# 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 | 290581 |
| <015> | Study Area Name | UTC OF TN |
| <020> | Program Year | 2017 |
| <030> | Contact Name: Person USAC should contact with questions about this data | Daryn Parker |
| <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> | dparker@tcatel.com |
| | Form Type | 54.313 and 54.422 |

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

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OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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

| | | |
|---|---|---|
| <110> | Has your company received its ETC certification from the FCC? | (yes / no ) |
| <111> | If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC? | (yes / no ) |

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

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

290581TN112.pdf

Name of Attached Document

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

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

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

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| <039> | Contact Email Address - Email Address of person identified in data line <030> | dparker@tcatel.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 |
|---|---|---|---|---|---|---|---|---|---|---|---|
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**(300) Unfulfilled Service Request**
**Data Collection Form**

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| <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> | dparker@tcatel.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**

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July 2013

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| <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> | dparker@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. | 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
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| | | |
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| <020> | Program Year | 2017 |
| <030> | Contact Name - Person USAC should contact regarding this data | Daryn Parker |
| <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> | dparker@tcatel.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 | 290581TN510.pdf |

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

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| <020> | Program Year | 2017 |
| <030> | Contact Name - Person USAC should contact regarding this data | Daryn Parker |
| <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> | dparker@tcatel.com |
| <600> | Certify compliance regarding ability to function in emergency situations | Yes |
| <610> | Descriptive document for Functionality in Emergency Situations | 290581TN610.pdf |

**(700) Price Offerings including Voice Rate Data**
**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> | dparker@tcatel.com |

| | | |
|---|---|---|
| <701> | Residential Local Service Charge Effective Date | 1/1/2016 |
| <702> | Single State-wide Residential Local Service Charge | 16.0 |

<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) Broadband Price Offerings**
**Data Collection Form**

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

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| <010> | Study Area Code | 290581 |
| <015> | Study Area Name | UTC OF TN |
| <020> | Program Year | 2017 |
| <030> | Contact Name - Person USAC should contact regarding this data | Daryn Parker |
| <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> | dparker@tcatel.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*}** |
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-- See attached worksheet --

**(800) Operating Companies**
**Data Collection Form**

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July 2013

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| <015> | Study Area Name | UTC OF TN |
| <020> | Program Year | 2017 |
| <030> | Contact Name - Person USAC should contact regarding this data | Daryn Parker |
| <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> | dparker@tcatel.com |

| | | |
|---|---|---|
| <810> | Reporting Carrier | United Telephone Company, Inc. |
| <811> | Holding Company | United Communications Holdings, Inc. |
| <812> | Operating Company | United Telephone Company, Inc. |

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

**(900) Tribal Lands Reporting**
**Data Collection Form**

FCC Form 481
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July 2013

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| <030> | Contact Name - Person USAC should contact regarding this data | Daryn Parker |
| <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> | dparker@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 document(s), 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
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July 2013

| | | |
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| <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> | dparker@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: 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**

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July 2013

| | | |
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| <030> | Contact Name - Person USAC should contact regarding this data | Daryn Parker |
| <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> | dparker@tcatel.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**

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

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website HTTP www.state.tn.us/tra/consumerfiles/llluapp.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. ✔

**(2000) 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> | dparker@tcatel.com |

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

## Incremental Connect America Phase I reporting

<2010> 2nd Year Certification 47 CFR § 54.313(b)(1)(i) - Note that for the July 1 2016 certification, this applies to Round 2 recipients of Incremental Support

<2011> 3rd Year Certification 47 CFR § 54.313(b)(1)(ii) - Note that for the July 1 2016 certification, this applies to Round 1 recipients of Incremental Support

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

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

<2024A> Round 2 Recipient of Incremental Support?

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

Name of Attached Document Listing Required Information

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

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

Name of Attached Document Listing Required Information

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

**(2000) Price Cap Carrier Additional Documentation (Continued)**
**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 ICC Support {47 CFR § 54.313(d)}

<2016> Certification support used to build broadband

## Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017A> Connect America Fund Phase II recipient?

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

Name of Attached Document Listing Required Information

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(2)(ii)

Name of Attached Document Listing Required Information

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(2)(v)

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

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

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

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

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

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Complete the items below to note compliance with five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

Progress Report on 5 Year Plan

(3009) Carrier certifies to 54.313(f)(1)(iii)

(3010A) Milestone Certification {47 CFR § 54.313(f)(1)(i)} — Yes - Attach Certification

(3010B) Please Provide Attachment — Name of Attached Document Listing Required Information: 290581TN3010.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: 290581TN3012.pdf

(3013) Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)} (Yes/No) — ◉ ○

(3014) If yes, does your company file the RUS annual report (Yes/No) — ○ ◉

Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

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

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

(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation — Name of Attached Document Listing Required Information:

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

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

(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers — ✔

(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows — ✔

(3021) Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit. — ✔

If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:

(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers — ☐

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

(3024) Underlying information subjected to an officer certification. — ☐

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

(3026) Attach the worksheet listing required information — Name of Attached Document Listing Required Information: 290581TN3026.pdf

*REDACTED - FOR PUBLIC INSPECTION*

# REDACTED

**[The Financial Statement of United Telephone Company d/b/a United Communications filed pursuant to 47 C.F.R. § 54.313(f)(2) is redacted in its entirety as Highly Confidential Information]**

| | | |
|---|---|---|
| <010> | Study Area Code | 290581 |
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| <039> | Contact Email Address - Email Address of person identified in data line <030> | dparker@tcatel.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 - Agent / Carrier**
**Data Collection Form**

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

| | | |
|---|---|---|
| <010> | Study Area Code | 290581 |
| <015> | Study Area Name | UTC OF TN |
| <020> | Program Year | 2017 |
| <030> | Contact Name - Person USAC should contact regarding this data | Daryn Parker |
| <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> | dparker@tcatel.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)** TCA, Inc. **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: TCA, Inc.

Name of Reporting Carrier: UTC OF TN

Signature of Authorized Officer: CERTIFIED ONLINE Date: 06/29/2016

Printed name of Authorized Officer: Tommy Welch

Title or position of Authorized Officer: Vice President, Assit treasurer,Sec

Telephone number of Authorized Officer: 9313644324 ext.

Study Area Code of Reporting Carrier: 290581 Filing Due Date for this form: 07/01/2016

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

**TO BE COMPLETED BY THE AUTHORIZED AGENT:**

**Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier**

**I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.**

Name of Reporting Carrier: UTC OF TN

Name of Authorized Agent Firm: TCA, Inc.

Signature of Authorized Agent or Employee of Agent: CERTIFIED ONLINE Date: 06/29/2016

Name of Authorized Agent Employee: Daryn Parker

Title or position of Authorized Agent or Employee of Agent Senior Financial Consultant

Telephone number of Authorized Agent or Employee of Agent: 7192664334 ext.

Study Area Code of Reporting Carrier: 290581 Filing Due Date for this form: 07/01/2016

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

Attachments

*REDACTED - FOR PUBLIC INSPECTION*

# REDACTED

**[The Progress Report of United Telephone Company d/b/a United Communications Filed Pursuant to 47 C.F.R. § 54.313(a)(1) is redacted in its entirety as Highly Confidential Information]**

# FCC Form 481 Certifications

FCC Form 481 Line 510
United Telephone of Tennessee

## 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 Tennessee Regulatory Authority Rules (TRA) Rules, Tenn. Comp. R. & Regs.:

- 1220-4-2-.37 Local Dial Service
- 1220-4-2-.38 Direct Distance Dial Service
- 1220-4-2-.39 Customer Trouble Reports

### Consumer Protection Rules

The company complies with the following consumer protection rules as promulgated by the FCC, the Federal Trade Commission and the TRA:

- FCC rules regarding verification of orders for telecommunications service as required of submitting carriers {47 CFR §64.1100}
- TRA rule Tenn. Comp. R. & Regs. 1220-4-2-.56 Verification of Orders for Changes for Local and Long-Distance Carriers
- The FCC's Truth-in-Billing Requirements {47 CFR §64.2400}
- TRA rule Tenn. Comp. R. & Regs. 1220-4-2-.58 Billing Requirements for Charges on Customer's Telephone Bills
- All of the requirements of 47 C.F.R. § Part 64 Subpart U, Customer Proprietary Network Information and Federal Trade Commission 16 C.F.R. § 681, Identity Theft Red Flags

# FCC Form 481 Certifications

FCC Form 481 Line 610
United Telephone of Tennessee

## 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 rerouting traffic around damaged facilities. {47 CFR §54.202(a) and TRA rule Tenn. Comp. R. & Regs. 1220-4-2-.23 (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

| | | |
|---|---|---|
| <010> | Study Area Code | 290581 |
| <015> | Study Area Name | UTC OF TN |
| <020> | Program Year | 2017 |
| <030> | Contact Name - Person USAC should contact regarding this data | Daryn Parker |
| <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> | dparker@tcatel.com |

| | | |
|---|---|---|
| <701> | Residential Local Service Charge Effective Date | 1/1/2016 |
| <702> | Single State-wide Residential Local Service Charge | 16.0 |

<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** |
| TN | All Exchanges | | FR | 16.0 | 0.0 | 0.0 | 0.0 | 16.0 |

**(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 | 290581 |
| <015> | Study Area Name | UTC OF TN |
| <020> | Program Year | 2017 |
| <030> | Contact Name - Person USAC should contact regarding this data | Daryn Parker |
| <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> | dparker@tcatel.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} |
|---|---|---|---|---|---|---|---|---|
| TN | Chapel Hill | 67.95 | 0.0 | 67.95 | 20.0 | 4.0 | 0.0 | Other, No limit on usage allowance |
| TN | Chapel Hill | 75.95 | 0.0 | 75.95 | 30.0 | 7.5 | 0.0 | Other, No limit on usage allowance |
| TN | Chapel Hill | 85.95 | 0.0 | 85.95 | 100.0 | 25.0 | 0.0 | Other, No limit on usage allowance |
| TN | College Grove | 67.95 | 0.0 | 67.95 | 20.0 | 4.0 | 0.0 | Other, No limit on usage allowance |
| TN | College Grove | 75.95 | 0.0 | 75.95 | 30.0 | 7.5 | 0.0 | Other, No limit on usage allowance |
| TN | College Grove | 85.95 | 0.0 | 85.95 | 100.0 | 25.0 | 0.0 | Other, No limit on usage allowance |
| TN | Estill Springs | 67.95 | 0.0 | 67.95 | 20.0 | 4.0 | 0.0 | Other, No limit on usage allowance |
| TN | Estill Springs | 75.95 | 0.0 | 75.95 | 30.0 | 7.5 | 0.0 | Other, No limit on usage allowance |
| TN | Flat Creek | 67.95 | 0.0 | 67.95 | 20.0 | 4.0 | 0.0 | Other, No limit on usage allowance |
| TN | Fosteville/Rutherford | 67.95 | 0.0 | 67.95 | 20.0 | 4.0 | 0.0 | Other, No limit on usage allowance |
| TN | Nolensville/Williamson | 67.95 | 0.0 | 67.95 | 20.0 | 4.0 | 0.0 | Other, No limit on usage allowance |
| TN | Nolensville/Williamson | 75.95 | 0.0 | 75.95 | 30.0 | 7.5 | 0.0 | Other, No limit on usage allowance |
| TN | NOLENSVILLE/WILLIAMSON | 80.95 | 0.0 | 80.95 | 50.0 | 12.5 | 0.0 | Other, No limit on usage allowance |
| TN | NOLENSVILLE/WILLIAMSON | 85.95 | 0.0 | 85.95 | 100.0 | 25.0 | 0.0 | Other, No limit on usage allowance |
| TN | NOLENSVILLE/DAVIDSON | 67.95 | 0.0 | 67.95 | 20.0 | 4.0 | 0.0 | Other, No limit on usage allowance |
| TN | NOLENSVILLE/DAVIDSON | 75.95 | 0.0 | 75.95 | 30.0 | 7.5 | 0.0 | Other, No limit on usage allowance |
| TN | NOLENSVILLE/DAVIDSON | 85.95 | 0.0 | 85.95 | 100.0 | 25.0 | 0.0 | Other, No limit on usage allowance |
| TN | UNIONVILLE | 67.95 | 0.0 | 67.95 | 20.0 | 4.0 | 0.0 | Other, No limit on usage allowance |
| TN | UNIONVILLE | 75.95 | 0.0 | 75.95 | 30.0 | 7.5 | 0.0 | Other, No limit on usage allowance |
| TN | BELFAST | 67.95 | 0.0 | 67.95 | 50.0 | 12.5 | 0.0 | Other, No limit on usage allowance |
| TN | CHAPEL HILL | 62.95 | 0.0 | 62.95 | 25.0 | 3.0 | 0.0 | Other, No limit on usage allowance |

**(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 | 290581 |
| <015> | Study Area Name | UTC OF TN |
| <020> | Program Year | 2017 |
| <030> | Contact Name - Person USAC should contact regarding this data | Daryn Parker |
| <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> | dparker@tcatel.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} |
| TN | Chapel Hill | 67.95 | 0.0 | 67.95 | 50.0 | 12.5 | 0.0 | Other, No limit on usage allowance |
| TN | Chapel Hill | 62.95 | 0.0 | 62.95 | 25.0 | 10.0 | 0.0 | Other, No limit on usage allowance |
| TN | Chapel Hill | 80.95 | 0.0 | 80.95 | 50.0 | 10.0 | 0.0 | Other, No limit on usage allowance |
| TN | Chapel Hill | 85.0 | 0.0 | 85.0 | 250.0 | 50.0 | 0.0 | Other, No limit on usage allowance |
| TN | Chapel Hill | 105.0 | 0.0 | 105.0 | 500.0 | 50.0 | 0.0 | Other, No limit on usage allowance |
| TN | Chapel Hill | 125.0 | 0.0 | 125.0 | 1000.0 | 100.0 | 0.0 | Other, No limit on usage allowance |
| TN | College Grove | 62.95 | 0.0 | 62.95 | 25.0 | 3.0 | 0.0 | Other, No limit on usage allowance |
| TN | College Grove | 67.95 | 0.0 | 67.95 | 50.0 | 12.5 | 0.0 | Other, No limit on usage allowance |
| TN | College Grove | 62.95 | 0.0 | 62.95 | 25.0 | 10.0 | 0.0 | Other, No limit on usage allowance |
| TN | College Grove | 80.95 | 0.0 | 80.95 | 50.0 | 10.0 | 0.0 | Other, No limit on usage allowance |
| TN | College Grove | 85.0 | 0.0 | 85.0 | 250.0 | 50.0 | 0.0 | Other, No limit on usage allowance |
| TN | College Grove | 125.0 | 0.0 | 125.0 | 1000.0 | 100.0 | 0.0 | Other, No limit on usage allowance |
| TN | Estill Springs | 62.95 | 0.0 | 62.95 | 25.0 | 3.0 | 0.0 | Other, No limit on usage allowance |
| TN | Estill Springs | 67.95 | 0.0 | 67.95 | 50.0 | 12.5 | 0.0 | Other, No limit on usage allowance |
| TN | Flat Creek | 62.95 | 0.0 | 62.95 | 25.0 | 3.0 | 0.0 | Other, No limit on usage allowance |
| TN | Flat Creek | 67.95 | 0.0 | 67.95 | 50.0 | 12.5 | 0.0 | Other, No limit on usage allowance |
| TN | Fosteville/Rutherford | 62.95 | 0.0 | 62.95 | 25.0 | 3.0 | 0.0 | Other, No limit on usage allowance |
| TN | Fosteville/Rutherford | 75.95 | 0.0 | 75.95 | 30.0 | 7.5 | 0.0 | Other, No limit on usage allowance |
| TN | NOLENSVILLE - WILLIAMSON | 62.95 | 0.0 | 62.95 | 25.0 | 3.0 | 0.0 | Other, No limit on usage allowance |
| TN | NOLENSVILLE - WILLIAMSON | 62.95 | 0.0 | 62.95 | 25.0 | 10.0 | 0.0 | Other, No limit on usage allowance |
| TN | NOLENSVILLE - WILLIAMSON | 80.95 | 0.0 | 80.95 | 50.0 | 10.0 | 0.0 | Other, No limit on usage allowance |

**(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 | 290581 |
| <015> | Study Area Name | UTC OF TN |
| <020> | Program Year | 2017 |
| <030> | Contact Name - Person USAC should contact regarding this data | Daryn Parker |
| <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> | dparker@tcatel.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} |
|---|---|---|---|---|---|---|---|---|
| TN | NOLENSVILLE - WILLIAMSON | 85.0 | 0.0 | 85.0 | 250.0 | 50.0 | 0.0 | Other, No limit on usage allowance |
| TN | NOLENSVILLE - WILLIAMSON | 105.0 | 0.0 | 105.0 | 500.0 | 50.0 | 0.0 | Other, No limit on usage allowance |
| TN | NOLENSVILLE - WILLIAMSON | 125.0 | 0.0 | 125.0 | 1000.0 | 100.0 | 0.0 | Other, No limit on usage allowance |
| TN | NOLENSVILLE - DAVIDSON | 62.95 | 0.0 | 62.95 | 25.0 | 3.0 | 0.0 | Other, No limit on usage allowance |
| TN | NOLENSVILLE - DAVIDSON | 67.95 | 0.0 | 67.95 | 50.0 | 12.5 | 0.0 | Other, No limit on usage allowance |
| TN | NOLENSVILLE - DAVIDSON | 62.95 | 0.0 | 62.95 | 25.0 | 10.0 | 0.0 | Other, No limit on usage allowance |
| TN | NOLENSVILLE - DAVIDSON | 80.95 | 0.0 | 80.95 | 50.0 | 10.0 | 0.0 | Other, No limit on usage allowance |
| TN | NOLENSVILLE - DAVIDSON | 85.0 | 0.0 | 85.0 | 250.0 | 50.0 | 0.0 | Other, No limit on usage allowance |
| TN | NOLENSVILLE - DAVIDSON | 105.0 | 0.0 | 105.0 | 500.0 | 50.0 | 0.0 | Other, No limit on usage allowance |
| TN | NOLENSVILLE - DAVIDSON | 125.0 | 0.0 | 125.0 | 1000.0 | 100.0 | 0.0 | Other, No limit on usage allowance |
| TN | UNIONVILLE | 62.95 | 0.0 | 62.95 | 25.0 | 3.0 | 0.0 | Other, No limit on usage allowance |
| TN | UNIONVILLE | 67.95 | 0.0 | 67.95 | 50.0 | 12.5 | 0.0 | Other, No limit on usage allowance |
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UNITED communications

# MILESTONE CERTIFICATION

June 17, 2016

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street SW
Room TW-A325
Washington, D.C. 20554

**Re: Form 481 Line 3010 - Milestone Certification Pursuant to 47 C.F.R. § 54.313(f)(1)(i)**

Dear Ms. Dortch:

United Telephone Company d/b/a United Communications, Study Area Code 290581, in accordance with 47 C.F.R. § 54.313(f)(1)(i) of the Commission's rules, herby certifies that it is taking 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.

Respectfully submitted,

**William Bradford**
**CEO**

## Template for Reporting Community Anchor Institutions

| Number | Name | Address |
|---|---|---|
| 1 | Delk-Henson Intermdiate School | 425 South Horton Pkwy, Chapel Hill |
| 2 | | |
| 3 | | |
| 4 | | |
| 5 | | |
| 6 | | |
| 7 | | |
| 8 | | |
| 9 | | |
| 10 | | |
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| 32 | | |
| 33 | | |
| 34 | | |
| 35 | | |
| 36 | | |
| 37 | | |
| 38 | | |
| 39 | | |

*REDACTED - FOR PUBLIC INSPECTION*

# REDACTED

**[The Financial Statement of United Telephone Company d/b/a United Communications filed pursuant to 47 C.F.R. § 54.313(f)(2) is redacted in its entirety as Highly Confidential Information]**