



phone 870.336.3434

1.888.336.4249

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office 2400 Ritter Drive, Jonesboro, AR 72401

CONFIDENTIAL FINANCIAL INFORMATION-SUBJECT
TO PROTECTIVE ORDER IN WC DOCKET NOS. 10-90, 07-
135, 05-337, 03-109, CC DOCKET NOS. 01-92, 96-45, GN
DOCKET NO. 09-51, WT DOCKET NO. 10-208, BEFORE
THE FEDERAL COMMUNICATIONS COMMISSION

REDACTED-FOR PUBLIC INSPECTION

Received & Inspected

July 26, 2017

JUN 29 2017

Ms. Marlene Dortch
Secretary of Commission
Federal Communications Commission
445 12th Street, S.W.
Washington, DC 20554

FCC Mailroom

RE: Docket WC Nos. 10-90 and 11-42 FCC Form 481

DOCKET FILE COPY ORIGINAL

Dear Ms. Dortch:

Please accept for filing the original and one copy of the redacted, FCC Form 481 for Tri-County Telephone Company (SAC 401726). This filing is subject to section 0.549 of the FCC's Rules.

If you have any questions about this or need any additional information, I can be contacted at 870-336-2345 or john.strode@rittercommunications.com.

Sincerely,
RITTER COMMUNICATIONS HOLDINGS, INC.

John Strode
Vice President

Attachments

No. of Copies rec'd
List ABCDE

0+1

**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	401726
<015>	Study Area Name	TRI-COUNTY TEL CO-AR
<020>	Program Year	2018
<030>	Contact Name: Person USAC should contact with questions about this data	John Strode
<035>	Contact Telephone Number: Number of the person identified in data line <030>	8703362345 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	John.Strode@RitterCommunications.com
Form Type		54.313 and 54.422

Received & Inspected

JUN 29 2017

FCC Mailroom

<010>	Study Area Code	401726
<015>	Study Area Name	TRI-COUNTY TEL CO-AR
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	John Strode
<035>	Contact Telephone Number - Number of person identified in data line <030>	8703362345 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	John.Strode@RitterCommunications.com

<210> For the prior calendar year, were there any reportable voice service outages?

[illegible]

(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	401726
<015> Study Area Name	TRI-COUNTY TEL CO-AR
<020> Program Year	2018
<030> Contact Name - Person USAC should contact regarding this data	John Strobe
<035> Contact Telephone Number - Number of person identified in data line <030>	8703362345 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	John.Strobe@RitterCommunications.com

0

<300> Unfulfilled service request (voice)

<310> Detail on attempts (voice)

9

<320> Unfulfilled service request (broadband)

TCT UNFULFILLED ANNUAL REPORT FORM 2016 .pdf

<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	401726
<015>	Study Area Name	TRI-COUNTY TEL CO-AR
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	John Strobe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8703362345 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	John.Strobe@RitterCommunications.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	0.0010
<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	401726
<015>	Study Area Name	TRI-COUNTY TEL CO-AR
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	John Strobe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8703362345 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	John.Strobe@RitterCommunications.com
<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes
		510-401726ar510-1.pdf
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	
<515>	Certify compliance with applicable minimum service standards	

(600) Functionality in Emergency Situations
Data Collection Form

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

<010>	Study Area Code	401726
<015>	Study Area Name	TRI-COUNTY TEL CO-AR
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	John Scrode
<035>	Contact Telephone Number - Number of person identified in data line <030>	8703362345 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	John.Scrode@RitterCommunications.com
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	610-401726ar610-1.pdf

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

1/1/2017
19.8

[illegible]

<010>	Study Area Code	401726
<015>	Study Area Name	TRI-COUNTY TEL CO-AR
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	John Strode
<030>	Contact Telephone Number - Number of person identified in data line <030>	8703362345 ext.
<035>	Contact Email Address - Email Address of person identified in data line <030>	John.Strode@titterCommunications.com

[illegible]

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

<010>	Study Area Code	401726	
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<030>	Contact Name - Person USAC should contact regarding this data	John Strode	
<035>	Contact Telephone Number - Number of person identified in data line <030>	8703362345 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	John.Strode@RitterCommunications.com	
<810>	Reporting Carrier	Tri-County Telephone Co.	
<811>	Holding Company	E. Ritter Communications Holdings, Inc.	
<812>	Operating Company	Tri-County Telephone Co.	

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

<010>	Study Area Code	401726
<015>	Study Area Name	TRI-COUNTY TEL CO-AR
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	John Strode
<035>	Contact Telephone Number - Number of person identified in data line <030>	8703362345 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	John.Strode@ritterCommunications.com
<900>	Does the filing entity offer tribal land services? (Y/N)	No

Name of Attached Document

[illegible]

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

- | | |
|-------|--|
| <921> | Needs assessment and deployment planning with a focus on Tribal community anchor institutions. |
| <922> | Feasibility and sustainability planning; |
| <923> | Marketing services in a culturally sensitive manner; |
| <924> | Compliance with Rights of way processes |
| <925> | Compliance with Land Use permitting requirements |
| <926> | Compliance with Facilities Siting rules |
| <927> | Compliance with Environmental Review processes |
| <928> | Compliance with Cultural Preservation review processes |
| <929> | Compliance with Tribal Business and Licensing requirements. |

(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	401726
<015>	Study Area Name	TRI-COUNTY TEL CO-AR
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<030>	Contact Name - Person USAC should contact regarding this data	John Strode
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<039>	Contact Email Address - Email Address of person identified in data line <030>	John.Strode@RitterCommunications.com

Yes

Voice services rate comparability certification

TCT Rate Certification.pdf

Name of Attached Document

Yes - Pricing is no more than the most recent applicable benchmark announced by the Wireline Competition Bureau

Attach detailed description for voice services rate comparability compliance

Broadband comparability certification

TCT Broadband Rate Cert.pdf

Name of Attached Document

Attach detailed description for broadband comparability compliance

(1100) No Terrestrial Backhaul Reporting		FCC Form 481	
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819	
		July 2013	

<010>	Study Area Code	401726
<015>	Study Area Name	TRI-COUNTY TEL CO-AR
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	John Strobe
<035>	Contact Telephone Number - Number of person identified in data line <030>	8703362345 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	John.Strobe@RitterCommunications.com

<1100>	Certify whether terrestrial backhaul options exist (Y/N)	<div></div>
--------	--	-------------

<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).	<div></div>
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(1200) Terms and Condition for Lifeline Customers		FCC Form 481	
Lifeline		OMB Control No. 3060-0986/OMB Control No. 3060-0819	
Data Collection Form		July 2013	

<010>	Study Area Code	401726
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<030>	Contact Name - Person USAC should contact regarding this data	John Strode
<035>	Contact Telephone Number - Number of person identified in data line <030>	8703362345 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	John.Strode@RitterCommunications.com

1210-401726ar1210-1.pdf

Name of Attached Document

<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	HTTP	www.rittercommunications.com
<1220>	Link to Public Website		

"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,	<input checked="" type="checkbox"/>
--------	---	-------------------------------------

<1222>	Details on the number of minutes provided as part of the plan,	<input checked="" type="checkbox"/>
--------	--	-------------------------------------

<1223>	Additional charges for toll calls, and rates for each such plan.	<input checked="" type="checkbox"/>
--------	--	-------------------------------------

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

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

<010>	Study Area Code	401726
<015>	Study Area Name	TRI-COUNTY TEL CO-AR
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	John Strode
<035>	Contact Telephone Number - Number of person identified in data line <030>	8703352345 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	John.strode@rittercommunications.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)(iii). Round 2 recipients only.
- <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).
- <2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)

Name of Attached Document Listing
Required Information

Name of Attached Document Listing
Required Information

(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)

<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)

Name of Attached Document Listing
 Required Information

[3005] Rate Of Return Carrier Additional Documentation
Data Collection Form

FCC Form 481
OMB Control No. 3060-0985/OMB Control No. 3060-0619
July 2013

<010>	Study Area Code	401726
<015>	Study Area Name	TRI-COUNTY TEL CO-AR
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	John Strode
<035>	Contact Telephone Number - Number of person identified in data line <030>	8703362345 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	John.Strode@RitterCommunications.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.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)	
(3010A)	Certification of Public Interest Obligations (47 CFR § 54.313(f)(1)(i))	Yes - Attach Certification
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information
(3012A)	Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))	No - No New Community Anchors
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information
(3013)	Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))	(Yes/No) <input checked="" type="radio"/> <input type="radio"/>
(3014)	If yes, does your company file the RUS annual report	(Yes/No) <input type="radio"/> <input checked="" type="radio"/>
	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:	
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	<input type="checkbox"/>
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No) <input checked="" type="radio"/> <input type="radio"/>
	If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:	
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input checked="" type="checkbox"/>
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input checked="" type="checkbox"/>
(3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.	<input checked="" type="checkbox"/>
	If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:	
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant	<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.	<input type="checkbox"/>
(3025)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information

3010b-290571tn3010-1.pdf

E Ritter Communications Holdings Inc Secured Version.pdf

<010>	Study Area Code	
<015>	Study Area Name	TRI - COUNTY TEL CO-AR
<020>	Program Year	401726
<030>	Contact Name - Person USAC should contact regarding this data	John Strode
<035>	Contact Telephone Number - Number of person identified in data line <030>	8703362345 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	John.Strode@tiresCommunications.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

(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	401726
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<039>	Contact Email Address - Email Address of person identified in data line <030>	John.Strobe@RitterCommunications.com

4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission's public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.

Name of Attached Document Listing Required Information _____

Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.

Name of Attached Document Listing Required Information _____

4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.

Name of Attached Document Listing Required Information _____

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	401726
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<039> Contact Email Address - Email Address of person identified in data line <030>	John.Strode@RitterCommunications.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:	TRI-COUNTY TEL CO-AR
Signature of Authorized Officer:	<i>John D. Strode</i> Date <i>6/23/17</i>
Printed name of Authorized Officer:	JOHN D. STRODE
Title or position of Authorized Officer:	VP
Telephone number of Authorized Officer:	870-336-2345
Study Area Code of Reporting Carrier:	401726 Filing Due Date for this form: 07/03/2017
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	401726
<015> Study Area Name	TRI-COUNTY TEL CO-AR
<020> Program Year	2018
<030> Contact Name - Person USAC should contact regarding this data	John Strode
<035> Contact Telephone Number - Number of person identified in data line <030>	8703362345 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	John.Strode@RitterCommunications.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: _____	
Signature of Authorized Officer: _____	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: _____	
Name of Authorized Agent Firm: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: _____
Name of Authorized Agent Employee: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

CONFIDENTIAL - NOT FOR PUBLIC INSPECTION

TRI-COUNTY TELEPHONE COMPANY
SAC: 401726

WORKSHEET

Unfulfilled Requests - Previous 12 Months

VOICE & BROADBAND - REPORTING PERIOD: JAN. 1, 2016 THROUGH DEC. 31, 2016

REF	NAME/DATE	DESCRIPTION OF SERVICE REQUESTED	SERVICE REQUESTED (V ALL APPLICABLE TO UNFULFILLED REQUEST)		BROADBAND SPEED REQUESTED	DESCRIBE HOW CARRIER ATTEMPTED TO PROVIDE SERVICE
			BROADBAND	VOICE		
1	Nicholas T White	DSL-Distance too far	X		6 MG	HC 32 Box 19, Mt. Judea, AR 72655 (Vendor)
2	Mark Kmieck	DSL-Distance too far	X		6 MG	HC 72 Box 255 Jasper, AR 72641 (Mockingbird Hill) 870.446.2329
3	Ricky Turney	DSL-Distance too far	X		6 MG	2399 Bakerford Rd, Saint Joe, AR 72675
4	Joe Davidson	DSL-Distance too far	X		6 MG	Terrapine Creek Rd, Compton, AR 72624 (end of line)
5	Patricia Gregory	DSL-Distance too far	X		6 MG	Rt. #10-336-3 Pruitt-Yardelle Rd
6	Dennis Buchanan 1/9/16	DSL-Distance too far	X		6 MG	HC 73 Box 248, Marble Falls, AR 72648
7	David Kosofsky 1/26/16	DSL-Distance too far	X		6 MG	1177 Duggen Rd, Everton, AR 72633...972.365.4817
8	Ryan Wyatts 2/3/16	DSL-Distance too far	X		6 MG	Rt. 1 Box 90 W Everton, AR 72633
9	Keith Slape 7/27/16	DSL-Distance too far	X		6 MG	HC 33 Box 107, Compton, AR 72624...870.420.3630

47 CFR §54.313 (a)(3)

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make “a specific commitment to objective measures to protect consumers.”² The Commission found that for wireless ETCs, compliance with CTIA’s Consumer Code for Wireless Service would satisfy this requirement” and that the sufficiency of other commitments would be considered on a case-by-case basis.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

Tri-County Telephone Company, Inc. (“Company”) hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company is subject to consumer protection obligations under state law. These obligations include, but are not limited to, the following:

(1) filing a Local Exchange Tariff pursuant to the requirements of the Arkansas Public Service Commission (APSC) which disclose rates, terms and conditions of service to customers;

(2) consumer protection requirements governing telephone providers which require adherence to APSC’s Telecommunications Providers Rules governing service supplied by Telephone Providers (TP). The basic utility obligations include: (a) Each

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 provider shall provide all services and offerings on a continuous 24 hour basis. For example: (i) Local and toll switched or non-switched circuits and functions. (ii) Equipment or personnel to receive customer trouble reports; and (iii) Emergency repair service. Each TP shall operate and maintain its entire system so that service is safe, adequate, and reliable. Each TP shall inspect its entire system as necessary to have a reasonable knowledge of the system's condition at all time.

(3) In accordance with APSC Rule 2.01.B, E. Ritter Telephone Company provides the following information in the Customer Information section of its directory (Pages 3 – 13 of the 2013 Directory):

- (a) A list and description of all rates for basic local exchange access service and any discounts which would apply to that service;
- (b) All billing plans and options available to the customer;
- (c) A summary of rules and procedures for the payment, refund, and guarantee of deposits;
- (d) A summary of billing rules and procedures;
- (e) An itemized bill description, if not shown on the bill;
- (f) Procedures for verifying the accuracy of a bill;
- (g) A description of any automatic adjustment charge;
- (h) A summary of the rules and procedures for paying bills to include payments made to authorized payment agents;
- (i) A summary of the delayed payment agreement rules and procedures – information on delayed payment agreements shall say that a customer who is

having difficulty paying a LEC bill may, if qualified, make payments in installments;

(j) A summary of the rules and procedures for suspension, reconnection, and termination of service;

(k) The options available to customers to avoid shut-off of service when a customer is away for an extended period;

(l) A summary of the rules and procedures for giving someone else notice before shutting off a customer's service (Third-Party Notification procedures);

(m) A summary of the rules and procedures for helping households avoid shut-off when there is a serious medical condition, elderly customer, or customer who is an individual with disabilities;

(n) The local and/or toll-free telephone numbers, and a statement that the customer may contact the LEC for a list of authorized payment agents in the customer's area;

(o) Procedures for making a complaint to the LEC and the APSC;

(p) Toll-free and local telephone numbers of the APSC and the mailing and street address of the APSC;

(q) A statement that these Rules are available through each LEC's business office.

Customer billing guidelines set forth in APSC Telephone Providers Rules Section 5 Billing state that each bill shall contain the following information:

1. Name and telephone number or identifying number under which service is billed;
2. The beginning and ending dates of the billing period;

3. The net amount of all payments and other credits made to the account during the billing period;
4. Any previous balance due;
5. The amount of any "late payment charge" and an explanation of when it will apply;
6. The date the bill was mailed;
7. A list of all charges or credits, including: a) Deposit installments; b) Deposit refunds; c) Automatic adjustments; d) Customer or minimum charges; e) Taxes, listed by kind; f) Charges for other utility service; g) Charges for non-utility merchandise, service or equipment; h) Basic service; i) Federal end user common line charge j) Equipment; k) Custom calling services.
8. If a LEC uses industry-specific abbreviations for terms that explain the billing, it shall identify them on the bill;
9. A statement that the customer may contact the LEC about any problem with billing or service, or for a delayed payment agreement. The statement shall include an address and a telephone number where customers can call the LEC without charge.

In addition, the Company is subject to consumer protection obligations under state law relating to truth-in-billing requirements, CPNI, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

Tri-County Telephone Co., Inc. (The Company), hereby certifies that it is able to function in emergency situations as set forth in §54.202(a)(2).¹ 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 will also allow the Company to manage traffic spikes throughout its network, as emergency situations require.

Specifically, each central office building is supplied with standby generators and battery back-up that enable the central office to keep running until power is restored so long as fuel is available, or until system changes are made to reroute traffic. The Company has battery backup at all office locations and in its electronic equipment sites. Length of run time is determined by the equipment serving the area and the number of customers working out of the equipment. Generators are installed at all Central Office locations. They will continue to run as long as the Company has access to fuel for generators.

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."

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

401726

TRI-COUNTY TEL CO-AR

2018

John Strobe

8703362345 ext.

John.Strode@RitterCommunications.com

1/1/2017

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**(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 401726
 <015> Study Area Name TRI-COUNTY TEL CO-AR
 <020> Program Year 2018
 <030> Contact Name - Person USAC should contact regarding this data John Strode
 <035> Contact Telephone Number - Number of person identified in data line <030> 8703362345 ext.
 <039> Contact Email Address - Email Address of person identified in data line <030> John.Strode@RitterCommunications.com

State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select)
AR	Alpena	64.95	0.0	64.95	12.0	1.5	999999.0	Other, Unlimited
AR	Alpena	54.95	0.0	54.95	6.0	1.0	999999.0	Other, Unlimited
AR	Deer	64.95	0.0	64.95	12.0	1.5	999999.0	Other, Unlimited
AR	Deer	54.95	0.0	54.95	6.0	1.0	999999.0	Other, Unlimited
AR	Jasper	64.95	0.0	64.95	12.0	1.5	999999.0	Other, Unlimited
AR	Jasper	54.95	0.0	54.95	6.0	1.0	999999.0	Other, Unlimited
AR	Lorton	64.95	0.0	64.95	12.0	1.5	999999.0	Other, Unlimited
AR	Lorton	54.95	0.0	54.95	6.0	1.0	999999.0	Other, Unlimited
AR	Mt. Judea	64.95	0.0	64.95	12.0	1.5	999999.0	Other, Unlimited
AR	Mt. Judea	54.95	0.0	54.95	6.0	1.0	999999.0	Other, Unlimited
AR	Osage	64.95	0.0	64.95	12.0	1.5	999999.0	Other, Unlimited
AR	Osage	54.95	0.0	54.95	6.0	1.0	999999.0	Other, Unlimited
AR	Ponca	64.95	0.0	64.95	12.0	1.5	999999.0	Other, Unlimited
AR	Ponca	54.95	0.0	54.95	6.0	1.0	999999.0	Other, Unlimited
AR	St. Joe	64.95	0.0	64.95	12.0	1.5	999999.0	Other, Unlimited
AR	St. Joe	54.95	0.0	54.95	6.0	1.0	999999.0	Other, Unlimited
AR	Western Grove	64.95	0.0	64.95	12.0	1.5	999999.0	Other, Unlimited
AR	Western Grove	54.95	0.0	54.95	6.0	1.0	999999.0	Other, Unlimited

FCC Form 481
OMB Control No. 3050-0986/OMB Control No. 3050-0819
July 2013

401726

TRI-COUNTY TEL CO-AR

2018

John Strobe

8703362345 ext.

John.Strode@RitterCommunications.com

Tri-County Telephone Co.

E. Ritter Communications Holdings, Inc.

Tri-County Telephone Co.

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Doing Business As Company or Brand Designation

E. Ritter Telephone Company, Inc.

Millington Telephone Company, Inc.

401722

290571

Ritter Communications

Ritter Communications

401726ar1010

Name: Tri-County Telephone Company, Inc.
SAC: 401726
SPIN: 143002275

LINE 1010 – VOICE SERVICE RATE COMPARABILITY

Tri-County Telephone Company's fixed voice service rates is \$19.00 which is below the \$22.49 urban rate floor. Therefore, Tri-County's rate for fixed voice service is not more than two standard deviations above the national average.

401726ar1010a

Name: Tri-County Telephone Company, Inc.

SAC: 401726

SPIN: 143002275

LINE 1010 – BROADBAND SERVICE RATE COMPARABILITY

Tri-County Telephone Company, Inc.'s broadband service rates are no more than the benchmark rate as shown below:

Tri-County Telephone Standard Rate is \$35.95 which is below the Broadband Benchmark of \$77.98.

Therefore, the Tri-County Telephone Company, Inc. broadband service rates are not more than benchmark rate.

ARKANSAS PUBLIC SERVICE COMMISSION

401726AR1210

Section V

1st Revised Sheet No. 6 Replacing Original Sheet No. 6

ALL EXCHANGES

TRI-COUNTY TELEPHONE COMPANY

LOCAL EXCHANGE SERVICE (Cont'd)

PSC File Mark Only

14. LIFELINE

14.1 Service

Lifeline Service is a service offered to certain qualified residential customers of the Company. This service provides for a discount from the local access rate charged by the Company.

Lifeline Service is a service offered to certain qualified residential customers of the Company. This service provides for a discount from the local access rate charged by the Company.

The Company will also seek a waiver to the maximum amount authorized by the Federal Communications Commission ("FCC") of the federal customer line charge ("SLC") to be applied under its approved lifeline plan.

14.2 Qualification

Lifeline Service is available only to Food Stamp, federal public housing assistance or Section 8 programs, Low Income Home Energy Assistance Program, Medicaid (including Supplemental Security Income), Aid to Families with Dependent Children recipients, recipients of Temporary Assistance to Needy Families, participants in the National School Lunch's free lunch program, or families whose household income falls below 135% of the Federal Poverty Guideline. A directory listing (if desired) and billing for Lifeline Service will only be provided in the name of and at the address of the certified recipient.

Lifeline Service customers will self certify on an annual basis that they continue to be eligible for this service.

14.2.1 The customer will certify under penalty of perjury that the information supplied at the time of application for Lifeline service is accurate. The Company will obtain sufficient documentation from the customer to verify that the customer qualifies for Lifeline and an officer of the Company will certify that the Company has procedures to review the application of Lifeline Service in accordance with 47 U.S.C. Part 54.

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Issued:

By: Bob Mouser, President
Tri-County Telephone Company

Effective: June 22, 2005