



November 12, 2013

Ms. Susana Woolcock, Manager
Telecommunications Division
Michigan Public Service Commission

Re: Allband Communications Cooperative's Eligible Telecommunications
Carrier Recertification in Michigan SAC 310542, U-17182

Dear Ms. Woolcock,

In a letter dated November 5, 2013 you informed us that Allband was missing information in regards to Line 500, Line 600, Line 1100 and Line 1200 on our FCC Form 481 and attachments.

Per the attached revisions, Allband has added the following:

- Line 500: the 510 now includes additional language about adherence to state and federal consumer protection laws.
- Line 600: the 610 now states how long Allband's generator(s) can run at full load.
- Line 1100: Added a "Y".
- Line 1200: Our Lifeline tariff has been updated to reflect Tribal Lifeline and Tribal Link-up according to the FCC's reform order.

If you have any further questions or concerns, please do not hesitate to contact me at 989-369-9870 or by email at: rsiegel@allbandcomm.com.

Sincerely,

Ronald K. Siegel Jr.
General Manager
Allband Communications Cooperative

7251 Cemetery Road
Curran, MI 48728

Phone: (989) 369-9999

Fax: (989) 369-9998

Email: info@allband.org

www.allband.org

ALLBAND COMMUNICATIONS COOPERATIVE

QUALITY OF SERVICE & CUSTOMER PROTECTION PROCESSES

1. Available Customer Service Representatives to Answer Phones – All calls received by Allband Communications Cooperative (Allband) during business hours are answered by the third ring. When the assigned customer representatives are unable to answer calls by the third ring, additional representatives are available to help answer phones.

2. Provide After Hours Emergency Customer Service – Calls are answered within 60 seconds. Call logs are reviewed daily by personnel. Customer service representatives have been given a list of questions by Allband to ask to assist them in resolving any issues. Unresolved issues are reviewed the following work day. Issues requiring immediate attention are sent to the Allband service technician on call, who works to resolve the matter as quickly as possible. If that technician is unable to resolve the problem, additional technicians are called. After-hours customer service is also available.

3. Provide a 24/7 Hour Internet Help Desk Service – All calls are answered within 60 seconds. Call logs are reviewed daily by personnel with Managers available to review and address any issues.

4. Online Bill Payments – Payments made online are posted to the customer accounts and are viewable on the online customer account summaries within 24 hours. Any encountered problems are reported to the Controller, and resolved as quickly as possible.

5. Customer Satisfaction Surveys to All Current Subscribers – A survey with questions regarding the areas of Phone, Office, Service Technicians, Customer Support, Overall is made available to all customers to rate the company on a scale of 1 to 5; 1 being excellent. It is the goal of Allband to obtain a 1 or 2 (Excellent or Good) on 90% of returned surveys. Results are returned to the Manager who will call customers that gave the company a poor rating to determine what could be done differently to serve them better.

6. Give Customers Cut-off Warnings & Provide Bill Arrangement Opportunities - Customers are given two months of missed payments before being cut off. Notification of the payment due date and the cut-off date are prominently displayed on bills as well as of the opportunity to make payment arrangements to avoid being cut-off.

Customers in danger of losing service will receive a call from a customer service representative to remind them of the late payment. Finally, regarding any interaction with our customers, Allband Communications Cooperative will adhere to all State and Federal consumer protection laws.

ALLBAND COMMUNICATIONS COOPERATIVE EMERGENCY SITUATION FUNCTIONALITY AVAILABILITY OF BACK-UP POWER

Allband Communications Cooperative has (1) one central office location within its service area. This location is equipped with a back-up generator capable of providing power to the equipment within that office in the event of an external power source outage. The back-up generator can provide power for 100 continuous hours or 4.17 days. After each power outage, generators are inspected and are also professionally serviced annually to ensure functionality.

In addition, Allband Communications Cooperative has installed back-up batteries on the customer premise equipment. Multiple back-up batteries have been installed at homes of those with special needs. Spare batteries are kept at Allband Communications Cooperative's main office for replacement of batteries at customer homes in the event of a prolonged power outage.

TRAFFIC ROUTING

Voice traffic between the central office switch and remote switches is carried across fiber optic cable allowing continued service if one route is interrupted. Voice traffic between the central office switch and the upstream tandem is also provisioned across fiber optic trunks.

MANAGING TRAFFIC SPIKES

Allband Communications Cooperative careful capacity planning has put multiple constraints and triggers in place on its Central Office equipment, outside plant equipment, and network backbone that will provide the company with the capability of handling traffic spikes during emergency situations.

- Usage rates are analyzed monthly internally by Allband Communications Cooperative using reports automatically generated by the switch to ensure that usage does not exceed 90% of total line capacity.
- Allband Communications Cooperative will monitor traffic internally on a monthly basis to ensure optimal efficiency.

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

FCC Form 481
OMB 3060-0986
OMB 3060-0819

Avg. Burden Estimate per Respondent: 20 Hours

<010> Study Area Code	310542
<015> Study Area Name	ALLBAND COMMUNICATIONS COOPERATIVE
<020> Program Year	2014
<030> Contact Name: Person USAC should contact with questions about this data	RON SIEGEL
<035> Contact Telephone Number: Number of the person identified in data line <030>	989-369-9999
<039> Contact Email: Email of the person identified in data line <030>	RSIEGEL@ALLBANDCOMM.COM

ANNUAL REPORTING FOR ALL CARRIERS			54.313 Completion Required	54.422 Completion Required	
<i>(check box when complete)</i>					
<100> Service Quality Improvement Reporting	<i>(complete attached worksheet)</i>		2014		
<200> Outage Reporting (voice)	<i>(complete attached worksheet)</i>				
<210> <input checked="" type="checkbox"/> <-- check box if no outages to report					
<300> Unfulfilled Service Requests (voice)	<table border="1"><tr><td>0</td></tr></table>	0		X	
0					
<310> Detail on Attempts (voice)	<table border="1"><tr><td>0</td></tr></table>	0	<i>(attach descriptive document)</i>	X	
0					
<320> Unfulfilled Service Requests (broadband)	<table border="1"><tr><td>2014</td></tr></table>	2014		2014	
2014					
<330> Detail on Attempts (broadband)	<table border="1"><tr><td>2014</td></tr></table>	2014	<i>(attach descriptive document)</i>	2014	
2014					
<400> Number of Complaints per 1,000 customers (voice)			X		
<410> Fixed	<table border="1"><tr><td>0</td></tr></table>	0			
0					
<420> Mobile	<table border="1"><tr><td>0</td></tr></table>	0			
0					
<430> Number of Complaints per 1,000 customers (broadband)			2014		
<440> Fixed	<table border="1"><tr><td>2014</td></tr></table>	2014			
2014					
<450> Mobile	<table border="1"><tr><td>2014</td></tr></table>	2014			
2014					
<500> Service Quality Standards & Consumer Protection Rules Compliance	<i>(check to indicate certification)</i>		X		
<510>	<i>(attach descriptive document)</i>		X		
<600> Functionality in Emergency Situations	<i>(check to indicate certification)</i>		X		
<610>	<i>(attach descriptive document)</i>		X		
<700> Company Price Offerings (voice)	<i>(complete attached worksheet)</i>		2014		
<710> Company Price Offerings (broadband)	<i>(complete attached worksheet)</i>		2014		
<800> Operating Companies and Affiliates	<i>(complete attached worksheet)</i>		X		
<900> Tribal Land Offerings (Y/N)?	<i>(if yes, complete attached worksheet)</i>		N		
<1000> Voice Services Rate Comparability	<i>(check to indicate certification)</i>		2014		
<1010>	<i>(attach descriptive document)</i>				
<1100> Terrestrial Backhaul (Y/N)?	<i>(if not, check to indicate certification)</i>		Y		
<1110>	<i>(complete attached worksheet)</i>				
<1200> Terms and Condition for Lifeline Customers	<i>(complete attached worksheet)</i>			X	
Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet <i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>					
<2000>	<i>(check to indicate certification)</i>				
<2005>	<i>(complete attached worksheet)</i>				
Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet					
<3000>	<i>(check to indicate certification)</i>				
<3005>	<i>(complete attached worksheet)</i>		X		

**(1110) No Terrestrial Backhaul Reporting
Data Collection Form**

 FCC Form 481
 OMB Control No. 3060-0986
 OMB Control No. 3060-0819
 July 2013

<010>	Study Area Code	310542
<015>	Study Area Name	ALLBAND COMMUNICATIONS COOPERATIVE
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	RON SIEGEL
<035>	Contact Telephone Number - Number of person identified in data line <030>	989-369-9999
<039>	Contact Email Address - Email Address of person identified in data line <030>	RSIEGEL@ALLBANDCOMM.COM

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)

<1130> Please check this box 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)



November 8, 2013

Robin Ancona
Director, Telecommunications Division
Michigan Public Service Commission
6545 Mercantile Way
Lansing, MI 48909

Dear Ms. Ancona:

RE: Allband Communications Cooperative Tariff M.P.S.C. No. 1
TAM Transmittal 1

Enclosed is one copy of Allband Communications Cooperative Tariff M.P.S.C. No. 1 which removes the Link Up offering under the Lifeline telephone discount program.

Allband Communication Cooperative's M.P.S.C. Tariff No. 1 can be viewed in its entirety at <http://telecommich.org/news/?newsid=266>. For future reference, the MPSC's link to all of Allband's tariffs should be set to <http://telecommich.org/news/?newsid=266>.

The effective date of these changes is November 11, 2013.

If you have any questions regarding the above, please contact me at:

600 W. Shiawassee Street
Lansing, MI 48933
(517) 482-1148

Yours truly,

Scott Stevenson

SS/ma

Cc: Ron Siegel, Allband Communications Cooperative

LOCAL TELEPHONE EXCHANGE SERVICE

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*New or revised sheet

Issued: November 8, 2013

Effective: November 11, 2013

Issued under the authority of the Michigan Public Service Commission Order,
dated December 2, 2004, in MPSC Case No. U-14200

Ron Siegel – General Manager
Allband Communications Cooperative
7251 Cemetery Road
Curran, MI 48728
ron.siegel@allband.org

LOCAL TELEPHONE EXCHANGE SERVICE
LIFELINE SERVICE (CONTINUED)

(D)

(D)

Issued: November 8, 2013

Effective: November 11, 2013

Issued under the authority of the Michigan Public Service Commission Order, dated
December 2, 2004, in MPSC Case No. U-14200

Ron Siegel – General Manager
Allband Communications Cooperative
7251 Cemetery Road
Curran, MI 48728
ron.siegel@allband.org



November 8, 2013

Robin Ancona
Director, Telecommunications Division
Michigan Public Service Commission
4300 W. Saginaw Hwy.
Lansing, MI 48909

Dear Ms. Ancona:

RE: MECA Tariff M.P.S.C. No. 25-U
TAM Transmittal No. 22

Enclosed is one copy of MECA's Tariff M.P.S.C. No. 25(U), Transmittal No. 22 for filing with the Commission pursuant to applicable law.

The tariff filing adds Allband Communications Cooperative as an issuing carrier in MECA M.P.S.C. Tariff No. 25(U).

MECA M.P.S.C. Tariff No. 25(U) can be viewed in its entirety at www.telecommich.org/news/?newsid=163. For future reference, the MPSC's link to all of Allband's tariffs should be set to <http://telecommich.org/news/?newsid=266>.

The sheets that contain changes can be viewed at www.telecommich.org/Documents/25TAMtransmittal22.pdf.

The effective date of these changes is November 11, 2013.

If you have any questions regarding the above, please contact our office.

Yours truly,

Scott Stevenson
President

SS/ma

ACCESS SERVICE
CHECK SHEETS

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		Part I (Con't)	
Preface		29.1	Deleted
Title		29.1.1	1st
1	6th	29.1.1.1	1st
2*	16th	29.1.2	1st
3	10th	29.1.2.1	Original
4	1st	29.1.3	1st
5	1st	29.1.3.1	Original
Part I		29.1.4	1st
1*	177th	29.1.5	1st
1.1	2nd	29.1.6	1st
2	32nd	29.1.7	1st
3	45th	29.1.8	1st
4	34th	29.1.9	1st
5	19th	29.1.10	1st
6	26th	29.1.11	1st
7	10th	29.1.12	1st
8	81st	29.1.12.1	1st
9	17th	29.1.13	Delete
9.1	20th	29.1.13.1	Original
9.2	7th	29.1.14	1st
9.3	6th	29.1.15	1st
9.3.1	1st	29.1.16	1st
9.4	13th	29.1.17	1st
9.4.1	3rd	29.1.18	1st
9.5	7th	29.1.19	1st
9.6	7th	29.1.20	1st
9.7	4th	29.1.21	Original
9.8	3rd	29.1.22	1st
9.9	8th	29.1.23	1st
9.10	9th	29.1.24	1st
9.11	11th	29.1.25	Original
9.11.1	3rd	29.1.26	1st
9.12	10th	29.1.27	1st
9.13	10th	29.1.28	1st
9.14	6th	29.1.29	Original
9.15	10th	29.1.30	1st
9.16	8th	29.1.31	1st
9.16.1	2nd	29.2	1st
9.17	7th	30	8 th
9.18	8th	31	7 th
9.18.1	9th	32	8 th
9.19	3rd	33	3 rd
9.20	5th	34	4 th
9.21	12th	34.1	6 th
9.22	8th	34.2	Original
9.22.1	1st	35	9th
10	2nd	Part II	
11	11th	1	2nd
12	Deleted	2	2nd
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26	Deleted	17	Deleted
27	Deleted	18	Deleted
28	Deleted	18.1	Deleted
29	Deleted	19	Deleted
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		21	Deleted
		22	Deleted
		23	Deleted
		24	Deleted
		24.1	Deleted
		24.2	Deleted
		25	Deleted

*New or Revised Sheet

Issued: November 8, 2013 Effective: November 11, 2013

Issued under the authority of 1991 Public Act 179, as amended, MCL 484.2101 et seq.
 Scott Stevenson, President Telecommunications Association of Michigan,
 600 W. Shiawassee St., Lansing MI 48933, 517-482-4166, mitariff@gmail.com

ACCESS SERVICE

MEMBER COMPANIES AND SELECT OTHER COMPANIES

ACE TELEPHONE COMPANY OF MICHIGAN *
102 Main Street
Mesick, Michigan 49668

CHAPIN TELEPHONE COMPANY
8988 North Vincent Road
Route #2
Elsie, Michigan 48831

ALLBAND COMMUNICATIONS COOPERATIVE (C)
7251 Cemetery Road
Curran, MI 48728 (C)

CHATHAM TELEPHONE COMPANY
130 Marquette Street
Chatham, Michigan 49816

ALLENDALE TELEPHONE COMPANY
6568 Lake Michigan Drive
Allendale, MI 49401

CHIPPEWA COUNTY TELEPHONE COMPANY
Box 309
Brimley, Michigan 49715

BARAGA TELEPHONE COMPANY
204 State Street, P.O. Box 9
Baraga, Michigan 49908
Applies to OCN 0675

COMMUNICATIONS CORPORATION OF
MICHIGAN, INC.
212 South Webster Street
Augusta, Michigan 49012

BARAGA TELEPHONE COMPANY
204 State Street, P.O. Box 9
Baraga, Michigan 49908
Applies to OCN 4253

THE DEERFIELD FARMERS' TELEPHONE COMPANY
4200 Teal Road
Petersburg, Michigan 49270
Applies to OCN 0691

BARRY COUNTY TELEPHONE COMPANY
Box 128, 123 West Orchard
Delton, Michigan 49046

DRENTHE-CLEC
738 - 64th Avenue
Zeeland, Michigan 49464
Applies to OCN 736B

BLANCHARD TELEPHONE ASSOCIATION, INC.
Box 67
Blanchard, Michigan 49310

HIAWATHA TELEPHONE COMPANY
108 West Superior Street
Munising, Michigan 49862

BLOOMINGDALE TELEPHONE COMPANY
Box 187
Bloomington, Michigan 49026

CARR TELEPHONE COMPANY
4325 South Masten Road
Branch, Michigan 49402

ISLAND TELEPHONE COMPANY
4712 East Main Street
Millington, Michigan 48746

*See Part XVII-Ace-Old Mission for the rates, regulations, terms and conditions for intrastate access services offered by Ace Telephone Company of Michigan for its Old Mission exchange.

Issued: November 8, 2013

Effective: November 11, 2013

Issued under the authority of 1991 Public Act 179, as amended, MCL 484.2101 et seq.

Scott Stevenson, President Telecommunications Association of Michigan,
600 W. Shiawassee St., Lansing MI 48933, 517-482-4166, mitariff@gmail.com