

**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	619014
<015> Study Area Name	GCI COMMUNICATION CORP.
<020> Program Year	2016
<030> Contact Name: Person USAC should contact with questions about this data	Chris Nierman
<035> Contact Telephone Number: Number of the person identified in data line <030>	2024578815 ext.
<039> Contact Email Address: Email of the person identified in data line <030>	CNierman@gci.com

ANNUAL REPORTING FOR ALL CARRIERS	54.313	54.422
	Completion Required	Completion Required

(check box when complete)

<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input type="checkbox"/> <-- check box if no outages to report		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<300> Unfulfilled Service Requests (voice)	20 (300) Unfilled Service Requests - Wireless.pdf	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<310> Detail on Attempts (voice)	(attach descriptive document)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)		<input type="checkbox"/>	<input type="checkbox"/>
<330> Detail on Attempts (broadband)	(attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)			
<410> Fixed	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420> Mobile	0.036		
<430> Number of Complaints per 1,000 customers (broadband)		<input type="checkbox"/>	<input type="checkbox"/>
<440> Fixed			
<450> Mobile			
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> (500) Service Quality - Wireless.pdf	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> (600) Functionality in Emergency Situations - Wireless.pdf	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)?	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1000> Voice Services Rate Comparability Certification	Yes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1010> (1000) Voice Services Rate Comparability - Wireless.pdf	(attach descriptive document)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1100> Certify whether terrestrial backhaul options exist (Yes or No)	(if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1110>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

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

<2000>	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<2005>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<3005>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>

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

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

<010> Study Area Code 619014
 <015> Study Area Name GCI COMMUNICATION CORP.
 <020> Program Year 2016
 <030> Contact Name - Person USAC should contact regarding this data Chris Nieman
 <035> Contact Telephone Number - Number of person identified in data line <030> 2024578815 ext.
 <039> Contact Email Address - Email Address of person identified in data line <030> CNieman@gci.com

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

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

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

Name of Attached Document

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

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

**(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 619014
 <015> Study Area Name GCI COMMUNICATION CORP.
 <020> Program Year 2016
 <030> Contact Name - Person USAC should contact regarding this data Chris Nierman
 <035> Contact Telephone Number - Number of person identified in data line <030> 2024578815 ext.
 <039> Contact Email Address - Email Address of person identified in data line <030> CNierman@gci.com

<910> Tribal Land(s) on which ETC Serves
 This list will be attached to the Engagement Obligation pdf as it exceeds the 1000 character limit.

2015 Tribal Engagement Form 481 Narrative & Tribal Contact List.pdf, Tribal Engagement Exhibit.pdf, Rural Travel and Statewide Community Events Calendar_2014.pdf

<920> Tribal Government Engagement Obligation

Name of Attached Document

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

Select Yes or No or Not Applicable
Yes

- <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.

**(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	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Chris Nierman
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024578815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	cnierman@gci.com

<1120> Please confirm whether terrestrial backhaul options exist within the supported area pursuant to § 54.313(g) (Yes, No).

<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	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Chris Nierman
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024578815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	cnierman@gci.com

Name of Attached Document

<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	
<1220>	Link to Public Website	HTTP http://www.gci.com/wireless/plans/lifeline

"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.

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

(2000) Price Cap Carrier Additional Documentation
Data Collection Form
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<010> Study Area Code 619014

<015> Study Area Name UCI COMMUNICATION CORP.

<020> Program Year 2016

<030> Contact Name - Person USAC should contact regarding this data CHRIS NIERMAN

<035> Contact Telephone Number - Number of person identified in data line <030> 2024576615 ext.

<039> Contact Email Address - Email Address of person identified in data line <030> CNierman@uci.com

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

Incremental Connect America Phase I reporting

<2010> 2nd Year Certification (47 CFR § 54.313(b)(1)i)

<2011a> 3rd Year Certification (47 CFR § 54.313(b)(1)ii)

<2011b> Attachment (47 CFR § 54.313(b)(1)iii)

Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))

<2012> 2013 Frozen Support Calculation (47 CFR § 54.313(c)(1))

<2013> 2014 Frozen Support Calculation (47 CFR § 54.313(c)(2))

<2014> 2015 Frozen Support Calculation (47 CFR § 54.313(c)(3))

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

Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))

Certification Support Used to Build Broadband

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

<2017> 3rd year Broadband Service Certification

<2018> 5th year Broadband Service Certification

<2019> Interim Progress Certification

<2020>

Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

<2021> Interim Progress Community Anchor Institutions

Name of Attached Document(s) Listing Required Information

(3000) 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 619014
 <015> Study Area Name GCI COMMUNICATION CORP.
 <020> Program Year 2016
 <030> Contact Name - Person USAC should contact regarding this data Chris Nieman
 <035> Contact Telephone Number - Number of person identified in data line <030> 2024578815 ext.
 <039> Contact Email Address - Email Address of person identified in data line <030> CNieman@gci.com

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

(3010) **Progress Report on 5 Year Plan**
 Milestone Certification (47 CFR § 54.313(f)(1)(ii))

Name of Attached Document Listing Required Information

(3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313(f)(1)(iii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

Name of Attached Document Listing Required Information

(3012) Community Anchor Institutions (47 CFR § 54.313(f)(1)(iii))

Name of Attached Document Listing Required Information

(3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))

(3014) If yes, does your company file the RUS annual report

Please check these boxes to confirm that the attached document(s), 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) for Balance Sheet, Income Statement and Statement of Cash Flows

Name of Attached Document Listing Required Information

(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?

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

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

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

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

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

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

(3024) Underlying information subjected to an officer certification.

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

Name of Attached Document Listing Required Information

(3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

(3000) 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 619014
 <015> Study Area Name GCI COMMUNICATION CORP.
 <020> Program Year 2016
 <030> Contact Name - Person USAC should contact regarding this data Chris Nieman
 <035> Contact Telephone Number - Number of person identified in data line <030> 2024578815 ext.
 <039> Contact Email Address - Email Address of person identified in data line <030> CNieman@gci.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	

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	619014
<015> Study Area Name	GCI COMMUNICATION CORP.
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Chris Nierman
<035> Contact Telephone Number - Number of person identified in data line <030>	2024578815 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.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	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Chris Nierman
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024578815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.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	
<p>I certify that (Name of Agent) <u>Jennifer Bagg</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.</p>	
Name of Authorized Agent: <u>Jennifer Bagg</u>	
Name of Reporting Carrier: <u>GCI COMMUNICATION CORP.</u>	
Signature of Authorized Officer: <u>CERTIFIED ONLINE</u>	Date: <u>07/01/2015</u>
Printed name of Authorized Officer: <u>Lynda Tarbath</u>	
Title or position of Authorized Officer: <u>VP/CAO</u>	
Telephone number of Authorized Officer: <u>9078685638 ext.</u>	
Study Area Code of Reporting Carrier: <u>619014</u>	Filing Due Date for this form: <u>07/01/2015</u>
<p style="font-size: small;">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.</p>	

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	
<p>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.</p>	
Name of Reporting Carrier: <u>GCI COMMUNICATION CORP.</u>	
Name of Authorized Agent or Employee of Agent: <u>Jennifer Bagg</u>	
Signature of Authorized Agent or Employee of Agent: <u>CERTIFIED ONLINE</u>	Date: <u>07/01/2015</u>
Printed name of Authorized Agent or Employee of Agent: <u>Jennifer Bagg</u>	
Title or position of Authorized Agent or Employee of Agent: <u>Outside Counsel</u>	
Telephone number of Authorized Agent or Employee of Agent: <u>2027301322 ext.</u>	
Study Area Code of Reporting Carrier: <u>619014</u>	Filing Due Date for this form: <u>07/01/2015</u>
<p style="font-size: small;">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.</p>	

Attachments

GCI Communication Corp.

SAC: 619014

Form 481: (300) *Unfilled Service Requests*

In 2014, GCI had twenty instances¹ in which it was unable to improve wireless coverage on a short term basis. In all twenty cases, the customers were given the option of roaming on another carrier's network in the affected area or porting their numbers to a GCI wireless competitor. Fifteen of these customers elected roaming for their wireless service, while one such customer elected to discontinue service. One of these customers was provided an upgraded headset. One of these customers was able to take advantage of a new cell site. One of these customers was determined to be in a low coverage area and GCI was unable to provide a solution for the limited wireless coverage.

GCI reports these matters in the event the Commission considers them encompassed by the reporting requirement herein. There are no other service denials to report.

First Case: Customer reported her issues to GCI on June 6, 2014. GCI escalated the ticket internally for drive testing to determine how we could provide wireless service. On August 14, 2014, the wireless operations group determined that customer was located in a low coverage area. The recommended short-term solution was to allow roaming on the AT&T network. As such, GCI removed the roaming restrictions and confirmed that customer had functional wireless service.

Second Case: Customer reported her issues to GCI on September 16, 2014. GCI escalated the ticket internally for drive testing to determine how we could provide wireless service. On September 25, 2014, the wireless operations group determined that customer was located in a low coverage area. The recommended short-term solution was to allow roaming on the AT&T network. As such, GCI removed the roaming restrictions and confirmed that customer had functional wireless service.

Third Case: Customer reported her issues to GCI on September 12, 2014. GCI escalated the ticket internally for drive testing to determine how we could provide wireless service. On September 26, 2014, the wireless operations group determined that customer was located in a low coverage area. The recommended short-term solution was to allow roaming on the AT&T network. As such, GCI removed the roaming restrictions and confirmed that customer had functional wireless service.

Fourth Case: Customer reported her issues to GCI on May 1, 2014. GCI escalated the ticket internally for drive testing to determine how we could provide wireless service. On May 5, 2014, the wireless operations group determined that customer was located in a low coverage area. The recommended short-term solution was to allow roaming on the AT&T network. As such, GCI removed the roaming restrictions and confirmed that customer had functional wireless service.

¹ Anchorage (2), Anderson, Big Lake, Coffman Cove (1), Delta Junction, Fairbanks, Kenai, Ketchikan (2), Nikiski, North Pole, Soldotna (2), Wasilla (4), Willow (2).

Fifth Case: Customer reported his issues to GCI on July 30, 2014. GCI escalated the ticket internally for drive testing to determine how we could provide wireless service. On September 27, 2014, the wireless group determined that customer's wireless device was the source of the issue. As such, GCI upgraded the customer's phone and confirmed that all issues were resolved.

Sixth Case: Customer reported her issues to GCI on April 7, 2014. GCI escalated the ticket internally for drive testing to determine how we could provide wireless service. On the same day, GCI disabled the roaming block to allow the customer to roam off of AT&T. The customer was able to use voice and text on the AT&T network. GCI also gave the customer the option to use a competitor for network coverage.

Seventh Case: Customer reported her issues to GCI on March 16, 2014. GCI escalated the ticket internally for drive testing to determine how we could provide wireless service. The wireless operations group determined that customer was located in an area where GCI would need a new cell site to provide coverage. Subsequently, a new cell site came on air and on April 7, 2014, the customer reported that coverage had improved.

Eighth Case: Customer reported her issues to GCI on August 22, 2014. GCI escalated the ticket internally for drive testing to determine how we could provide wireless service. On August 28, 2014, the wireless operations group determined that customer was located in a low coverage area. The recommended short-term solution was to allow roaming on the AT&T network. As such, GCI removed the roaming restrictions and confirmed that customer had functional wireless service.

Ninth Case: Customer reported her issues to GCI on July 29, 2014. GCI escalated the ticket internally for drive testing to determine how we could provide wireless service. On December 16, 2014, the wireless operations group determined that customer was located in a low coverage area. The recommended short-term solution was to allow roaming on the AT&T network. As such, GCI removed the roaming restrictions and confirmed that customer had functional wireless service.

Tenth Case: Customer reported his issues to GCI on March 20, 2014. GCI escalated the ticket internally for drive testing to determine how we could provide wireless service. On the same day, the wireless operations group determined that customer was located in a low coverage area. The recommended short-term solution was to allow roaming on the AT&T network. As such, GCI removed the roaming restrictions and confirmed that customer had functional wireless service. Customer again reported issues to GCI on March 28, 2014. GCI escalated the ticket internally for drive testing to determine how we could provide wireless service. On May 1, 2014, GCI again disabled the roaming block and allowed the customer to roam off of AT&T. GCI confirmed that the customer was able to receive voice and text services on the AT&T network.

Eleventh Case: Customer reported her issues to GCI on February 25, 2014. GCI performed a drive test at the wireless service address and found the area to be a low coverage gap. On April 16, 2014, GCI determined that there was no available short-term solution and added the customer's address to the low coverage map. Due to GCI not having a short-term solution to

resolving this incident, we informed customer of our short-term abilities and offered her to seek out another carrier for her wireless needs.

Twelfth Case: Customer reported her issues to GCI on September 10, 2014. GCI escalated the ticket internally for drive testing to determine how we could provide wireless service. On September 11, 2014, the wireless operations group determined that customer was located in a low coverage area. The recommended short-term solution was to allow roaming on the AT&T network. As such, GCI removed the roaming restrictions and confirmed that customer had functional wireless service.

Thirteenth Case: Customer reported his issues to GCI on July 7, 2014. GCI escalated the ticket internally for drive testing to determine how we could provide wireless service. On August 15, 2014, the wireless operations group determined that customer was located in a low coverage area. The recommended short-term solution was to allow roaming on the AT&T network. As such, GCI removed the roaming restrictions and confirmed that customer had functional wireless service.

Fourteenth Case: Customer reported her issues to GCI on November 5, 2014. GCI escalated the ticket internally for drive testing to determine how we could provide wireless service. On the same day, the wireless operations group determined that customer was located in a low coverage area. The recommended short-term solution was to allow roaming on the AT&T network. As such, GCI removed the roaming restrictions and confirmed that customer had functional wireless service.

Fifteenth Case: Customer reported her issues to GCI on July 27, 2014. GCI escalated the ticket internally for drive testing to determine how we could provide wireless service. On October 23, 2014, the wireless operations group determined that customer was located in a low coverage area. The recommended short-term solution was to allow roaming on the AT&T network. As such, GCI removed the roaming restrictions and confirmed that customer had functional wireless service.

Sixteenth Case: Customer reported her issues to GCI on July 31, 2014. GCI escalated the ticket internally for drive testing to determine how we could provide wireless service. On the same day, the wireless operations group determined that customer was located in a low coverage area. The recommended short-term solution was to allow roaming on the AT&T network. As such, GCI removed the roaming restrictions and confirmed that customer had functional wireless service.

Seventeenth Case: Customer reported his issues to GCI on April 11, 2014. GCI escalated the ticket internally for drive testing to determine how we could provide wireless service. On the same day, the wireless operations group determined that customer was located in a low coverage area. The recommended short-term solution was to allow roaming on the AT&T network. As such, GCI removed the roaming restrictions and confirmed that customer had functional wireless service.

Eighteenth Case: Customer reported her issues to GCI on January 30, 2014. On GCI escalated the ticket internally for drive testing to determine how we could provide wireless service. On

February 10, 2014, the wireless operations group determined that customer was located in a low coverage area. The recommended short-term solution was to allow roaming on the AT&T network. As such, GCI removed the roaming restrictions and confirmed that customer had functional wireless service.

Nineteenth Case: Customer reported his issues to GCI on March 14, 2014. GCI escalated the ticket internally for drive testing to determine how we could provide wireless service. On March 27, 2014, the wireless operations group determined that customer was located in a low coverage area. The recommended short-term solution was to allow roaming on the AT&T network. As such, GCI removed the roaming restrictions and confirmed that customer had functional wireless service.

Twentieth Case: On August 27, 2014, officials for the City of Coffman Cove requested that GCI deploy wireless service in their city. Prior to their formal request, GCI believed that roaming was available to at least some parts of Coffman Cove (through AT&T Mobility) but was mistaken and has since re-identified that location as one with no wireless service. Since GCI has no facilities there at this time, and roaming is not available, the only option would be to build new wireless facilities. Despite the FCC's cutback and intended phase out of high cost wireless USF, GCI has nevertheless committed to the Regulatory Commission of Alaska to build seven new wireless locations in Alaska between 2015 and 2017. The first two of those seven commitments have already been deployed (Minto and Manley). Decisions regarding the remaining locations are still pending; unfortunately, the City of Coffman Cove is not one of the top five sites that GCI has tentatively selected for the remaining five deployments in 2016 and 2017. GCI has informally discussed the funding situation with city officials and is currently preparing a formal response to them that deployment in the City of Coffman will likely be delayed past 2017.

GCI Communication Corp.

SAC: 619014

Form 481: (500) *Service Quality Standards & Consumer Protection Rules Compliance*

GCI hereby certifies that it complies with 3 AAC 53.450 regarding consumer protection and service quality standards as adopted by the Regulatory Commission of Alaska, as well as almost all provisions of the CTIA Consumer Code for Wireless Service.

/s/ Chris Nierman

Chris Nierman

Senior Counsel, Federal Affairs

General Communication, Inc.

1350 I Street, N.W., Suite 1260

Washington, DC 20005

(202) 457-8815

GCI Communication Corp.

SAC: 619014

Form 481: (600) *Functionality in Emergency Situations*

Pursuant to the Commission's rules in 47 CFR §§ 54.313(a)(7) and 54.422(b)(4), General Communication, Inc. ("GCI") hereby certifies its ability to remain functional in emergency situations through the following measures:

- I. GCI has a reasonable amount of back-up power to ensure functionality without an external power source:
 - A. GCI has an active battery plant maintenance and replacement program to ensure a minimum of eight hours of battery backup.
 - B. GCI has portable generators stationed in communities with known commercial power issues and also has supplemental generators stationed at hub communities that are available for dispatch as needed.
- II. GCI is able to reroute traffic around damaged facilities in locations where there is more than one interexchange carrier ("IXC"). GCI can also deploy portable ku VSAT terminals to restore services in the event of a damaged facility where a second IXC is not available.
- III. GCI is capable of managing traffic spikes resulting from emergency situations, because it designs trunk groups with a maximum of 1 blocked call per one hundred calls during the yearly busy hour.

/s/ Chris Nierman

Chris Nierman

Senior Counsel, Federal Affairs

General Communication, Inc.

1350 I Street, N.W., Suite 1260

Washington, DC 20005

(202) 457-8815

GCI Communication Corp.

SAC: 619014

Form 481: (1000) *Voice Services Rate Comparability*

GCI hereby certifies that it complies with requirements set out in 47 CFR § 54.313(a)(10)¹ regarding pricing of voice services as follows:

The mobile voice services pricing offered by GCI is no more than two standard deviations (\$47.48) above the national urban rate (\$21.22) for voice service as specified in the April 16, 2015 public notice issued by the Wireline Competition Bureau and the Wireless Telecommunications Bureau.

/s/ Chris Nierman
Chris Nierman
Senior Counsel, Federal Affairs
General Communication, Inc.
1350 I Street, N.W., Suite 1260
Washington, DC 20005
(202) 457-8815

¹ 47 CFR § 54.313(a)(10) reads: *Beginning July 1, 2013*. A letter certifying that the pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice issued by the Wireline Competition Bureau and Wireless Telecommunications Bureau[.]