FCC Form 481 - Carrier Annual Reporting Data Collection Form

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

<010>	Study Area Code	170171
<015>	Study Area Name	HICKORY TEL CO
<020>	Program Year	2018
<030>	Contact Name: Person USAC should contact with questions about this data	Terri Jeffers
<035>	Contact Telephone Number: Number of the person identified in data line <030>	7243562211 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	tlj@hky.com
	Form Type	54.313 and 54.422

(200) Service Outage Reporting (Voice)
Data Collection Form

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

<010>	Study Area Code	170171
<015>	Study Area Name	HICKORY TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Terri Jeffers
<035>	Contact Telephone Number - Number of person identified in data line <030>	7243562211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tlj@hky.com

<210> For the prior calendar year, were there any reportable voice service outages? No

<220>

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

(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	170171
<015>	Study Area Name	HICKORY TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Terri Jeffers
<035>	Contact Telephone Number - Number of person identified in data line <030>	7243562211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tlj@hky.com

<300> Unfulfilled service request (voice)

NA

<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband)

NA

<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	170171
<015>	Study Area Name	HICKORY TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Terri Jeffers
<035>	Contact Telephone Number - Number of person identified in data line <030>	7243562211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tlj@hky.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	170171
<015>	Study Area Name	HICKORY TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Terri Jeffers
<035>	Contact Telephone Number - Number of person identified in data line <030>	7243562211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tlj@hky.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	170171pa500.pdf
<515>	Certify compliance with applicable minimum service standards	

(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	170171
<015>	Study Area Name	HICKORY TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Terri Jeffers
<035>	Contact Telephone Number - Number of person identified in data line <030>	7243562211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tlj@hky.com
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	170171pa600.pdf

(700) Price Offerings including Voice Rate Data
Data Collection Form

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

<010>	Study Area Code	170171
<015>	Study Area Name	HICKORY TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Terri Jeffers
<035>	Contact Telephone Number - Number of person identified in data line <030>	7243562211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tlj@hky.com

<701>	Residential Local Service Charge Effective Date	1/1/2017
<702>	Single State-wide Residential Local Service Charge	1.0

<703>

<a1>	<a2>	<a3>	<b1>	<b2>	<b3>	<b4>	<b5>	<c>
State	**Exchange (ILEC)**	**SAC (CETC)**	**Rate Type**	**Residential Local Service Rate**	**State Subscriber Line Charge**	**State Universal Service Fee**	**Mandatory Extended Area Service Charge**	**Total per line Rates and Fees**

-- See attached worksheet --

(710) Broadbrand Price Offerings
Data Collection Form

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

<010>	Study Area Code	170171
<015>	Study Area Name	HICKORY TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Terri Jeffers
<035>	Contact Telephone Number - Number of person identified in data line <030>	7243562211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tlj@hky.com

<711>

<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>
State	**Exchange (ILEC)**	**Residential Rate**	**State Regulated Fees**	**Total Rate and Fees**	**Broadband Service - Download Speed (Mbps)**	**Broadband Service - Upload Speed (Mbps)**	**Usage Allowance (GB)**	**Usage Allowance Action Taken When Limit Reached {*select*}**
			-- See attached worksheet --					

(800) Operating Companies
Data Collection Form

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

<010>	Study Area Code	170171
<015>	Study Area Name	HICKORY TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Terri Jeffers
<035>	Contact Telephone Number - Number of person identified in data line <030>	7243562211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tlj@hky.com

<810>	Reporting Carrier	Hickory Telephone Company
<811>	Holding Company	Hickory Utility Services, Inc.
<812>	Operating Company	Hickory Telephone Company

<813>

<a1>	<a2>	<a3>
Affiliates	**SAC**	**Doing Business As Company or Brand Designation**

-- See attached worksheet --

(900) Tribal Lands Reporting
Data Collection Form

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

<010>	Study Area Code	170171
<015>	Study Area Name	HICKORY TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Terri Jeffers
<035>	Contact Telephone Number - Number of person identified in data line <030>	7243562211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tlj@hky.com

<900> Does the filing entity offer tribal land services? (Y/N) No

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

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

		Select Yes or No or Not Applicable
<921>	Needs assessment and deployment planning with a focus on Tribal community anchor institutions.	
<922>	Feasibility and sustainability planning;	
<923>	Marketing services in a culturally sensitive manner;	
<924>	Compliance with Rights of way processes	
<925>	Compliance with Land Use permitting requirements	
<926>	Compliance with Facilities Siting rules	
<927>	Compliance with Environmental Review processes	
<928>	Compliance with Cultural Preservation review processes	
<929>	Compliance with Tribal Business and Licensing requirements.	

(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	170171
<015>	Study Area Name	HICKORY TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Terri Jeffers
<035>	Contact Telephone Number - Number of person identified in data line <030>	7243562211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tlj@hky.com

<1000>	Voice services rate comparability certification	Yes
<1010>	Attach detailed description for voice services rate comparability compliance	170171pa1010.pdf 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	170171pa1030.pdf Name of Attached Document

(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	170171
<015>	Study Area Name	HICKORY TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Terri Jeffers
<035>	Contact Telephone Number - Number of person identified in data line <030>	7243562211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tlj@hky.com

<1100>	Certify whether terrestrial backhaul options exist (Y/N)	No
<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).	Yes

(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	170171
<015>	Study Area Name	HICKORY TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Terri Jeffers
<035>	Contact Telephone Number - Number of person identified in data line <030>	7243562211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tlj@hky.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website HTTP https://patel.org/wp-content/uploads/2015/11/tariff-147-Lifeline.pdf

"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. ✔

(2005) Price Cap Carrier Additional Documentation
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

<010>	Study Area Code	170171
<015>	Study Area Name	HICKORY TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Terri Jeffers
<035>	Contact Telephone Number - Number of person identified in data line <030>	7243562211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tlj@hky.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

<2011> 3rd Year Certification 47 CFR §54.313(b)(1)(ii) - Note that for the July 2017 certification, this applies to Round 2 recipients of Incremental Support.

<2022> Recipient certifies, representing year three 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 three - 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 three - 54.313(b)(2)(ii). Round 2 recipients only.

Name of Attached Document Listing Required Information

<2025A> Round 2 Recipient of Incremental Support?

<2025B> Attach geocoded Information for Phase I milestone reports (Round 2 for year three) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-73, paragraph 35 (May 22, 2013).

Name of Attached Document Listing Required Information

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

(2005) Price Cap Carrier Additional Documentation
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?

<2017C> Total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2016.

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

Name of Attached Document Listing Required Information

<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)(1)(ii)(C)

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

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

<010>	Study Area Code	170171
<015>	Study Area Name	HICKORY TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Terri Jeffers
<035>	Contact Telephone Number - Number of person identified in data line <030>	7243562211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tlj@hky.com

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

Progress Report on 5 Year Plan

(3009) Carrier certifies to 54.313(f)(1)(iii) — Yes - Attach Certification

(3010A) Certification of Public Interest Obligations {47 CFR § 54.313(f)(1)(i)}

(3010B) Please Provide Attachment — Name of Attached Document Listing Required Information: 170171pa3010.pdf

(3012A) Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)} — Yes - Attach New Community Anchors

(3012B) Please Provide Attachment — Name of Attached Document Listing Required Information: 170171pa3012.xlsm

(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) with Balance Sheet, Income Statement and Statement of Cash Flows — ✔

(3026) Attach the worksheet listing required information — Name of Attached Document Listing Required Information: 170171pa3026.pdf

(3005) Rate Of Return Carrier Additional Documentation (Continued)

Data Collection Form

FCC Form 481

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

July 2013

<010>	Study Area Code	170171
<015>	Study Area Name	HICKORY TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Terri Jeffers
<035>	Contact Telephone Number - Number of person identified in data line <030>	7243562211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tlj@hky.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	*********

Name of Attached Document Listing Required Information

(4005) Rural Broadband Experiment Additional Documentation Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013

<010>	Study Area Code	170171
<015>	Study Area Name	HICKORY TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Terri Jeffers
<035>	Contact Telephone Number - Number of person identified in data line <030>	7243562211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tlj@hky.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 _____

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013

<010>	Study Area Code	170171
<015>	Study Area Name	HICKORY TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Terri Jeffers
<035>	Contact Telephone Number - Number of person identified in data line <030>	7243562211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tlj@hky.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: HICKORY TEL CO

Signature of Authorized Officer: CERTIFIED ONLINE Date 06/06/2017

Printed name of Authorized Officer: Terri Jeffers

Title or position of Authorized Officer: Regulatory Director

Telephone number of Authorized Officer: 7243562211 ext.

Study Area Code of Reporting Carrier: 170171 Filing Due Date for this form: 07/03/2017

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.

Certification - Agent / Carrier **Data Collection Form**	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013

<010>	Study Area Code	170171
<015>	Study Area Name	HICKORY TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Terri Jeffers
<035>	Contact Telephone Number - Number of person identified in data line <030>	7243562211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tlj@hky.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:

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:

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:

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

(700) Price Offerings including Voice Rate Data
Data Collection Form

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

<010>	Study Area Code	170171
<015>	Study Area Name	HICKORY TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Terri Jeffers
<035>	Contact Telephone Number - Number of person identified in data line <030>	7243562211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tlj@hky.com

<701>	Residential Local Service Charge Effective Date	1/1/2017
<702>	Single State-wide Residential Local Service Charge	1.0

<703>

<a1>	<a2>	<a3>	<b1>	<b2>	<b3>	<b4>	<b5>	<c>
State	**Exchange (ILEC)**	**SAC (CETC)**	**Rate Type**	**Residential Local Service Rate**	**State Subscriber Line Charge**	**State Universal Service Fee**	**Mandatory Extended Area Service Charge**	**Total per line Rates and Fees**
PA	170171		FR	20.0	0.0	0.0	0.0	20.0

(710) Broadband Price Offerings
Data Collection Form

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

<010>	Study Area Code	170171
<015>	Study Area Name	HICKORY TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Terri Jeffers
<035>	Contact Telephone Number - Number of person identified in data line <030>	7243562211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tlj@hky.com

<711>

<a1> State	<a2> Exchange (ILEC)	<b1> Residential Rate	<b2> State Regulated Fees	<c> Total Rates and Fees	<d1> Broadband Service - Download Speed (Mbps)	<d2> Broadband Service -Upload Speed (Mbps)	<d3> Usage Allowance (GB)	<d4> Usage Allowance Action Taken When Limit Reached {select}
PA	170171	43.99	0.0	43.99	10.0	10.0	300	Other, speed limit or suspension
PA	170171	43.99	0.0	43.99	10.0	20.0	300	Other, speed limit or suspension
PA	170171	49.99	0.0	49.99	25.0	25.0	300	Other, speed limit or suspension
PA	170171	49.99	0.0	49.99	25.0	20.0	300	Other, speed limit or suspension
PA	170171	59.99	0.0	59.99	50.0	50.0	300	Other, speed limit or suspension
PA	170171	59.99	0.0	59.99	50.0	20.0	300	Other, speed limit or suspension
PA	170171	69.99	0.0	69.99	75.0	75.0	300	Other, speed limit or suspension
PA	170171	69.99	0.0	69.99	75.0	20.0	300	Other, speed limit or suspension
PA	170171	89.99	0.0	89.99	100.0	100.0	300	Other, speed limit or suspension

(800) Operating Companies
Data Collection Form

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

<010>	Study Area Code	170171
<015>	Study Area Name	HICKORY TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Terri Jeffers
<035>	Contact Telephone Number - Number of person identified in data line <030>	7243562211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tlj@hky.com

<810>	Reporting Carrier	Hickory Telephone Company
<811>	Holding Company	Hickory Utility Services, Inc.
<812>	Operating Company	Hickory Telephone Company

<813>

<a1>	<a2>	<a3>
Affiliates	**SAC**	**Doing Business As Company or Brand Designation**
Advanced Telephone Systems Inc		HTC Communications and ATS Mobile

HTC
Hickory Telephone Co.
75 Main Street • Hickory, PA • 15340 • 724-356-2211 • FAX: 724-356-4398

- I ackowledge that I have reviewed the company's CPNI policy as set forth:

- A password must be established to access customer call detail records over the phone
  - Call detail = the number called, the time of the call, location of the call, duration of the call.
  - If the customer does not know their password, CSR's may call the telephone number on file (but may only speak with the account holder or a person previously designated by the account holder). It can also be mailed to the address on file (must have been on file for 30 days). If they come in person, CSR's may ask for ID. Name and address on the ID must match that on the account.
  - If a customer mentions certain information, you may talk about the information that the customer has stated, even if they do not have a password, but only that particular information.
  - Business customers – information can be given to the name on the account (after authentication). If there is no name on the account, CPNI may be mailed to the address on file, or we can call the number on file.

- Any other requests for information (including TV and Internet services) must still be authenticated. If a CRS does not personally know the person, they must ask for account number (not phone number) and the customer must verify the balance on their last bill. If they come in to the office, they may show ID.

- Only the account holder, or those specified by the account holder may make changes to the account
  - Postcards must be mailed out if someone changes their address or password (postcard would be mailed to the previous address).

- We will not share information about customer accounts outside of Hickory Telephone Company and/or HTC Communications (HTC affiliates). However, we may share this information between the two. The customer has the right to instruct us not to share CPNI between HTC affiliates by contacting us at 724-356-2211 or sending a letter to HTC - 75 Main St. Hickory, PA. Customers are notified annually of this policy. They are also notified when they establish service.
  - CPNI opt out is listed under "Occupation" as no share. If they have opted out, CSR's may not talk to them about HTC Communications services (long distance, TV, Internet) unless they already have services from HTC Communications.

- In the case of a breach, Secret Service and FBI must be contacted via the web portal at www.fcc.gov/eb/cpni in no later than 7 days.
  - The customer must be notified 7 days AFTER law enforcement is advised.
  - The customer may be notified sooner, only in a case where irreparable harm would come to the customer if they were notified later.
  - Records must be kept for 2 years.

HTC
Hickory Telephone Co.
75 Main Street • Hickory, PA • 15340 • 724-356-2211 • FAX: 724-356-4398

- I acknowledge that I have reviewed the 2016 Consumer Complaint Summary.

Consumer Complaint Summary by Complaint Type – 2016	
Type of Consumer Complaint	***Complaints***
Improper access by employees	0
Improper disclosure to individuals not authorized to receive the information	0
Improper access to online information by individuals not authorized to view the information	0
Total Consumer Complaints	0

Name: Terri Jeffers Date: 2/8/17

Name: Paul Engel Date: 2/8/17

Name: James Schafer Date: 2/8/17

Name: [illegible] Treas Date: 2-8-17

HTC
Hickory Telephone Co.
75 Main Street • Hickory, PA • 15340 • 724-356-2211 • FAX: 724-356-4398

Identity Theft Prevention - Red Flag Report

In compliance with Federal Trade Commission rules, this report details the status of the Identity Theft Prevention Plan, signed into effect on September 10, 2008 by Hickory Telephone Company and HTC Communications (collectively HTC).

A. Effectiveness of HTC's policies and procedures in addressing the risk of identity theft in connection with the opening of covered accounts and with respect to existing covered accounts
   a. Since the plan's implementation, there have been no known incidents of identity theft or other breach of customer security. This includes both new and existing accounts.
   b. Employees have been trained to follow the procedures outlined in the Identity Theft Prevention Plan. HTC employees have the tools necessary to detect and handle any breaches of security that may occur in the future.
B. Service provider arrangements
   a. No arrangements have been made.
C. Significant incidents involving identity theft and management's response
   a. No incidents have occurred.
D. Recommendations for significant changes to the program.
   a. No changes are recommended at this time.

Administrator: Terri Jeffers

Signature: Terri Jeffers

Date: 5/30/17

HTC Hickory Telephone Co.
75 Main Street • Hickory, PA • 15340 • 724-356-2211 • FAX: 724-356-4398

Voice Services Rate Comparability

The Wireline Competition Bureau's most recent reasonable comparability benchmark for voice services is $49.51.

Hickory Telephone Company's single-line residential local rate is $20.00. With all fees included (FUSC, ARC, 911, and PA relay), the rate becomes $31.86.

Therefore, Hickory Telephone Company's pricing of fixed voice services is less than the reasonable comparability benchmark of $49.51.

HTC Hickory Telephone Co.
75 Main Street • Hickory, PA • 15340 • 724-356-2211 • FAX: 724-356-4398

Broadband Services Rate Comparability

The Wireline Competition Bureau's most recent reasonable comparability benchmark for broadband services is below.

Download Speed (Mbps)	Upload Speed (Mbps)	Usage Allowance (GB)	Benchmark
10[11]	1	100	$69.14
10	1	150	$71.17
10	1	250	$73.72
10	1	Unlimited	$75.20
25[12]	5	250	$87.76
25	5	Unlimited	$89.24

Hickory Telephone Company's rates are below.

(711b1) Residential Rate	(711b2) State Regulated Fees	(711c) Total Rate and Fees	(711d1) Broadband Service - Download Speed(Mbps)	(711d2) Broadband Service - Upload Speed(Mbps)
43.99	0	43.99	10	10
43.99	0	43.99	10	20
49.99	0	49.99	25	25
49.99	0	49.99	25	20
59.99	0	59.99	50	50
59.99	0	59.99	50	20
69.99	0	69.99	75	75
69.99	0	69.99	75	20
89.99	0	89.99	100	100

HTC Hickory Telephone Co.
75 Main Street • Hickory, PA • 15340 • 724-356-2211 • FAX: 724-356-4398

Progress Report on 5 Year Plan - Milestone Certification

At this time, Hickory's network is completely upgraded to support broadband at speeds which exceed the 4 Mbps / 1 Mbps requirement. The Company can provide 75 Mbps /20 Mbps to 100% of the service area.