback fees.

(i) All use of my Services, whether or not authorized by me, will be deemed my use and I will be responsible in all respects for all such use, including for payment of all charges attributable to my account (e.g., for VOD movies, merchandise ordered via Internet, international long distance charges, etc.). Zito Mifflin is entitled to assume that any communications made through my Services or from the location at which I receive the Services are my communications or have been authorized by me. My Services may contain or make available information, content, merchandise, products and Services provided by third parties and for which there may be charges payable to third parties (which may include my OLP and/or entities affiliated with Zito Mifflin). I agree that all such charges incurred by me or attributed to my account will be my sole and exclusive responsibility and agree to pay the same when due, and shall indemnify and hold harmless Zito Mifflin and third parties (the "Zito Mifflin

Parties") for all liability for such charges. I agree that Zito Mifflin is not responsible or liable for the quality of any content, merchandise, products or Services (or the price thereof) made available to me via the Services, for the representations or warranties made by the seller or manufacturer of any such item, or for damage to or injury, if any, resulting from the use of such item.

(j) I acknowledge that currently, and from time to time, there is uncertainty about the regulatory classification of some of the Services Zito Mifflin provides and, consequently, uncertainty about what fees, taxes and surcharges are due from Zito Mifflin and/or its customers. Accordingly, I agree that Zito Mifflin has the right to determine, in its sole discretion, what fees, taxes and surcharges are due and to collect and remit them to the relevant governmental authorities, and/or to pay and pass them through to me. I further agree to waive any claims I may have regarding Zito Mifflin's collection or remittance of such fees, taxes and surcharges. I further understand that I may obtain a list of the fees, taxes and surcharges that Zito Mifflin currently collects or passes through by writing to Zito Mifflin at the following address and requesting same: Zito Mifflin, 102 South Main Street, Coudersport, PA 16915; Attention: Subscriber Tax Inquiries.

(k) I agree that it is my responsibility to report Zito Mifflin billing errors before actual suspension or termination of service, or subject to applicable law, so that service levels and all payments can be verified. If not reported before actual suspension or termination of service, or subject to applicable law, the errors are waived.

### **3. Installation; Equipment and Cabling**

(a) If I am not the owner of the house, apartment or other premises upon which Zito Mifflin Equipment and Software are to be installed, I warrant that I have obtained the consent of the owner of the premises for Zito Mifflin personnel and/or its agents to enter the premises for the purposes described in Section 3(d). I agree to indemnify and hold the Zito Mifflin Parties harmless from and against any claims of the owner of the premises arising out of the performance of this Agreement (including costs and reasonable attorneys' fees).

(b) I authorize Zito Mifflin to make any preparations to the premises necessary for the installation, maintenance, or removal of equipment. Zito Mifflin shall not be liable for any effects of normal Services installation and workmanship, such as holes in walls, etc., which may remain after installation or removal of the Zito Mifflin Equipment, except for damage caused by negligence on the part of Zito Mifflin.

(c) The Zito Mifflin Equipment is and at all times shall remain the sole and exclusive personal property of Zito Mifflin, and I agree that I do not become an owner of any Zito Mifflin Equipment by virtue of the payments provided for in this Agreement or the attachment of any portion of the Zito Mifflin Equipment to my residence or otherwise. Upon termination of any Services, subject to any applicable laws or regulations, Zito Mifflin may, but shall not be obligated to, retrieve any associated Zito Mifflin Equipment not returned by me as required under Section 3(f) below. Zito Mifflin will not be deemed to have "abandoned" the ZITO MIFFLIN Equipment if it does not retrieve such equipment.

(d) I agree to provide Zito Mifflin and its authorized agents access to my premises during regular business hours upon reasonable notice during the term of this Agreement and after its termination to install, connect, inspect, maintain, repair, replace, alter or disconnect or remove the Zito Mifflin Equipment, to install Software, to conduct service theft audits, or to check for signal leakage. I agree that Zito Mifflin may have reasonable access to easements and Zito Mifflin Equipment located on my grounds.

(e) Zito Mifflin shall have the right to upgrade, modify and enhance Zito Mifflin Equipment and Software from time to time through "downloads" from Zito Mifflin's network or otherwise. Without

limiting the foregoing, Zito Mifflin may, at any time, employ such means to limit or increase the throughput available through individual ONUs whether or not provided by Zito Mifflin.

(f) If the Services are terminated, I agree that I have no right to possess or use the Zito Mifflin Equipment related to the terminated Services. As required under Section 10(b), I agree that I must arrange for the return of Zito Mifflin Equipment to Zito Mifflin, in the same condition as when received (excepting ordinary wear and tear), upon termination of the Services. If I do not promptly return the Zito Mifflin Equipment or schedule with Zito Mifflin for its disconnection and removal, Zito Mifflin may enter any premises where the Zito Mifflin Equipment may be located for the purpose of disconnecting and retrieving the Zito Mifflin Equipment subject to applicable law. I will pay any expense incurred by ZITO MIFFLIN in any retrieval of the unreturned Zito Mifflin Equipment. Zito Mifflin may charge me a continuing monthly fee until any outstanding Zito Mifflin Equipment is returned, collected by Zito Mifflin or fully paid for by me in accordance with Section 3(g). The current fee is listed in the list of charges on the price list or can be provided on request.

(g) I agree to pay Zito Mifflin liquidated damages in the amount demanded by Zito Mifflin, but not to exceed that specified in the then-current price list, for the replacement cost of the Zito Mifflin Equipment without any deduction for depreciation, wear and tear or physical condition of such Zito Mifflin Equipment if (i) I tamper with, or permit others to tamper with, Zito Mifflin Equipment, (ii) the Zito Mifflin Equipment is destroyed, lost, or stolen, whether or not due to circumstances beyond my reasonable control, and even if I exercised due care to prevent such destruction, loss, or theft, or (iii) the Zito Mifflin Equipment is damaged (excluding equipment malfunction through no fault of my own) while in my possession, whether or not due to circumstances beyond my reasonable control, and even if I exercised due care to prevent such damage. I agree that these liquidated damages are reasonable in light of the problem of theft of cable Services; the existence of a "black market" in Zito Mifflin Equipment; the ability of third parties to steal Services with unlawfully obtained Zito Mifflin Equipment, causing loss of revenues for installation and service fees; and the difficulty in determining the actual damages that arise from the unauthorized tampering with, loss, destruction, or theft of Zito Mifflin Equipment. I agree to return any damaged Zito Mifflin Equipment to Zito Mifflin.

(h) I agree that Zito Mifflin may place equipment and cables on my premises to facilitate the provision of Services to me and to other locations in my area. The license granted under this Section 3(h) will survive the termination of this Agreement until the date that is one year from the date on which I first notify Zito Mifflin in writing that I am revoking such license.

#### **4. Use of Services; Zito Mifflin Equipment and Software**

(a) I agree that Zito Mifflin has the right to add to, modify, or delete any aspect, feature or requirement of the Services (including content, price, equipment and system requirements). I further agree that Zito Mifflin (and, if applicable, OLP) has the right to add to, modify, or delete any aspect, feature or requirement of the HSD Service (including content, price and system requirements). If Zito Mifflin changes its equipment requirements with respect to any Services, I acknowledge that I may not be able to receive such Services utilizing my then-current equipment. Upon any such change, my continued use of Services will constitute my consent to such change and my agreement to continue to receive the relevant Services, as so changed, pursuant to this Agreement. If I participate in a promotional offer for any Service(s) that covers a specified period of time, I agree that I am assured only that I will be charged the promotional price for such Service(s) during the time specified. I agree that Zito Mifflin shall have the right to add to, modify, or delete any aspect, feature or requirement of the relevant Service(s), other than the price I am charged, during such promotional period.

(b) I agree that the Services I have requested are residential Services, offered for reasonable personal, non-commercial use only. I will not resell or redistribute (whether for a fee or otherwise) the Services, or any portion thereof, or charge others to use the Services, or any portion thereof. If I

receive Video Service, I agree not to use the Services for the redistribution or retransmission of programming or for any enterprise purpose whether or not the enterprise is directed toward making a profit. I agree that, among other things, my use of the Services to transmit or distribute the Video Service, or any portion thereof, to (or to provide or permit access by) persons outside the location identified in the Work Order (even if to a limited group of people or to other residences that I own or have the right to use), will constitute an enterprise purpose. I acknowledge that programs and other materials that I receive as part of the Video Service remain part of the Video Service even if I record or capture all or a portion of any such program or material in a data file or on a hard drive, DVR or similar device. If I receive Digital Voice Service, I agree not to use the Services for telemarketing, call center, medical transcription or facsimile broadcasting Services or for any enterprise purpose whether or not the enterprise is directed toward making a profit. I agree that, among other things, my use of the Services to make available my Digital Voice Service, or any portion thereof, to (or to provide or permit access by) persons outside the location identified in the Work Order (even if to a limited group of people or to other residences that I own or have the right to use), will constitute an enterprise purpose. If I receive HSD Service, I agree not to use the HSD Service for operation as an Internet service provider, for the hosting of websites (other than as expressly permitted as part of the HSD Service) or for any enterprise purpose whether or not the enterprise is directed toward making a profit. I agree that, among other things, my use of any form of transmitter or wide area network that enables persons or entities outside the location identified in the Work Order to use my Services, whether or not a fee is sought, will constitute an enterprise purpose. Furthermore, if I use a wireless network within my residence, I will limit wireless access to the HSD Service (by establishing and using a secure password or similar means) to the members of my household.

(c) Theft or willful damage, alteration, or destruction of Zito Mifflin Equipment, or unauthorized reception, theft or diversion of Services, or assisting such theft, diversion, or unauthorized reception is a breach of this Agreement and potentially punishable under law (including by way of statutory damages, fine and/or imprisonment). Nothing in this Agreement, including, Section 3(g) above, shall prevent Zito Mifflin from enforcing any rights it has with respect to theft or unauthorized tampering of Services or Zito Mifflin Equipment under applicable law.

(d) I will not, nor will I allow others to, open, alter, misuse, tamper with or remove the Zito Mifflin Equipment as and where installed by Zito Mifflin or use it contrary to this Agreement. I will not, nor will I allow others to, remove any markings or labels from the Zito Mifflin Equipment indicating Zito Mifflin ownership or serial or identity numbers. I will safeguard the Zito Mifflin Equipment from loss or damage of any kind, including accidents, breakage or house fire, and will not permit anyone other than an authorized representative of Zito Mifflin to perform any work on the Zito Mifflin Equipment.

(e) I agree that to the extent any Software is licensed (or sublicensed) to me by Zito Mifflin, such Software is provided for the limited purpose of facilitating my use of the Services as described in this Agreement. I will not engage in, or permit, any additional copying, or any translation, reverse engineering or reverse compiling, disassembly or modification of or preparation of any derivative works based on the Software, all of which are prohibited. I will return or destroy all Software provided by Zito Mifflin and any related written materials promptly upon termination of the associated Services to me for any reason. Software licensed to me by my OLP, for instance my OLP's client or browser software, is licensed under the OLP Terms and is not the responsibility of Zito Mifflin.

(f) I agree that I will use the Services for lawful purposes only, and in accordance with this Agreement.

(g) I agree to be responsible for protecting the confidentiality of my screen names, passwords, personal identification numbers (PINs), parental control passwords or codes, and any other security measures made available, recommended or required by Zito Mifflin . I also acknowledge that Zito Mifflin's Services may from time to time include interactive features, the use of which may result in the

transmission to, and use by, Zito Mifflin or certain third parties of information that may constitute personally identifiable information (as such term is used in the Federal Communications Act of 1934) about me and for which Zito Mifflin may be required, under the Federal Communications Act of 1934, to obtain my consent. I agree that Zito Mifflin may seek such consents (or indications of my election to "opt in" to certain Zito Mifflin programs) electronically, including through the use of a "click through" screen, and that Zito Mifflin is entitled to assume that any such consent or opt-in election communicated through my Services or from the location at which I receive the Services is my consent or opt-in election or has been authorized by me.

(h) I agree that Zito Mifflin has no liability for the completeness, accuracy or truth of the programs or information it transmits.

##### **5. Special Provisions Regarding Digital Voice Service**

**(a) I acknowledge that the voice-enabled fiber to the home modem ("ONU") used to provide the Digital Voice Service is electrically powered and that the Digital Voice Service, including the ability to access 911 Services and home security and medical monitoring Services, may not operate in the event of an electrical power outage or if my broadband cable connection is disrupted or not operating. I acknowledge that, in the event of a power outage in my home, any battery included in my voice-enabled ONU may enable back-up service for a limited period of time or not at all, depending on the circumstances, and that inclusion of the battery does not ensure that Digital Voice Service will be available in all circumstances. I also acknowledge that, in the event of a loss of power that disrupts the Zito Mifflin cable system, the battery in my voice-enabled ONU will not provide back-up service and the Digital Voice Service will not be available.**

**(b) I agree that Zito Mifflin will not be responsible for any losses or damages arising as a result of the unavailability of the Digital Voice Service, including the inability to reach 911 or other emergency Services, or the inability to contact my home security system or remote medical monitoring service provider. I acknowledge that Zito Mifflin does not guarantee that the Digital Voice Service will operate with my home security and/or medical monitoring systems, and that I must contact my home security or medical monitoring provider in order to test my system's operation with the Digital Voice Service. I agree that I am responsible for the cost of any such testing or any fees for configuring my home security or medical monitoring system to work with the Digital Voice Service.**

**(c) The location and address associated with my Digital Voice Service will be the address identified on the Work Order. I acknowledge that, under Section 4(d) of this Agreement, I am not permitted to move Zito Mifflin Equipment from the location and address in which it has been installed. Furthermore, if I move my voice-enabled ONU to an address different than that identified on the Work Order, calls from such ONU to 911 will appear to 911 emergency service operators to be coming from the address identified on the Work Order and not the new address.**

**(d) I acknowledge that the existing voice wiring inside my home may not support both Digital Voice Service and digital subscriber line (DSL) service. Therefore, if I intend to use Digital Voice Service on all of my voice jacks, I may be required to maintain separate wiring, not provided by Zito Mifflin, within my home specifically for DSL service or to disconnect my DSL service prior to receiving the Digital Voice Service over my existing in-home wiring.**

**(e) I agree to provide Zito Mifflin and its authorized agents with access to my voice inside wiring at the Network Interface Device or at some other minimum point of entry in order to provide the Digital Voice Service over my existing in-home wiring.**

**(f) I acknowledge that the Digital Voice Service may not be compatible with certain data transmission Services, including but not limited to fax transmissions and dial-up Internet access and that I may be required to maintain a separate voice line, not provided by Zito Mifflin, in order to access such Services.**

## **6. Special Provisions Regarding HSD Service**

(a) Tiers of Service. I acknowledge that the HSD Service is offered on a tiered basis and that each tier has "throughput" limits (i.e., limits on the maximum rate at which I may send and receive data at any time), "consumption" limits (i.e., limits on the amount of data that I may send or receive during the course of a month or over shorter periods) and other similar limits, all as set forth in the price list or this Agreement. I agree that Zito Mifflin may change the throughput, consumption and other applicable limits of any tier(s) by amending the price list or Terms of Use. My continued use of the HSD Service will constitute my acceptance of any new limits. I also agree that Zito Mifflin may use technical means, including but not limited to suspending or reducing the speed of my service, to ensure compliance with these limits, and that Zito Mifflin may move me to a higher tier of HSD service (which may result in higher monthly charges) or impose other charges and fees if my use exceeds these limits. I further agree that Zito Mifflin has the right to monitor my usage patterns to facilitate the provision of the HSD Service and to ensure my compliance with this Agreement. Zito Mifflin may take such steps as it determines appropriate in the event my usage of the HSD Service does not comply with this Agreement, including applicable consumption limits. The usage cap for the High Speed Internet is 250 GB of downloaded data each month; for the Super Speed Internet product is 400GB; for the Ultra Speed Internet product is 750GB

(b) Republication. (i) I acknowledge that material posted or transmitted through the HSD Service may be copied, republished or distributed by third parties, and that the Zito Mifflin Parties will not be responsible for any harm resulting from such actions. (ii) I grant to Zito Mifflin, and I represent, warrant and covenant that I have all necessary rights to so grant, the non-exclusive, worldwide, royalty-free, perpetual, irrevocable, right and license to use, reproduce, modify, adapt, publish, translate, distribute, perform and display in any media all material posted on the public areas of the HSD Service via my account and/or to incorporate the same in other works, but only for purposes consistent with operation and promotion of the HSD Service. (iii) I agree that unsolicited email, or "spam," is a nuisance and that Zito Mifflin and my OLP are entitled to establish limits on the volume of email that I send. Such volume limits may be set by reference to a number of emails per day, week, month or year.

(c) Unfiltered Internet Access. I acknowledge that the HSD Service provides a connection to the Internet that may be unfiltered, and that the Zito Mifflin Parties neither control nor assume responsibility for any content on the Internet or content that is posted by a subscriber. Although Zito Mifflin or my OLP may make available certain parental control features, I acknowledge that such parental control features may not be entirely effective or foolproof and that, notwithstanding such features, I or members of my household may be exposed to unfiltered content.

(d) Use of OLP Service. I agree that Zito Mifflin and/or my OLP has the right, but not the obligation, to edit, refuse to post or transmit, request removal of, or remove or block any material transmitted through, submitted to or posted on the HSD Service, if it determines in its discretion that the material is unacceptable or violates the terms of this Agreement, any Zito Mifflin consumption limits or any other terms of this Agreement. Such material might include personal home pages and links to other sites. In addition, I agree that, under such circumstances, Zito Mifflin may suspend my account, take other action to prevent me from utilizing certain account privileges (e.g., home pages) or cancel my account without prior notification. I also agree that Zito Mifflin and/or my OLP may suspend or cancel my account for using all or part of the HSD Service to post content to the Internet or to engage in "peer to peer" file exchanges or other forms of file exchanges that violate this Agreement.



(e) Responsibility for HSD Service. Zito Mifflin has responsibilities for the HSD Service. This Agreement does not cover any OLP features or Services that are not dependent upon distribution over Zito Mifflin's cable system (for example, dial up access or my use of the OLP software that enables access to the OLP features or Services through non-Zito Mifflin access means) or that may otherwise be provided to me by my OLP separately from the HSD Service under the OLP terms. In the event of termination of the HSD Service, I must also contact my OLP to ensure that these other features or Services (such as dial-up access) are properly continued or discontinued.

(f) Computer Requirements. I agree that each Computer will need to meet certain minimum hardware and software requirements that will be specified for the HSD Service, and that such requirements may be changed from time to time by Zito Mifflin or my OLP.

## **7. Support; Service and Repairs**

(a) My Services include the right to request reasonable service and maintenance calls to check and correct problems with the Services. Zito Mifflin will, at its own expense, repair damage to or, at Zito Mifflin's option, replace Zito Mifflin Equipment, and otherwise attempt to correct interruptions of the Services, due to reasonable Zito Mifflin Equipment wear and tear, or technical malfunction of the system or network operated by Zito Mifflin. The Subscriber Materials contain details on contacting Zito Mifflin for this support.

(b) Unless I have obtained a Zito Mifflin service protection plan (if available in my area), I agree that I am responsible for all wiring, equipment and related software installed in my residence that is not Zito Mifflin Equipment or Zito Mifflin-licensed Software and ZITO MIFFLIN will have no obligation to install, connect, support, maintain, repair or replace any Computer, television, voice or voice answering device, audiovisual recording or playback device (e.g., VCR, DVR, DVD), audio equipment, any software, or any ONU, cabling or other equipment (other than Zito Mifflin Equipment or Zito Mifflin-licensed Software). Zito Mifflin will not support, repair, replace, or maintain any Network Interface Card, regardless of whether provided and installed by Zito Mifflin.

(c) I agree that Zito Mifflin has no responsibility for the operation of any equipment, software or service other than the Services, the Zito Mifflin Equipment and the Zito Mifflin-licensed Software. For instance, I acknowledge that certain commercially available televisions, converter boxes and recording devices, which may be identified by their manufacturers as "cable ready" or "digital cable ready," may not be able to receive or utilize all available Services without the addition of Zito Mifflin Equipment for which a fee may be charged. If I receive HSD Service, ZITO MIFFLIN has no responsibility to support, maintain or repair any equipment, software or service that I elect to use in connection with the HSD Service. For assistance with technical problems arising from such equipment, software or Services, I should refer to the Subscriber Materials for information regarding the technical support provided by my OLP or to the support area of the OLP or to the relevant third party's material.

(d) If Zito Mifflin determines that non-Zito Mifflin cabling or equipment connecting my residence to Zito Mifflin Equipment installed on the side of or adjacent to my residence (i.e., at a ground block) is the cause of a service problem, I agree that Zito Mifflin may charge me to resolve such service problem. If available from Zito Mifflin in my area, I may subscribe to a ZITO MIFFLIN service protection plan that covers service related calls within my residence. If any other support Services are available from Zito Mifflin, such Services will be at additional charges as described in Zito Mifflin's price list.

## **8. Service Interruptions; Force Majeure**

(a) I agree that Zito Mifflin has no liability for delays in or interruption to my Services, except that if for reasons within Zito Mifflin's reasonable control, for more than twenty-four (24) consecutive hours, (i) service on all cable channels is interrupted, (ii) there is a complete failure of the HSD Service or (iii)

there is a complete failure of the Digital Voice Service, Zito Mifflin will give me a prorated credit for the period of such interruption or failure if I request one within 30 days of the interruption or failure. In no event shall Zito Mifflin be required to credit me an amount in excess of applicable service fees. Zito Mifflin will make any such credit on the next practicable bill for my Services. State and local law or regulation may impose other outage credit requirements with respect to some or all of my Services. In such event, the relevant law or regulation will control.

(b) I acknowledge that Zito Mifflin may conduct maintenance from time to time that may result in interruptions of my Services.

(c) The Zito Mifflin Parties shall have no liability, except as set forth in Section 8(a), for interruption of the Services due to circumstances beyond its reasonable control, including acts of God, flood, natural disaster, vandalism, terrorism, regulation or governmental acts, fire, civil disturbance, electrical power outage, computer viruses or worms, strike or weather.

## **9. Review and Enforcement**

(a) Zito Mifflin may suspend or terminate all or a portion of my Services without prior notification if Zito Mifflin determines in its discretion that I have violated this Agreement, even if the violation was a one-time event. If all or a portion of my Services are suspended, I will not be charged for the relevant Services during the suspension.

(b) If I receive HSD Service, I acknowledge that Zito Mifflin has the right, but not the obligation, to review content on public areas of the HSD Service, including chat rooms, bulletin boards and forums, in order to determine compliance with this Agreement.

(c) I agree that Zito Mifflin shall have the right to take any action that Zito Mifflin deems appropriate to protect the Services, Zito Mifflin's facilities or Zito Mifflin Equipment.

## **10. Termination of Service and Refunds**

(a) Either Zito Mifflin or I may terminate all or any portion of my Services at any time for any or no reason, in its sole discretion, in accordance with applicable law. If my account is terminated by Zito Mifflin or by me, I agree that I will be refunded any pre-paid fees minus any amounts due Zito Mifflin and that the remaining balance owed plus interest will be refunded; installation fees paid are non-refundable.

(b) If I am moving or wish to terminate all or any portion of my Services for any reason, I will notify Zito Mifflin by voice or by mail as instructed in the Subscriber Materials in order to set up a disconnect appointment and provide Zito Mifflin with access to my premises to disconnect the relevant Services and recover the Zito Mifflin Equipment specified on the Work Order on a DATE PRIOR TO the last day of residency. This also applies if I am receiving a period of free or discounted Services. In other words, at the end of the free or discounted period, Zito Mifflin is entitled to begin billing me for the usual charges associated with the relevant Services unless I take the appropriate steps to terminate the Services as described in this Section 10(b).

(c) I cannot terminate my Services by writing "Canceled" (or any other messages) on my bill or check, or by making a disconnect appointment that does not result in Zito Mifflin's physical recovery of the Zito Mifflin Equipment. In addition, I agree that any restrictive endorsements (such as "paid in full"), releases or other statements on or accompanying checks or other payments accepted by Zito Mifflin shall have no legal effect.

(d) If I subscribe to HSD Service, I acknowledge that notice given by me to Zito Mifflin of termination of my HSD Service may not be sufficient to terminate billing by my OLP for additional or continuing Services under the OLP terms (for example, "dial up" access). I agree that I am solely responsible for

contacting my OLP in addition to ZITO MIFFLIN to ensure that all such Services are terminated in accordance with the OLP terms.

**FCC Form 481 - Carrier Annual Reporting  
Data Collection Form**

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
December 2020

<010>	Study Area Code	179038
<015>	Study Area Name	Mifflin County, Pennsylvania
<020>	Program Year	
<030>	Contact Name: Person USAC should contact with questions about this data	Colin Higgin
<035>	Contact Telephone Number: Number of the person identified in data line <030>	814-260-9588
<039>	Contact Email Address: Email of the person identified in data line <030>	colin.higgin@citonedia.com
	Form Type	Data Collection

<b>(200) Service Outage Reporting (Voice)</b> Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 December 2020
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<010>	Study Area Code	179038
<015>	Study Area Name	Mifflin County, Pennsylvania
<020>	Program Year	
<030>	Contact Name - Person USAC should contact regarding this data	Colin Higgin
<035>	Contact Telephone Number - Number of person identified in data line <030>	814-260-9588
<039>	Contact Email Address - Email Address of person identified in data line <030>	colin.hggina@ritonedia.com

<210> For the prior calendar year, were there any reportable voice service outages? \_\_\_\_\_

<a> NORS Reference Number	<b1> Outage Start Date	<b2> Outage Start Time	<b3> Outage End Date	<b4> Outage End Time	<c1> Number of Customers Affected	<c2> Total Number of Customers	<d> 911 Facilities Affected (Yes / No)	<e> Service Outage Description (Check all that apply)	<f> Did This Outage Affect Multiple Study Areas (Yes / No)	<g> Service Outage Resolution	<h> Preventative Procedures

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 attachmentPageIndexOn  
 eBased=25,  
 attachmentNumRows=1

<010>	Study Area Code	1-5534
<015>	Study Area Name	WELLS COUNTY, INDIANA
<020>	Program Year	
<030>	Contact Name - Person USAC should contact regarding this data	Dale Wynn
<035>	Contact Telephone Number - Number of person identified in data line	
<030>		417-251-0544
<039>	Contact Email Address - Email Address of person identified in data line	dale.wynn@fcc.usac.in.gov
<030>		
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	
<410>	Complaints per 1000 customers for fixed voice	
<420>	Complaints per 1000 customers for mobile voice	

<010>	Study Area Code	10010
<020>	Study Area Name	MILLER CANYON ENERGY
<030>	Program Year	
<030>	Contact Name - Person USAC should contact regarding this data	COLIN KELLY
<030>	Contact Telephone Number - Number of person identified in data file <030>	813-503-7688
<030>	Contact Email Address - Email Address of person identified in data file <030>	colin.kelly@energy.com
<035>	Certify compliance with applicable maximum service standards	

**(600) Functionality in Emergency Situations  
Data Collection Form**FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
December 2020

<010>	Study Area Code	172239
<015>	Study Area Name	William Crabb, Providence
<020>	Program Year	
<030>	Contact Name - Person USAC should contact regarding this data	Colin Higgins
<035>	Contact Telephone Number - Number of person identified in data line <030>	864-263-9288
<039>	Contact Email Address - Email Address of person identified in data line <030>	colin.higgins@comcast.com
<600>	Certify compliance regarding ability to function in emergency situations	
<610>	Descriptive document for Functionality in Emergency Situations	





**(900) Tribal Lands Reporting  
Data Collection Form**

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
December 2020

<010> Study Area Code	179038
<015> Study Area Name	Mifflin County, Pennsylvania
<020> Program Year	
<030> Contact Name - Person USAC should contact regarding this data	Colin Higgin
<035> Contact Telephone Number - Number of person identified in data line <030>	814-260-9588
<039> Contact Email Address - Email Address of person identified in data line <030>	colin.higgin@itomedia.com

<900> Does the filing entity offer tribal land services? (Y/N)

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(5) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable

<b>(1000) Voice and Broadband Service Rate Comparability Data Collection Form</b>	<b>FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 December 2020</b>
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<010>	Study Area Code	179038
<015>	Study Area Name	Mifflin County, Pennsylvania
<020>	Program Year	
<030>	Contact Name - Person USAC should contact regarding this data	Colin Higgin
<035>	Contact Telephone Number - Number of person identified in data line <030>	814-260-9588
<039>	Contact Email Address - Email Address of person identified in data line <030>	colin.higgin@itomedia.com

<1000> Voice services rate comparability certification

<1010> Attach detailed description for voice services rate comparability compliance

\_\_\_\_\_  
Name of Attached Document

<1020> Broadband comparability certification

<1030> Attach detailed description for broadband comparability compliance

\_\_\_\_\_  
Name of Attached Document

<b>(1100) No Terrestrial Backhaul Reporting Data Collection Form</b>	<b>FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 December 2020</b>
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<010> Study Area Code	179038
<015> Study Area Name	Mifflin County, Pennsylvania
<020> Program Year	
<030> Contact Name - Person USAC should contact regarding this data	Colin Higgin
<035> Contact Telephone Number - Number of person identified in data line <030>	#14-260-9588
<039> Contact Email Address - Email Address of person identified in data line <030>	colin.higgin@itomedia.com

<1100> Certify whether terrestrial backhaul options exist (Y/N)

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

<1140> Alaska Plan rate-of-return certification (yes, no, or not applicable) of compliance with approved performance plan.

<b>(1200) Terms and Condition for Lifeline Customers</b> <b>Lifeline</b> <b>Data Collection Form</b>	<b>FCC Form 481</b> <b>OMB Control No. 3060-0986/OMB Control No. 3060-0819</b> <b>December 2020</b>
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<010>	Study Area Code	179038
<015>	Study Area Name	Mifflin County, Pennsylvania
<020>	Program Year	
<030>	Contact Name - Person USAC should contact regarding this data	Colin Hagan
<035>	Contact Telephone Number - Number of person identified in data line <030>	814-260-9588
<039>	Contact Email Address - Email Address of person identified in data line <030>	colin.hagan@itonedia.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP

\*Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,
- <1222> Details on the number of minutes provided as part of the plan,
- <1223> Additional charges for toll calls, and rates for each such plan.

<b>(2005) Price Cap Carrier Additional Documentation</b> <b>Data Collection Form</b> <i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 December 2020
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<010>	Study Area Code	179038
<015>	Study Area Name	Mifflin County, Pennsylvania
<020>	Program Year	
<030>	Contact Name - Person USAC should contact regarding this data	Colin Higgin
<035>	Contact Telephone Number - Number of person identified in data line <030>	814-460-9588
<039>	Contact Email Address - Email Address of person identified in data line <030>	colin.higgin@tcomedia.com

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR 54.313(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

<2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)

**Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}**

<2016> Certification support used to build broadband

**Connect America Phase II Reporting {47 CFR § 54.313(e)}**

<2017A> Connect America Fund Phase II recipient?

<2017C> Total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2018.

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(1)(ii)(A) Name of Attached Document Listing Required Information

**Connect America Phase II – FCC Form 470 Postings**

<2019> For the filing due July 1 following full implementation of this requirement, answer yes, no, or not applicable to this certification request

**(3005) Rate Of Return Carrier Additional Documentation  
Data Collection Form**

**FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
December 2020**

<010>	Study Area Code	179038
<015>	Study Area Name	Mifflin County, Pennsylvania
<020>	Program Year	
<030>	Contact Name - Person USAC should contact regarding this data	Colin Higgin
<035>	Contact Telephone Number - Number of person identified in data line <030>	814-260-9588 <input type="checkbox"/>
<039>	Contact Email Address - Email Address of person identified in data line <030>	colin.hggin@zitomedia.com

**(3007)** Does this filing retain a Cost Consultant and/or Firm, or other Third Party to prepare financial and operations data disclosures submitted to the National Exchange Carrier Association (NECA), USAC, or the Administrator?

(3007a)	(3007b)
Name of Consultant	Name of Consultant Firm/Third Party

<10> Study Area Code 179218

<15> Study Area Name MICLTLB County, Pennsylvania

<20> Program Year

<30> Contact Name - Person USAID should contact regarding this data Col in Higgin

<35> Contact Telephone Number - Number of person identified in data line <30> 814-260-9588

<39> Contact Email Address - Email Address of person identified in data line <30> col.in.higgin@usaid.gov

Select from the drop down menu or check the boxes below to note compliance with 54.313(f)(1). Privately held carriers must ensure compliance with the financial reporting requirements set forth in 47 CFR 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009) Progress Report on 5 Year Plan  
Carrier certifies to 54.313(f)(1)(iii)

(3010A) Certification of Public Interest Obligations (47 CFR 54.313(f)(1)(i))  
Please Provide Attachment

(3010B) Rate-of-Return Community Anchor Institutions  
Indicate if the carrier newly deployed broadband service to community anchor institution(s) in the previous calendar year.  
Please Provide Attachment

(3012B) Please Provide Attachment  
Using link, download template and list the number, name and address for each community anchor institution. Attach the document which contains the community anchor institution details as required by 47 C.F.R. 54.313(f)(1)(ii)

(3013) Is your company a Privately Held ROR Carrier (47 CFR 54.313(f)(2))  
If yes, does your company file the RUS annual report  
(Yes/No)

(3014) Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:  
Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers) and Statement of Cash Flows  
Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows

(3015) (3016) (3017) Name of Attached Document Listing Required Information  
Name of Attached Document Listing Required Information  
Name of Attached Document Listing Required Information

(3018) If the response is no on line 3014, is your company audited?  
If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:  
Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers and Statement of Cash Flows  
Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.  
If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:  
Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers  
Underlying information subjected to a review by an independent certified public accountant  
Underlying information subjected to an officer certification.  
Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows

(3026) Attach the worksheet listing required information



<b>[3005] Rate Of Return Carrier Additional Documentation (Continued)</b> Data Collection Form	FCC Form 481 OMB Control No. 3060-0985/OMB Control No. 3060-0819 December 2020
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<010>	Study Area Code	179038
<015>	Study Area Name	Mifflin County, Pennsylvania
<020>	Program Year	
<030>	Contact Name - Person USAC should contact regarding this data	Colin Higgin
<035>	Contact Telephone Number - Number of person identified in data line <030>	814-260-9388
<039>	Contact Email Address - Email Address of person identified in data line <030>	colin.higgin@itomedia.com

**Financial Data Summary**

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends

<010>	Study Area Code	110008
<015>	Study Area Name	METTLER County, Maryland
<020>	Program Year	
<030>	Contact Name - Person USAC should contact regarding this data	Colin Kiffin
<035>	Contact Telephone Number - Number of person identified in data line <030>	844-240-3344
<039>	Contact Email Address - Email Address of person identified in data line <030>	colin.kiffin@comcast.com

**4005 Rural Broadband Experiment**

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations and provide a list of newly served community anchor institutions.

**Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)**

Please address Line 4001 regarding compliance with the Commission's public interest obligations. All RBE participants must provide a response to Line 4001.

**4001.** Recipient certifies that it is offering broadband meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas.

**RBE Community Anchor Institutions**

<4003a> Indicate if the carrier newly deployed broadband service to community anchor institution(s) in the previous calendar year

<4003b> Please Provide Attachment: Using link, download template and list the number, name and address for each community anchor institution. Attach the document which contains the community anchor institution details as required by FCC 14-98 (paragraph 79)

Name of Attached Document Listing Required Information

<010>	Study Area Code	149058
<015>	Study Area Name	METLIV County, Pennsylvania
<020>	Program Year	
<030>	Contact Name - Person USAC should contact regarding this data	Oscar Higgins
<035>	Contact Telephone Number - Number of person identified in data line <030>	814-281-7588
<039>	Contact Email Address - Email Address of person identified in data line <030>	o.higgins@usac.fcc.gov

5005 Alaska Plan

(5011) Please indicate whether any terrestrial backhaul or other satellite backhaul became commercially available in the previous calendar year in areas previously served exclusively by performance-limiting satellite backhaul. (Yes/No)

(5012) If the filing carrier identified in its approved performance plans that it relies exclusively on satellite backhaul for a certain portion of the population in its service area, indicate whether any terrestrial backhaul or other satellite backhaul became commercially available in the previous calendar year in areas that were previously served exclusively by satellite backhaul. (Yes/No)

<5013>	<a>	<b>	<c>
	Description Of Backhaul Technology	Date Backhaul Available	Newly Served Locations or Population

attachmentSortOrder=2  
attachmentPageIndexOneBased=27  
attachmentNumRows=23

**Alaska Plan Mobile Carriers' Reasonably Comparable Rate Demonstration**

(5014a) Answer yes or no if mobile carriers receiving support from the Alaska Plan can demonstrate compliance at the end of the five-year milestone (2022) by showing that your required stand-alone voice plan, and one service plan that offers broadband data services, if you offer such plans, are: (Yes/No)

- Substantially similar to a service plan offered by at least one mobile wireless service provider in the cellular market area (CMA) for Anchorage, Alaska, and
- Offered for the same or a lower rate than the matching plan in the CMA for Anchorage.

**Alaska Plan Mobile Carriers' Reasonably Comparable Rate Demonstration Attachment**

(5014b) If 'Yes' is selected for 5014a, attach a document demonstrating compliance with the 5-year milestone. If 'No' is selected for 5014a, attach an explanation of non-compliance. Name of Attached Document Listing Required Information

<010>	Study Area Code	110000
<015>	Study Area Name	METRO COUNTY, MICHIGAN
<020>	Program Year	
<030>	Contact Name - Person USAC should contact regarding this data	JOHN HIGSON
<035>	Contact Telephone Number - Number of person identified in data line <030>	616-537-9148
<039>	Contact Email Address - Email Address of person identified in data line <030>	JOHN.HIGSON@METRO.MI

<6010> Enter the total amount of Phase II Auction Support, if any, the carrier used for capital expenditures.

**Phase II Auction and New York Funds Certification**

<6011> Certify (either yes or no) regarding whether the recipient has available funds for all project costs that will exceed the amount of support that will be received for the next calendar year. This certification must be provided starting the first July 1st after receiving support until the recipient's penultimate year of support.

(Yes/No)

**Phase II Auction Community Anchor Institutions**

<6012A> Indicate if the carrier newly deployed broadband service to community anchor institution(s) in the previous calendar year.

<6012B> Please Provide Attachment Using link, download template and list the number, name and address for each community anchor institution. Attach the document which contains the community anchor institution details as required by FCC 14-98 (paragraph 79).  
Name of Attached Document Listing Required Information

**Phase II Auction FCC Form 470 Postings**

<6013> For the filing due July 1 following full implementation of this requirement answer yes, no, or not applicable to this certification request.

**Phase II Auction Post-final Deployment Milestone Performance Certification**

<6014> Starting the first July 1st after meeting the final service milestone, certify (yes, no, or not applicable) that the Phase II-funded network that the Phase II auction recipient operated in the prior year meets the relevant performance requirements in § 54.309.

(7005) Phase-Down Support Reporting  
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

December 2020

<010>	Study Area Code	11934
<015>	Study Area Name	Willsie County, Maryland
<020>	Program Year	
<030>	Contact Name - Person USAC should contact regarding this data	John Riggs
<035>	Contact Telephone Number - Number of person identified in data line <030>	444-243-0644
<039>	Contact Email Address - Email Address of person identified in data line <030>	john.riggs@federalcombin.com

<7010> Phase II Auction recipient performance requirements certification (Yes/No)

<010>	Study Area Code	1-19018
<015>	Study Area Name	W.F.F. In-Coverage, Puerto Rico
<020>	Program Year	
<030>	Contact Name - Person USAC should contact regarding this data	Paul Magallon
<035>	Contact Telephone Number - Number of person identified in data line <030>	931-240-2555
<039>	Contact Email Address - Email Address of person identified in data line <030>	pmallon@federalwireless.com

<8010> **Uniendo a Puerto Rico Stage 2 Fixed – Capital Expenditures**

Enter the total amount of Uniendo a Puerto Rico Stage 2 fixed support, if any, the carrier used for capital expenditures.

<8011> **Uniendo a Puerto Rico Stage 2 Fixed – Available Funds Certification**

Certify (either yes or no) regarding whether the recipient has available funds for all project costs that will exceed the amount of support that will be received for the next calendar year. This certification must be provided starting the first July 1st after receiving support until the recipient's penultimate year of support.

<8012a> **Uniendo a Puerto Rico Stage 2 Fixed – Community Anchor Institutions**

Indicate if the carrier newly deployed broadband service to community anchor institution(s) in the previous calendar year.

Please Provide Attachment

<8012b> Using link, download template and list the number, name and address for each community anchor institution. Attach the document which contains the community anchor institution details as required by 47 C.F.R. § 54.313(e)(2)(A). Allowable File Types.

Name of Attached Document Listing Required Information

**Uniendo a Puerto Rico Stage 2 Fixed – FCC Form 470 Postings**

<8013> For the filing due July 1 following full implementation of this requirement answer yes, no, or not applicable to this certification request.

<8014> **Uniendo a Puerto Rico Stage 2 Fixed – Post-Final Deployment Milestone Performance Certification**

Starting the first July 1st after meeting the final service milestone, certify (yes or no) that the Uniendo a Puerto Rico Stage 2-funded network that the Stage 2 recipient operated in the prior year meets the relevant performance requirements in § 54.309.

<8020> **Uniendo a Puerto Rico Stage 2 Fixed – Support Reimbursement Certification**

54.313(n): Recipients of Uniendo a Puerto Rico Fund Stage 2 fixed support shall certify that such support was not used for costs that are (or will be) reimbursed by other sources of support, including of federal or local government aid or insurance reimbursements; and that support was not used for other purposes, such as the retirement of company debt unrelated to eligible expenditures, or other expenses not directly related to network restoration, hardening, and expansion consistent with the framework of the Uniendo a Puerto Rico Fund.

<8030> **Uniendo a Puerto Rico Stage 2 Fixed – Disaster Preparedness and Response Documentation**

54.313(n): Recipients of fixed support from Stage 2 of the Uniendo a Puerto Rico Fund shall certify that they have conducted an annual review of the documentation required by section 54.1515(a)-(c) to determine the need for and to implement changes or revisions to disaster preparation and recovery documentation.

<8040> **Uniendo a Puerto Rico Stage 2 Mobile – Support Reimbursement**

54.313(n): Recipients of Uniendo a Puerto Rico Fund Stage 2 mobile support shall certify that such support was not used for costs that are (or will be) reimbursed by other sources of support, including of federal or local government aid or insurance reimbursements; and that support was not used for other purposes, such as the retirement of company debt unrelated to eligible expenditures, or other expenses not directly related to network restoration, hardening, and expansion consistent with the framework of the Uniendo a Puerto Rico Fund.

<8050> **Uniendo a Puerto Rico Stage 2 Mobile – Disaster Preparedness and Response Documentation**

54.313(n): Recipients of mobile support from Stage 2 of the Uniendo a Puerto Rico Fund shall certify that they have conducted an annual review of the documentation required by section 54.1515(a)-(c) to determine the need for and to implement changes or revisions to disaster preparation and recovery documentation.

<8060> **Uniendo a Puerto Rico Stage 2 Mobile – Mobile Disbursements Certification**

54.313(o): Recipients of Uniendo a Puerto Rico Fund Stage 2 mobile support shall certify that they are in compliance with all requirements for receipt of such support to continue receiving Stage 2 mobile disbursements.

<010>	Study Area Code	170000
<015>	Study Area Name	St. John County, Puerto Rico
<020>	Program Year	
<030>	Contact Name - Person USAC should contact regarding this data	Donna Higgins
<035>	Contact Telephone Number - Number of person identified in data line <030>	916-263-0588
<039>	Contact Email Address - Email Address of person identified in data line <030>	mhiggins@stjohncountypr.com

<9010> **Connect USVI Stage 2 Fixed – Capital Expenditures**

Enter the total amount of Connect USVI Fund Stage 2 fixed support, if any, the carrier used for capital expenditures.

<9011> **Connect USVI Stage 2 Fixed – Available Funds Certification**

Certify (either yes or no) regarding whether the recipient has available funds for all project costs that will exceed the amount of support that will be received for the next calendar year. This certification must be provided starting the first July 1st after receiving support until the recipient's penultimate year of support.

<9012a> **Connect USVI Stage 2 Fixed – Community Anchor Institutions**

Indicate if the carrier newly deployed broadband service to community anchor institution(s) in the previous calendar year.

Please Provide Attachment

<9012b> Using link, download template and list the number, name and address for each community anchor institution. Attach the document which contains the community anchor institution details as required by 47 C.F.R. § 54.313(e)(2)(i)(A).

Name of Attached Document Listing Required Information

**Connect USVI Stage 2 Fixed – FCC Form 470 Postings**

<9013> For the filing due July 1 following full implementation of this requirement answer yes, no, or not applicable to this certification request.

**Connect USVI Stage 2 Fixed – Post-Final Deployment Milestone Performance Certification**

<9014> Starting the first July 1st after meeting the final service milestone, certify (yes or no) that the Connect USVI Fund Stage 2-funded network that the Stage 2 recipient operated in the prior year meets the relevant performance requirements in § 54.309.

**Connect USVI Stage 2 Fixed – Support Reimbursement Certification**

<9020> 54.313(n): Recipients of Connect USVI Fund Stage 2 fixed support shall certify that such support was not used for costs that are (or will be) reimbursed by other sources of support, including of federal or local government aid or insurance reimbursements; and that support was not used for other purposes, such as the retirement of company debt unrelated to eligible expenditures, or other expenses not directly related to network restoration, hardening, and expansion consistent with the framework of the Connect USVI Fund.

**Connect USVI Stage 2 Fixed – Disaster Preparedness and Response Documentation**

<9030> 54.313(n): Recipients of fixed support from Stage 2 of the Connect USVI Fund shall certify that they have conducted an annual review of the documentation required by section 54.1515(a)-(c) to determine the need for and to implement changes or revisions to disaster preparation and recovery documentation.

**Connect USVI Fund Stage 2 Mobile - Support Reimbursement Certification**

<9040> 54.313(n): Recipients of Connect USVI Fund Stage 2 mobile support shall certify that such support was not used for costs that are (or will be) reimbursed by other sources of support, including of federal or local government aid or insurance reimbursements; and that support was not used for other purposes, such as the retirement of company debt unrelated to eligible expenditures, or other expenses not directly related to network restoration, hardening, and expansion consistent with the framework of the Connect USVI Fund. Recipients of mobile support from Stage 2 of the Connect USVI Fund shall certify that they have conducted an annual review of the documentation required by section 54.1515(a)-(c) to determine the need for and to implement changes or revisions to disaster preparation and recovery documentation.

**Connect USVI Fund Stage 2 Mobile - Disaster Preparedness and Response Documentation**

<9050> 54.313(n): Recipients of mobile support from Stage 2 of the Connect USVI Fund shall certify that they have conducted an annual review of the documentation required by section 54.1515(a)-(c) to determine the need for and to implement changes or revisions to disaster preparation and response documentation.

**Connect USVI Fund Stage 2 Mobile - Mobile Disbursements Certification**

<9060> 54.313(o): Recipients of Connect USVI Fund Stage 2 mobile support shall certify that they are in compliance with all requirements for receipt of such support to continue receiving Stage 2 mobile disbursements.

<010>	Study Area Code	1-0000
<015>	Study Area Name	Willsie County, Missouri/Vicks
<020>	Program Year	
<030>	Contact Name - Person USAC should contact regarding this data	Julia Higgie
<035>	Contact Telephone Number - Number of person identified in data line <030>	417-443-9488
<039>	Contact Email Address - Email Address of person identified in data line <030>	julia.higgie@atcomedia.com

#### RDOF Capital Expenditures

- <10010> Starting the first July 1st after receiving support until the July 1st after the recipient's support term has ended, recipients of Rural Digital Opportunity Fund support must submit the total amount of support, if any, the recipient used for capital expenditures in the previous calendar year. This is required by 47 C.F.R. § 54.313(e)(2)(i)(B).

#### RDOF Available Funds Certification

- <10011> Please provide a response (either yes or no) to this certification request for any recipient of Rural Digital Opportunity Fund support that the recipient has available funds for all project costs that will exceed the amount of support that will be received for the next calendar year. This certification must be provided starting the first July 1st after receiving support until the recipient's penultimate year of support, as required by required by 47 C.F.R. § 54.313(e)(2)(ii).

#### RDOF Community Anchor Institutions

- <10012a> Recipients of Rural Digital Opportunity Fund support must attach a list containing the number, names, and addresses of community anchor institutions to which the eligible telecommunications carrier newly began providing access to broadband service in the preceding calendar year. This filing is required by 47 C.F.R. § 54.313(e)(2)(i)(A).

#### Please Provide Attachment

- <10012b> Using link, download template and list the number, name and address for each community anchor institution. Attach the document which contains the community anchor institution details as required by 47 C.F.R. § 54.313(e)(2)(i)(A).
- Name of Attached Document Listing Required Information

#### RDOF FCC Form 470 Postings

- <10013> For the filing due July 1st following full implementation of this requirement, please provide a response (either yes, no, or not applicable) to this certification request. Recipients of Rural Digital Opportunity Fund must respond affirmatively that they bid on category one telecommunications and internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries (as described in § 54.501) located within any area in a census block where the carrier is receiving Rural Digital Opportunity Fund, and that such bids were at rates reasonable comparable to rates charged to eligible schools and libraries in urban areas for Instructions for Completing FCC Form 481 OMB Control No. 3060-0986 (High-Cost) OMB Control No. 3060-0819 (Low-Income) November 2020 Page 44 comparable offerings. This filing is required by 47 C.F.R. § 54.313(e)(2)(i)(C). This certification will not be required until the July 1st following the E-Rate program year that this obligation has been fully implemented. Modernizing the E-Rate Program for Schools and Libraries et al., WC Docket Nos. 13-184, 10-90, 29 FCC Rcd 15538, 15566-67, para. 72 (2014).

#### RDOF Post-Final Deployment Milestone Performance Certification

- <10014> Starting the first July 1st after a Rural Digital Opportunity Fund recipient meets its final service milestone until the July 1st after the support recipient's support term has ended, please provide a response (either yes, no, or not applicable) that the Rural Digital Opportunity Fund-funded network that the support recipient operated in the prior year meets the relevant performance requirements in 47 C.F.R. § 54.309. This filing is required by 47 C.F.R. § 54.313(e)(2)(iii).



<b>Certification - Reporting Carrier Data Collection Form</b>	<b>FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 December 2020</b>
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<010> Study Area Code	179038
<015> Study Area Name	Mifflin County, Pennsylvania
<020> Program Year	
<030> Contact Name - Person USAC should contact regarding this data	Colin Higgin
<035> Contact Telephone Number - Number of person identified in data line <030>	814-260-9588
<039> Contact Email Address - Email Address of person identified in data line <030>	colin.higgin@zitomeia.com

**TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:**

<b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

<b>Certification - Agent / Carrier Data Collection Form</b>	<b>FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 December 2020</b>
---	---

<010> Study Area Code	179038
<015> Study Area Name	Mifflin County, Pennsylvania
<020> Program Year	
<030> Contact Name - Person USAC should contact regarding this data	Colin Higgin
<035> Contact Telephone Number - Number of person identified in data line <030>	814-260-9588
<039> Contact Email Address - Email Address of person identified in data line <030>	colin.hggin@zitomedia.com

**TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:**

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
<small>Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.</small>	

**TO BE COMPLETED BY THE AUTHORIZED AGENT:**

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	
Name of Authorized Agent Firm:	
Signature of Authorized Agent or Employee of Agent:	Date:
Name of Authorized Agent Employee:	
Title or position of Authorized Agent or Employee of Agent:	
Telephone number of Authorized Agent or Employee of Agent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
<small>Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.</small>	

**Entry Form**  
Data Collection Form  
FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0813  
December 2020

<010>	Study Area Code	12345
<015>	Study Area Name	NORTH COUNTY, PENNSYLVANIA
<020>	Program Year	
<030>	Contact Name - Person USAC should contact regarding this data	JOHN DOE
<035>	Contact Telephone Number - Number of person identified in data line <030>	412-555-1234
<039>	Contact Email Address - Email Address of person identified in data line <030>	john.doe@northcounty.com

I certify under penalty of perjury that no universal service support has been or will be used to purchase, obtain, maintain, improve, modify, or otherwise support any equipment or services produced or provided by any company designated by the Federal Communications Commission as posing a national security threat to the integrity of communications networks or the communications supply chain since the effective date of the designations.

Please Provide Waiver Document  
Allowable File Type (pdf only)  
Name of Attached Document Listing Required Information

I certify that no Federal subsidy made available through a program administered by the Commission that provides funds to be used for the capital expenditures necessary for the provision of advanced communications services has been or will be used to purchase, rent, lease, or otherwise obtain, any covered communications equipment or service, or maintain any covered communications equipment or service previously purchased, rented, leased, or otherwise obtained, as required by 47 C.F.R. § 54.10.

Please Provide Waiver Document  
Allowable File Type (pdf only)  
Name of Attached Document Listing Required Information

## Attachments







## Zito Mifflin County, LLC is coming to you!

Zito Mifflin County, LLC, an Eligible Telecommunications Carrier (ETC) ("Zito Mifflin") is pleased to announce that we will be offering a Lifeline Service Program for eligible low income customers with the following discounted service prices:

- \$71.10 per month for our Ultra HSD Service (100x25 Mbps-no usage allowance and includes the Optical Network Unit (a fiber to the home modem)("ONU"))- **a \$9.25 discount from our retail rate of \$80.35.**
- \$25.40 per month for our Digital Voice Service (which includes voicemail, visual voicemail, call waiting, caller id, call forwarding, unlimited local and long distance calling in the United States, Canada, Puerto Rico, the US Virgin Islands, and Guam and excludes other international long distance calling and the ONU)- **a \$5.25 discount from our retail rate of \$30.65.**
- \$83.75 per month for our Ultra HSD Service and Digital Voice Service (100x25 Mbps-no usage allowance and includes the ONU)- **a \$9.25 discount from our retail rate of \$93.00.**

This Lifeline Service Program is a government assistance program and only eligible customers may enroll in the Lifeline Service Program. Qualifying customers who reside on federally recognized tribal lands may qualify for additional discounts.

You can get one Lifeline Service Program discount (Ultra HSD Service, Digital Voice Service or Ultra HSD Service and Digital Voice Service) per household, not per person, and a household can get a Lifeline Service Program discount from only one provider. You may not transfer this benefit to another person or household.

You may qualify for Lifeline Service Program if your household income at or below 135% of the Federal Poverty Guidelines 66 C.S. Section 3019(f)(4) or if you participate in one of the following federal assistance programs:

- Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Veterans Pension and Survivors Benefit
- Tribal Programs (and live on federally-recognized Tribal lands)

You can apply for this benefit online through the National Verifier, found here

<https://nationalverifier.servicenowservices.com/lifeline>

If you would like to learn more about Lifeline Service Program or need assistance, please contact Zito Mifflin's customer service line at 1-800-365-6988 or *contact the PA PUC Bureau of Consumer Services for help with unresolved questions or complaints at 1-800-692-7380 or <https://www.puc.pa.gov/complaints/informal-complaints/>.*

Zito Mifflin is headquartered in Coudersport, Pennsylvania. Zito Mifflin and its affiliates serve just over 64,000 customers with video, internet and phone service in rural markets in 21 states across the country. Zito Mifflin has a strong customer service focus, and assistance is available 24 hours a day, every day of the year. This letter is meant to introduce you to some of the options for service that come with being a Zito Mifflin customer.



## **CUSTOMER SUPPORT**

If you have an issue or question about your service or your bill, you can contact us anytime at **1-800-365-6988**. We are open 24 hours/day every day of the year at **1-814-200-0728 (between 9 AM – 9 PM EST daily)**. Our US-based customer service support team does not utilize contractors and are trained to troubleshoot and resolve the issues that you may experience quickly and effectively. We will also have technicians available to restore service when issues arise outside of normal business hours.

## **INVOICE PAYMENT OPTIONS**

For your convenience, you may choose to use Zito Mifflin's auto pay system with either a credit card or ACH. If you choose ACH with us, you will receive a monthly discount of \$2 on your Zito Mifflin service. You may also choose to go paperless and have an email bill sent to you every month.

There is also an option to pay through our interactive voice response menu. For your first call, we will need to set up the system with your PIN, but after that payments can be made without speaking with an agent.

Lastly, you can mail your payments to:

**Zito Mifflin County, LLC**  
**PO Box 431**  
**Coudersport, PA 16915**

Zito Mifflin is looking forward to building a strong and long-standing relationship with you.

Again, if you have any questions or want to sign up for services please call **1-800-365-6988**.

Sincerely,

Your Friends at Zito Mifflin County, LLC