

**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 | 339001 |
| <015> | Study Area Name | CTC TELCOM, INC. |
| <020> | Program Year | 2018 |
| <030> | Contact Name: Person USAC should contact with questions about this data | Brooke Grimshaw |
| <035> | Contact Telephone Number: Number of the person identified in data line <030> | 7192664334 ext. |
| <039> | Contact Email Address: Email of the person identified in data line <030> | bgrimshaw@tcatel.com |
| | Form Type | 54.313 and 54.422 |

| | | |
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| <020> | Program Year | 2018 |
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No

Page 2

(300) Unfulfilled Service Request
Data Collection Form

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July 2013

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| <039> | Contact Email Address - Email Address of person identified in data line <030> | bgrimshaw@tcatel.com |

<300> Unfulfilled service request (voice)

NA

<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband)

<330> Detail on attempts (broadband)

Name of Attached Document

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

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July 2013

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| <039> | Contact Email Address - Email Address of person identified in data line <030> | bgrimshaw@tcatel.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. <div>Offered only fixed voice</div> | |
| <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. | |
| <440> | Complaints per 1000 customers for fixed broadband | |
| <450> | Complaints per 1000 customers for mobile broadband | |

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

FCC Form 481
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| <039> | Contact Email Address - Email Address of person identified in data line <030> | bgrimshaw@tcatel.com |
| <500> | Certify compliance with applicable service quality standards and consumer protection rules | Yes |
| 339001WI0510.pdf | | |
| <510> | Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance | |
| <515> | Certify compliance with applicable minimum service standards | |

(600) Functionality in Emergency Situations
Data Collection Form

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| <039> | Contact Email Address - Email Address of person identified in data line <030> | bgrimshaw@tcatel.com |
| <600> | Certify compliance regarding ability to function in emergency situations | Yes |
| <610> | Descriptive document for Functionality in Emergency Situations | 339001WI0610.pdf |

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| | | |
|-------|--|----------|
| <701> | Residential Local Service Charge Effective Date | 1/1/2017 |
| <702> | Single State-wide Residential Local Service Charge | 19.95 |

[illegible]

| | | |
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[illegible]

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| <039> | Contact Email Address - Email Address of person identified in data line <030> | bgrimshaw@tcatel.com |
| <810> | Reporting Carrier | CTC Telcom Inc dba Mosaic |
| <811> | Holding Company | Name Not Available |
| <812> | Operating Company | CTC Telcom Inc dba Mosaic |

[illegible]

(900) Tribal Lands Reporting
Data Collection Form

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| <039> | Contact Email Address - Email Address of person identified in data line <030> | bgrimshaw@tcatel.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:

- <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.

| Select Yes or No or Not Applicable |
|--|
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(1000) Voice and Broadband Service Rate Comparability
Data Collection Form

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| <039> | Contact Email Address - Email Address of person identified in data line <030> | bgrimshaw@tcatel.com |

<1000> Voice services rate comparability certification Yes

<1010> Attach detailed description for voice services rate comparability compliance

Name of Attached Document

<1020> Broadband comparability certification

<1030> Attach detailed description for broadband comparability compliance

Name of Attached Document

(1100) No Terrestrial Backhaul Reporting
Data Collection Form

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<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).

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

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339001WI1210.pdf

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP

"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 ETOs 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, | <input checked="" type="checkbox"/> |
| <1222> Details on the number of minutes provided as part of the plan, | <input checked="" type="checkbox"/> |
| <1223> Additional charges for toll calls, and rates for each such plan. | <input checked="" type="checkbox"/> |

(2005) Price Cap Carrier Additional Documentation

Data Collection Form

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

FCC Form 481

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| <039> | Contact Email Address - Email Address of person identified in data line <030> | bgrimshaw@tcotel.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

| | | |
|---|---|---|
| <p><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.</p> <p><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.</p> <p><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.</p> <p><2024A> Round 2 Recipient of Incremental Support?</p> <p><2024B> Attach list of census blocks indicating where funding was spent in year three - 54.313(b)(2)(ii). Round 2 recipients only.</p> <p><2025A> Round 2 Recipient of Incremental Support?</p> <p><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).</p> <p><2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)</p> | <div style="border: 1px solid black; height: 20px; width: 100px; margin-bottom: 10px;"></div> <div style="border: 1px solid black; height: 20px; width: 100px; margin-bottom: 10px;"></div> <div style="border: 1px solid black; height: 20px; width: 100px; margin-bottom: 10px;"></div> <div style="border: 1px solid black; height: 20px; width: 100px; margin-bottom: 10px;"></div> <div style="border: 1px solid black; height: 20px; width: 100px; margin-bottom: 10px;"></div> <div style="border: 1px solid black; height: 20px; width: 100px; margin-bottom: 10px;"></div> | <div style="border: 1px solid black; height: 60px; width: 150px; margin-bottom: 10px;"></div> <div style="border: 1px solid black; height: 60px; width: 150px; margin-bottom: 10px;"></div> <div style="border: 1px solid black; height: 60px; width: 150px; margin-bottom: 10px;"></div> |
|---|---|---|

Name of Attached Document Listing Required Information

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(2005) Price Cap Carrier Additional Documentation
 Data Collection Form
 Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481
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Price Cap Carrier Connect America IOC 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)

| | | |
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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.

| | | |
|---------|---|---|
| (3009) | Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii) | |
| (3010A) | Certification of Public Interest Obligations (47 CFR § 54.313(f)(1)(i)) | |
| (3010B) | Please Provide Attachment | Name of Attached Document Listing Required Information <div style="border: 1px solid black; width: 200px; height: 20px;"></div> |
| (3012A) | Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii)) | |
| (3012B) | Please Provide Attachment | Name of Attached Document Listing Required Information <div style="border: 1px solid black; width: 200px; height: 20px;"></div> |
| (3013) | Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2)) | <input type="radio"/> Yes <input type="radio"/> No |
| (3014) | If yes, does your company file the RUS Annual report | (Yes/No) <input type="radio"/> Yes <input type="radio"/> 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) | <input type="checkbox"/> |
| (3016) | Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows | <input type="checkbox"/> |
| (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 <div style="border: 1px solid black; width: 200px; height: 20px;"></div> |
| (3018) | If the response is no on line 3014, is your company audited? | (Yes/No) <input type="radio"/> Yes <input type="radio"/> 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 | <input type="checkbox"/> |
| (3020) | Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows | <input type="checkbox"/> |
| (3021) | Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit. | <input type="checkbox"/> |
| | 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 | <input type="checkbox"/> |
| (3023) | Underlying information subjected to a review by an independent certified public accountant | <input type="checkbox"/> |
| (3024) | Underlying information subjected to an officer certification. | <input type="checkbox"/> |
| (3025) | Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows | <input type="checkbox"/> |
| (3026) | Attach the worksheet listing required information | Name of Attached Document Listing Required Information <div style="border: 1px solid black; width: 200px; height: 20px;"></div> |

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

FCC Form 481

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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

(4005) Rural Broadband Experiment Additional Documentation
Data Collection Form

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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 - Agent / Carrier Data Collection Form | FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013 |
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TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

| Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier | |
|--|--|
| I certify that (Name of Agent) <u>TCA, Inc</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate. | |
| Name of Authorized Agent: | <u>TCA, Inc</u> |
| Name of Reporting Carrier: | <u>CTC TELCOM, INC.</u> |
| Signature of Authorized Officer: | <u>CERTIFIED ONLINE</u> Date: <u>06/19/2017</u> |
| Printed name of Authorized Officer: | <u>Neal Behn</u> |
| Title or position of Authorized Officer: | <u>CEO</u> |
| Telephone number of Authorized Officer: | <u>7154585400 ext.</u> |
| Study Area Code of Reporting Carrier: | <u>339001</u> Filing Due Date for this form: <u>07/03/2017</u> |
| 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: | <u>CTC TELCOM, INC.</u> |
| Name of Authorized Agent Firm: | <u>TCA, Inc</u> |
| Signature of Authorized Agent or Employee of Agent: | <u>CERTIFIED ONLINE</u> Date: <u>06/19/2017</u> |
| Name of Authorized Agent Employee: | <u>Brooke Grimshaw</u> |
| Title or position of Authorized Agent or Employee of Agent | <u>Senior Financial Consultant</u> |
| Telephone number of Authorized Agent or Employee of Agent: | <u>7192664334 ext.</u> |
| Study Area Code of Reporting Carrier: | <u>339001</u> Filing Due Date for this form: <u>07/03/2017</u> |
| 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

FCC Form 481 Certifications

FCC Form 481 Lines 510

CTC Telecom, Inc

SAC 339001

Line 510: Service Quality Standards & Consumer Protection Rules Compliance

Service Quality Standards

The Company complies with the service quality standards set forth in the following sections of the rules of the Wisconsin Public Service Commission (WI PSC):

- WI Admin Code Chapter PSC 165 Standards for Telecommunications Service

Consumer Protection Rules

The company complies with the following consumer protection rules:

- FCC rules regarding (1) Verification of orders for telecommunications service as required of submitting carriers {47 CFR §64.1100}, (2) Truth-in-Billing Requirements {47 CFR §64.2400}, and (3) 47 C.F.R. § Part 64 Subpart U, Customer Proprietary Network Information
- Federal Trade Commission 16 C.F.R. §681, Identity Theft Red Flags
- All consumer protection rules found in WI Admin Code Chapter PSC 165

FCC Form 481 Certifications

FCC Form 481 Lines 610

CTC Telecom, Inc

SAC 339001

Line 610: Functionality in Emergency Situations

- The Company has made reasonable provisions to meet emergencies resulting from power failures; sudden and prolonged increases in traffic; staff shortages; and fire, storm, and acts of god. These provisions include, but are not limited to, installing adequate battery reserve capacity where needed, training personnel in appropriate emergency procedures and maintaining the ability to reroute traffic around damaged facilities. FCC rule 47 CFR §54.202(a), WI Admn. Code PSC 165.065 (Emergency Operations).

| | |
|---|---|
| (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 |
|---|---|

July 2013

| | | |
|-------|---|----------------------|
| <010> | Study Area Code | 339001 |
| <015> | Study Area Name | CTC TELCOM, INC. |
| <020> | Program Year | 2018 |
| <030> | Contact Name - Person USAC should contact regarding this data | Brooke Grimshaw |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 7192664334 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | bgrimshaw@tcatel.com |

| | | |
|-------|--|----------|
| <701> | Residential Local Service Charge Effective Date | 1/1/2017 |
| <702> | Single State-wide Residential Local Service Charge | 19.95 |

<703>

[illegible]

| | |
|---------------------------|---|
| (800) Operating Companies | FCC Form 481 |
| Data Collection Form | OMB Control No. 3060-0986/OMB Control No. 3060-0819 |
| | July 2013 |

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

July 2013

| | | |
|-------|---|---------------------------|
| <010> | Study Area Code | 339001 |
| <015> | Study Area Name | CTC TELCOM, INC. |
| <020> | Program Year | 2018 |
| <030> | Contact Name - Person USAC should contact regarding this data | Brooke Grimshaw |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 7192664334 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | bgrimshaw@tcatel.com |
| <810> | Reporting Carrier | CTC Telcom Inc dba Mosaic |
| <811> | Holding Company | Name Not Available |
| <812> | Operating Company | CTC Telcom Inc dba Mosaic |

[illegible]

FCC Form 481 Certifications

FCC Form 481 Line 1210

CTC Telecom, Inc.

SAC 339001

Line 1210: Lifeline Terms and Conditions

Lifeline subscribers receive a discount of \$10.00, \$9.25 federal and \$0.75 state, which can be applied to any regular plan rate (see attached).