

## **-Info-Public Service Commission**

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**From:** Mark Johnson <mjohnson@ictc.com>  
**Sent:** Wednesday, June 29, 2016 3:44 PM  
**To:** -Info-Public Service Commission  
**Cc:** 'Shannon Wendel'  
**Subject:** ICTC - 38616nd 481 filing  
**Attachments:** 381616nd481all.pdf

NDPSC,

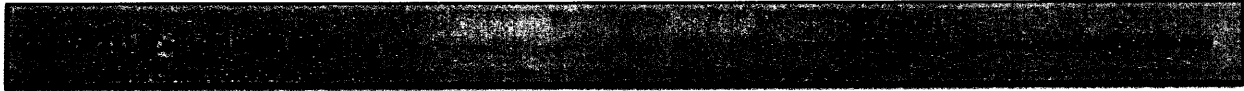
Please find the attached pdf of our form 481.  
A hard copy will be mailed today as well.

Regards,

Mark-

**Mark Johnson**  
*GM/CEO*  
**Inter-Community Telephone Company**  
*1-800-350-9137*  
*701-633-0927 (Direct)*





<010> Study Area Code	381616
<015> Study Area Name	INTER-COMMUNITY TELEPHONE COMPANY
<020> Program Year	2017
<030> Contact Name: Person USAC should contact with questions about this data	Mark Johnson
<035> Contact Telephone Number: Number of the person identified in data line <030>	7019248815 ext.
<039> Contact Email Address: Email of the person identified in data line <030>	mjohnson@ictc.com
Form Type	54.313 and 54.422

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

<010> Study Area Code 381616  
 <015> Study Area Name INTER-COMMUNITY TELEPHONE COMPANY  
 <020> Program Year 2017  
 <030> Contact Name - Person USAC should contact regarding this data Mark Johnson  
 <035> Contact Telephone Number - Number of person identified in data line <030> 7019248615 ext.  
 <039> Contact Email Address - Email Address of person identified in data line <030> mjohnson@ictc.com

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

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.

381616nd112.pdf

<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.

Yes
Yes
Yes
Yes
Yes
Not Applicable

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



**(900) Unfulfilled Service Request  
Data Collection Form**

FOR WORKING  
STATE CONTACT NO. 800-555-0111/Ext. No. 3060-0819  
JAN 2013

<010> Study Area Code 381616  
 <015> Study Area Name INTER-COMMUNITY TELEPHONE COMPANY  
 <020> Program Year 2017  
 <030> Contact Name - Person USAC should contact regarding this data Mark Johnson  
 <035> Contact Telephone Number - Number of person identified in data line <030> 7019248815 ext.  
 <039> Contact Email Address - Email Address of person identified in data line <030> mjohnson@icte.com

<300> Unfulfilled service request (voice)

<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband)

381616nd330.pdf

<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. 3060-0086/OMB Control No. 3060-0019  
July 2013

<010>	Study Area Code	391616
<015>	Study Area Name	INTER-COMMUNITY TELEPHONE COMPANY
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Mark Johnson
<035>	Contact Telephone Number - Number of person identified in data line <030>	7019248815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mjohnson@lctc.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	

**(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	381616
<015>	Study Area Name	INTER-COMMUNITY TELEPHONE COMPANY
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Mark Johnson
<035>	Contact Telephone Number - Number of person identified in data line <030>	7017248915 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mjohnson@lcto.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	381616nd510.pdf

**(600) Functionality in Emergency Situations**  
**Data Collection Form**

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

<010>	Study Area Code	381616
<015>	Study Area Name	INTR-COMMUNITY TELEPHONE COMPANY
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Mark Johnson
<035>	Contact Telephone Number - Number of person identified in data line <030>	7019248815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mjohnson@lctc.com
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	381616nd610.pdf











<010> Study Area Code 381616  
 <015> Study Area Name INTER-COMMUNITY TELEPHONE COMPANY  
 <020> Program Year 2017  
 <030> Contact Name - Person USAC should contact regarding this data Mark Johnson  
 <035> Contact Telephone Number - Number of person identified in data line <030> 7019248815 ext.  
 <039> Contact Email Address - Email Address of person identified in data line <030> mjohnson@etc.com

<1000> Voice services rate comparability certification Yes

<1010> Attach detailed description for voice services rate comparability compliance 381616nd1010.pdf

Name of Attached Document

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Yes - Pricing is no more than the most recent applicable benchmark announced by the Wireline Competition Bureau

<1020> Broadband comparability certification

<1030> Attach detailed description for broadband comparability compliance 381616nd1020.pdf

Name of Attached Document

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<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Mark Johnson
<035>	Contact Telephone Number - Number of person identified in data line <030>	7019248815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mjohnson@ictc.com

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

Yes

<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).



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 <039> Contact Email Address - Email Address of person identified in data line <030> mjohanson@ictc.com



Name of Attached Document

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

<1220> Link to Public Website HTTP www.ictc.com/telephone-service

"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.

381616  
 INTER-COMMUNITY TELEPHONE COMPANY  
 2017  
 Mark Johnson  
 701924815 ext.  
 mjohnson@ictc.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



**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

Name of Attached Document Listing  
Required Information

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)

Name of Attached Document Listing  
Required Information

<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)



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<039>	Contact Email Address - Email Address of person identified in data line <030>	mjohnson@ictc.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)]**

**(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**      **Name of Attached Document Listing Required Information**     

**(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 (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers**     

**(3020) 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**



<010> Study Area Code 381616  
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 <020> Program Year 2017  
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 <035> Contact Telephone Number - Number of person identified in data line <030> 7019248815 ext.  
 <039> Contact Email Address - Email Address of person identified in data line <030> mjohnson@tetc.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	381616
<015>	Study Area Name	INTER-COMMUNITY TELEPHONE COMPANY
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Mark Johnson
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<039>	Contact Email Address - Email Address of person identified in data line <030>	mjohnson@iccc.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  
\_\_\_\_\_



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<039> Contact Email Address - Email Address of person identified in data line <030>	mjohnson@ictc.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: INTER-COMMUNITY TELEPHONE COMPANY	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/29/2016
Printed name of Authorized Officer: Mark Johnson	
Title or position of Authorized Officer: GM/CEO	
Telephone number of Authorized Officer: 7019248815 ext.	
Study Area Code of Reporting Carrier: 381616	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.	



<010> Study Area Code	381616
<015> Study Area Name	INTER-COMMUNITY TELEPHONE COMPANY
<020> Program Year	2017
<030> Contact Name - Person USAC should contact regarding this data	Mark Johnson
<035> Contact Telephone Number - Number of person identified in data line <030>	7019248815 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	mjohnson@ictc.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>	

## Attachments





<010> Study Area Code 381616  
 <015> Study Area Name INTER-COMMUNITY TELEPHONE COMPANY  
 <020> Program Year 2017  
 <030> Contact Name - Person USAC should contact regarding this data Mark Johnson  
 <035> Contact Telephone Number - Number of person identified in data line <030> 7019248615 ext.  
 <039> Contact Email Address - Email Address of person identified in data line <030> mjohnson@ictc.com  
 <810> Reporting Carrier Inter-Community Telephone Company, LLC  
 <811> Holding Company ICTC Group, Inc.  
 <812> Operating Company Inter-Community Telephone Company, LLC

<813>

Affiliates	SAC	Doing Business As Company or Brand Designation
Bretton Woods Telephone Company, Inc.	120038	Bretton Woods, World Surfer
Upper Peninsula Telephone Company	310732	Michigan Broadband Services, UFTC, MCBC, Alphacomm.net
Michigan Central Broadband Company	310785	Michigan Broadband Services, MCBC, Alphacomm.net
Belmont Telephone Company	330847	Belmont, LaGrant Connections, LLC
Cuba City Telephone Exchange Company	330872	Cuba City, LaGrant Connections, LLC
Central Scott Telephone Company	351125	Central Scott
CST Communications, Inc.	359032	CST Communications, iWireless
WAPSI Wireless, LLC	359041	iWireless
Haviland Telephone Company, Inc.	411780	Haviland, Giant Communications, Inc.
J. B. N. Telephone Company, Inc.	411785	J.B.N., Giant Communications, Inc.
Western New Mexico Telephone Co., Inc.	492268	WNM Communications
Central Utah Tel Inc.	502277	CentraCom
Skyline Telecom	502283	CentraCom
Bear Lake Comm	503032	CentraCom
Cal-Ore Telephone Company	542311	Cal-Ore
Giant Communications, Inc.		Giant
Alpha Enterprises Limited, Inc.		Alphacomm.net
World Surfer, Inc.		World Surfer
Netsync Internet Services Corporation		Netsync
Valley Communications, Inc.		Valley
Central Telecom Services, LLC		CentraCom
LaGrant Connections, LLC		LaGrant Connections, LLC
WNM Communications Corporation		WNM Communications



File name: 381616nd112.pdf

**Inter-Community Telephone Co., LLC**  
**Line 112 – Annual Progress Report on Five-Year Service Quality Improvement Plan**

As required in 47 C.F.R. § 54.313(a)(1), the following pages provide the Company's annual progress report on the five-year service quality improvement plan filed in 2014 with the Form 481 that described the proposed improvements and/or upgrades over the next five years to the applicant's network throughout the Company's service area.

47 C.F.R. § 54.313(a)(1) specifies that recipients should submit "[a] progress report on its five-year service quality improvement plan pursuant to § 54.202(a), including a map detailing its progress towards meeting its plan targets, an explanation of how much universal service support was received and how it was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information shall be submitted at the wire center level or census block as appropriate."

This document describes the Company's progress report on the five-year plan, pursuant to 47 C.F.R. §54.313(a)(1), including a map explaining the Company's progress towards meeting deployment targets, the amount of universal service support received, how support was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information regarding the total amount of universal service support received is broken out separately by the amount spent on capital expenses and the amount spent on operating expenses. The information regarding planned and/or completed network improvements shall be at the wire center level or census block, as appropriate.

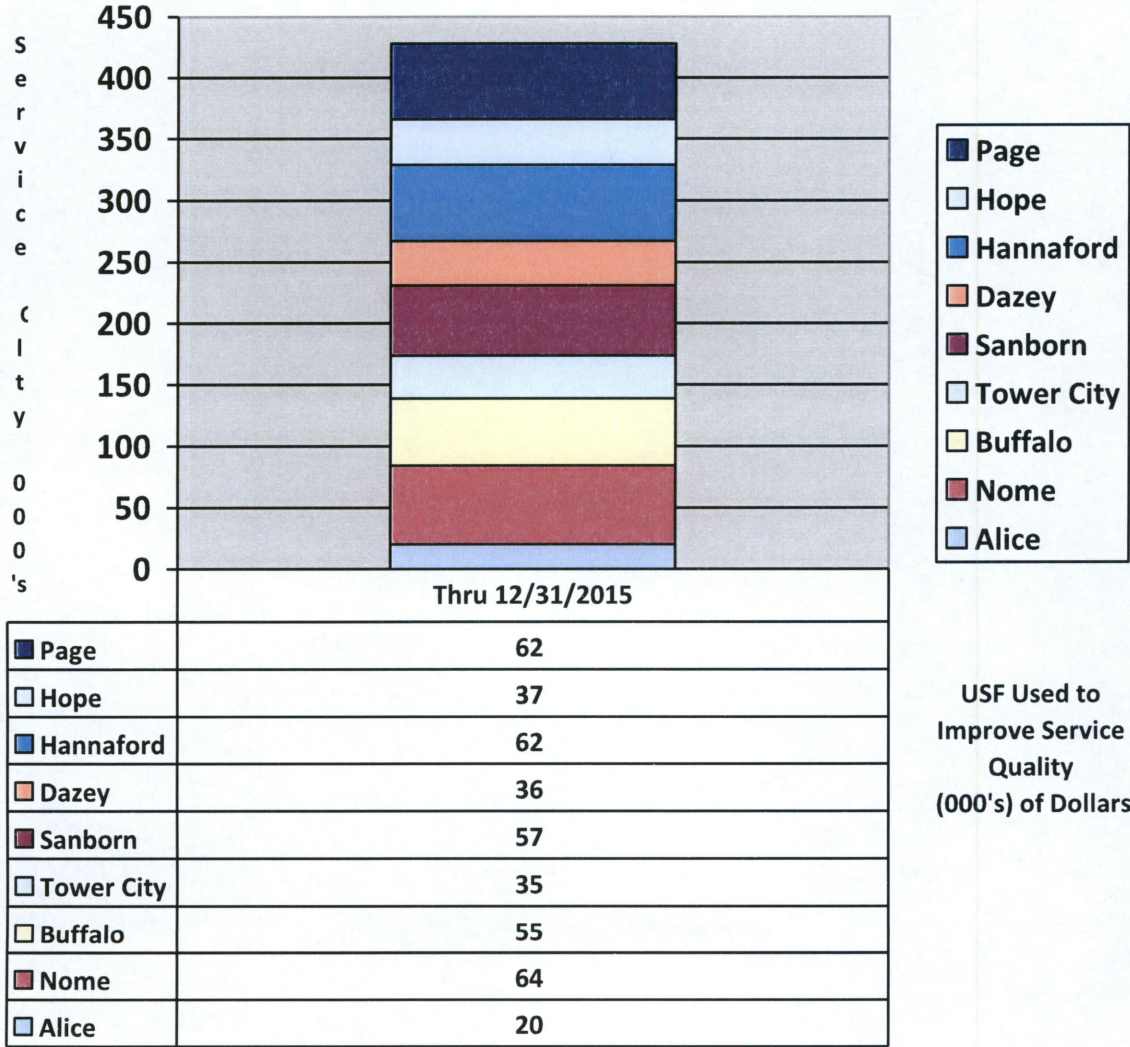
**QUANTIFICATION OF AMOUNT OF USF SPENT ON CAPITAL VERSUS OPERATING EXPENSES:**

Line 114 of Form 481 requests a quantification of how much USF was received for the Company's service area and that the amount be broken out separately by the amount spent on capital expenditures and the amount spent on operating expenses. For the entire year of 2015, the Company expected to receive \$1.426 Million in federal USF revenue, including HighCost Loop Support ("HCLS"), Interstate Common Line Support ("ICLS") and Connect America Funds (CAF) which is used approximately \$864 Thousand for capital expenditures and \$562 Thousand to cover a portion of the Company's operating expenses.

**Inter-Community co Telephone Company, Inc.  
Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)**

**QUANTIFICATION OF AMOUNT OF USF SPENT TO IMPROVE SERVICE QUALITY:**

Line 115 of Form 481 requests that the progress report specify how much USF support was used to improve service quality, at the wire center level or census block, as appropriate. The Company improved service quality in numerous ways, but primarily by investing in the following capital expenditures to increase the broadband speed available to customers:

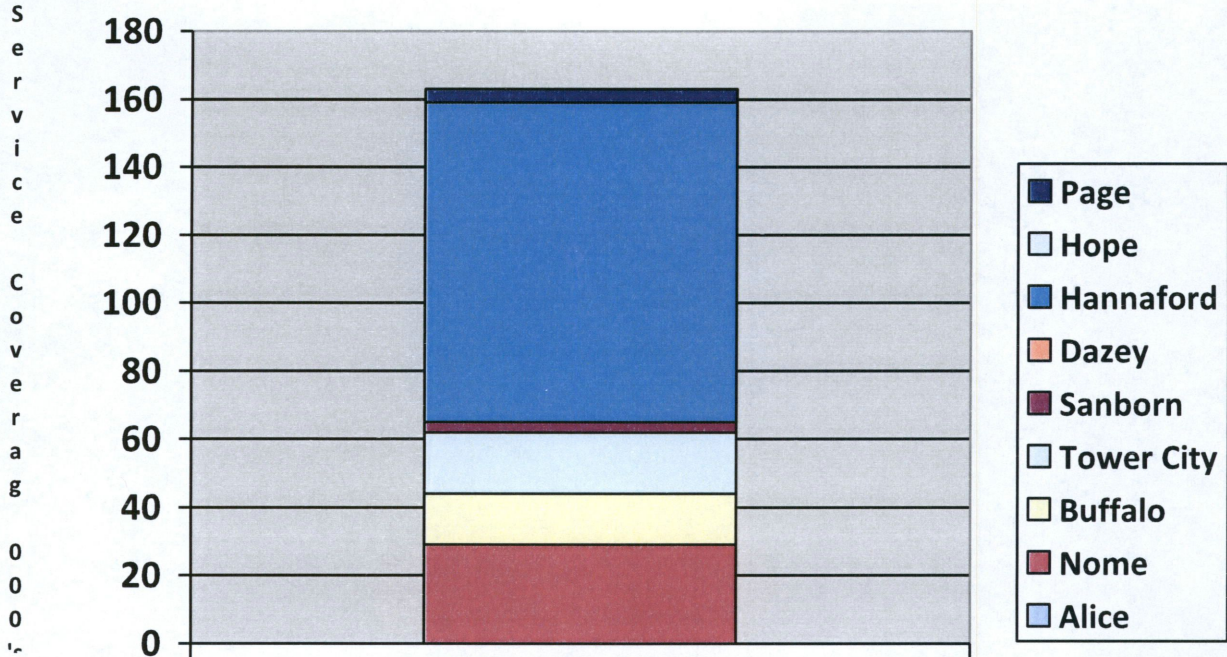


USF Used to  
Improve Service  
Quality  
(000's) of Dollars

**Inter-Community co Telephone Company, Inc.  
Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)**

**QUANTIFICATION OF AMOUNT OF USF SPENT TO IMPROVE SERVICE COVERAGE:**

Line 116 of Form 481 requests that the progress report specify how much USF support was used to improve service coverage, at the wire center level or census block, as appropriate. As of December 31, 2015, the Company's service coverage was generally close to 100% of our service territory at 4 Mbps downstream and 1 Mbps Upstream ("4/1"). Therefore, most of the capital expenditures are to improve service capacity rather than service coverage. The following summarizes how support was used for capital expenditures to improve service coverage:



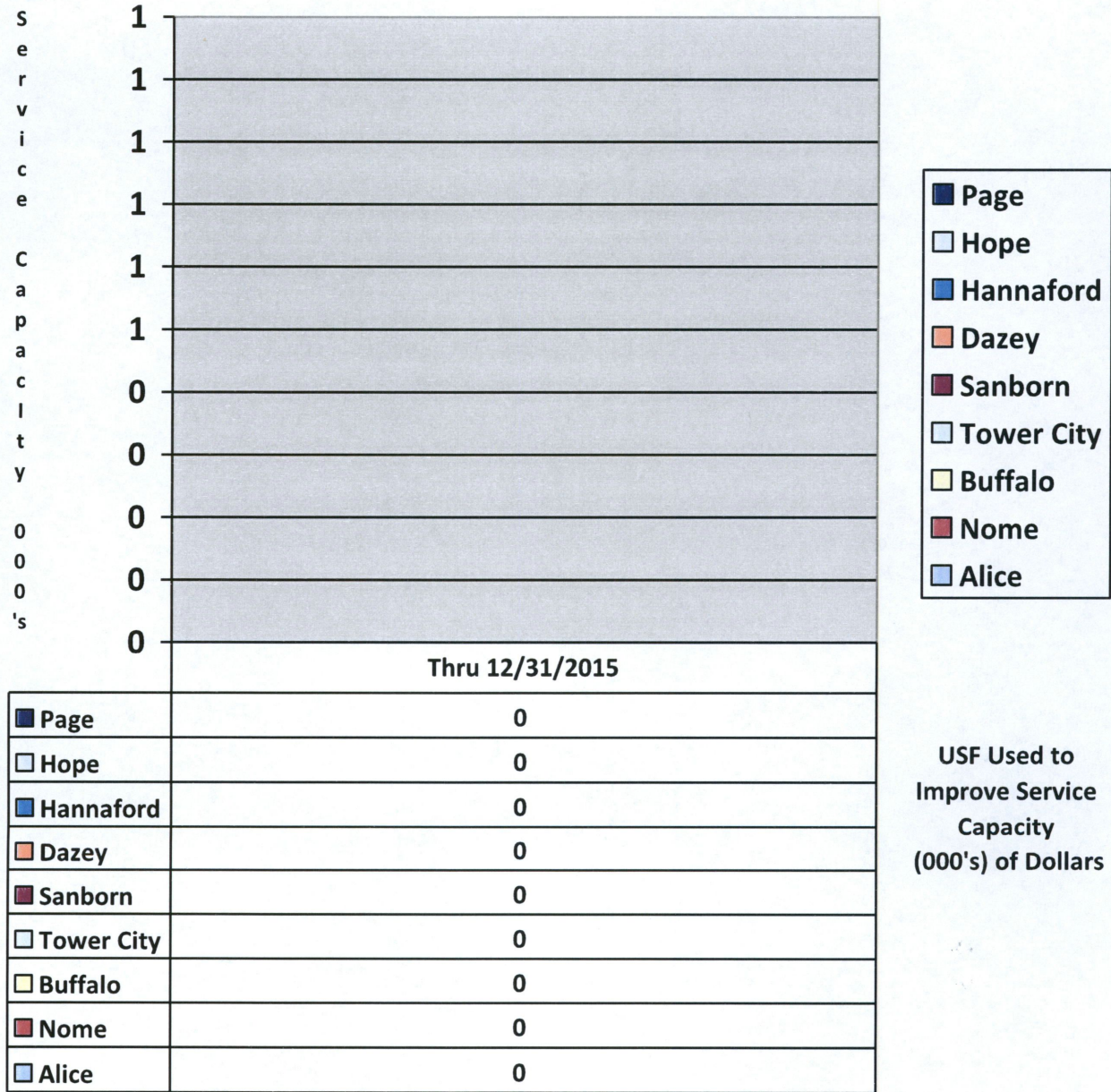
Thru 12/31/2015	
■ Page	4
□ Hope	0
■ Hannaford	94
□ Dazey	0
■ Sanborn	3
□ Tower City	18
□ Buffalo	15
■ Nome	29
□ Alice	0

**USF Used to Improve Service Coverage  
(000's) of Dollars**

**Inter-Community co Telephone Company, Inc.  
Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)**

**QUANTIFICATION OF AMOUNT OF USF SPENT TO IMPROVE SERVICE CAPACITY:**

Line 117 of Form 481 requests that the progress report specify how much USF support was used to improve service capacity, at the wire center level or census block, as appropriate. The following summarizes how support was used for capital expenditure to improve service capacity.



**Inter-Community co Telephone Company, Inc.**  
**Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)**

Please note that the answers to lines 115, 116 and 117 overlap and are very difficult to differentiate. When you install or upgrade additional fiber and DLCs, you typically improve service quality, provide additional service coverage and increase service capacity. It is only an approximation to separately identify if the fiber and DSL increased service quality versus improving service coverage or increasing service capacity. There is an overlap in the responses for lines 115, 116 and 117. Since most of the Company's customers can receive 4/1, it is not typically increasing service coverage, but rather, it is generally service capacity and overall quality of service that is improved.

**EXPLANATION OF ACHIEVEMENT OF NETWORK IMPROVEMENT OBJECTIVES:**

Line 118 requests an explanation of reasons why network improvement targets were not achieved, if applicable, at the wire center level or census block, as appropriate. The company believes it is currently on track to meet the annual 2016 plan. Of course, circumstances for the remainder of the 5 year plan can change where it is not able to meet its network improvement objectives primarily for the following reasons (not in any particular order):

- 1) **Permits:** It is not possible to predict the ability to obtain all necessary permits, including easements and rights-of-way, within the five-year time-frame required to complete the capital expenditures included in the Company's five-year plan. Permits can be, and often are, delayed significantly by various governmental agencies and those delays are totally outside the control of the Company.
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- 3) **Lead Time to Obtain Materials from Vendors:** It is not possible to predict when a material critical for the capital expenditures included in the Company's five-year plan may come into a shortage situation. For example, currently the industry is experiencing a shortage of fiber optic cable where there is a significant lead time to obtain fiber optic cable. Delays of this nature are impossible to predict and are totally outside the control of the Company.
- 4) **Lead time to get Contractors to Install Facilities:** Just as with the materials, the Company has experienced times when it was not able to obtain contractors to install the equipment because the Company is not large enough compared to other firms wanting the contractor to do work for them. Therefore, the Company had to wait until much later than anticipated to get the contractor to come install the facilities for them. Once again, delays of this nature are impossible to predict and are totally outside the control of the Company.

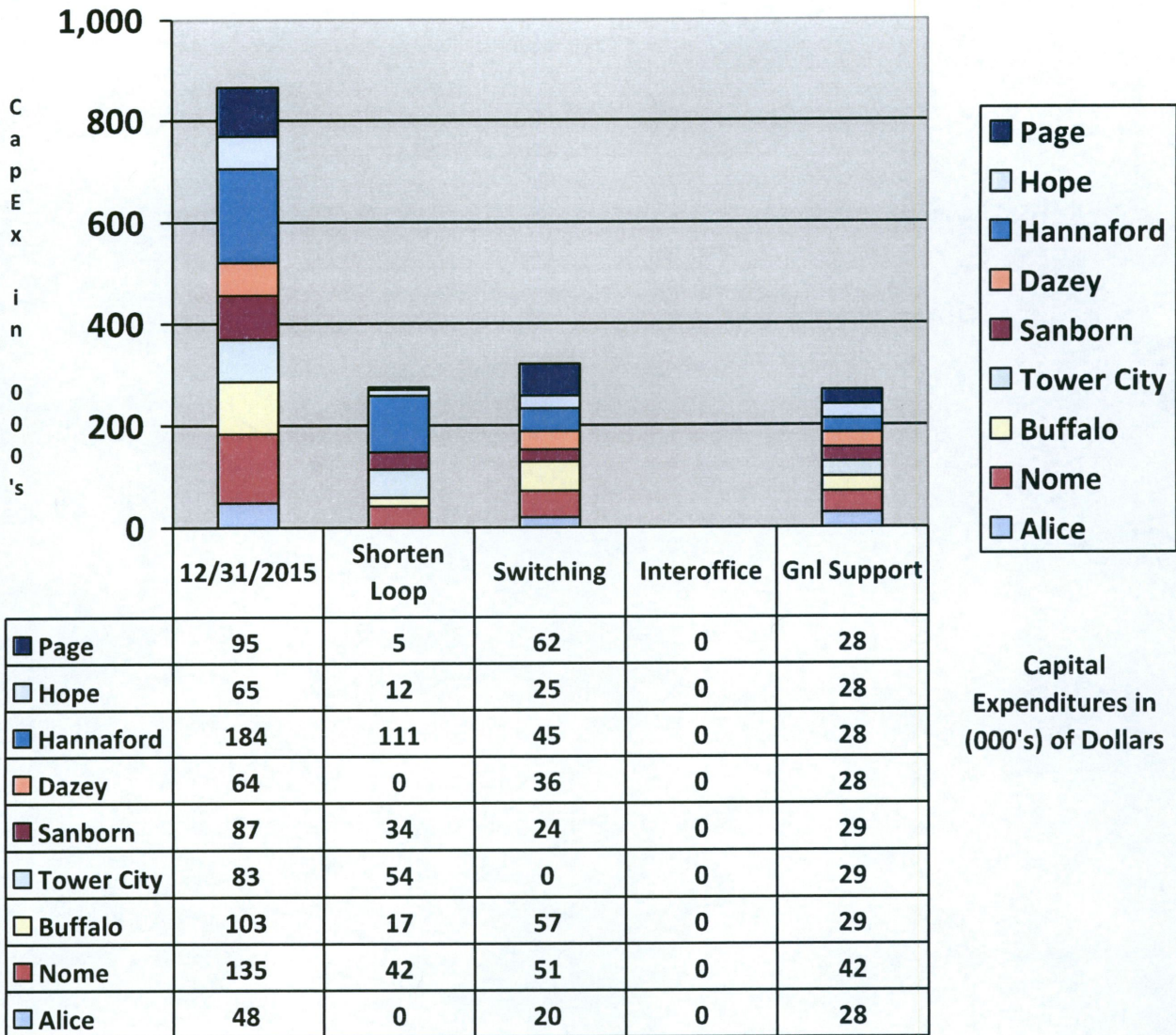
**Inter-Community co Telephone Company, Inc.**  
**Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)**

**PROGRESS REPORT ON THE FIVE-YEAR PLAN:**

As described in the five-year plan, the Company provides service primarily through the use of fiber optic cable and electronics between the central offices and between the central offices and the subscriber terminal equipment (e.g., Digital Loop Carriers (“DLCs”)) in the field. Copper cable is still in use and most frequently, the last mile facilities are generally provided over copper. The Company has a certain amount of fiber-to-the-premise (“FTTP”) facilities, as well. It is the company’s intention to continue to install fiber optic cable and electronics, wherever feasible. The company has begun the transition from the TDM-based network to an IP-network and is continually assessing the most cost-effective technology solutions to provide our customers the services they request.

Each exchange in the company only has one wire center; therefore, the progress report on the five-year plan is presented at the exchange level (which is also the wire center level). Estimated regulated capital expenditures for the RLEC from January 1, 2015 through December 31, 2015, as projected as part of the total 2015 capital expenditures in the five-year plan filed in 2014, in each of the Company’s exchanges are estimated to be as follows:

**Inter-Community co Telephone Company, Inc.**  
**Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)**



Capital Expenditures in (000's) of Dollars

**Inter-Community co Telephone Company, Inc.**  
**Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)**

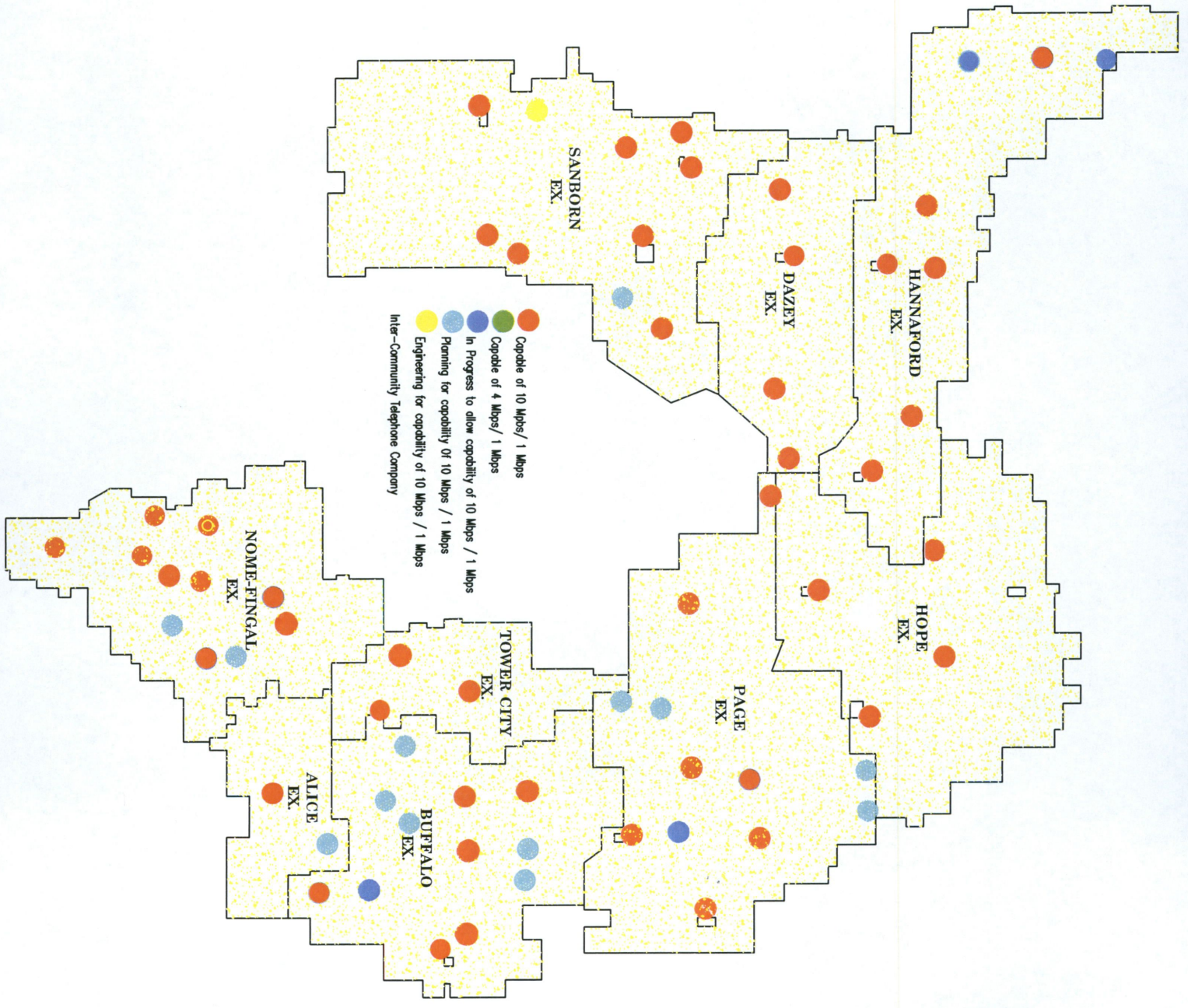
**COMMUNITY ANCHOR INSTITUTIONS:**

Line 3012 of the Form 481 requests per 47 C.F.R. § 54.313(e)(ii), the number, names, and addresses of community anchor institutions to which the ETC began offering broadband service in the preceding calendar year. The Company already provides broadband service to all of the community anchor institutions in the serving area. If the community anchor institution requests increased bandwidth, the Company works with the institution to determine and supply the broadband service that best fits the needs of the institution. No new community anchor institutions received broadband service from the Company in the preceding calendar year.

**CONCLUSION:**

The company is doing an excellent job progressing on the five-year service quality improvement plan filed in 2014 with the FCC with the Form 481. The Company is continuing to improve and upgrade facilities in order to provide customers with the highest quality voice and broadband service in the most cost-effective manner. This includes shortening the length of the loops, as needed, in order to provide greater bandwidth to the customer, augmenting and upgrading the interexchange facilities, as needed, to provide greater speeds and sufficient facilities for special access circuits, including, but not limited to, dedicated facilities to wireless towers, modifying switching equipment, as needed, in order to provide the services and features desired by the customer, and adding/replacing general support equipment, as needed, in order to continue to operate as a company and provide service to the end user.

The map attached to the end of this report shows the status of the projects performed from January 1, 2015 through December 31, 2015, including a description of the stage the project (e.g., project engineered versus project completed).



SANBORN  
EX.

DAZEY  
EX.

HANNAFORD  
EX.

HOPE  
EX.

PAGE  
EX.

TOWER CITY  
EX.

BUFFALO  
EX.

ALICE  
EX.

NOME-FINGAL  
EX.

File name: 381616nd330.pdf

**Inter-Community Telephone Co., LLC**  
**Line 330 – Unfulfilled Broadband Service Requests Resolution**

As required in 47 C.F.R. § 54.313(a)(3), the following provides the detailed description of how the Company attempted to provide service to potential customers whose initial requests for service were unfulfilled in 2015 in the service area in which the Company is designated as an ETC for facilities that the Company owns, operates, leases, or otherwise utilizes.

**UNFILLED BROADBAND SERVICE REQUESTS** – The Company had seven (7) unfilled broadband service requests as of December 31, 2015 which generally fit into the following categories:

- A. Five (5) customer requested locations were beyond the reach limitations associated with copper loops and ADSL technologies.
- B. Two (2) customer requests are at locations beyond the distance limitations to provide customer requested download and upload bandwidths associated with ADSL technologies, or the locations are restricted to lower bandwidth availability resulting from outside plant infrastructure limitations. These customers currently subscribe to bandwidths lower than requested download and upload data rates.

**GENERAL PROCESS:** The first step in the process of providing service was to have the Company's technical staff determine if current facilities exist to the customer location that are capable of providing broadband service and what the maximum broadband speed that could be provided. The Company has extremely long loops in some of the most rural portions of our territory and broadband speed is extremely distance sensitive.

Based on the analysis, once it was determined that facilities do not currently exist or that the distance is too great to provide broadband, a route upgrade feasibility analysis is prepared including an estimate of what facilities would be needed and the cost to build to the customer.

**File name:** 381616nd510.pdf

**Inter-Community Telephone Co., LLC**  
**Line 510 – Compliance with Service Quality Standards and Consumer Protection**

As required in 47 C.F.R. § 54.313(a)(5) for High-cost Recipients, the following is a detailed description of how the Company complies with Service Quality Standards and Consumer Protection Rules.

**SERVICE QUALITY STANDARDS:** The Company abides by the State Commission's requirements for service quality. All required reporting is done with the Company in full compliance of the service quality standard requirements.

**CONSUMER PROTECTION RULES:**

The Company developed and implemented a Customer Proprietary Network Information ("CPNI") Compliance Manual and has appointed a CPNI Compliance Officer. Annually, the Company requires all employees to certify that they have reviewed and understand the CPNI Compliance Manual and that they understand that any violation of the Company's CPNI procedures may result in disciplinary action up to and including dismissal. The Company files an annual report with the Federal Communications Commission ("FCC") certifying compliance with the FCC's CPNI rules.

The Company also developed and implemented an Identity Theft Prevention Program Manual and has appointed a Red Flag Coordinator. Annually, the Company requires all employees certify that they have reviewed and understand the Identity Theft Prevention Program Manual. Further, employees must certify that they understand that any violation of the Company's identity theft prevention procedures may result in disciplinary action up to and including dismissal.

File name: 381616nd610.pdf

### Inter-Community Telephone Co., LLC

#### Line 610 – Functionality in Emergency Situations

As required in 47 C.F.R. § 54.313(a)(6) for all high cost recipients, which includes the Company, and as set forth in 47 C.F.R. § 54.202(a)(2), the following provides a detailed description demonstrating that the Company has the ability to remain functional in emergency situations, including a demonstration that 1) it has a reasonable amount of back-up power to ensure functionality without an external power source, 2) is able to reroute traffic around damaged facilities, and 3) is capable of managing traffic spikes resulting from emergency situations.

**OVERALL RESPONSE TO EMERGENCY SITUATIONS:** The Company has a comprehensive disaster recovery plan (also called a “continuity plan”) that was developed and implemented for the Company specifically to deal with emergencies. It has detailed, specific steps that are to be taken for each type of emergency.

**POWER:** In order to function in an emergency, the Company has a combination of batteries and emergency generators. Permanent locations have emergency generators with fuel tanks. The company’s central offices have automatic stand-by generators to run the entire offices. The digital loop carrier (“DLC”) sites also have battery back-up.

**REROUTING TRAFFIC AND REDUNDANCY:** The network was designed with redundancy wherever possible. Where it is not redundant, the Company has the ability to redirect most backbone traffic. In cases where there is no redundancy it is geographically impracticable to build. For example, the loop to the customer location is typically not redundant, especially for residential customers. This is because it would not be cost effective to build totally separate facilities for the “last mile” to the customer.

**MANAGING TRAFFIC SPIKES:** The Company realizes that when a catastrophe happens, everyone immediately tries to contact friends and family to make certain they are all right. The Company has designed the network to have excess capacity on its backbone network. For example, on Mother’s Day, the company handles traffic without the customer receiving the “All Trunks Busy” message which demonstrates the Company’s ability to handle peak traffic spikes.

File name: 381616nd1010.pdf

**Inter-Community Telephone Co., LLC**  
**Line 1010 – Voice Services Rate Comparability**

As required in 47 C.F.R. § 54.313(a)(10), any recipient of high-cost support shall provide a letter certifying that the pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice services, as specified in the most recent public notice issued by the Wireline Competition Bureau and Wireless Telecommunications Bureau.

The following provides the Company's support for Line 1010 - Description of Voice Service Rate Comparability.

	<u>Tower City</u>	<u>Sanborn</u>	<u>Buffalo</u>	<u>All Other</u>
Flat Rate Residential Service	\$16.25	\$16.58	\$16.50	\$16.50
State Residential Subscriber Line Charge	\$0.00	\$0.00	\$0.00	\$0.00
State Universal Service Charge Fee	\$0.00	\$0.00	\$0.00	\$0.00
Mandatory Extended Area Service	\$0.00	\$0.00	\$0.50	\$0.00
Residential Federal Subscriber Line Charge	\$6.50	\$6.50	\$6.50	\$6.50
Total Residential Fixed Voice Charges	\$22.75	\$23.08	\$23.50	\$23.00

Since none of the totals for residential fixed voice that the Company charges, as shown above, are below the \$47.48, which is the reasonable comparability benchmark for voice services announced by the FCC Wireline Competition Bureau in the Public Notice released on April 16, 2015 (DA 15-470), the Company hereby certifies that it is in compliance with 47 C.F.R. § 54.313(a)(10).

File name: 381616nd1020.pdf

**Inter-Community Telephone Co., LLC.  
Line 1020 – Broadband Comparability**

In a December 2014 Order (FCC 14-90), paragraphs 119-123, the FCC created Section 54.313(a)(12) which requires recipients of High Cost Program and/or Connect America Fund support that are subject to broadband performance obligations to submit a broadband reasonable comparability rate certification.

The following provides the Company's support for Line 1020 - Description of Broadband Service Rate Comparability.

As of June 1, 2016, the Company charges the following residential broadband price, where available:

Download Speed	10Mbps
Upload Speed	1Mpbs
Usage Allowance	Unlimited
TOTAL RESIDENTIAL	\$49.95

Since the total for residential broadband that the Company charges, as shown above, is below the \$77.80 for 10 Mbps x 1 Mbps service with the unlimited usage allowance, which is the reasonable comparability benchmark for broadband service announced by the FCC Wireline Competition Bureau in the Public Notice released on April 16, 2015 (DA 15-470), the Company hereby certifies that it is in compliance with 47 C.F.R. § 54.313(a)(12).

File name: 381616nd3010.pdf

**Inter-Community Telephone Co., LLC**  
**Line 3010 – Annual Progress Report on Five-Year Service Quality Improvement Plan**

As required in 47 C.F.R. § 54.202(a), any ETC receiving support must file a progress report on its five-year service quality plan. The ETC must certify it has taken reasonable steps to provide, upon reasonable request, broadband service at actual speeds of 4 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 reasonably comparable offerings in urban areas, and that requests for such service are met within a reasonable amount of time. This certification must be filed by July 1, 2015 (and future periods) as required by 47 C.F.R. § 54.313(f)(1)(i).

**CERTIFICATION:** The Company certifies that it is in compliance with the five-year service quality plan requirements as stated in 47 C.F.R. § 54.202(a) and all appropriate documents are being filed as required by 47 C.F.R. § 54.313(f)(1)(i).

The Company certifies that it has taken reasonable steps to provide, upon reasonable request, broadband service at actual speeds of 4 Mbps downstream/1 Mbps upstream or greater, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to reasonably comparable offerings in urban areas, and that requests for such service are met within a reasonable amount of time, where possible.

Specifics on where the Company was not able to provide the broadband service is detailed in the response to Form 481, Line 330 as required in 47 C.F.R. § 54.313(a)(3), which provides the detailed description of how the Company attempted to provide service to potential customers whose initial requests for service were unfulfilled in 2015 in the service area in which the Company is designated as an ETC for facilities that the Company owns, operates, leases, or otherwise utilizes.

The certification by an officer of the Company is included as part of the overall certification for the Form 481, which includes all attachments and is made by an officer of the Company whose responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients. The overall Form 481 certification is made that to the best of the officer's knowledge, the information reported on the Form 481, including attachments, is accurate.

**Inter-Community co Telephone Company, Inc.**  
**Line 3010 – Five-Year Service Quality Improvement Plan (Cont'd)**

As required in 47 C.F.R. § 54.313(a)(1), the following pages provide the Company's annual progress report on the five-year service quality improvement plan filed in 2014 with the Form 481 that described the proposed improvements and/or upgrades over the next five years to the applicant's network throughout the Company's service area.

47 C.F.R. § 54.313(a)(1) specifies that recipients should submit "[a] progress report on its five-year service quality improvement plan pursuant to § 54.202(a), including a map detailing its progress towards meeting its plan targets, an explanation of how much universal service support was received and how it was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information shall be submitted at the wire center level or census block as appropriate."

This document describes the Company's progress report on the five-year plan, pursuant to 47 C.F.R. §54.313(a)(1), including a map explaining the Company's progress towards meeting deployment targets, the amount of universal service support received, how support was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information regarding the total amount of universal service support received is broken out separately by the amount spent on capital expenses and the amount spent on operating expenses. The information regarding planned and/or completed network improvements shall be at the wire center level or census block, as appropriate.

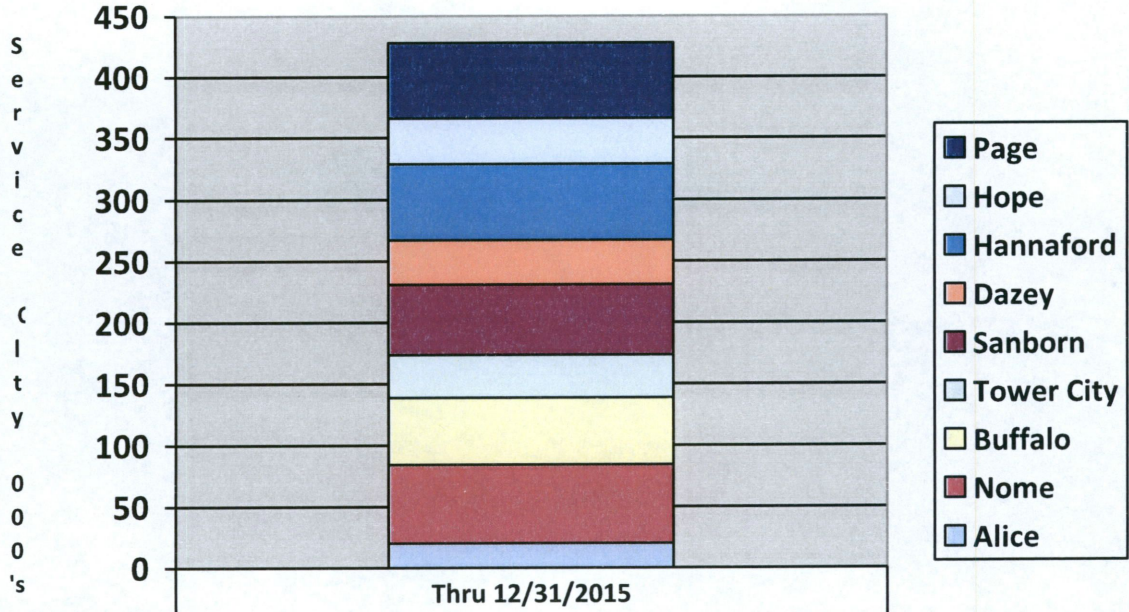
**QUANTIFICATION OF AMOUNT OF USF SPENT ON CAPITAL VERSUS OPERATING EXPENSES:**

Line 114 of Form 481 requests a quantification of how much USF was received for the Company's service area and that the amount be broken out separately by the amount spent on capital expenditures and the amount spent on operating expenses. For the entire year of 2015, the Company expected to receive \$1.426 Million in federal USF revenue, including High Cost Loop Support ("HCLS"), Interstate Common Line Support ("ICLS") and Connect America Funds (CAF") which is used approximately \$864 Thousand for capital expenditures and \$562 Thousand to cover a portion of the Company's operating expenses.

**Inter-Community co Telephone Company, Inc.  
Line 3010 – Five-Year Service Quality Improvement Plan (Cont'd)**

**QUANTIFICATION OF AMOUNT OF USF SPENT TO IMPROVE SERVICE QUALITY:**

Line 115 of Form 481 requests that the progress report specify how much USF support was used to improve service quality, at the wire center level or census block, as appropriate. The Company improved service quality in numerous ways, but primarily by investing in the following capital expenditures to increase the broadband speed available to customers:



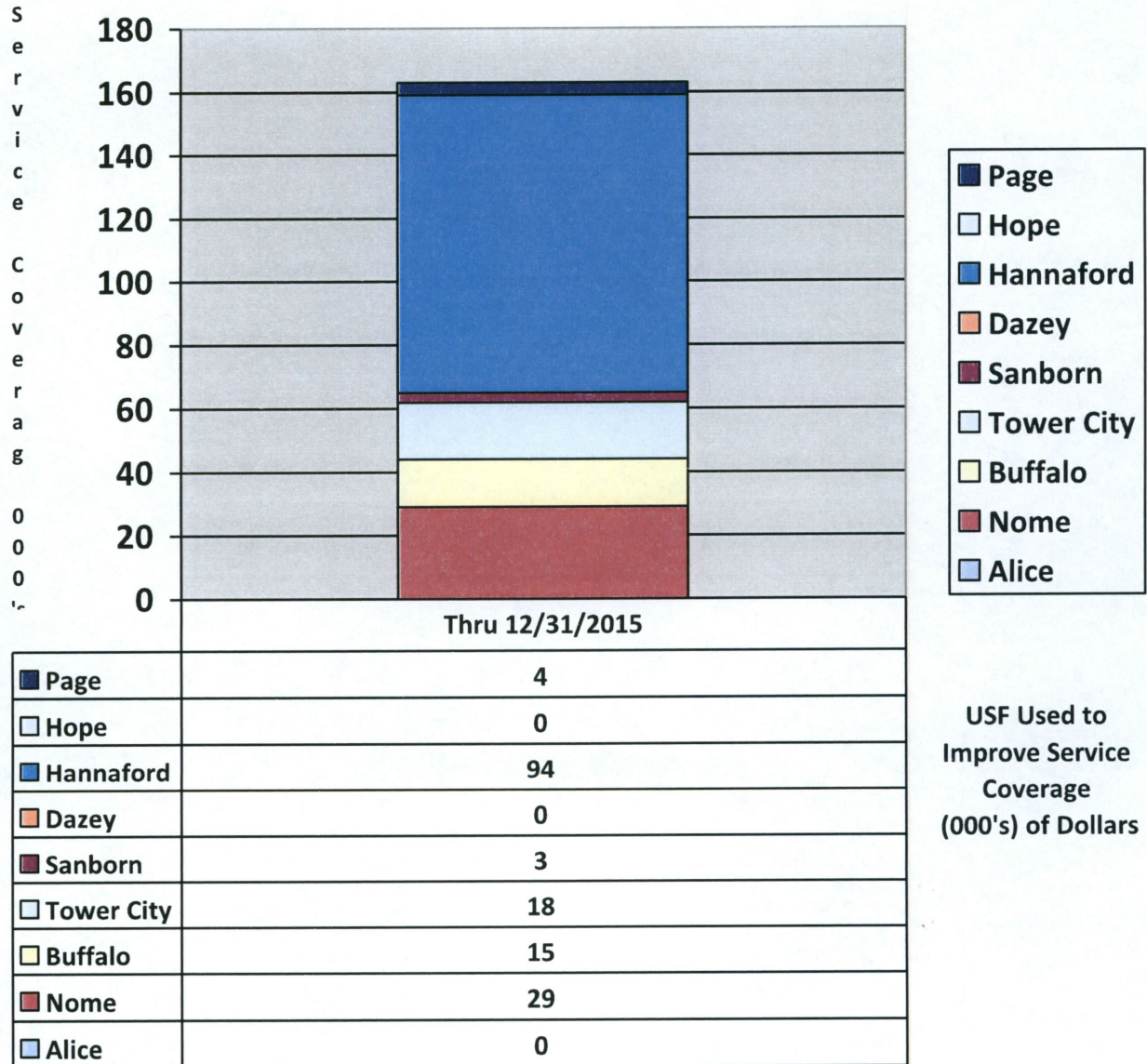
■ Page	62
□ Hope	37
■ Hannaford	62
■ Dazey	36
■ Sanborn	57
□ Tower City	35
□ Buffalo	55
■ Nome	64
□ Alice	20

USF Used to  
Improve Service  
Quality  
(000's) of Dollars

**Inter-Community co Telephone Company, Inc.**  
**Line 3010 – Five-Year Service Quality Improvement Plan (Cont'd)**

**QUANTIFICATION OF AMOUNT OF USF SPENT TO IMPROVE SERVICE COVERAGE:**

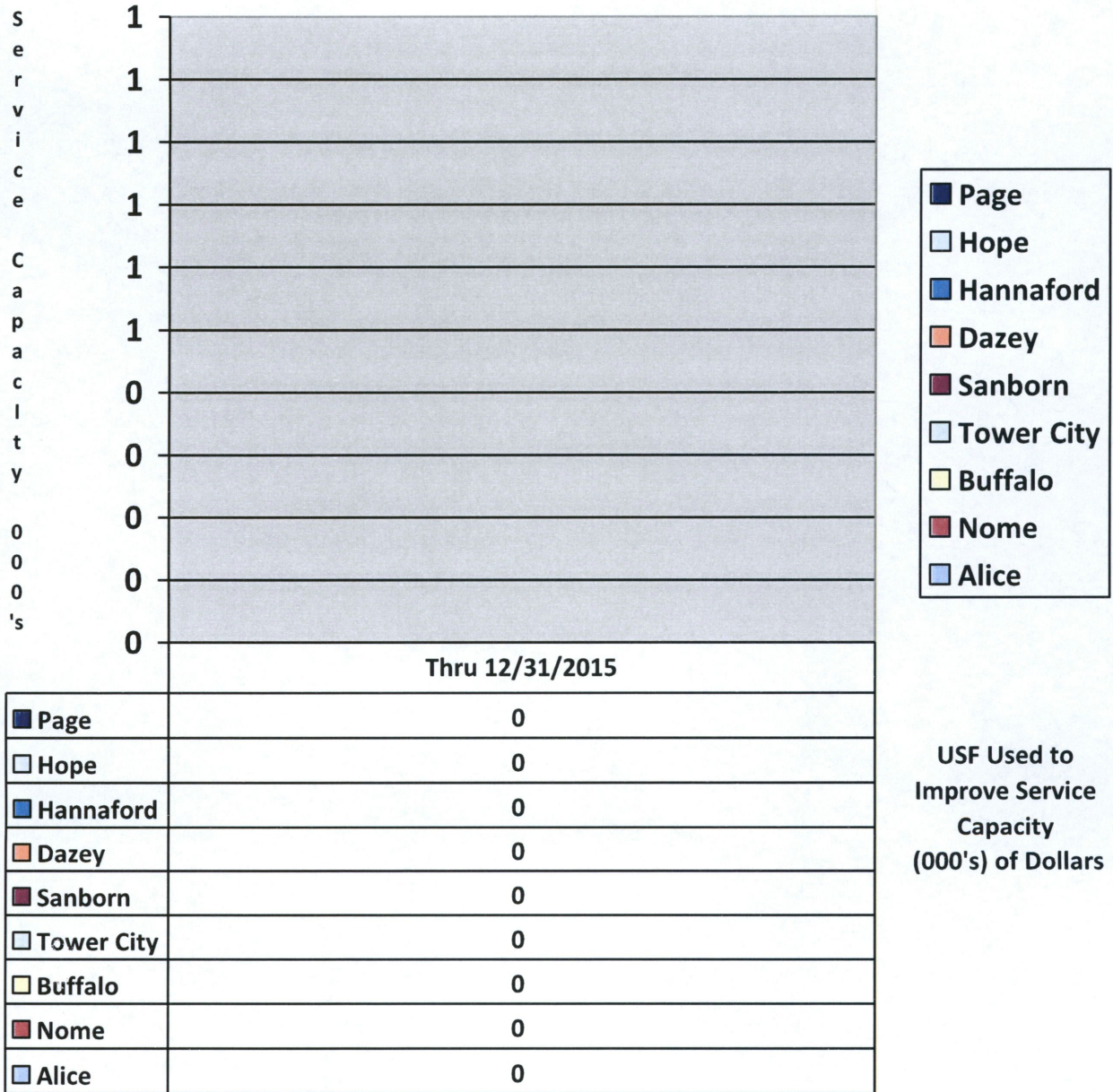
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**Inter-Community co Telephone Company, Inc.**  
**Line 3010 – Five-Year Service Quality Improvement Plan (Cont'd)**

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USF Used to Improve Service Capacity  
 (000's) of Dollars

**Inter-Community co Telephone Company, Inc.**  
**Line 3010 – Five-Year Service Quality Improvement Plan (Cont'd)**

Please note that the answers to lines 115, 116 and 117 overlap and are very difficult to differentiate. When you install or upgrade additional fiber and DLCs, you typically improve service quality, provide additional service coverage and increase service capacity. It is only an approximation to separately identify if the fiber and DSL increased service quality versus improving service coverage or increasing service capacity. There is an overlap in the responses for lines 115, 116 and 117. Since most of the Company's customers can receive 4/1, it is not typically increasing service coverage, but rather, it is generally service capacity and overall quality of service that is improved.

**EXPLANATION OF ACHIEVEMENT OF NETWORK IMPROVEMENT OBJECTIVES:**

Line 118 requests an explanation of reasons why network improvement targets were not achieved, if applicable, at the wire center level or census block, as appropriate. The company believes it is currently on track to meet the annual 2016 plan. Of course, circumstances for the remainder of the 5 year plan can change where it is not able to meet its network improvement objectives primarily for the following reasons (not in any particular order):

- 1) **Permits:** It is not possible to predict the ability to obtain all necessary permits, including easements and rights-of-way, within the five-year time-frame required to complete the capital expenditures included in the Company's five-year plan. Permits can be, and often are, delayed significantly by various governmental agencies and those delays are totally outside the control of the Company.
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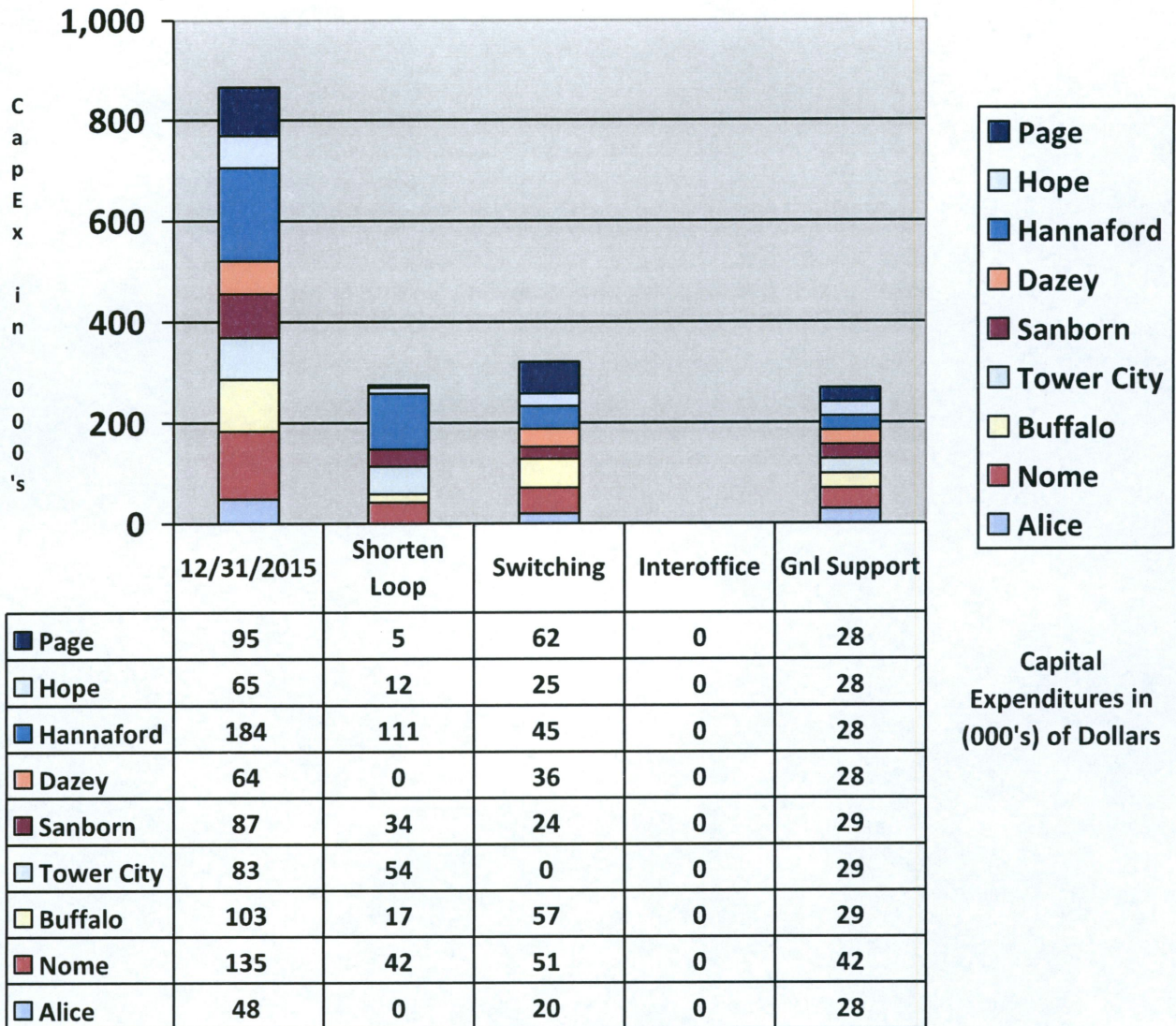
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**Line 3010 – Five-Year Service Quality Improvement Plan (Cont'd)**

**PROGRESS REPORT ON THE FIVE-YEAR PLAN:**

As described in the five-year plan, the Company provides service primarily through the use of fiber optic cable and electronics between the central offices and between the central offices and the subscriber terminal equipment (e.g., Digital Loop Carriers (“DLCs”)) in the field. Copper cable is still in use and most frequently, the last mile facilities are generally provided over copper. The Company has a certain amount of fiber-to-the-premise (“FTTP”) facilities, as well. It is the company’s intention to continue to install fiber optic cable and electronics, wherever feasible. The company has begun the transition from the TDM-based network to an IP-network and is continually assessing the most cost-effective technology solutions to provide our customers the services they request.

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**Inter-Community co Telephone Company, Inc.**  
**Line 3010 – Five-Year Service Quality Improvement Plan (Cont'd)**



Capital  
Expenditures in  
(000's) of Dollars

**Inter-Community co Telephone Company, Inc.**  
**Line 3010 – Five-Year Service Quality Improvement Plan (Cont'd)**

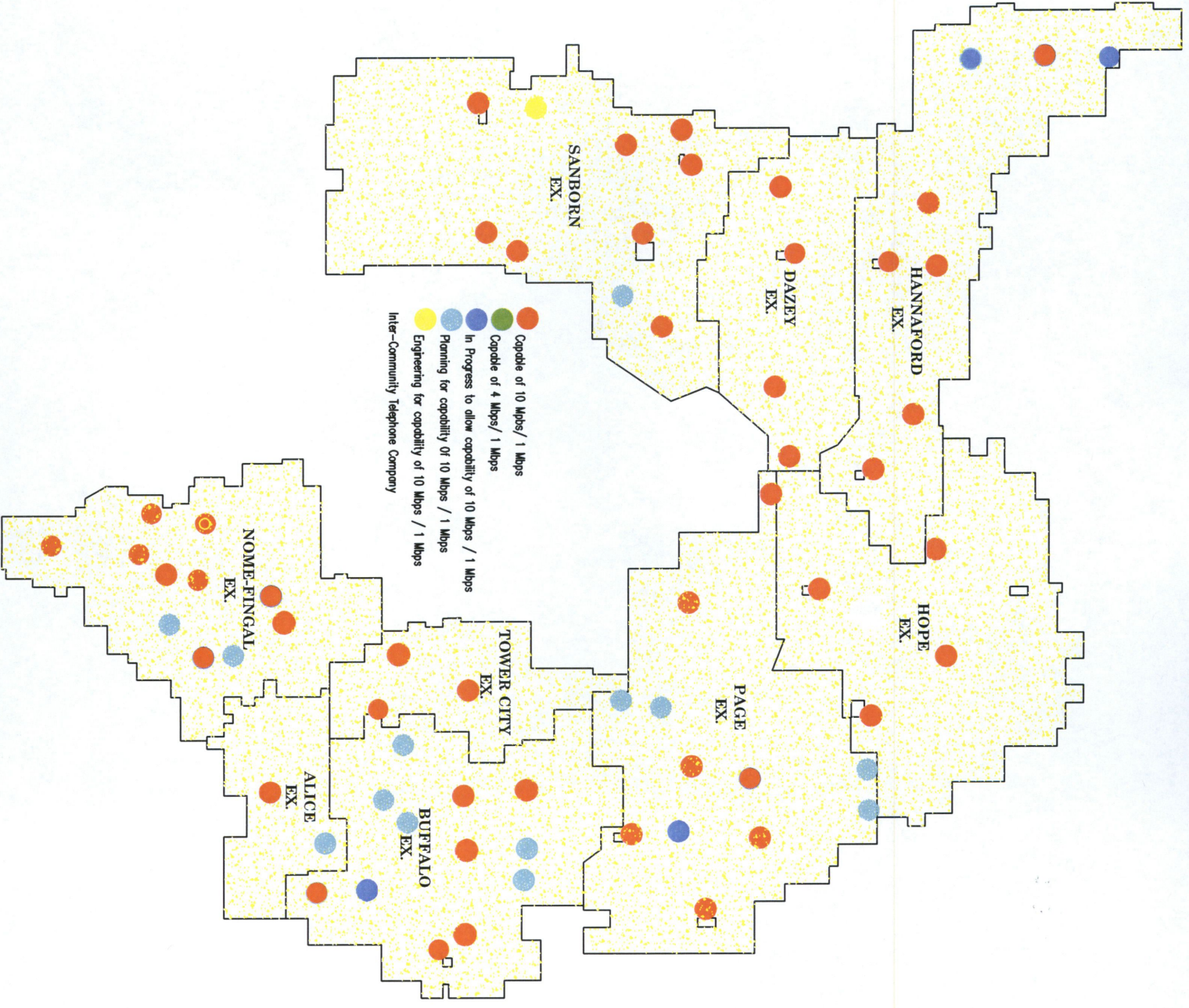
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**CONCLUSION:**

The company is doing an excellent job progressing on the five-year service quality improvement plan filed in 2014 with the FCC with the Form 481. The Company is continuing to improve and upgrade facilities in order to provide customers with the highest quality voice and broadband service in the most cost-effective manner. This includes shortening the length of the loops, as needed, in order to provide greater bandwidth to the customer, augmenting and upgrading the interexchange facilities, as needed, to provide greater speeds and sufficient facilities for special access circuits, including, but not limited to, dedicated facilities to wireless towers, modifying switching equipment, as needed, in order to provide the services and features desired by the customer, and adding/replacing general support equipment, as needed, in order to continue to operate as a company and provide service to the end user.

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[USAC Home](#) [High Cost Program](#) [Search Tools](#) [Form 481](#)

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## CONFIRMATION

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**Congratulations. Your filing has been successfully certified.**

Filing 2 was successfully certified on Tue 28 Jun 16 02:24:53 PM EDT by mjohnson@ictc.com .

SAC : 381616

498 ID : 143002207

Carrier Name : INTER-COMMUNITY TELEPHONE COMPANY

Program Year : 2017

A confirmation email will be sent to the email address on record for your user ID. Please email USAC at [HCCERTS@USAC.ORG](mailto:HCCERTS@USAC.ORG) if you do not receive this email within 24 hours.

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