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November 6, 2013

Ms. Ann Cole, Director
Office of the Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

REDACTED

RE: Update to TDS Telecom's Federal 481 Filing

Dear Ms. Cole:

Last week, TDS Telecom submitted an electronic Erratum filing with the FCC to correct our 481 filing (annual reporting requirements of 47 CFR § 54.313 and § 54.422).

The purpose of the Erratum filing was to correct Lines 510 and 610 of FCC Form 481 (rules 54.313(a)(5) and 54.313(a)(6)). Specifically, the original filing did not include documents describing how we comply with: a) Service Quality Standards and Consumer Protection Rules and, b) the Ability to Function in an Emergency.

Enclosed are the Line 510 and 610 documents for Quincy Telephone Company. Please insert these pages into the "Attachments" section of the copies previously sent.

Feel free to contact me if you have any questions.

Sincerely,

Bruce Schiefelbein
Manager – Regulatory Compliance
TDS Telecom
(608) 664-5455
bruce.schiefelbein@tdstelecom.com

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Enclosures
c.c. Tom McCabe

Line 510 – Description of Compliance with Service Quality Standards and Consumer Protection

Rule 54.313(a)(5)

TDS Telecommunications Corporation's ILEC companies follow applicable federal and state service quality and consumer protection rules. They comply with quality of service requirements including monitoring and reporting service quality metrics where required. TDS Telecom has implemented numerous consumer protection measures to protect customer information. For example, TDS implemented Customer Proprietary Network Information (CPNI) policies and procedures that are consistent with the FCC's regulations. Employees are required to complete CPNI training and in addition, employees who have access to CPNI data receive additional guidance through written procedures regarding customer authentication. Annually, all employees are required to review TDS' Business Code of Conduct which includes information and requirements on protecting sensitive customer information from improper use and disclosure. TDS data privacy and security policies are reinforced through periodic training required of all employees. Additional consumer protection measures include TDS' use of a third-party verifier to prevent unauthorized presubscribed interexchange carrier (PIC) changes ("Slamming") and the elimination of billing and collection arrangements that could have potentially allowed unauthorized third-party charges to be added to customer's bills ("Cramming").

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