



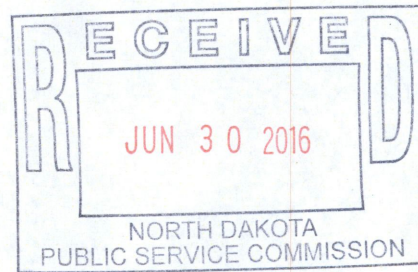
Your business
is our business.

7852 Walker Drive, Suite 200
Greenbelt, Maryland 20770
phone: 301-459-7590, fax: 301-577-5575
internet: www.jsitel.com, e-mail: jsi@jsitel.com

VIA OVERNIGHT MAIL

June 30, 2016

Mr. Darrell Nitschke
Executive Secretary
North Dakota Public Service Commission
600 East Boulevard Avenue, Twelfth Floor
Bismarck, ND 58505-0480



RE: Federal Communications Commission's 2016 ETC Annual Report

Pursuant to Sections 54.313 and 54.422 of the Federal Communications Commission's Rules (47 C.F.R. §§ 54.313, 54.422), attached please find an original copy of the ETC Annual Report (FCC Form 481) that was filed with USAC and the FCC. The attached is submitted by JSI on behalf of Northwest Communications Cooperative. An electronic copy of the redacted version has also been submitted.

Please note that some of the information included in the completed FCC Form 481 Report is confidential and proprietary. Confidential information has been placed in an envelope marked "PROTECTED INFORMATION – PRIVATE" and sealed.

Along with this filing you will find enclosed a copy of this transmittal letter marked "File Stamp Copy" to be stamped and returned to JSI as confirmation that the hard copies of this filing have been received by the Commission as well. Please return the stamped copy of this transmittal letter in the envelope provided for this purpose.

Please contact the undersigned if you have any questions.

Sincerely,

Cassandra Heyne, Consultant
Authorized Representative for
Northwest Communications Cooperative

Enclosures

Mike Steffan, Northwest Communications Cooperative

Echelon Building II, Suite 200
9430 Research Blvd., Austin, TX 78759
phone: 512-338-0473, fax: 512-346-0822

Eagandale Corporate Center, Suite 310
1380 Corporate Center Curve, Eagan, MN 55121
phone: 651-452-2660, fax: 651-452-1909

6849 Peachtree Dunwoody Road
Bldg. B-3, Suite 200, Atlanta, GA 30328
phone: 770-569-2105, fax: 770-410-1608

547 South Oakview Lane
Bountiful, UT 84010
phone: 801-294-4576, fax: 801-294-5124

CONFIDENTIAL INFORMATION SUBJECT TO PROTECTIVE ORDER BEFORE
FCC Form 481 - Carrier Annual Report THE FEDERAL COMMUNICATIONS COMMISSION **Form No. 3000-0047/OMB Control No. 3000-0013**
Data Collection Form July 2013

<010> Study Area Code	381625
<015> Study Area Name	NORTHWEST COMM COOP
<020> Program Year	2017
<030> Contact Name: Person USAC should contact with questions about this data	Mike Steffan
<035> Contact Telephone Number: Number of the person identified in data line <030>	7015683331 ext.
<039> Contact Email Address: Email of the person identified in data line <030>	mikes@nccray.com
Form Type	54.313 and 54.422

**CONFIDENTIAL INFORMATION-SUBJECT TO PROTECTIVE ORDER BEFORE
THE FEDERAL COMMUNICATIONS COMMISSION**

**(100) Service Quality Improvement Reporting
Data Collection Form**

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

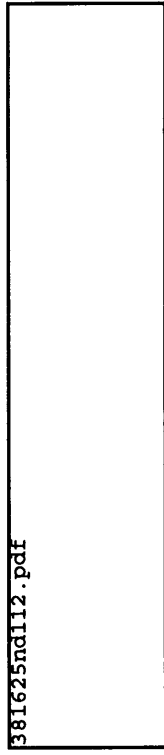
<010>	Study Area Code	381625
<015>	Study Area Name	NORTHWEST COMM COOP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Mike Steffan
<035>	Contact Telephone Number - Number of person identified in data line <030>	7015683331 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mike@mccray.com

<110> Has your company received its ETC certification from the FCC? (yes / no) (yes / no)

<111> If your answer to line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC? (yes / no) (yes / no)

If your answer to line <111> is yes, please file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.



Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<113>	Maps detailing progress towards meeting plan targets	Yes
<114>	Report how much universal service (USF) support was received	Yes
<115>	How much (USF) was used to improve service quality and how support was used to improve service quality	Yes
<116>	How much (USF) was used to improve service coverage and how support was used to improve service coverage	Yes
<117>	How much (USF) was used to improve service capacity and how support was used to improve service capacity	Yes
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.	Yes

CONFIDENTIAL INFORMATION-SUBJECT TO PROTECTIVE ORDER BEFORE
THE FEDERAL COMMUNICATIONS COMMISSION

(300) Unfulfilled Service Request
Data Collection Form

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

<010> Study Area Code 381625
<015> Study Area Name NORTHWEST COMM COOP
<020> Program Year 2017
<030> Contact Name - Person USAC should contact regarding this data Mike Steffan
<035> Contact Telephone Number - Number of person identified in data line <030> 701568331 ext.
<039> Contact Email Address - Email Address of person identified in data line <030> mikes@nccray.com

<300> Unfulfilled service request (voice)

<310> Detail on attempts (voice) _____
Name of Attached Document

<320> Unfulfilled service request (broadband)

<330> Detail on attempts (broadband) _____
Name of Attached Document

(400) Number of Complaints per 1,000 customers
Data Collection Form

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

<010>	Study Area Code	381625
<015>	Study Area Name	NORTHWEST COMM COOP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Mike Steffan
<035>	Contact Telephone Number - Number of person identified in data line <030>	7015683331 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mikee@nccray.com
<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.	Offered only fixed voice
<410>	Complaints per 1000 customers for fixed voice	0.0
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband 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.	Offered only fixed broadband
<440>	Complaints per 1000 customers for fixed broadband	0.0
<450>	Complaints per 1000 customers for mobile broadband	

CONFIDENTIAL INFORMATION-SUBJECT TO PROTECTIVE ORDER BEFORE
THE FEDERAL COMMUNICATIONS COMMISSION

(500) Compliance With Service Quality Standards and Consumer Protection Rules
Data Collection Form

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

<010> Study Area Code	381625
<015> Study Area Name	NORTHWEST COMM COOP
<020> Program Year	2017
<030> Contact Name - Person USAC should contact regarding this data	Mike Steffan
<035> Contact Telephone Number - Number of person identified in data line <030>	7015683331 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	mike@nccray.com
<500> Certify compliance with applicable service quality standards and consumer protection rules	Yes
<510> Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	381625nd510.pdf

CONFIDENTIAL INFORMATION-SUBJECT TO PROTECTIVE ORDER BEFORE

(600) Functionality in Emergency Situations Data Collection Form	THE FEDERAL COMMUNICATIONS COMMISSION Form 481	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	381625
<015> Study Area Name	NORTHERST COMM COOP
<020> Program Year	2017
<030> Contact Name - Person USAC should contact regarding this data	Mike Steffan
<035> Contact Telephone Number - Number of person identified in data line <030>	7015683331 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	mike@mccray.com
<600> Certify compliance regarding ability to function in emergency situations	Yes
<610> Descriptive document for Functionality in Emergency Situations	381625nd610.pdf

**CONFIDENTIAL INFORMATION-SUBJECT TO PROTECTIVE ORDER BEFORE
THE FEDERAL COMMUNICATIONS COMMISSION**

**(1000) Voice and Broadband Service Rate Comparability
Data Collection Form**

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

<010>	Study Area Code	381625
<015>	Study Area Name	NORTHWEST COMM COOP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Mike Steffan
<035>	Contact Telephone Number - Number of person identified in data line <030>	701568331 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mikes@ncstray.com

<1000>	Voice services rate comparability certification	Yes	
<1010>	Attach detailed description for voice services rate comparability compliance		Name of Attached Document
<1020>	Broadband comparability certification		Yes - Pricing is no more than the most recent applicable benchmark announced by the Wireline Competition Bureau
<1030>	Attach detailed description for broadband comparability compliance		Name of Attached Document

CONFIDENTIAL INFORMATION-SUBJECT TO PROTECTIVE ORDER BEFORE
THE FEDERAL COMMUNICATIONS COMMISSION

**(1100) 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 381625
<015> Study Area Name NORTHWEST COMM COOP
<020> Program Year 2017
<030> Contact Name - Person USAC should contact regarding this data Mike Steffan
<035> Contact Telephone Number - Number of person identified in data line <030> 7015683331 ext.
<039> Contact Email Address - Email Address of person identified in data line <030> mikes@ccray.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).

**CONFIDENTIAL INFORMATION-SUBJECT TO PROTECTIVE ORDER BEFORE
THE FEDERAL COMMUNICATIONS COMMISSION**

**(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form**

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

<010>	Study Area Code	381625
<015>	Study Area Name	NORTHWEST COMM COOP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Mike Steffen
<035>	Contact Telephone Number - Number of person identified in data line <030>	7015683331 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mikes@nccray.com

Name of Attached Document

<1220> Link to Public Website

HTTP <http://www.nccray.com/voice/lifeline-assistance-programs>

"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.

**CONFIDENTIAL INFORMATION-SUBJECT TO PROTECTIVE ORDER BEFORE
THE FEDERAL COMMUNICATIONS COMMISSION**

(2009) Price Cap Carrier Additional Documentation

Data Collection Form

Including Rate-of-Returns Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

OMB Control No. 3060-0966/DIMB Control No. 3060-0819
July 2013

<010> Study Area Code

381625

<015> Study Area Name

NORTHWEST COMM COOP

<020> Program Year

2017

<030> Contact Name - Person USAC should contact regarding this data

Mike Stefan

<035> Contact Telephone Number - Number of person identified in data line <030>

7015683331 ext.

<039> Contact Email Address - Email Address of person identified in data line <030>

mike@nccray.com

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental 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(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<2010> 2nd Year Certification 47 CFR § 54.313(b)(1)(i) - Note that for the July 1

2016 certification, this applies to Round 2 recipients of Incremental Support

<2011> 3rd Year Certification 47 CFR § 54.313(b)(1)(ii) - Note that for the July 1

2016 certification, this applies to Round 1 recipients of Incremental Support

<2022> Recipient certifies, representing year two after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.

<2023> The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year two - 54.313(b)(2)(ii). Round 2 recipients only.

<2024A> Round 2 Recipient of Incremental Support?

<2024B> Attach list of census blocks indicating where funding was spent in year two - 54.313(b)(2)(ii). Round 2 recipients only.

<2025A> Round 1 or Round 2 Recipient of Incremental Support?

<2025B> Attach geocoded information for Phase I milestone reports (Round 1 for year three and Round 2 for year two) - Connect America Fund, WC Docket 10-90, Report and Order, FCC 13-

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

Name of Attached Document Listing
Required Information

Name of Attached Document Listing
Required Information

**CONFIDENTIAL INFORMATION-SUBJECT TO PROTECTIVE ORDER BEFORE
THE FEDERAL COMMUNICATIONS COMMISSION**

(2009) Price Cap Carrier Additional Documentation (Continued)

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

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

July 2013

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?

<2017B> Attach information for Phase II - 54.313(e)(1) - list of geocoded locations already meeting the 54.309 public interest obligations at the end of calendar year 2015 and total amount of Phase II support, if any, the price

cap carrier used for capital expenditures in 2015.

<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)(2)(ii)

<2019> Recipient certifies that it 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 located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(2)(v)

<2020> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 40% of its supported locations in the state on December 31, 2017 - 54.313(e)(3)

<2021> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 60% of its supported locations in the state on December 31, 2018 - 54.313(e)(4)

<2026> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 80% of its supported locations in the state on December 31, 2019 - 54.313(e)(5)

<2027> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 100% of its supported locations in the state on December 31, 2020 - 54.313(e)(6)

Name of Attached Document Listing
Required Information

Name of Attached Document Listing
Required Information

(3005) Rate Of Return Carrier Additional Documentation Data Collection Form	FCC Form 351 OMB Control No. 3020-0084/OMB Control No. 3020-0029 July 2013
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<010>	Study Area Code	381625
<015>	Study Area Name	NORTHWEST COMM COOP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Mike Steffan
<035>	Contact Telephone Number - Number of person identified in data line <030>	7015683331 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mikes@nccray.com

Complete the items below to note compliance with five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring 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)

Yes - Attach Certification

(3010A) Milestone Certification {47 CFR § 54.313(f)(1)(i)}

381625nd3010.pdf

(3010B) Please Provide Attachment

Name of Attached Document Listing Required Information

(3012A) Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}

No - No New Community Anchors

(3012B) Please Provide Attachment

Name of Attached Document Listing Required Information

(3013) Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}

(Yes/No)

(3014) If yes, does your company file the RUS annual report

(Yes/No)

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:

(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)

(3016) Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows

(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

381625nd3017.pdf

(3018) If the response is no on line 3014, is your company audited? (Yes/No)

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:

(3019) Either a copy of their audited financial statement; or

(3020) (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3021) 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:

(3022) 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

(3023) Underlying information subjected to a review by an independent certified public accountant

(3024) Underlying information subjected to an officer certification.

(3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

CONFIDENTIAL INFORMATION-SUBJECT TO PROTECTIVE ORDER BEFORE
THE FEDERAL COMMUNICATIONS COMMISSION

(3005) Rate Of Return Carrier Additional Documentation (Continued)
Data Collection Form
FCC Form 432
OMB Control No. 3060-0099/OMB Control No. 3060-0019
July 2013

<010> Study Area Code	381625
<015> Study Area Name	NORTHWEST COMM COOP
<020> Program Year	2017
<030> Contact Name - Person USAC should contact regarding this data	Mike Steffan
<035> Contact Telephone Number - Number of person identified in data line <030>	7015683331 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	mike@nccray.com

Financial Data Summary	
(3027) Revenue	8248914
(3028) Operating Expenses	7623915
(3029) Net Income	3100434
(3030) Telephone Plant In Service(TPIS)	62671581
(3031) Total Assets	41770680
(3032) Total Debt	10978894
(3033) Total Equity	29631985
(3034) Dividends	172273

(4005) Rural Broadband Experiment Additional Documentation Data Collection Form	FCC Form 481 OMB Control No. 3045-0047/OMB Control No. 3045-0018 July 2013	
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<010>	Study Area Code	381625
<015>	Study Area Name	NORTHWEST COMM COOP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Mike Steffan
<035>	Contact Telephone Number - Number of person identified in data line <030>	7015683331 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mike@mccrsy.com

4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

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 to the identified locations 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?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.

Name of Attached Document Listing Required Information _____

Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.

Name of Attached Document Listing Required Information _____

4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.

Name of Attached Document Listing Required Information _____

CONFIDENTIAL INFORMATION-SUBJECT TO PROTECTIVE ORDER BEFORE
THE FEDERAL COMMUNICATIONS COMMISSION

Certification - Reporting Carrier Data Collection Form	FCC Form 451 OMB Control No. 3050-0386/OMB Control No. 3080-0819 July 2013
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<010> Study Area Code	381625
<015> Study Area Name	NORTHWEST COMM COOP
<020> Program Year	2017
<030> Contact Name - Person USAC should contact regarding this data	Mike Steffan
<035> Contact Telephone Number - Number of person identified in data line <030>	7015683331 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	mikes@nccray.com

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

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
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.	

**CONFIDENTIAL INFORMATION-SUBJECT TO PROTECTIVE ORDER BEFORE
THE FEDERAL COMMUNICATIONS COMMISSION**

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0987/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	381625
<015> Study Area Name	NORTHWEST COMM COOP
<020> Program Year	2017
<030> Contact Name - Person USAC should contact regarding this data	Mike Steffan
<035> Contact Telephone Number - Number of person identified in data line <030>	7015683331 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	mikes@nccray.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) <u>JSI</u> 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:	JSI
Name of Reporting Carrier:	NORTHWEST COMM COOP
Signature of Authorized Officer:	CERTIFIED ONLINE Date: 06/23/2016
Printed name of Authorized Officer:	Mike Steffan
Title or position of Authorized Officer:	General Manager/CEO
Telephone number of Authorized Officer:	7015683331 ext. 8111
Study Area Code of Reporting Carrier:	381625 Filing Due Date for this form: 07/01/2016
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.	

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:	NORTHWEST COMM COOP
Name of Authorized Agent Firm:	JSI
Signature of Authorized Agent or Employee of Agent:	CERTIFIED ONLINE Date: 06/23/2016
Name of Authorized Agent Employee:	Cassandra Heyne
Title or position of Authorized Agent or Employee of Agent:	Consultant
Telephone number of Authorized Agent or Employee of Agent:	3014597590 ext.
Study Area Code of Reporting Carrier:	381625 Filing Due Date for this form: 07/01/2016
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.	

Attachments

**Northwest Communications Cooperative's Demonstration of Compliance with
Applicable Service Quality Standards and Consumer Protection Rules**

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers."² The FCC found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement" and that the sufficiency of other commitments would be considered on a case-by-case basis.³ In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."⁴

Northwest Communications Cooperative ("Company") hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company is subject to consumer protection obligations under federal law and, to a limited extent under North Dakota state law as a telecommunications carrier subject to North Dakota Public Service Commission regulation. These obligations include, but are not limited to, the following: (1) adherence to state requirements that the Company complies with consumer protection and service quality standards pursuant to North Dakota Administrative Code Article 69, including customer requests for lowest price

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("*2005 ETC Order*").

² *Id.* at para. 28.

³ *Id.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: "(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy." *Id.* at n. 71.

⁴ *Id.* at n. 72.

service alternatives (69-09-05-01), discontinuance of telecommunications services (69-09-05-02), deposits and guarantees (69-09-05-03); (2) truth-in-billing requirements, and (3) CPNI, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

The Company is subject to consumer protection obligations for broadband services under federal law. These obligations include, but are not limited to, the following: public disclosure of accurate information regarding network management practices, performance, and commercial terms of broadband internet access services; as a means of providing sufficient information for consumers to make informed choices regarding use of such services, and for content, application, service and device providers to develop, market, and maintain internet offerings as specified in F.C.C. 47 C.F.R. Part 8 §8.3. The Company furthermore will comply with all requirements set forth in the *2015 Open Internet Order* when it becomes effective.

Northwest Communications Cooperative's Ability to Function in Emergency Situations

Northwest Communications Cooperative hereby certifies that it is able to function in emergency situations as set forth in §54.202(a)(2)¹ and North Dakota Administrative Code 69-09-05-12. The Company's voice and broadband network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). The Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow the Company to manage traffic spikes throughout its network, as emergency situations require.

Specifically, each central office building is either supplied with permanent standby generators or is generator-ready, and battery back-up that enables the central office to keep running until power is restored so long as fuel is available, or until system changes are made to reroute traffic. The Company's central office can maintain a minimum 8 hours of battery reserve rated for peak traffic load requirements, and an auxiliary power unit is installed which can be delivered and connected within four hours. The Company has permanent generators at Ray, Tioga, Crosby, Epping MMDS, Bowbells MMDS, and Round Prairie Jct. locations, and has the ability to connect portable generators at all locations. The Company has three portable generators to move

¹ Section 54.202(a)(2) requires ETCs that are designated by the Commission to "demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations."

to different sites in the event of a sustained commercial power loss. Length of run time is determined by the equipment serving the area and the number of customers working out of the equipment. Generators will continue to run as long as the Company has access to fuel. The Company tests the batteries at least once per year. The Company complies with the FCC's backup power requirements, effective October 16, 2015.

CONFIDENTIAL INFORMATION-SUBJECT TO PROTECTIVE ORDER BEFORE
THE FEDERAL COMMUNICATIONS COMMISSION

Northwest Communications Cooperative (SAC 381625)

Response to Line 3010 – Milestone Certification (47 CFR §54.313(f)(1)(i))

Northwest Communications Cooperative hereby certifies that throughout 2015, it took reasonable steps to provide upon reasonable request broadband service at actual speeds of at least 10 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas and that requests for such service are met within a reasonable amount of time. If a request for broadband service at actual speeds of at least 10 Mbps downstream/1 Mbps upstream is unreasonable, and offering broadband service at actual speeds of at least 4 Mbps downstream/1 Mbps upstream is reasonable, the Company offers broadband service at actual speeds of at least 4 Mbps downstream/1 Mbps upstream.