

<010> Study Area Code	399005	Received & Inspected
<015> Study Area Name	MIDCONTINENT COMMUNICATIONS	
<020> Program Year	2016	JUN 26 2015
<030> Contact Name: Person USAC should contact with questions about this data	Mary Lohnes	
<035> Contact Telephone Number: Number of the person identified in data line <030>	6053575459 ext.	FCC Mail Room
<039> Contact Email Address: Email of the person identified in data line <030>	mary_lohnes@mml.net	

ANNUAL REPORTING FOR ALL CARRIERS	54.313 Completion Required	54.422 Completion Required
--	---	---

			(check box when complete)	
<100>	Service Quality Improvement Reporting (complete attached worksheet)	<input checked="" type="checkbox"/>		
<200>	Outage Reporting (voice) (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<210>	<input checked="" type="checkbox"/> ← check box if no outages to report <input type="text" value="0"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<300>	Unfulfilled Service Requests (voice)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<310>	Detail on Attempts (voice) <div style="border: 1px solid black; height: 40px; width: 100%;"></div> (attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>	
<320>	Unfulfilled Service Requests (broadband)	<input type="checkbox"/>	<input type="checkbox"/>	
<330>	Detail on Attempts (broadband) <div style="border: 1px solid black; height: 40px; width: 100%;"></div> (attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>	
<400>	Number of Complaints per 1,000 customers (voice)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<410>	Fixed <input type="text" value="0.1"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<420>	Mobile <input type="text" value="0.0"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<430>	Number of Complaints per 1,000 customers (broadband)	<input type="checkbox"/>	<input type="checkbox"/>	
<440>	Fixed <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<450>	Mobile <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<500>	Service Quality Standards & Consumer Protection Rules Compliance (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<510>	<input type="text" value="399005SD510.pdf"/> (attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<600>	Functionality in Emergency Situations (check to indicate certification) <input type="text" value="399005SD610.pdf"/> (attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<610>		<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)? <input type="radio"/> <input checked="" type="radio"/> (if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<1000>	Voice Services Rate Comparability Certification <input type="text" value="Yes"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<1010>	<input type="text" value="399005SD1010.pdf"/> (attach descriptive document)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<1100>	Certify whether terrestrial backhaul options exist (Yes or No) <input checked="" type="radio"/> <input type="radio"/> (if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<1110>	(complete attached worksheet)	<input 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)	
<2005>	(complete attached worksheet)	
Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet		
<3000>	(check to indicate certification)	
<3005>	(complete attached worksheet)	

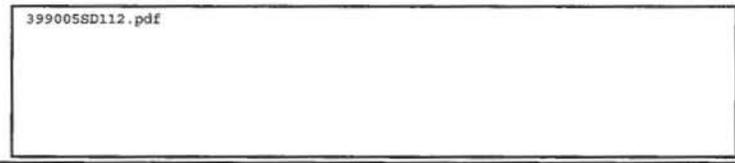
(100) Service Quality Improvement Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

<010> Study Area Code	399005
<015> Study Area Name	MIDCONTINENT COMMUNICATIONS
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Mary Lohnes
<035> Contact Telephone Number - Number of person identified in data line <030>	6053575459 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	mary_lohnes@mml.net

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

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
- <114> Report how much universal service (USF) support was received
- <115> How much (USF) was used to improve service quality and how support was used to improve service quality
- <116> How much (USF) was used to improve service coverage and how support was used to improve service coverage
- <117> How much (USF) was used to improve service capacity and how support was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

Not Applicable
Yes

(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	399005
<015> Study Area Name	MIDCONTINENT COMMUNICATIONS
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Mary Lohnes
<035> Contact Telephone Number - Number of person identified in data line <030>	6053575459 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	mary_lohnes@mni.net

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

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

- <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.

Select Yes or No or Not Applicable

**(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	399005
<015>	Study Area Name	MIDCONTINENT COMMUNICATIONS
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Mary Lohnes
<035>	Contact Telephone Number - Number of person identified in data line <030>	6053575459 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mary_lohnes@mci.net

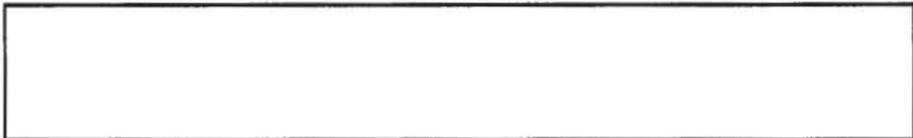
<1120> Please confirm whether terrestrial backhaul options exist within the supported area pursuant to § 54.313(g) (Yes, No).

<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	399005
<015>	Study Area Name	MIDCONTINENT COMMUNICATIONS
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Mary Lohnes
<035>	Contact Telephone Number - Number of person identified in data line <030>	6053575459 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	mary.lohnes@mmi.net

<1210> Terms & Conditions of Voice Telephony Lifeline Plans



Name of Attached Document

<1220> Link to Public Website HTTP www.midcoomm.com

"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.

[3000] Rate Of Return Carrier Additional Documentation	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010> Study Area Code	399005
<015> Study Area Name	MIDCONTINENT COMMUNICATIONS
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Mary Lohnes
<035> Contact Telephone Number - Number of person identified in data line <030>	6053575459 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	mary.lohnes@mmi.net

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)(i))

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)(ii), 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.

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

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 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

(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

(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

(3026) **Attach the worksheet listing required information**

Name of Attached Document Listing Required Information

(3000) Rate Of Return Carrier Additional Documentation (Continued)		FCC Form 481
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
		July 2013

<010> Study Area Code	399005
<015> Study Area Name	MIDCONTINENT COMMUNICATIONS
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Mary Lohnes
<035> Contact Telephone Number - Number of person identified in data line <030>	6053575459_ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	mary_lohnea@mml.net

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	399005
<015> Study Area Name	MIDCONTINENT COMMUNICATIONS
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Mary Lohnes
<035> Contact Telephone Number - Number of person identified in data line <030>	6053575459 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	mary_lohnes@mmi.net

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: MIDCONTINENT COMMUNICATIONS	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/25/2015
Printed name of Authorized Officer: Tom Simmons	
Title or position of Authorized Officer: SR VP of Public Policy	
Telephone number of Authorized Officer: 6053575491 ext.	
Study Area Code of Reporting Carrier: 399005	Filing Due Date for this form: 07/01/2015
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	399005	
<015> Study Area Name	MIDCONTINENT COMMUNICATIONS	
<020> Program Year	2016	
<030> Contact Name - Person USAC should contact regarding this data	Mary Lohnes	
<035> Contact Telephone Number - Number of person identified in data line <030>	6053575459 ext .	
<039> Contact Email Address - Email Address of person identified in data line <030>	mary_lohnes@mmi.net	

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 or Employee of Agent: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: _____
Printed name of Authorized Agent or Employee of Agent: _____	
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

Midcontinent Communications

Attachments

Midcontinent Communications

Form 481, Line 112

REDACTED

FCC Form 481 Line 510

Service Quality Standards and Consumer Protection Rules

Midcontinent Communications certifies that it complies with the applicable service quality standards and consumer protection in accordance with 47 § 54.313(a)(5). Midcontinent provides extensive training along with written policies and procedures to all its employees to meet the standards.

MIDCONTINENT COMMUNICATIONS
Telephony Policies, Procedures, Processes

Table of Contents

Basic Phone Line

- Features/Benefits/How To
- Offers Eligibility
- Order Entry
- Service Codes
- Trouble Call Staging Charts
- Troubleshooting

Additional Phone Line

- Features/Benefits/How To
- Order Entry
- Service Codes
- Trouble Call Staging Charts
- Troubleshooting

Digital Phone Package

- Features/Benefits/Hot To
- Feature Removal
- Offers Eligibility
- Order Entry
- Trouble Call Staging Charts
- Troubleshooting

3PV/LOA

- When to Use
- Preparing 3PV
- Preparing our Customer
- 3PV for Minnesota & North Dakota
- 3PV for South Dakota
- 3PV Error Handling
- LOA/ELOA

CPNI

- Requirements
- Call Records
- Telephone Account Information

- Information Customer CPNI
- Address Change
- CPNI Tutorial

Directory / 411

- Listing Options
- Close Schedule
- Directory Assistance Exemption
- Disputes – 411
- Listing Change – One Time Charge
- Online Directory
- Order Entry
- Phonebook requests
- Post Close Date Directory Update Requests
- Publication Locations
- Reference Guide
- Service Codes
- Troubleshooting

Telephone Features & Feature Blocks

- Features
- Feature Blocks
- Feature Groups
- X Market Discontinued Features
- Troubleshooting

Lifeline

- Features/Benefits/How To
- Customer Information – Application Process
- Options for Receiving Applications
- Order Entry

Long Distance

- Features/Benefits/How To
- Calling Cards
- Disputes
- Excessive Long Distance Usage
- International
- Local Calling Areas
- PIC/PLIC/IPIC

- Troubleshooting
- Unbilled Charges

Toll-Free Numbers

- Features/Benefits/How To
- Order Entry

FCC Form 481 Line 610