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 30, 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 Big Bend Telecom, LTD.
Study Area Code 446149

Dear Ms. Dortch:

On behalf of Big Bend Telecom, LTD. 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] Also attached is a letter requesting confidential treatment of data pertaining to the broadband deployment locations provided at FCC Form 481 Line 4004A attachment. The redacted version is also 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.

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June 30, 2017

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 Big Bend Telecom, LTD.
Study Area Code 446149
Request for Confidentiality

Dear Ms. Dortch:

John Staurulakis, Inc. ("JSI"), on behalf of its client Big Bend Telecom, LTD. (the "Company") hereby requests, pursuant to Sections 0.457 and 0.459 of the Commission's rules,[1] withholding from public inspection certain information contained in an attachment to the above referenced reporting requirement. The Company provides the following in support of its request, numbered consistent with the subparagraphs of Section 0.459(b).[2]

1. The information for which the Company is seeking confidential treatment is an attachment to the Company's annual reporting information pursuant to Sections 54.313 and 54.422 of the Commission's rules ("Report").[3]

2. The Rural Broadband Experiments Order requires that recipients file the FCC Form 481 ETC Annual Report to include broadband deployment locations which are contained in the attachment to the Report.[4]

3. The information contained in attachment for which the Company seeks the withholding from public inspection is the entirety of data pertaining to the broadband deployment locations provided at FCC Form 481 Line 4004A attachment. Information of this nature is confidential commercial information routinely withheld from public inspection.

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[1] 47 C.F.R. §§ 0.457, 0.459.
[2] 47 C.F.R. § 0.459(b)(1) through (9).
[3] 47 C.F.R. §§ 54.313, 54.422.
[4] *Connect America et al.*, WC Docket Nos. 10-90 and 14-58, Report and Order and Further Notice of Proposed Rulemaking, 29 FCC Rcd 8769, 8778–79, 8787–88, paras. 78-80 (2014) (*Rural Broadband Experiments Order*).

4. With respect to identifying the degree to which the subject attachment concerns a service that is subject to competition, the information is of a competitive nature regarding the provision of telecommunications services. The Line 4004A attachment contains competitively sensitive information related to the Company's network deployment.

5. With respect to identifying possible exposure to competitive harm, the information contained in the Line 4004A attachment is information that is not customarily released to the public. This information is proprietary to the Company, is unique to the Company's serving territory and is only known to the Company and its authorized agents. If the Information is not protected, it would have economic value to potential competitors who would be able to target their marketing to specific customers. In a competitive telecommunications marketplace, this type of information is highly sensitive. If publicly disclosed, it would enable competitors to craft business plans that capitalize on their knowledge of the locations of the Company's customers which would place the Company at a competitive disadvantage.

6. With respect to steps the Company has taken to ensure against unauthorized disclosure of the information contained in the attachment, the Company is filing the attachment under seal. The Company uses the information contained in the Interim Report to ensure that customers in the areas where it has received rural broadband experiment support will receive state-of-the-art high quality telecommunications and broadband services. The Company protects the secrecy of this information with a security protocol that ensures the information is not inadvertently disclosed or disseminated. Only directors, managers and employees with a direct need to know are authorized to access the information.

7. Any previous versions of this information are not publicly available.

8. Because the information is not routinely available, a need exists for maintaining the confidentiality of this information permanently.

9. Not applicable.

Based on the preceding, JSI respectfully requests on behalf of the Company that the Commission grant confidential treatment under Section 0.459 to Company's broadband deployment locations provided at FCC Form 481 Line 4004A attachment.

Please contact the undersigned with any questions regarding this request.

Sincerely,

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

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	446149
<015>	Study Area Name	Big Bend Telecom, LTD.
<020>	Program Year	2018
<030>	Contact Name: Person USAC should contact with questions about this data	Lauren Sanders
<035>	Contact Telephone Number: Number of the person identified in data line <030>	4323640054 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	lauren.sanders@bbtco.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	446149
<015>	Study Area Name	Big Bend Telecom, LTD.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Lauren Sanders
<035>	Contact Telephone Number - Number of person identified in data line <030>	4323640054 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	lauren.sanders@bbtco.com

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

<220>

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

(300) Unfulfilled Service Request
Data Collection Form

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

<010>	Study Area Code	446149
<015>	Study Area Name	Big Bend Telecom, LTD.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Lauren Sanders
<035>	Contact Telephone Number - Number of person identified in data line <030>	4323640054 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	lauren.sanders@bbtco.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	446149
<015>	Study Area Name	Big Bend Telecom, LTD.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Lauren Sanders
<035>	Contact Telephone Number - Number of person identified in data line <030>	4323640054 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	lauren.sanders@bbtco.com
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	Offered only fixed voice
<410>	Complaints per 1000 customers for fixed voice	0.0
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	Offered only fixed broadband
<440>	Complaints per 1000 customers for fixed broadband	0.0
<450>	Complaints per 1000 customers for mobile broadband	

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

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

<010>	Study Area Code	446149
<015>	Study Area Name	Big Bend Telecom, LTD.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Lauren Sanders
<035>	Contact Telephone Number - Number of person identified in data line <030>	4323640054 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	lauren.sanders@bbtco.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	446149tx510.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

<010>	Study Area Code	446149
<015>	Study Area Name	Big Bend Telecom, LTD.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Lauren Sanders
<035>	Contact Telephone Number - Number of person identified in data line <030>	4323640054 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	lauren.sanders@bbtco.com
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	446149tx610.pdf

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

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

<010>	Study Area Code	446149
<015>	Study Area Name	Big Bend Telecom, LTD.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Lauren Sanders
<035>	Contact Telephone Number - Number of person identified in data line <030>	4323640054 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	lauren.sanders@bbtco.com

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

<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	446149
<015>	Study Area Name	Big Bend Telecom, LTD.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Lauren Sanders
<035>	Contact Telephone Number - Number of person identified in data line <030>	4323640054 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	lauren.sanders@bbtco.com

<711>

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

-- See attached worksheet --

(800) Operating Companies
Data Collection Form

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

<010>	Study Area Code	446149
<015>	Study Area Name	Big Bend Telecom, LTD.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Lauren Sanders
<035>	Contact Telephone Number - Number of person identified in data line <030>	4323640054 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	lauren.sanders@bbtco.com

<810>	Reporting Carrier	Big Bend Telecom, Ltd.
<811>	Holding Company	Nevill Holdings, Inc.
<812>	Operating Company	Big Bend Telecom, Ltd.

<813>

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

-- See attached worksheet --

REDACTED FOR PUBLIC INSPECTION

(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	446149
<015>	Study Area Name	Big Bend Telecom, LTD.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Lauren Sanders
<035>	Contact Telephone Number - Number of person identified in data line <030>	4323640054 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	lauren.sanders@bbtco.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	446149
<015>	Study Area Name	Big Bend Telecom, LTD.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Lauren Sanders
<035>	Contact Telephone Number - Number of person identified in data line <030>	4323640054 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	lauren.sanders@bbtco.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	446149
<015>	Study Area Name	Big Bend Telecom, LTD.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Lauren Sanders
<035>	Contact Telephone Number - Number of person identified in data line <030>	4323640054 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	lauren.sanders@bbtco.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	446149
<015>	Study Area Name	Big Bend Telecom, LTD.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Lauren Sanders
<035>	Contact Telephone Number - Number of person identified in data line <030>	4323640054 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	lauren.sanders@bbtco.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

446149tx1210.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	446149
<015>	Study Area Name	Big Bend Telecom, LTD.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Lauren Sanders
<035>	Contact Telephone Number - Number of person identified in data line <030>	4323640054 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	lauren.sanders@bbtco.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	446149
<015>	Study Area Name	Big Bend Telecom, LTD.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Lauren Sanders
<035>	Contact Telephone Number - Number of person identified in data line <030>	4323640054 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	lauren.sanders@bbtco.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)

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

(3010B) Please Provide Attachment — Name of Attached Document Listing Required Information

(3012A) Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}

(3012B) Please Provide Attachment — Name of Attached Document Listing Required Information

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

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

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

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

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

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

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

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

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

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

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

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

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

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

(3024) Underlying information subjected to an officer certification.

(3025) Document(s) 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	446149
<015>	Study Area Name	Big Bend Telecom, LTD.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Lauren Sanders
<035>	Contact Telephone Number - Number of person identified in data line <030>	4323640054 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	lauren.sanders@bbtco.com

Financial Data Summary

(3027) Revenue	
(3028) Operating Expenses	
(3029) Net Income	
(3030) Telephone Plant In Service(TPIS)	
(3031) Total Assets	
(3032) Total Debt	
(3033) Total Equity	
(3034) Dividends	

Name of Attached Document Listing Required Information

(4005) Rural Broadband Experiment Additional Documentation Data Collection Form

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

<010>	Study Area Code	446149
<015>	Study Area Name	Big Bend Telecom, LTD.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Lauren Sanders
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<039>	Contact Email Address - Email Address of person identified in data line <030>	lauren.sanders@bbtco.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? No

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. No - No New Anchors

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 446149tx4004a.xlsm

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 446149tx4004b.pdf

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	446149
<015>	Study Area Name	Big Bend Telecom, LTD.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Lauren Sanders
<035>	Contact Telephone Number - Number of person identified in data line <030>	4323640054 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	lauren.sanders@bbtco.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	446149
<015>	Study Area Name	Big Bend Telecom, LTD.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Lauren Sanders
<035>	Contact Telephone Number - Number of person identified in data line <030>	4323640054 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	lauren.sanders@bbtco.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: Big Bend Telecom, LTD.

Signature of Authorized Officer: CERTIFIED ONLINE Date: 06/29/2017

Printed name of Authorized Officer: Justin Haynes

Title or position of Authorized Officer: President

Telephone number of Authorized Officer: 4323641000 ext.

Study Area Code of Reporting Carrier: 446149 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: Big Bend Telecom, LTD.

Name of Authorized Agent Firm: JSI

Signature of Authorized Agent or Employee of Agent: CERTIFIED ONLINE Date: 06/27/2017

Name of Authorized Agent Employee: JSI

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: 446149 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

Big Bend Telecom, Ltd.

Study Area Code: 446149

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 FCC 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.[3] 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."[4]

Big Bend Telecom, Ltd. ("Company") hereby certifies that its voice service complies with applicable service quality standards and consumer protection rules under the Texas Administrative Code, Title 16, Part II, as established by the Public Utility Commission of Texas. These obligations include, but are not limited to, the following: (1) filing a Local Exchange Tariff which discloses rates, terms and conditions of service to customers pursuant to Subchapter J requirements in Sections 26.201-26.230; (2) adherence to state consumer protection requirements governing

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[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.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: "(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy." *Id.* at n. 71.

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

telephone providers as identified in Subchapter B, in Sections 26.21-26.37; and (3) service quality standards requirements as identified in Subchapter C, Sections 26.51 -26.57. In addition, the Company complies with numerous federal consumer protection standards including, but not limited to: (1) Truth-in-Billing rules outlined in 47 CFR § 64.2401; and (2) compliance with Federal CPNI rules, Red Flag rules and other applicable federal and state requirements governing the protection of customers' privacy.

For its broadband service, Company hereby certifies that while there are no applicable state broadband service quality standards and consumer protection rules yet established under the Texas Administrative Code by the Public Utility Commission of Texas, 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 Texas. 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 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.

Big Bend Telecom, Ltd.

Study Area Code: 446149

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

Big Bend Telecom, Ltd. ("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] and the Texas Administrative Code. The Company's network is designed to remain functional in emergency situations without an external power source, is 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 traffic around damaged facilities. Changing call routing translations also allows the Company to manage traffic spikes throughout its network, as emergency situations require.

Specifically, the Company is able to function under emergency operations in accordance with Public Utility Commission of Texas Substantive Rules §26.51 *Reliability of Operations of Telecommunications Providers* and §26.52 *Emergency Operations* which include obligations for continuity of service and emergency operations planning and service provision capability for dominant carriers. Any central office not equipped with permanently installed standby generators contains as a minimum four hours of battery reserve without voltage falling below the level required for proper operation of all equipment. In addition, all central offices without installed

[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."

emergency power facilities have a mobile power unit available which can be delivered and connected on short notice.

The Company's standby generators and battery back-up equipment support both voice and broadband network equipment in the event of an emergency situation.

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	446149
<015>	Study Area Name	Big Bend Telecom, LTD.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Lauren Sanders
<035>	Contact Telephone Number - Number of person identified in data line <030>	5123380473 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	lauren.sanders@bbtco.com

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

<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**
TX	Alpine-1		FR	35.0	0.0	0.82	0.0	35.82
TX	Crane-2		FR	22.0	0.0	0.51	0.0	22.51
TX	Del Rio-2		FR	22.0	0.0	0.51	0.0	22.51
TX	Fort Davis-1		FR	35.0	0.0	0.82	0.0	35.82
TX	Fort Stockton-2		FR	35.0	0.0	0.82	0.0	35.82
TX	Fort Stockton-1		FR	22.0	0.0	0.51	0.0	22.51
TX	Marathon-1		FR	35.0	0.0	0.82	0.0	35.82
TX	Marfa-1		FR	35.0	0.0	0.82	0.0	35.82
TX	McCamey-1		FR	35.0	0.0	0.82	0.0	35.82
TX	Midland LATA Uncert B-2		FR	22.0	0.0	0.51	0.0	22.51
TX	Midland LATA Uncert C-2		FR	22.0	0.0	0.51	0.0	22.51
TX	Valentine-2		FR	22.0	0.0	0.51	0.0	22.51

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	446149
<015>	Study Area Name	Big Bend Telecom, LTD.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Lauren Sanders
<035>	Contact Telephone Number - Number of person identified in data line <030>	5123380473 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	lauren.sanders@bbtco.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}
TX	All	75.99	0.0	75.99	18.0	1.0	999999.0	Other, Unlimited
TX	All	69.99	0.0	69.99	12.0	1.0	999999.0	Other, Unlimited
TX	All	75.99	0.0	75.99	25.0	5.0	999999.0	Other, Unlimited
TX	All	82.99	0.0	82.99	50.0	10.0	999999.0	Other, Unlimited
TX	All	102.99	0.0	102.99	100.0	25.0	999999.0	Other, Unlimited

REDACTED FOR PUBLIC INSPECTION

(800) Operating Companies
Data Collection Form

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

<010>	Study Area Code	446149
<015>	Study Area Name	Big Bend Telecom, LTD.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Lauren Sanders
<035>	Contact Telephone Number - Number of person identified in data line <030>	5123380473 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	lauren.sanders@bbtco.com

<810>	Reporting Carrier	Big Bend Telecom, Ltd.
<811>	Holding Company	Nevill Holdings, Inc.
<812>	Operating Company	Big Bend Telecom, Ltd.

<813>

<a1>	<a2>	<a3>
Affiliates	**SAC**	**Doing Business As Company or Brand Designation**
Big Bend Telephone Company, Inc.	442039	

Big Bend Telecom, Ltd.

Study Area Code: 446149

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 Big Bend Telecom Ltd.'s tariff(s) on file with the Public Utility Commission of Texas. 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.

LOCAL EXCHANGE SERVICE

T

V. LIFELINE PROGRAM

A. State Lifeline Program

The State Lifeline Program ("State Lifeline") is a retail local service offering designed to make telephone service available at reduced rates to qualifying low-income customers.

1. General

a. A qualifying low-income customer subscribing to State Lifeline shall receive state reductions to their monthly tariffed residential local exchange access line rate.

b. Nothing in this section shall prohibit a customer who is otherwise eligible for State Lifeline from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications service.

c. State Lifeline rate reductions apply only to basic network service and do not apply to non-basic services, regulated or non-regulated, such as long distance service or custom calling services. Customers may subscribe to these services, where available, at their discretion. If the customer subscribes to a bundled service, where available, the discount shall only apply to the basic network service portion of the bundled service.

d. State Lifeline rate reductions do not apply to service connection charges.

e. The Company may not disconnect the service of a State Lifeline customer for the non-payment of toll charges unless the Company has received a waiver from the Commission allowing disconnection of service for this reason.

f. Upon subscribing to State Lifeline, a customer will be offered a subscription, at no charge, to toll blocking service (in exchanges where technically available) which denies the customer access to the long distance telecommunications network; however, the customer is under no obligation to accept the subscription to toll blocking.

g. The Company will waive number portability charges, subject to the tariff, for the Lifeline customer.

h. State Lifeline rate reductions will not be available on a retroactive basis except as directed by LIDA or the Commission. T

LOCA L EXCHANGE SERVICE

V. LIFELINE PROGRAM (Continued)

T

A. State Lifeline Program (Continued)

2. Designated Lifeline Program Services

The Company shall offer the voice telephony services defined to be qualified, or designated, Lifeline Program service pursuant to 16 TAC § 26.412(e).

3. State Eligibility Requirement

a. Qualifying Low-income (Eligible) Customer Criteria

State Lifeline rate reductions will be provided per eligible customer. The applicant must certify that their annual household income is at or below 150% of the annual federal poverty guidelines, be an eligible resident of Tribal lands, or participate in, or have a person or child who resides in the customer household who participates in, a program identified in 16 TAC § 26.412(d) regarding consumer qualifications for Lifeline.

b. Obligations of the Customer

(1) A current customer of the Company may be automatically enrolled in State Lifeline by their participation in the qualifying programs or they may self-enroll by contacting the Texas Low-Income Discount Administrator (LIDA).

(2) A customer who is eligible for State Lifeline, but does not have telephone service at the time of application, shall be responsible for initiating a request for service from the Company.

c. The LIDA reviews the customer application received and determines if the customer meets the eligibility criteria. The LIDA shall provide a list of eligible customers to the Company on a monthly basis.

d. State Lifeline customers will lose their State Lifeline eligibility once they cease to meet income criteria or cease to participate in one of the qualified programs. Customers will be notified by the LIDA for loss of eligibility and given an opportunity to prove eligibility. Reduced billing under State Lifeline will be terminated if eligibility ceases. T

LOCAL EXCHANGE SERVICE

V. LIFELINE PROGRAM (Continued) T

A. State Lifeline Program (Continued)

4. Deposit and Credit Requirements

a. The Company shall be prohibited from charging a service deposit in order to initiate State Lifeline if the eligible customer voluntarily elects to receive toll blocking.

b. The Company may charge a service deposit if:

(1) The eligible customer denies subscription to toll blocking upon subscribing to State Lifeline.

(2) The Company receives a Commission waiver from having to provide toll blocking due to technical limitations.

c. In instances where the Company may require a service deposit, the same credit verification procedures and deposit regulations used for all applicants who apply for service with the Company are also applicable to eligible customers of State Lifeline.

5. Service Connection and Charges

a. Service connection charges do not apply to eligible customers with existing, qualifying service converting to State Lifeline.

b. Service connection charges do apply when:

(1) Existing eligible customers requesting additional non-qualifying services at the time Lifeline Program reduced billing is initiated.

(2) New customers (those without existing local exchange access service) eligible for State Lifeline and establishing qualifying service.

(3) Any subsequent moves or changes after the initial connection to State Lifeline.

c. Applicable service connection charges for the Company are specified in Section 2 of this tariff. T

LOCAL EXCHANGE SERVICE

T

V. LIFELINE PROGRAM (Continued)

A. State Lifeline Program (Continued)

6. State Lifeline Program Rate Reduction

a. The Company shall provide reduced billing for all State Lifeline eligible customers within its service area after receipt of the list of eligible customers from the LIDA. In instances where the customer makes direct inquiries regarding participation in State Lifeline to the Company, the Company shall make every effort to assist the customer by explaining the necessary steps to become eligible to participate in State Lifeline and direct the customer to the LIDA for completion of the required forms for eligibility certification.

If the eligible customer's existing telephone service arrangements meet State Lifeline criteria, the Company shall provide reduced billing as indicated above.

b. Eligible customers who subscribe to Lifeline Service will receive the following discounts as long as the total combined Lifeline discounts do not result in a rate of less than zero for a customer's basic local service:

		Monthly Rate Reduction	Effective
(1)	State reduction in monthly intrastate charges [1]	$ 3.50	
(2)	Additional Lifeline Area Discount (2)		
	(a) Within AT&T Texas exchanges	$ 2.92	01-03-14
	(b) Within Verizon Southwest exchanges	$ 3.70	01-01-16
	(c) Within Windstream Southwest exchanges	$ 1.65	01-01-11

[1] Pursuant to 16 Tex. Admin. Code (TAC) § 26.412(f)(1)(C).
[2] Pursuant to the Texas High Cost Universal Service Plan Area Discount in 16 TAC 26.412(f)(1)(D).

LOCAL EXCHANGE SERVICE

V. LIFELINE PROGRAM (Continued)

N

B. Federal Lifeline Program

The federal Lifeline Program is a retail local service offering designed to make telephone and/or broadband service available at reduced rates to qualifying low-income customers.

1. General

a. A qualifying low-income customer subscribing to designated federal Lifeline Program Services, as outlined below, is eligible to receive federal reductions to either his/her monthly tariffed residential local exchange access line rate and federal subscriber line charge or his/her monthly retail rate for an eligible broadband service. The qualifying low-income customer can only receive one federal discount on one service option.

b. Nothing in this section shall prohibit a customer who is otherwise eligible for the federal Lifeline Program from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications service.

c. The federal Lifeline Program rate reductions do not apply to service connection charges, except that customers eligible for the Tribal Link Up Program will receive a 100% reduction, up to $100.00, on applicable service connection charges, as provided in this tariff.

d. The Company may not disconnect the service of a federal Lifeline Program customer for the non-payment of toll charges unless the Company has received a waiver from the Commission allowing disconnection of service for this reason.

e. Upon subscribing to the federal Lifeline Program, a customer will be offered a subscription, at no charge, to toll blocking service (in exchanges where technically available) which denies the customer access to the long distance telecommunications network; however, the customer is under no obligation to accept the subscription to toll blocking.

f. The Company will waive number portability charges, subject to the tariff, for the Lifeline customer.

g. The federal Lifeline Program rate reductions will only be issued on a going-forward basis and will not be available on a retroactive basis except as directed by LIDA or the Commission.

N

LOCAL EXCHANGE SERVICE

V. LIFELINE PROGRAM (Continued)

N

B. Federal Lifeline Program (Continued)

1. General (Continued)

h. Partial payments made by Lifeline customers will be applied first toward charges for local service.

2. Designated Federal Lifeline Program Services

a. The Company shall offer the voice telephony service and broadband service defined to be qualified, or designated, federal Lifeline Program service as enumerated in 47 Code of Federal Regulations §54.101(a)(1) and (2) (relating to Supported Services for Rural, Insular and High Cost Areas).

b. For voice service, the federal Lifeline Program rate reductions apply only to basic local exchange service and do not apply to non-basic services, regulated or non-regulated, such as long distance service or custom calling services. Customers may subscribe to these services, where available, at their discretion.

c. For broadband service, the federal Lifeline Program rate reductions apply to the monthly recurring retail rate for eligible broadband service provisioned by the Company or its affiliated Internet Service Provider.

d. All designated federal Lifeline Program services are subject to minimum service standards delineated in 47 Code of Federal Regulations §54.408.

3. Eligibility Requirement

a. Qualifying Low-income (Eligible) Customer Criteria

The federal Lifeline Program rate reductions will be provided per eligible customer, limited to one discount per eligible household location. The applicant must certify that their annual household income is at or below 135% of the annual federal poverty guidelines, be an eligible resident of Tribal lands, or participate in, or have a person or child who resides in the customer household who participates in, a program identified in 47 Code of Federal Regulations § 54.409.

N

LOCAL EXCHANGE SERVICE

V. LIFELINE PROGRAM (Continued)

N

B. Federal Lifeline Program (Continued)

3. Eligibility Requirement (Continued)

b. Obligations of the Customer

(1) A current customer of the Company may be automatically enrolled in the federal Lifeline Program by their participation in the qualifying programs or they may self-enroll by contacting the Texas Low-Income Discount Administrator (LIDA).

(2) A customer who is eligible for the federal Lifeline Program, but does not subscribe to a designated federal Lifeline Program service at the time of application, shall be responsible for initiating a request for a designated federal Lifeline Program service from the Company before any federal Lifeline Program discounts will be administered.

c. The LIDA reviews the customer application received and determines if the customer meets the eligibility criteria for the federal Lifeline Program. The LIDA shall provide a list of eligible customers to the Company on a monthly basis.

d. Federal Lifeline Program customers will lose their federal Lifeline Program eligibility once they cease to meet income criteria or cease to participate in one of the qualified programs. Customers will be notified by the LIDA for loss of eligibility and an opportunity given to prove eligibility. Reduced billing under the federal Lifeline Program will be terminated if eligibility ceases.

4. Deposit and Credit Requirements

a. The Company shall be prohibited from charging a service deposit for Lifeline voice-only service plans in order to initiate the federal Lifeline Program if the eligible customer voluntarily elects to receive toll blocking.

b. The Company may charge a service deposit if:

(1) The eligible customer denies subscription to toll blocking upon subscribing to the federal Lifeline Program.

(2) The Company receives a waiver from having to provide toll blocking due to technical limitations.

N

LOCAL EXCHANGE SERVICE

N

V. LIFELINE PROGRAM (Continued)

B. Federal Lifeline Program (Continued)

4. Deposit and Credit Requirements (Continued)

c. In instances where the Company may require a service deposit, the same credit verification procedures and deposit regulations used for all applicants who apply for service with the Company are also applicable to eligible customers of the federal Lifeline Program.

5. Service Connection and Charges

a. Service connection charges do not apply to eligible customers with existing, qualifying service converting to the federal Lifeline Program.

b. Service connection charges may apply when:

(1) Existing eligible customers request additional non-qualifying services at the time federal Lifeline Program reduced billing is initiated, or anytime thereafter.

(2) New customers (those without existing local exchange access service) eligible for the federal Lifeline Program first order a designated federal Lifeline Program service.

(3) Existing eligible customers request any subsequent moves or changes to their service after the initial connection to the federal Lifeline Program.

c. In instances where service connection charges apply, customers qualifying for the federal Lifeline Program may qualify for the Tribal Link-Up Program as outlined in Part VI of this tariff.

d. Applicable service connection charges for the Company are specified in Section 2 of this tariff.

N

LOCAL EXCHANGE SERVICE

N

V. LIFELINE PROGRAM (Continued)

B. Federal Lifeline Program (Continued)

6. Federal Lifeline Program Rate Reduction

The Company shall provide reduced billing for all federal Lifeline Program eligible customers within its service area after receipt of the list of eligible customers from the LIDA. In instances where the customer makes direct inquiries regarding participation in the Lifeline program to the Company, the Company shall make every effort to assist the customer by explaining the necessary steps to become eligible to participate in the Lifeline Program and direct the customer to the LIDA for completion of the required forms for eligibility certification.

a. If the eligible customer's existing voice or broadband service arrangements meet the federal Lifeline Program criteria, the Company shall provide reduced billing as indicated above.

b. If the eligible customer's existing voice or broadband service arrangements do not meet the federal Lifeline Program criteria, the Company shall:

(1) advise the eligible customer by direct mail of the impending termination of his or her Lifeline service; and

(2) allow a subscriber 30 days following the date of the impending termination letter required to demonstrate continued eligibility.

(3) If the eligible customer chooses to make the necessary changes to their service arrangements, the eligible customer will receive reduced billing per the federal Lifeline Program at the time the change is effective or at the time new service is established.

c. If the Company charges a federal End User Common Line Charge (a.k.a. Federal Subscriber Line Charge), the federal Lifeline Program support amount must be applied to waive the federal End User Common Line Charge for federal Lifeline Program subscribers.

N

LOCAL EXCHANGE SERVICE

N

V. LIFELINE PROGRAM (Continued)

B. Federal Lifeline Program (Continued)

7. Federal Lifeline Program Support Amount

The Company shall apply federal Lifeline Program rate reductions, per eligible customer, as described below.

a. The Company shall grant federal support to qualifying low-income consumers up to $9.25 per month, subject to the support amount directed by the Federal Communications Commission in 47 Code of Federal Regulations § 54.403 regarding Lifeline support amount.

b. The federal Lifeline Program discounts shall not result in a rate of less than zero charged for the customer's qualifying voice or broadband service.

c. Tribal Lands Support Amount (where applicable). Additional federal Lifeline support of up to $25 per month will be made available to qualifying eligible residents of Tribal lands.

N

REDACTED FOR PUBLIC INSPECTION

FCC Form 481 OMD Control No. 3060-0986

Please use this tab to report Geocoded Information for broadband deployment locations (FCC 14-98, Paragraph 80)

15-Digit Census Block Code	NECA assigned operating company code (OCN)	Study Area Code (SAC)	Latitude (to six decimal places)	Longitude (to six decimal places)	Street address	City	State	Zip code	Date of deployment	Number of Units	Explanation (if # of units exceeds 1; e.g., a multi-dwelling unit)
[redacted]											

Big Bend Telecom, Ltd. Study Area Code (SAC) 446149 did not deploy any broadband locations in 2016.