REDACTED FOR PUBLIC INSPECTION

Your business
is our business.

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

June 26, 2017

Via Hand Delivery

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Washington, DC 20554

Re: WC Docket No. 14-58
2017 ETC Annual Report of Arkwest Communications, Inc.
Study Area Code 401734

Dear Ms. Dortch:

On behalf of Arkwest Communications, Inc. ("Company"), JSI files the attached confidential version of the FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission's rules.[1] Company seeks confidential treatment under Protective Order for section 54.313(f)(2) financial information.[2] The redacted version is being filed this date via the FCC's Electronic Comment Filing System.

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall
JSI Vice President
301-459-7590
jkuykendall@jsitel.com

[1] 47 C.F.R. §§ 54.313, 54.422.
[2] *Connect America Fund et al.*, WC Docket Nos. 10-90 and 14-58, Protective Order, DA 16-296 rel. March 22, 2016 (Protective Order). 47 C.F.R. § 54.313(f)(2).

FCC Form 481 - Carrier Annual Reporting Data Collection Form

REDACTED FOR PUBLIC INSPECTION

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

<010>	Study Area Code	401734
<015>	Study Area Name	ARKWEST COMM., INC.
<020>	Program Year	2018
<030>	Contact Name: Person USAC should contact with questions about this data	Carmen Adair
<035>	Contact Telephone Number: Number of the person identified in data line <030>	4794954217 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	carmen@arkwest.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	401734
<015>	Study Area Name	ARKWEST COMM., INC.
<020>	Program Year	2018
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<039>	Contact Email Address - Email Address of person identified in data line <030>	carmen@arkwest.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

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<015>	Study Area Name	ARKWEST COMM., INC.
<020>	Program Year	2018
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<035>	Contact Telephone Number - Number of person identified in data line <030>	4794954217 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	carmen@arkwest.com

<300> Unfulfilled service request (voice) 0

<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband) 0

<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	401734
<015>	Study Area Name	ARKWEST COMM., INC.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Carmen Adair
<035>	Contact Telephone Number - Number of person identified in data line <030>	4794954217 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	carmen@arkwest.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	0.4105
<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	401734
<015>	Study Area Name	ARKWEST COMM., INC.
<020>	Program Year	2018
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<035>	Contact Telephone Number - Number of person identified in data line <030>	4794954217 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	carmen@arkwest.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	401734ar510.pdf
<515>	Certify compliance with applicable minimum service standards	

(600) Functionality in Emergency Situations
Data Collection Form

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

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<035>	Contact Telephone Number - Number of person identified in data line <030>	4794954217 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	carmen@arkwest.com
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	401734ar610.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

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<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Carmen Adair
<035>	Contact Telephone Number - Number of person identified in data line <030>	4794954217 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	carmen@arkwest.com

<701>	Residential Local Service Charge Effective Date	1/1/2017
<702>	Single State-wide Residential Local Service Charge	18.08

<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	401734
<015>	Study Area Name	ARKWEST COMM., INC.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Carmen Adair
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<039>	Contact Email Address - Email Address of person identified in data line <030>	carmen@arkwest.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

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<015>	Study Area Name	ARKWEST COMM., INC.
<020>	Program Year	2018
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<035>	Contact Telephone Number - Number of person identified in data line <030>	4794954217 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	carmen@arkwest.com

<810>	Reporting Carrier	Arkwest Communications, Inc.
<811>	Holding Company	Spectracomm, Inc.
<812>	Operating Company	Arkwest Communications, Inc.

<813>	<a1>	<a2>	<a3>
	Affiliates	**SAC**	**Doing Business As Company or Brand Designation**

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(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	401734
<015>	Study Area Name	ARKWEST COMM., INC.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Carmen Adair
<035>	Contact Telephone Number - Number of person identified in data line <030>	4794954217 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	carmen@arkwest.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	401734
<015>	Study Area Name	ARKWEST COMM., INC.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Carmen Adair
<035>	Contact Telephone Number - Number of person identified in data line <030>	4794954217 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	carmen@arkwest.com

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

(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	401734
<015>	Study Area Name	ARKWEST COMM., INC.
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<030>	Contact Name - Person USAC should contact regarding this data	Carmen Adair
<035>	Contact Telephone Number - Number of person identified in data line <030>	4794954217 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	carmen@arkwest.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).	

(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	401734
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<035>	Contact Telephone Number - Number of person identified in data line <030>	4794954217 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	carmen@arkwest.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

401734ar1210.pdf

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 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	401734
<015>	Study Area Name	ARKWEST COMM., INC.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Carmen Adair
<035>	Contact Telephone Number - Number of person identified in data line <030>	4794954217 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	carmen@arkwest.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)

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(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	401734
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<030>	Contact Name - Person USAC should contact regarding this data	Carmen Adair
<035>	Contact Telephone Number - Number of person identified in data line <030>	4794954217 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	carmen@arkwest.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: 401734ar3010.pdf

(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: 401734ar3017.pdf

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

If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:

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

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(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	401734
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<035>	Contact Telephone Number - Number of person identified in data line <030>	4794954217 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	carmen@arkwest.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

[redacted]

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	401734
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<039>	Contact Email Address - Email Address of person identified in data line <030>	carmen@arkwest.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	401734
<015>	Study Area Name	ARKWEST COMM., INC.
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<035>	Contact Telephone Number - Number of person identified in data line <030>	4794954217 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	carmen@arkwest.com

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

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

I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.

Name of Reporting Carrier:

Signature of Authorized Officer: Date

Printed name of Authorized Officer:

Title or position of Authorized Officer:

Telephone number of Authorized Officer:

Study Area Code of Reporting Carrier: Filing Due Date for this form:

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

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	401734
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<035>	Contact Telephone Number - Number of person identified in data line <030>	4794954217 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	carmen@arkwest.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) JSI **is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.**

Name of Authorized Agent: JSI

Name of Reporting Carrier: ARKWEST COMM., INC.

Signature of Authorized Officer: CERTIFIED ONLINE Date: 06/26/2017

Printed name of Authorized Officer: PT Sanders

Title or position of Authorized Officer: President and G.M.

Telephone number of Authorized Officer: 4794954200 ext.

Study Area Code of Reporting Carrier: 401734 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.

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: ARKWEST COMM., INC.

Name of Authorized Agent Firm: JSI

Signature of Authorized Agent or Employee of Agent: CERTIFIED ONLINE Date: 06/26/2017

Name of Authorized Agent Employee: Lisa A. McLaughlin

Title or position of Authorized Agent or Employee of Agent Consultant

Telephone number of Authorized Agent or Employee of Agent: 5123380473 ext.

Study Area Code of Reporting Carrier: 401734 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.

Attachments

Arkwest Communications, Inc.

Study Area Code: 401734

Response to Line 510 - Service Quality Standards and Consumer Protection Rules Compliance – Voice and Broadband

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

Arkwest Communications, Inc. ("Company") hereby certifies that it is complying with applicable service quality standards and consumer protection rules related to voice service. The Company complies with current service quality and consumer protection provisions under state and federal law. These provisions include, but are not limited to, the following: 1) rules prohibiting discrimination and retaliation[4]; 2) the responsibility for safe and adequate service[5]; 3) customer relations requirements including directory listings, customer service, and complaint

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

[2] *Id.* at para. 28.

[3] *Id.* at n. 72.

[4] Arkansas Public Service Commission Telecommunications Providers Rules, Section 1.05 and 1.06

[5] *Id.* at Section 1.10.

procedures[6]; 4) billing regulations[7]; 5) suspension, termination and reconnection regulations[8]; 6) service standards affecting additions, changes, repairs, service interruptions and emergency response to outages[9]; 7) minimum grade of service[10]; 8) maintenance of service provisions[11]; 9) quality standards[12]; 10) federal Truth-in-Billing Rules at 47 CFR § 64.2401; and 11) CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

For its broadband service, the Company hereby certifies that while there are no applicable state broadband service quality standards and consumer protection rules yet established by the Arkansas Public Service Commission, the Company discloses rates, terms and conditions on its public web site and the Company complies with applicable federal and state customer protection standards generally applicable to all businesses operating in Arkansas. In addition, the Company adheres to consumer protection obligations for broadband services under federal law. These obligations include, but are not limited to, the following: public disclosure of accurate information regarding network management practices, performance, and commercial terms of broadband internet access services; as a means of providing sufficient information for consumers to make informed choices regarding use of such services, and for content, application, service and device providers to develop, market, and maintain internet offerings as specified in F.C.C. 47 C.F.R. Part

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[6] *Id.* at Section 2.

[7] *Id.* at Section 5.

[8] *Id.* at Section 6.

[9] *Id.* at Section 8.

[10] *Id.* at Section 9.06.

[11] *Id.* at Section 10.

[12] *Id.* at Section 11.

8 §8.3. The Company furthermore will comply with all requirements set forth in the *2015 Open Internet Order*, as it applies to the Company.

Arkwest Communications, Inc.

Study Area Code: 401734

Response to Line 610 - Ability to Function in Emergency Situations – Voice and Broadband

Arkwest Communications, Inc. ("Company") hereby certifies that it is able to function in emergency situations as set forth in the Code of Federal Regulations, Title 47, Part 54, Subpart C, §54.202(a)(2).[1] The Company's network is designed to remain functional in emergency situations without an external power source, supporting both voice and broadband service. The Company is also able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). The Company can change call routing translations as needed to reroute voice traffic around damaged facilities. Changing call routing translations also allows the Company to manage traffic spikes throughout its network, as emergency situations require.

Specifically related to the provisioning of voice service, the Company is able to function under emergency operations in accordance with numerous Arkansas Public Service Commission Telecommunications Providers Rules, which include the following subparts specific to emergency operations and adequacy of equipment:

1. Section 1.10. Safe and adequate service
2. Section 8.03. Emergency Repair Service
3. Section 8.04. Emergency Response to Outages
4. Section 10.01 Restoration of Service

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

5. Section 10.02 Inspection and Repair of Plant Facilities
6. Section 10.03 Central Office Maintenance Program
7. Section 10.05 Local Exchange Carrier Testing Responsibility
8. Section 10.07 Electrical Power Influence
9. Section 10.08 System and Equipment Protection
10. Section 11.01 Adequate Facilities
11. Section 11.06 Emergency Power Operations

These rules require telecommunications service providers to test and maintain their networks and facilities so as to render safe, efficient, and continuous service, and to make adequate provision for emergencies in order to prevent interruption of continuous telecommunications service. The Arkansas rules also require that telecommunications service providers equip their central offices with an emergency power source, either on the premises or wired to permit connection of a mobile power unit that is available on short notice with minimal travel time. The Company complies with all of the aforementioned regulations.

REDACTED FOR PUBLIC INSPECTION

(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	401734
<015>	Study Area Name	ARKWEST COMM., INC.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Carmen Adair
<035>	Contact Telephone Number - Number of person identified in data line <030>	4794954217 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	carmen@arkwest.com

<701>	Residential Local Service Charge Effective Date	1/1/2017
<702>	Single State-wide Residential Local Service Charge	18.08

<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**
AR	All		FR	18.0	0.0	1.08	0.0	19.08

REDACTED FOR PUBLIC INSPECTION

(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	401734
<015>	Study Area Name	ARKWEST COMM., INC.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Carmen Adair
<035>	Contact Telephone Number - Number of person identified in data line <030>	4794954217 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	carmen@arkwest.com

<711>

<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>
State	**Exchange (ILEC)**	**Residential Rate**	**State Regulated Fees**	Total Rates and Fees	**Broadband Service - Download Speed (Mbps)**	Broadband Service -Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached {select}
AR	All	34.95	0.0	34.95	10.0	1.0	999999.0	Other, Unlimited Usage
AR	All	49.95	0.0	49.95	20.0	2.0	999999.0	Other, Unlimited Usage
AR	All	59.95	0.0	59.95	30.0	3.0	999999.0	Other, Unlimited Usage
AR	All	79.95	0.0	79.95	50.0	5.0	999999.0	Other, Unlimited Usage

Arkwest Communications, Inc.

Study Area Code: 401734

Rates, Terms and Conditions for Lifeline Service

(Response to Form 481, Line 1210)

Local exchange service rates and charges as specified below are for basic local exchange service, including Tone Dialing Service, and facilities only. The rates for other ancillary services not specifically shown below are presented in Arkwest Communications Inc.'s tariff(s) on file with the Arkansas Public Service Commission. Unless otherwise specified, the rates and charges quoted below are for a period of one month, payable in advance and provide unlimited flat rate calling within the local exchange calling scope.

Residential Local Exchange Access Line Rates are provided in Line 700 included herein this ETC Annual Report. The residential local service rates listed in Line 700 do not include all mandatory taxes, fees and surcharges, including, but not limited to, state and local taxes, 9-1-1 fees and municipal franchise fees. Qualified Lifeline customers are eligible for Lifeline credits or discounts as outlined in the attached Lifeline tariff.

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(AT) customers and deposited as special revenues in the State Treasury to the credit of the Telecommunications Equipment Fund. The Company concurs in the tariffed rates and charges approved for Southwestern Bell Telephone Company in Section 19 of its General Exchange Tariff and in any future amendment or revisions to such tariff approved by the Commission. See
(AT) Section X, Concurrence.

(cT/JYTF) 9. LIFELINE ASSISTANCE PROGRAM

9.1. General

9.1.1. The Lifeline Assistance Program provides for a federal credit equal to 100% of the Interstate Subscriber Line Charge and a $2.75 local service reduction.

9.1.2. The discounts apply to monthly recurring rates for qualifying residential customers.

9.1.3. Discounts are applied to rates and charges for residential telephone service.

9,2. Regulations

9.2.1. Regulations specified in Section VII of this tariff or rate schedule apply to Lifeline Service.

9.22. Lifeline Service is available only with residence service, excluding foreign exchange service.

9.2.3. Lifeline Service is limited to one line per household at the customers primary residence.

924. The named subscriber to the local telecommunications service must

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(RT)(AT) 9. LIFELINE ASSISTANCE PROGRAM

9.1 General

9.1.1 This tariff is effective on the date the new FCC rules on Lifeline become effective. Until that time, the existing Lifeline tariff of this ETC remains effective.

9.1.2 The Lifeline Assistance Program (hereinafter "Lifeline") is a retail local service offering designed to make telephone service available at reduced rates to qualifying low-income customers. Lifeline provides for a federal credit equal to 100% of the Interstate Subscriber Line Charge and a $1.75 local service reduction.

9.1.3 The discounts apply to monthly recurring rates for qualifying residential customers.

9.1.4 Discounts are applied to rates and charges for residential telephone service.

9.1.5 The Lifeline Program rate reductions do not apply to long distance service, class services, special features, and other ancillary services which may or may not be tariffed. Eligible customer may obtain these services, where available, at their discretion.

9.1.6 The Lifeline Program rate reductions do not apply to service connections charges, however, a customer may qualify and receive assistance under the Link-up program as set forth in this ETC's tariff, independently of the Lifeline program.

9.1.7 A customer eligible for the Lifeline program is automatically eligible for the Link-up program. However, a customer may qualify and receive assistance under the Link-up program independently of the Lifeline program.

9.1.8 This ETC will implement all special disconnect procedures required for Lifeline customers.

9.1.9 This ETC shall not charge Lifeline customers with a monthly Number-Portability charge.

9.1.10 This ETC shall offer toll blocking to all qualifying applicants at the time such consumers subscribe to Lifeline service. If the consumer elects to receive toll blocking, that service shall become part of that consumer's Lifeline service. The customer is under no obligation to accept the subscription to toll blocking.

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(AT) 9. LIFELINE ASSISTANCE PROGRAM (cont)

9.1.11 This ETC shall not collect a service deposit in order to initiate Lifeline service, if the qualifying consumer voluntarily elects toll blocking, where available, otherwise, this ETC may charge a service deposit in the ordinary course of business.

9.2 DESIGNATED LIFELINE PROGRAM SERVICE

9.2.1 General

9.2.1.1 Certain telephone services are specifically part of Lifeline service. Other services are optional. This ETC has a specific Lifeline offering.

9.2.2 This ETC shall offer the following services or functionalities defined to be qualified or designated, Lifeline program services:

1. Single party service
2. Local usage
3. Voice-grade access to the public network
4. Dual tone multi-frequency (DTMF) signaling or its functional equivalent
5. Access to emergency services
6. Access to operator services
7. Access to interexchange services
8. Access to directory assistance services
9. Toll blocking service

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(AT) 9. LIFELINE ASSISTANCE PROGRAM (cont)

9.3 REGULATIONS

9.3.1 All the telecommunications provider rules and general tariffs of this company apply to lifeline service unless specifically in conflict with this Section and schedule

9.3.2 Lifeline Service is available only with residence services, excluding foreign exchange service.

9.3.3 Lifeline Service is limited to one line per household at the customer's primary residence.

9.4 QUALIFICATIONS

9.4.1 General

9.4.1.1 To qualify for lifeline service, applicants must be participants in certain governmental programs or qualify through a low income threshold.

9.4.2 Qualification through Governmental Program Participation

9.4.2.1 To qualify for lifeline service through governmental program participation applicants must participate in at least one (1) of the following governmental programs:

1. Department of Housing and Urban Development
2. Medicaid
3. Food Stamps
4. Supplemental Security Income (SSI)
5. Federal Public Housing Assistance Program
6. Low Income Home Energy Assistance Program
7. Temporary Assistance for Needy Families (TANF)
8. National School Lunch (NSL) Program's Free Lunch Program

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(AT) 9. LIFELINE ASSISTANCE PROGRAM (cont)

9.4.3 Qualification through low income eligibility

9.4.3.1. To qualify through low income eligibility, the applicant's income as defined in Sec. 54.400(f) must be at or below 135% of the federal poverty guidelines.

9.5 CERTIFICATION

9.5.1 General

9.5.1.1 Applicants for lifeline must meet the eligibility guidelines. A certification process shall be used to ensure only eligible applicants receive lifeline service.

9.5.2 Certification of eligibility through low income qualification.

9.5.2.1 This ETC intends to participate in the ALIVE Board program established by the Arkansas General Assembly in 2005 through Act 2289 of 2005 to provide a governmentally maintained income qualification certification process that includes self-certification by applicants, under penalty of perjury, that the documentation presented by the applicant accurately represents their annual household income and provides the number of individuals in the household. However, this process will not be in place by June 22, 2005. In the interim period between June 22 2005 and the certification process by the ALIVE Board, this ETC shall contract with a qualified third-party to certify applicants based upon income based eligibility. This ETC shall require the third-party to

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(AT) 9. LIFELINE ASSISTANCE PROGRAM (cont)

establish appropriate procedures that include self-certification by applicants, under penalty of perjury, that the documentation presented by the applicant accurately represents their annual household income and provides the number of individuals in the household. The certifying document shall also include the requirement that the consumer will notify this ETC if the consumer's income exceeds 135% of the Federal Poverty Guidelines. The third party shall provide this ETC with a copy of such procedures. This ETC shall review the procedures to ensure the procedures are appropriate to certify and document income based eligibility for lifeline enrollment. An officer of this ETC shall monitor the third-party certification process and procedures and shall certify at time of enrollment, under penalty of perjury, to the best of the officer's knowledge, that this ETC has procedures in place to review documentation via third-party contract, and that the ETC, via the third-party, was presented with documentation that confirms the consumer's household eligibility, in that the consumer's household income is at or below 135% of the Federal Poverty Guidelines.

9.5.2.2 As soon as the ALIVE Board certification process is effective, this ETC shall monitor the ALIVE Board to ensure the ALIVE Board establishes appropriate procedures and provides this ETC with a copy of such procedures. This ETC shall review the procedures to ensure the procedures are appropriate to certify and document income based eligibility for lifeline enrollment. An officer of this ETC shall monitor the ALIVE Board certification process and procedures and shall certify at time of enrollment, under penalty of perjury, to the best of the officer's knowledge, that this ETC has procedures in place to review documentation via the ALIVE Board, and that the ETC, via the ALIVE Board, was presented with documentation that confirms the consumer's household eligibility, in that the consumer's household income is at or below 135% of the Federal Poverty Guidelines.

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(AT) 9. LIFELINE ASSISTANCE PROGRAM (cont)

9.5.3 Certification of eligibility through participation in governmental programs.

9.5.3.1 The applicant's eligibility for lifeline service due to participation in governmental programs shall be certified by the applicant in coordination with the governmental entity providing, monitoring, or reviewing program participation. For instance, many programs may be provided by the Department of Human Services, Department of Health, and local school districts. This ETC, through the ALIVE board or the third-party, will coordinate with the applicant and the appropriate governmental entity to ensure proper certification. This ETC shall require the third-party to establish appropriate procedures that include self-certification by applicants, under penalty of perjury, that the applicant receives benefits from the eligibility programs and identify the program or programs from which the applicant receives benefits. The certifying document shall also include the requirement that the consumer will notify this ETC if the consumer ceases to participate in the program or programs.

9.6 CONSUMER COMPLAINT RESOLUTION

9.6.1 General

9.6.1.1 The Federal Lifeline Program requires a consumer complaint resolution process. The Arkansas Public Service Commission has determined in Order No. 1 of Docket No. 05-038-U that any ETC, which maintains tariffs and is subject to the Public Service Commission's consumer complaint procedures, meet the dispute resolution

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JUN 22 2005 ORDER 05 038-U

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(AT) 9. LIFELINE ASSISTANCE PROGRAM (cont)

requirements for Lifeline. This ETC is subject to the Public Service Commission's consumer complaint procedures and shall use the Public Service Commission's consumer complaint procedures to meet the dispute resolution requirements for Lifeline.

9.7 VERIFICATION OF CONTINUED ELIGIBILITY

9.7.1 General

9.7.1.1 The Lifeline program requires this ETC to annually monitor the continued eligibility of Lifeline participants by evaluating a statistically valid sample of Lifeline customers and report the results of the sample evaluation to USAC.

9.7.2 This ETC shall follow all federal procedures in defining the statistically valid sample and evaluating the eligibility of the participants in the random sample.

9.7.2.1 Subscribers who are part of the random sample and qualify through program based eligibility must prove their continued eligibility by presenting, in person, or sending a copy of their Medicaid card, other Lifeline–qualifying public assistance card, or other authorized documentation to establish continued eligibility in an approved program and self certify under penalty of perjury that they continue to participate in the Lifeline-qualifying public assistance program.

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(AT) 9. LIFELINE ASSISTANCE PROGRAM (cont)

9.7.2.2 Subscribers who are part of the random sample and qualify through income-based eligibility must prove their continued eligibility by presenting, to the ALIVE Board or the third-party contractor, current documentation consistent with the procedures set forth above. These subscribers with income-based eligibility, must self-certify, under penalty of perjury, the number of individuals in their household and that the documentation presented accurately represents their annual household income.

9.8 PROCESS FOR TERMINATION OF LIFELINE BENEFITS

9.8.1 General

9.8.1.1 A consumer's eligibility for Lifeline may be terminated due to failure to maintain qualifications for Lifeline. This ETC shall follow the required process for termination of Lifeline benefits.

9.8.2 Process

9.8.2.1 Customers will be notified of the impending termination of Lifeline benefits in a letter separate from the consumer's monthly bill.

9.8.2.2 The customer will have up to sixty (60) days from the date of the termination letter in which to demonstrate his or her continued eligibility before Lifeline support is discontinued.

9.8.2.3 A customer who appeals must present proof of continued eligibility consistent with the above Lifeline qualifications.

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(AT) 9. LIFELINE ASSISTANCE PROGRAM (cont)

9.8.2.4 This ETC will terminate Lifeline services for subscribers who fail to demonstrate continued eligibility within the sixty (60) day time period.

9.9 RECORD RETENTION POLICY

9.9.1 General

9.9.1.1 The Federal Communications Commission has established specific record retention requirements for the Lifeline certification process. This ETC will have specific procedures to ensure its record retention policy complies with legal requirements.

9.9.1.2 This ETC, through its own recordkeeping or through the recordkeeping of the ALIVE Board and its third-party contractor on behalf of this ETC, shall maintain certification records for the period of time required by the Federal Communications Commission for all Lifeline participants.

9.9.1.3 This ETC shall retain certifications, signed by the subscriber, regarding the consumer's eligibility for Lifeline, including self-certifications, that income documentation accurately reflects the household income. This certification shall be retained at least as long as the consumer receives Lifeline service from this ETC or until this ETC is audited by the Administrator. This ETC shall maintain certifications for subscribers terminating Lifeline service for at least three (3) years after termination. Such records shall be maintained in compliance with all federal and Public Service Commission requirements and such records shall be provided to the Administrator or the Public Service Commission upon proper request.

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JUN 22 2005 ORDER 05 038-U

Arkwest Communications, Inc.

Study Area Code: 401734

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

Arkwest Communications, Inc. ("Arkwest") hereby certifies that throughout 2016, it took reasonable steps to provide upon reasonable request broadband service at actual speeds of at least 10 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas and that requests for such service are met within a reasonable amount of time. If a request for broadband service at actual speeds of at least 10 Mbps downstream/1 Mbps upstream is unreasonable, Arkwest offers broadband service at the highest available speed.

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ATTACHMENT - LINE 3017

ATTACHMENT REDACTED IN ENTIRETY