SHENTEL®
Always connected to you

September 26, 2013

via ECFS

Marlene Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-A325
Washington, DC 20554

Re: Connect America Fund, Phase I Round 2 ("CAF");
WC Docket No. 10-90;
Shenandoah Cable Television, LLC;
Challenge to CenturyLink ("CenturyLink")
Elections for 27 census blocks in Virginia

Dear Mrs. Dortch:

Shenandoah Cable Television, LLC ("Shentel") submits this letter to challenge CenturyLink's election to receive CAF funding in areas that we serve. Consistent with the Commission's goals, CAF support should not be available to fund overbuilds of areas that are already served.[1]

Background. On August 20, 2013, CenturyLink submitted a letter to the FCC with a list of census blocks where it proposes to deploy broadband-capable infrastructure with CAF support.[2] The Commission required carriers to make their elections based on the areas shown as unserved on the then-current version of the National Broadband Map ("Map").[3] The Map, however, incorrectly identified as unserved the 27 census blocks listed on Exhibit A.

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[1] *In the Matter of Connect America Fund*, Report and Order, 28 FCC Rcd 7766 ¶ 28 (rel. May 22, 2013) ("CAF Challenge Order") (concluding that the challenge process will "improve the accuracy and efficacy of a second round of Phase I support, allowing support to be appropriately targeted to unserved areas consistent with [the Commission's] overarching goals for Phase I."); *see also, In the Matter of Connect America Fund; A National Broadband Plan for Our Future; Establishing Just and Reasonable Rates for Local Exchange Carriers; High-Cost Universal Service Support; Developing an Unified Intercarrier Compensation Regime; Federal-State Joint Board on Universal Service; Lifeline and Link-Up; Universal Service Reform -- Mobility Fund*, Report and Order and Further Notice of Proposed Rulemaking, 26 FCC Rcd 17663 ¶ 20 (2011) ("The CAF will help make broadband available to homes, businesses, and community anchor institutions that do not, or would not otherwise, have broadband ... [and] will rely on incentive-based, market-driven policies, including competitive bidding, to distribute universal service funds as efficiently and effectively as possible.").

[2] Letter re: Election of 2013 CAF Support, WC Docket No. 10-90, from Melissa E. Newman, Senior Vice President, CenturyLink to Marlene Dortch, Secretary, Federal Communications Commission (August 20, 2013) (available via Electronic Comment Filing System) ("CenturyLink Election Letter").

[3] 47 CFR § 54.312(c)(5); CAF Challenge Order ¶ 29.

Challenge. Accordingly, we submit this challenge to show that the census blocks on Exhibit A are in fact served by an unsubsidized provider—Shentel—with fixed Internet access with speeds of 3 Mbps/768 kbps or higher.[4]

Documented Evidence in Support of Challenge. In support of our challenge, we submit the following documented evidence[5]:

- Exhibit A: A listing of the census blocks served by Shentel as well as the speeds offered in those areas.
- Exhibit B: A signed certification from Shentel's Vice President of Wireline and Engineering under penalty of perjury that Shentel offers 3 Mbps/768 kbps fixed Internet service to customers in each of the census blocks listed on Exhibit A.[6]
- Exhibit C: Customer bills (redacted to preserve customer privacy), identifying the census block each customer resides in as well as the advertised speed tier the customer subscribes to.[7]
- Exhibit D: Maps showing the overlap of Shentel's coverage area (in green) and the census blocks identified on Exhibit A (in red).

Conclusion. Accordingly, Shentel serves the census blocks listed on Exhibit A with fixed Internet access with speeds of 3 Mbps/768 kbps or greater. The Bureau should deem these blocks as served for purposes of CAF Phase and determine that Frontier cannot meet its build-out obligations under CAF Phase I by deploying to these blocks.[8]

Sincerely,

Raymond B. Ostroski, Esq.
Vice President and General Counsel

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[4] 47 CFR § 54.312(c)(7); CAF Challenge Order ¶ 32 (allowing challengers to demonstrate that the block is in fact served by fixed Internet access with speeds of 3 Mbps/768 kbps).

[5] CAF Challenge Order ¶ 33 (requiring all filings in the challenge process to be supported by documented evidence).

[6] *Id.* (citing an officer's certification as evidence the Bureau may consider in a challenge).

[7] *Id.* (citing redacted customer billing records as evidence the Bureau may consider in a challenge).

[8] 47 CFR § 54.312(c)(7) (if the Bureau determines that the "evidence presented makes it more likely than not that the census block should be designated as served by broadband with speeds of at least 3 Mbps downstream and 768 kbps upstream," the locations in that block will be treated as served and therefore ineligible to be counted towards the carrier's deployment obligations).

Exhibit A
Census Blocks Served by Shentel

Shentel serves each census block below with fixed Internet access with speeds of 3 Mbps/768 kbps or higher.

Incorrectly designated as unserved.

FIPS	County	State	DN Speed	UP Speed	Submitted By
540679503001030	Nicholas	WV	9	7	Street
540679503001039	Nicholas	WV	9	7	Block
540679503001065	Nicholas	WV	9	7	Street
540679503001085	Nicholas	WV	9	7	Block
540479538001023	McDowell	WV	9	7	Street
540479538003044	McDowell	WV	9	7	Street
540479538003050	McDowell	WV	9	7	Block
540479538004058	McDowell	WV	9	7	Street
540479545041019	McDowell	WV	9	7	Block
540479545041023	McDowell	WV	9	7	Street
540759602004035	Pocahontas	WV	5	3	Block
540759602004048	Pocahontas	WV	5	3	Street
540759602004054	Pocahontas	WV	5	3	Block
540759602004063	Pocahontas	WV	5	3	Block
540759602004133	Pocahontas	WV	5	3	Block
540759602004134	Pocahontas	WV	5	3	Block
540759603001019	Pocahontas	WV	5	3	Street
540759603001020	Pocahontas	WV	5	3	Block
540759603001021	Pocahontas	WV	5	3	Block
540759603001022	Pocahontas	WV	5	3	Block
540759603001023	Pocahontas	WV	5	3	Block
540759603001024	Pocahontas	WV	5	3	Block
540759603001025	Pocahontas	WV	5	3	Block
540759603001038	Pocahontas	WV	5	3	Block
540759603001039	Pocahontas	WV	5	3	Block
540759603001040	Pocahontas	WV	5	3	Block
540759603001054	Pocahontas	WV	5	3	Block
540759603001059	Pocahontas	WV	5	3	Block
540759603001060	Pocahontas	WV	5	3	Block
540759603001061	Pocahontas	WV	5	3	Block
540759603001062	Pocahontas	WV	5	3	Street
540759603001063	Pocahontas	WV	5	3	Block
540759603001082	Pocahontas	WV	5	3	Block
540759603001095	Pocahontas	WV	5	3	Block

Exhibit A - Continued
Census Blocks Served by Shentel

FIPS	County	State	DN Speed	UP Speed	Submitted By
540759603001098	Pocahontas	WV	5	3	Block
540759603001099	Pocahontas	WV	5	3	Block
540759603001101	Pocahontas	WV	5	3	Block
540759603001102	Pocahontas	WV	5	3	Block
540759603001121	Pocahontas	WV	5	3	Block
540759603001122	Pocahontas	WV	5	3	Block
540759603001150	Pocahontas	WV	5	3	Block
540759603001152	Pocahontas	WV	5	3	Block
540759603001159	Pocahontas	WV	5	3	Block
540759603001160	Pocahontas	WV	5	3	Block
540759603001163	Pocahontas	WV	5	3	Block
540759603001166	Pocahontas	WV	5	3	Block
540759603001167	Pocahontas	WV	5	3	Block
540759603001170	Pocahontas	WV	5	3	Block
540759603001172	Pocahontas	WV	5	3	Block
540759603001173	Pocahontas	WV	5	3	Block
540759603001181	Pocahontas	WV	5	3	Block
540759603001182	Pocahontas	WV	5	3	Block
540759603001183	Pocahontas	WV	5	3	Block
540759603001184	Pocahontas	WV	5	3	Block
540759603001185	Pocahontas	WV	5	3	Block
540759603001186	Pocahontas	WV	5	3	Block
540759603001187	Pocahontas	WV	5	3	Block
540759603002000	Pocahontas	WV	5	3	Block
540759603002002	Pocahontas	WV	5	3	Block
540759603002006	Pocahontas	WV	5	3	Block
540759603002007	Pocahontas	WV	5	3	Block
540759603002035	Pocahontas	WV	5	3	Block
540759603002036	Pocahontas	WV	5	3	Block
540759603002037	Pocahontas	WV	5	3	Block
540759603002038	Pocahontas	WV	5	3	Block
540759603002047	Pocahontas	WV	5	3	Block
540759603002049	Pocahontas	WV	5	3	Street
540759603002051	Pocahontas	WV	5	3	Block
540759603002059	Pocahontas	WV	5	3	Block
540759603002061	Pocahontas	WV	5	3	Street
540759603002063	Pocahontas	WV	5	3	Block
540759603002066	Pocahontas	WV	5	3	Block
540759603002072	Pocahontas	WV	5	3	Block
540759603002073	Pocahontas	WV	5	3	Block

Exhibit A - Continued
Census Blocks Served by Shentel

FIPS	County	State	DN Speed	UP Speed	Submitted By
540759603002092	Pocahontas	WV	5	3	Street
540759603002094	Pocahontas	WV	5	3	Block
540759603002096	Pocahontas	WV	5	3	Block
540759603002097	Pocahontas	WV	5	3	Street
540759603002098	Pocahontas	WV	5	3	Block
540759603002101	Pocahontas	WV	5	3	Block
540759603002102	Pocahontas	WV	5	3	Block
540759603002103	Pocahontas	WV	5	3	Block
540759603002104	Pocahontas	WV	5	3	Block
540759603002105	Pocahontas	WV	5	3	Block
540759603002106	Pocahontas	WV	5	3	Block
540759603002109	Pocahontas	WV	5	3	Block
540759603002110	Pocahontas	WV	5	3	Block
540759603002112	Pocahontas	WV	5	3	Block
540759603002113	Pocahontas	WV	5	3	Block
540759603002114	Pocahontas	WV	5	3	Block
540759603002115	Pocahontas	WV	5	3	Block
540759603002116	Pocahontas	WV	5	3	Block
540759603002117	Pocahontas	WV	5	3	Block
540759603002118	Pocahontas	WV	5	3	Block
540759603002119	Pocahontas	WV	5	3	Block
540759603002161	Pocahontas	WV	5	3	Block
540759603002162	Pocahontas	WV	5	3	Block
540759603002163	Pocahontas	WV	5	3	Block
540759603002211	Pocahontas	WV	5	3	Block
540239694003020	Grant	WV	9	7	Block
541090028002030	Wyoming	WV	9	7	Street
541090028002092	Wyoming	WV	9	7	Street
540679506002027	Nicholas	WV	9	7	Street
540679506002041	Nicholas	WV	9	7	Street
540679506002067	Nicholas	WV	9	7	Street
540679506002072	Nicholas	WV	9	7	Street
540330315001081	Harrison	WV	9	7	Street
540330315001087	Harrison	WV	9	7	Street
540330315001088	Harrison	WV	9	7	Street
540679502005065	Nicholas	WV	9	7	Street
540479538003022	McDowell	WV	9	7	Street
540479545031001	McDowell	WV	9	7	Street
540479545031008	McDowell	WV	9	7	Block
540479545031062	McDowell	WV	9	7	Street

Exhibit A - Continued
Census Blocks Served by Shentel

FIPS	County	State	DN Speed	UP Speed	Submitted By
540479545031094	McDowell	WV	9	7	Block
540479545031096	McDowell	WV	9	7	Block
540479545031097	McDowell	WV	9	7	Block
540479545031098	McDowell	WV	9	7	Block
540479545031099	McDowell	WV	9	7	Block
540479545031145	McDowell	WV	9	7	Block
540479545033002	McDowell	WV	9	7	Street
540479545033017	McDowell	WV	9	7	Block
540479545041006	McDowell	WV	9	7	Block
540479545041031	McDowell	WV	9	7	Street
540479545041139	McDowell	WV	9	7	Street
540479545044001	McDowell	WV	9	7	Block
540479545044004	McDowell	WV	9	7	Block
540479545044010	McDowell	WV	9	7	Block
540479545044011	McDowell	WV	9	7	Block
540479545044019	McDowell	WV	9	7	Street
540479545045012	McDowell	WV	9	7	Block
540479545045022	McDowell	WV	9	7	Street
540479545045042	McDowell	WV	9	7	Block
540479545045071	McDowell	WV	9	7	Street
541019703001261	Webster	WV	9	7	Block
541019703001260	Webster	WV	9	7	Street
541019703001273	Webster	WV	9	7	Street
540419672003002	Lewis	WV	9	7	Street

Exhibit B
Officer's Certification

1. My name is Edward H. McKay, and I am Vice President of Wireline and Engineering of Shentel. I certify as follows.

2. Shentel offers fixed Internet access with speeds of at least 3 Mbps/768 kbps to customers in the census blocks listed on Exhibit A.

3. I certify under penalty of perjury that the facts contained in this Officer's Certification and in the challenge letter are true and correct to the best of my knowledge, information, and belief.

Edward H. McKay

Edward H. McKay
Vice President of Wireline and Engineering

September 26, 2013

Exhibit C
Customer Bills

Customer bills, redacted to preserve customer privacy, are attached.

FIPS: 541019703001260

SHENTEL®
Always connected to you

Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

STATEMENT INFORMATION

Statement:	[redacted]
Billing Date	09/25/13
Due Date:	**10/15/13**
Total Amount Due:	**$178.54**
Amount Enclosed:	$ _____

Please include your statement number on your check and make payable to: ***SHENTEL***

[redacted]
PO BOX [redacted]
COWEN WV 26206-1119

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014

99000024031700211309250001785401 44

Please detach and return above portion with your payment

SHENTEL®
Always connected to you

To Reach Customer Service: Monday-Friday 8:00am-6:00pm
Saturday 9:00am-1:00pm
Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

[redacted]

STATEMENT SUMMARY

Statement Information	
Statement	[redacted]
Bill Date	09/25/13
Due Date	10/15/13
Previous Charges	
Previous Bill Amount	$203.26
Payments Received	$203.26 cr
Balance Forward	$0.00
Current Charges	
Cable	$94.19
Internet	$45.99
Telephone	$26.59
Taxes & Surcharges	$11.77
Total Current Charges	$178.54
Total Amount Due	**$178.54**

Any unpaid balance is subjected to a $2 late charge on 10/16/13

IMPORTANT MESSAGES

How to Contact Shentel

There are two easy ways to contact Shentel:

Call 1-800-SHENTEL 1-800-(743-6835)
Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-6 p.m. and Saturday 9 a.m.-1p.m.

Customers may visit www.shentel.com
Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.

SHENTEL®
Always connected to you

*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

If you have questions about your invoice, please call our customer service department at **1-800-SHENTEL.**

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name:_____

Statement Number:_____

Bank Name:_____

Bank's Routing Number:_____

Please include copy of voided check

Signature:_____

Change of Billing Address

Address Line 1:_____

Address Line 2:_____

City:_____

State:_____

Zip:_____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

Billing Information

Shentel bills one month in advance for all recurring monthly charges at the start of your bill cycle. PPV, tolls and other miscellaneous charges are billed in arrears. Any changes made to your service during the month will be reflected in your next monthly billing. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. Charges for new services begin the day the service is installed.

Payment Policy

Payment is due by the due date indicated on the front of your bill. Unpaid balances are subject to a late fee. Balances not paid in full from the prior month are past due and could lead to disconnection of services. You may avoid any late fees or service interruptions by making sure payment is received on or before the due date. Please allow five (5) business days for payments made at local banks.

The following are accepted methods of payment:

ONLINE:	www.shentel.com
MAIL:	PO Box 37014, Baltimore MD 21297
PHONE:	1-800-SHENTEL
BANK DRAFT:	See above
LOCAL BANKS:	Refer to www.shentel.com or contact Customer Service for locations
IN PERSON:	Refer to www.shentel.com for locations

Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment MUST be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

Information on Services

For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our website www.shentel.com.

Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.

SHENTEL®
Always connected to you

Statement Number:	Bill Date:	Amount Due:
[redacted]	09/25/13	$178.54

SHENTEL®
Always connected to you

Know what's below.
Call 811 before you dig.

CABLE

Service Charges for [redacted]

Date	Description	Qty	Amount
09/25/13-10/24/13	Copyright Fee	1	$0.31
09/25/13-10/24/13	Broadcast TV Surcharge	1	$2.00
09/25/13-10/24/13	HD/DVR Converter 1st Box	1	$16.95
09/25/13-10/24/13	Cable Bundle Discount	1	$5.97 cr
09/25/13-10/24/13	Add'l HD/DVR Converter	1	$9.95
09/25/13-10/24/13	Digital Essentials Cable	1	$70.95
Totals			**$94.19**

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	$5.66
FCC Regulatory Fee	$0.09
Public Utility Comm Fee	$0.01
Franchise Fee	$0.01
Totals	**$5.77**

[redacted] **Total** $99.96

LOCAL FRANCHISE AUTHORITIES
Webster County
2 Court Square
Webster Springs, WV 26288

WV0997

INTERNET

Service Charges for [redacted]

Date	Description	Qty	Amount
09/25/13-10/24/13	10M Internet	1	$49.95
09/25/13-10/24/13	Net Bundle Discount	1	$3.96 cr
Totals			**$45.99**

[redacted] **Total** $45.99

TELEPHONE

Service Charges for [redacted] **Telephone:** [redacted]

Date	Description	Qty	Amount
09/25/13-10/24/13	EMTA Wired-Rent	1	$5.00
09/25/13-10/24/13	LNP Surcharge	1	$0.17
09/25/13-10/24/13	Local Only Phone	1	$24.95
09/25/13-10/24/13	Phone Bundle Discount	1	$3.97 cr
09/25/13-10/24/13	INTRASTATE INTERLATA NON-CALL	1	$0.44
Totals			**$26.59**

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	$0.21
Federal Excise Tax	$0.71
Universal Service Fee	$0.03
E-911 Fee	$2.60
USF Surcharge	$2.45

TELEPHONE

Service Charges for [redacted] **Telephone:** [redacted]

Taxes, Fees & Surcharges

Description	Tax Amount
Totals	**$6.00**

[redacted] **Total** $32.59

Long Distance Detail [redacted]

Date	Time	To Number	Location	Min	Amount
[redacted]					

Calling Plan [redacted]

Description	Amount
INTRASTATE INTERLATA NON-CALL PLAN TOLL AMOUNT	$0.44

If you have questions about your invoice, please call our customer service department at **1-800-SHENTEL**

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FIPS: 541019703001273

SHENTEL®
Always connected to you

Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

STATEMENT INFORMATION

Statement:	[redacted]
Billing Date	09/25/13
Due Date:	**10/15/13**
Total Amount Due:	**$90.32**
Amount Enclosed:	$ _____

Please include your statement number on your check and make payable to: ***SHENTEL***

[redacted]
COON CREEK RD
CAMDEN ON GAULEY WV 26208-9715

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014

9900002738310011130925000090320146

Please detach and return above portion with your payment

SHENTEL®
Always connected to you

To Reach Customer Service: Monday-Friday 8:00am-6:00pm
Saturday 9:00am-1:00pm
Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

[redacted]

STATEMENT SUMMARY

Statement Information	
Statement	[redacted]
Bill Date	09/25/13
Due Date	10/15/13
Previous Charges	
Previous Bill Amount	$90.17
Payments Received	$90.17 cr
Balance Forward	$0.00
Current Charges	
Internet	$54.95
Telephone	$28.90
Taxes & Surcharges	$6.47
Total Current Charges	$90.32
Total Amount Due	**$90.32**

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IMPORTANT MESSAGES

How to Contact Shentel

There are two easy ways to contact Shentel:

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Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.

SHENTEL®
Always connected to you

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Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name:_____

Statement Number:_____

Bank Name:_____

Bank's Routing Number:_____

Please include copy of voided check

Signature:_____

Change of Billing Address

Address Line 1:_____

Address Line 2:_____

City:_____

State:_____

Zip:_____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

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Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment MUST be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

Information on Services

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Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

Personal Telephone Service

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SHENTEL®
Always connected to you

Statement Number:	Bill Date:	Amount Due:
[redacted]	09/25/13	$90.32

SHENTEL®
Always connected to you

Know what's below.
Call 811 before you dig.

INTERNET

Service Charges for [redacted] ID: [redacted]

Date	Description	Qty	Amount
09/25/13-10/24/13	Premier 9 Mbps	1	$64.95
09/25/13-10/24/13	Preferred Customer Credit	1	$10.00 cr
Totals			**$54.95**

[redacted] Total **$54.95**

TELEPHONE

Service Charges for [redacted] Telephone: [redacted]

Date	Description	Qty	Amount
09/25/13-10/24/13	EMTA Wired-Rent	1	$3.95
09/25/13-10/24/13	Local Phone	1	$24.95
Totals			**$28.90**

Taxes, Fees & Surcharges

Description	Tax Amount
LNP Surcharge	$0.17
Federal Excise Tax	$0.83
Universal Service Fee	$0.03
State Sales Tax	$0.39
E-911 Fee	$2.60
USF Surcharge	$2.45
Totals	**$6.47**

[redacted] Total **$35.37**

SHENTEL®
Always connected to you

Statement Number:	Bill Date:	Amount Due:
[redacted]	09/25/13	$90.32

SHENTEL®
Always connected to you

Know what's below.
Call 811 before you dig.

INTERNET

Service Charges for [redacted] ID: [redacted]

Date	Description	Qty	Amount
09/25/13-10/24/13	Premier 9 Mbps	1	$64.95
09/25/13-10/24/13	Preferred Customer Credit	1	$10.00 cr
Totals			**$54.95**

[redacted] **Total** **$54.95**

TELEPHONE

Service Charges for [redacted] Telephone: [redacted]

Date	Description	Qty	Amount
09/25/13-10/24/13	EMTA Wired-Rent	1	$3.95
09/25/13-10/24/13	Local Phone	1	$24.95
Totals			**$28.90**

Taxes, Fees & Surcharges

Description	Tax Amount
LNP Surcharge	$0.17
Federal Excise Tax	$0.83
Universal Service Fee	$0.03
State Sales Tax	$0.39
E-911 Fee	$2.60
USF Surcharge	$2.45
Totals	**$6.47**

[redacted] **Total** **$35.37**

If you have questions about your invoice, please call our customer service department at **1-800-SHENTEL**

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FIPS: 540419672003002

SHENTEL®
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Shentel 500 Shentel Way Edinburg, VA 22824
Address Service Requested

☐ Check here if providing any customer information on reverse side.

STATEMENT INFORMATION

Statement:	[redacted]
Billing Date	09/25/13
Due Date:	**10/15/13**
Total Amount Due:	**$782.67**
Amount Enclosed:	$ _____

Please include your statement number on your check and make payable to: ***SHENTEL***

[redacted] MCCANNS RUN RD
JANE LEW WV 26378-8150

Shentel
P.O. Box 37014
Baltimore, MD 21297-3014

9900002787410031130925000782670141

Please detach and return above portion with your payment

SHENTEL®
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To Reach Customer Service: Monday-Friday 8:00am-6:00pm
Saturday 9:00am-1:00pm
Call: 1-800-SHENTEL
Write: P.O. Box 459, Edinburg, VA 22824
Web: www.shentel.com

[redacted]

STATEMENT SUMMARY

Statement Information	
Statement	[redacted]
Bill Date	09/25/13
Due Date	10/15/13
Previous Charges	
Previous Bill Amount	$600.64
Payments Received	$0.00
Balance Forward	$600.64
Current Charges	
Telephone	$46.82
Internet	$46.65
Cable	$75.36
Taxes & Surcharges	$13.20
Total Current Charges	$182.03
Total Amount Due	**$782.67**

Any unpaid balance is subjected to a $2 late charge on 10/16/13

IMPORTANT MESSAGES

How to Contact Shentel

There are two easy ways to contact Shentel:

Call 1-800-SHENTEL 1-800-(743-6835)
Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-6 p.m. and Saturday 9 a.m.-1p.m.

Customers may visit www.shentel.com
Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.

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*****SHENTEL THANKS YOU FOR YOUR BUSINESS!***

If you have questions about your invoice, please call our customer service department at **1-800-SHENTEL.**

Please check box on front of page if providing any customer information below.

Bank Draft Authorization

☐ New Bank Draft ☐ Change Existing Bank Draft

Statement Name:_____

Statement Number:_____

Bank Name:_____

Bank's Routing Number:_____

Please include copy of voided check

Signature:_____

Change of Billing Address

Address Line 1:_____

Address Line 2:_____

City:_____

State:_____

Zip:_____

Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.

Billing Information

Shentel bills one month in advance for all recurring monthly charges at the start of your bill cycle. PPV, tolls and other miscellaneous charges are billed in arrears. Any changes made to your service during the month will be reflected in your next monthly billing. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. Charges for new services begin the day the service is installed.

Payment Policy

Payment is due by the due date indicated on the front of your bill. Unpaid balances are subject to a late fee. Balances not paid in full from the prior month are past due and could lead to disconnection of services. You may avoid any late fees or service interruptions by making sure payment is received on or before the due date. Please allow five (5) business days for payments made at local banks.

The following are accepted methods of payment:

ONLINE:	www.shentel.com
MAIL:	PO Box 37014, Baltimore MD 21297
PHONE:	1-800-SHENTEL
BANK DRAFT:	See above
LOCAL BANKS:	Refer to www.shentel.com or contact Customer Service for locations
IN PERSON:	Refer to www.shentel.com for locations

Reporting Service Problems

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SHENTEL®
Always connected to you

Statement Number:	Bill Date:	Amount Due:
[redacted]	09/25/13	$782.67

SHENTEL®
Always connected to you

Know what's below.
Call 811 before you dig.

TELEPHONE

Service Charges for [redacted] **Telephone:** [redacted]

Date	Description	Qty	Amount
09/25/13-10/24/13	Wireless EMTA-Rent	1	$8.00
09/25/13-10/24/13	LNP Surcharge	1	$0.17
09/25/13-10/24/13	Unlimited Phone	1	$39.95
09/25/13-10/24/13	Phone Bundle Discount	1	$3.30 cr
	Late Charge	1	$2.00
Totals			**$46.82**

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	$0.52
Federal Excise Tax	$0.09
Universal Service Fee	$0.03
E-911 Fee	$1.75
USF Surcharge	$3.92
Totals	**$6.31**

[redacted] **Total** $53.13

INTERNET

Service Charges for [redacted]

Date	Description	Qty	Amount
09/25/13-10/24/13	10M Internet	1	$49.95
09/25/13-10/24/13	Net Bundle Discount	1	$3.30 cr
Totals			**$46.65**

[redacted] **Total** **$46.65**

CABLE

Service Charges for [redacted]

Date	Description	Qty	Amount
09/25/13-10/24/13	Copyright Fee	1	$0.31
09/25/13-10/24/13	Broadcast TV Surcharge	1	$2.50
09/25/13-10/24/13	Cable Bundle Discount	1	$7.30 cr
09/25/13-10/24/13	Add'l SD/HD Converter	2	$11.90
09/25/13-10/24/13	Digital Essentials Cable	1	$67.95
Totals			**$75.36**

Taxes, Fees & Surcharges

Description	Tax Amount
State Sales Tax	$4.52
Franchise Fee	$2.27
FCC Regulatory Fee	$0.09
Public Utility Comm Fee	$0.01
Totals	**$6.89**

[redacted] **Total** **$82.25**

LOCAL FRANCHISE AUTHORITIES
Lewis County
P.O. Box 466
Weston, WV 26452
(304) 269-8212

CABLE

Service Charges for [redacted]

Taxes, Fees & Surcharges

Description	Tax Amount
WV1140	

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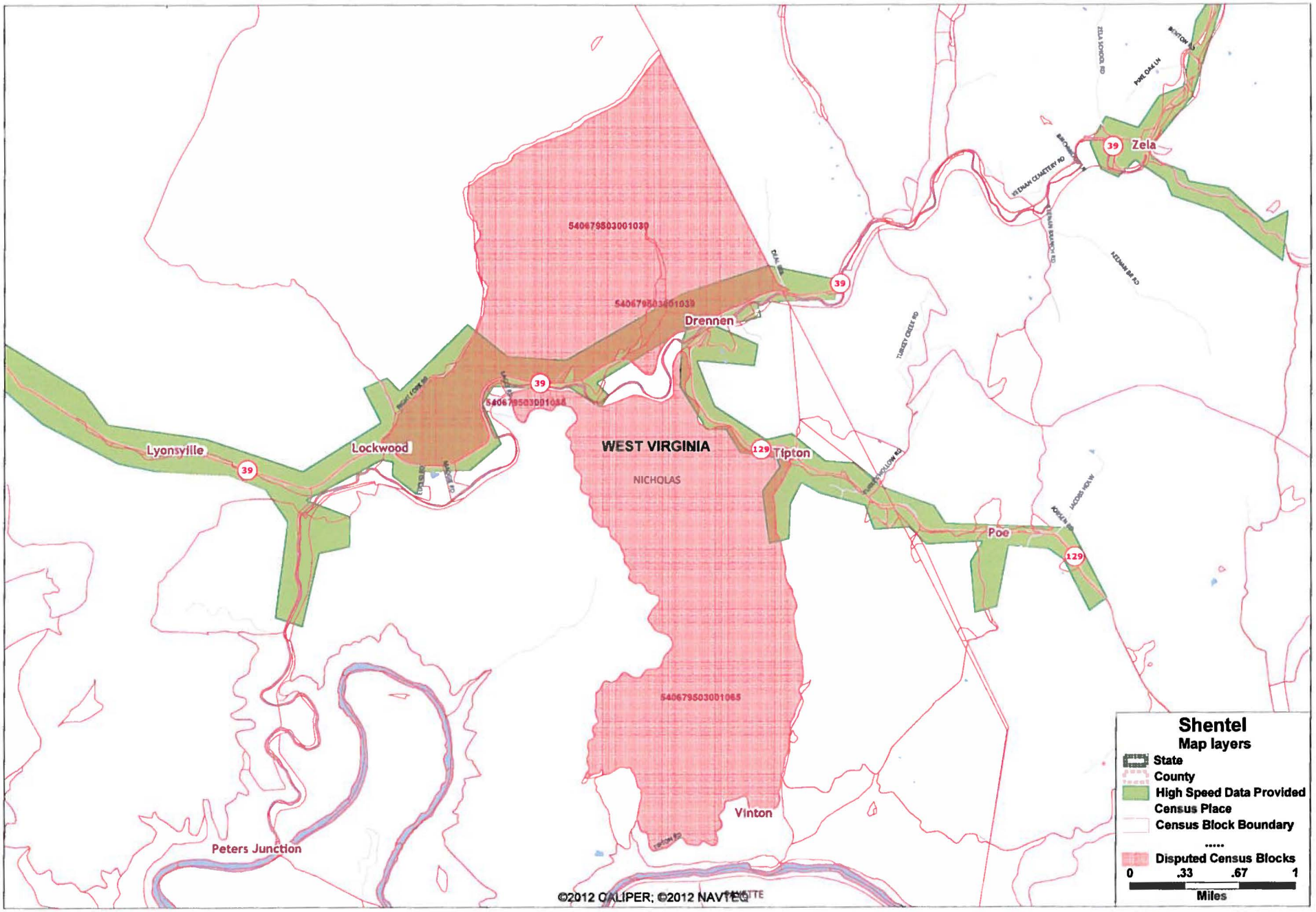
Exhibit D
Maps

Maps are attached.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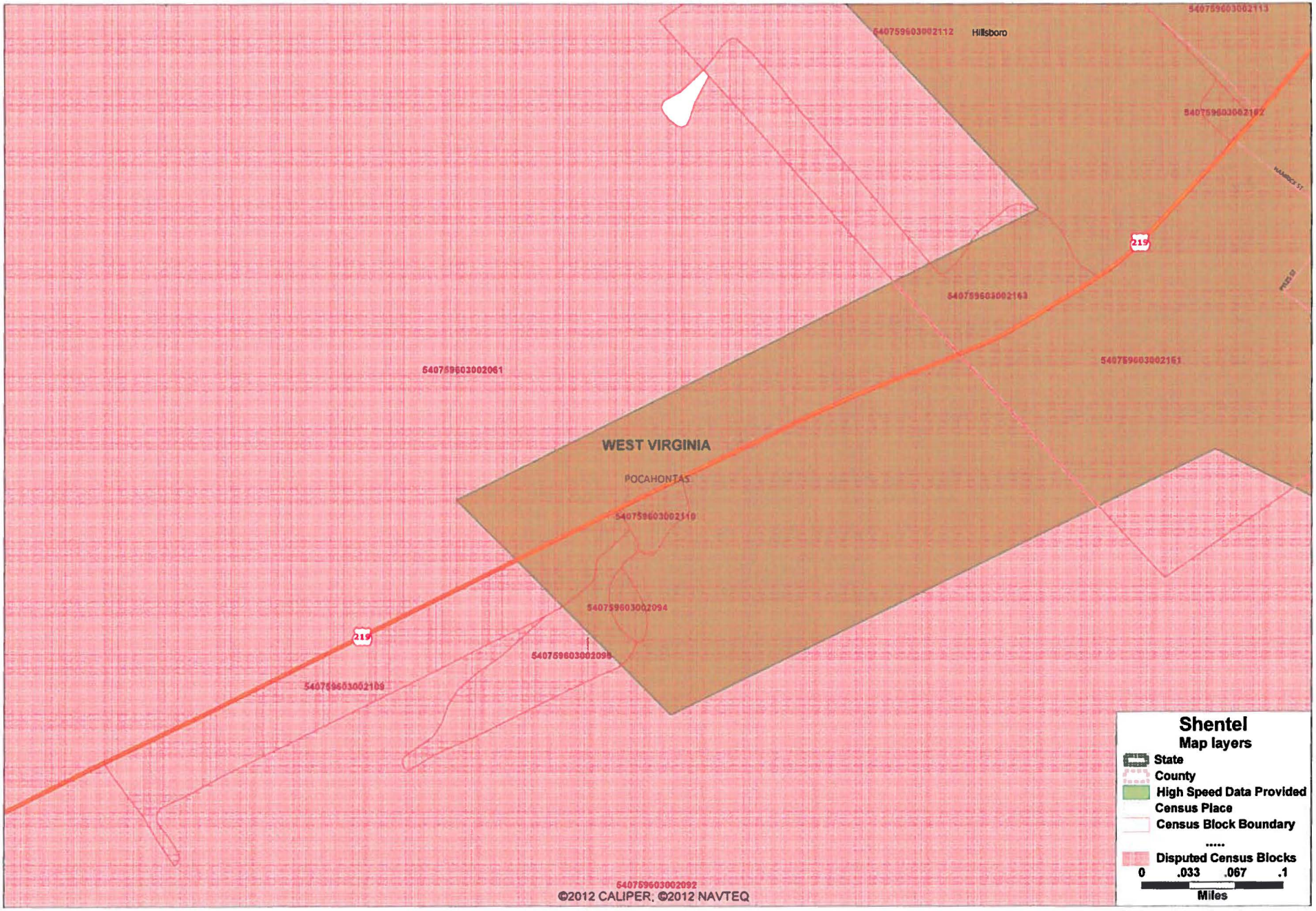
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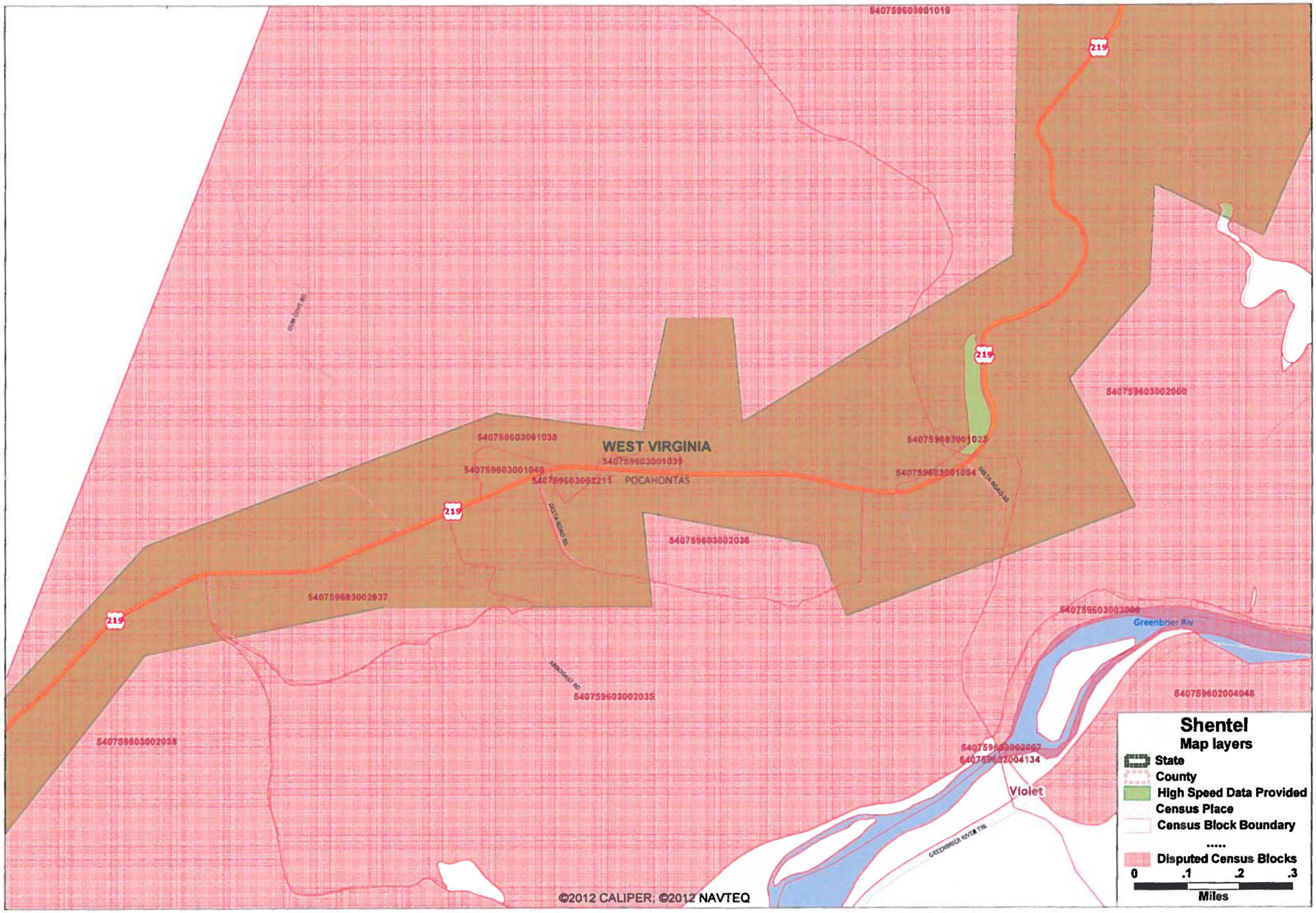
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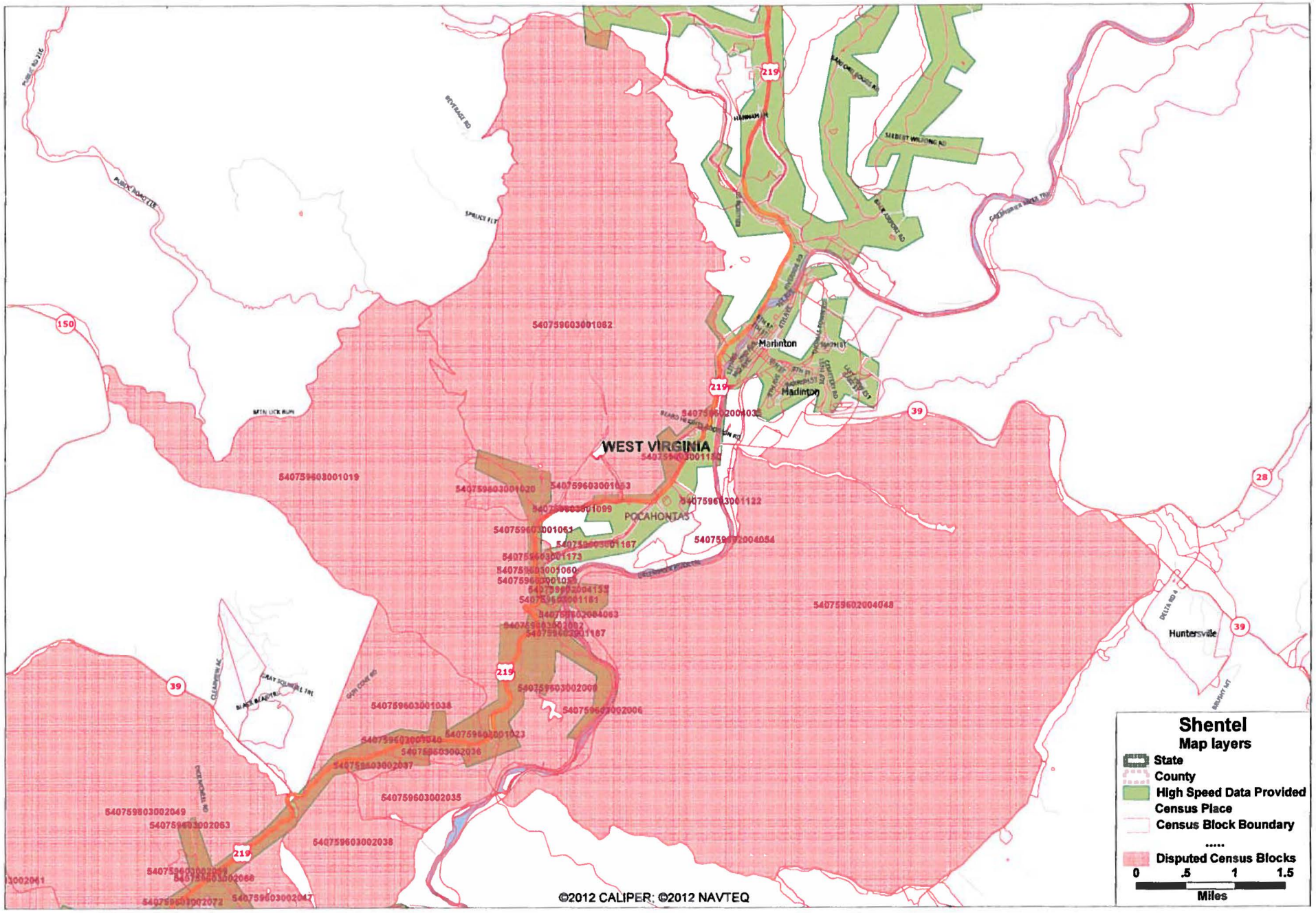

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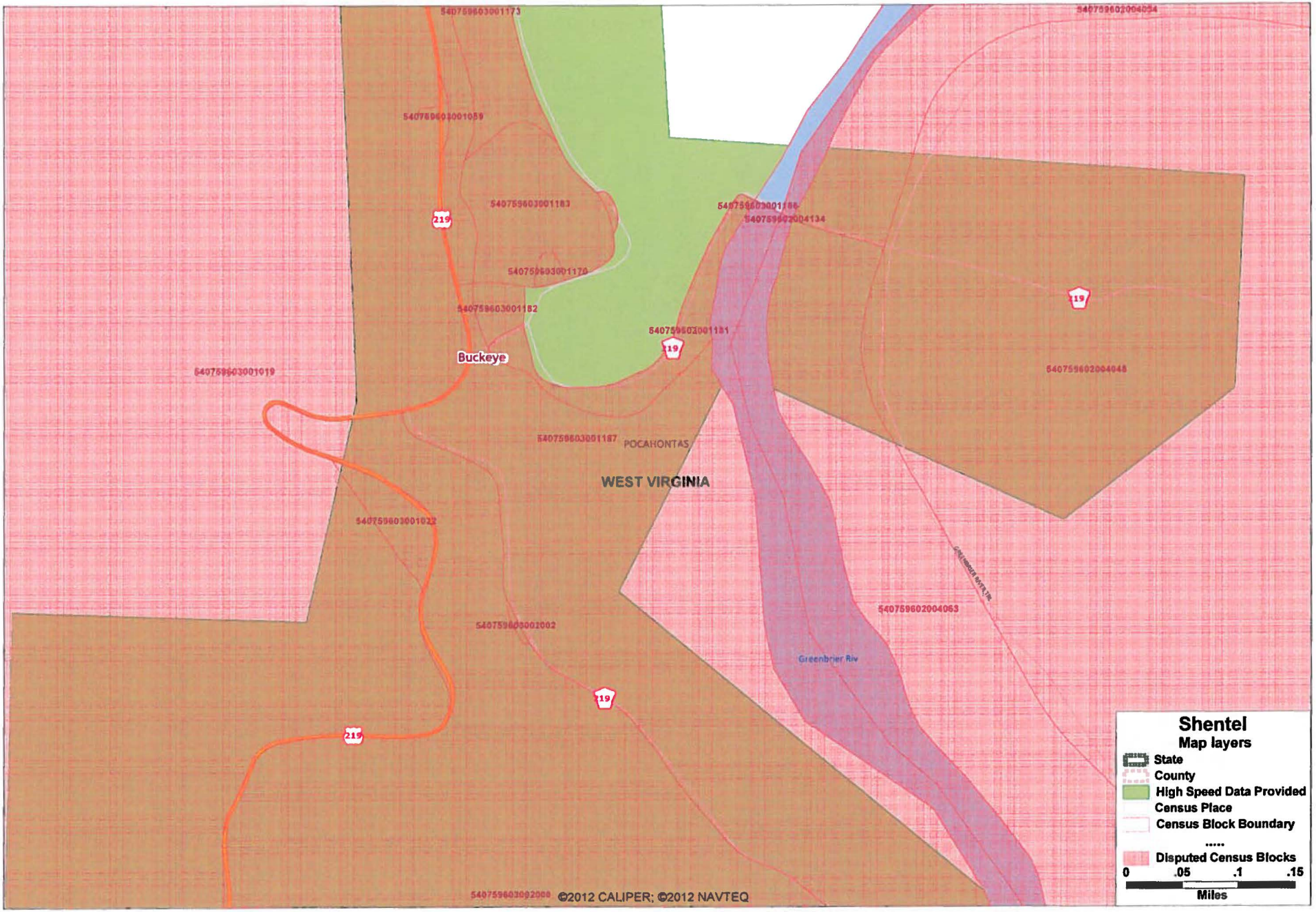

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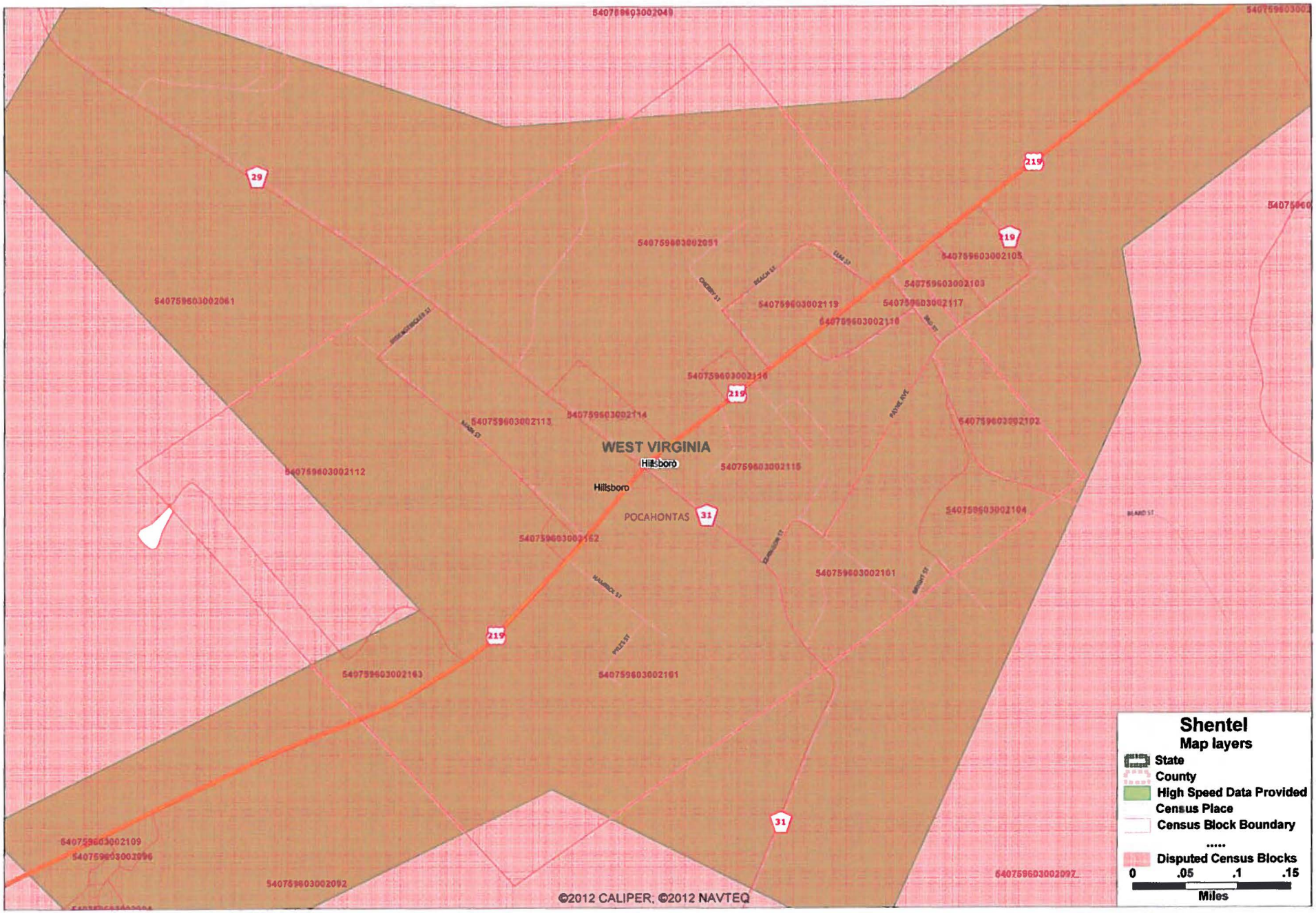
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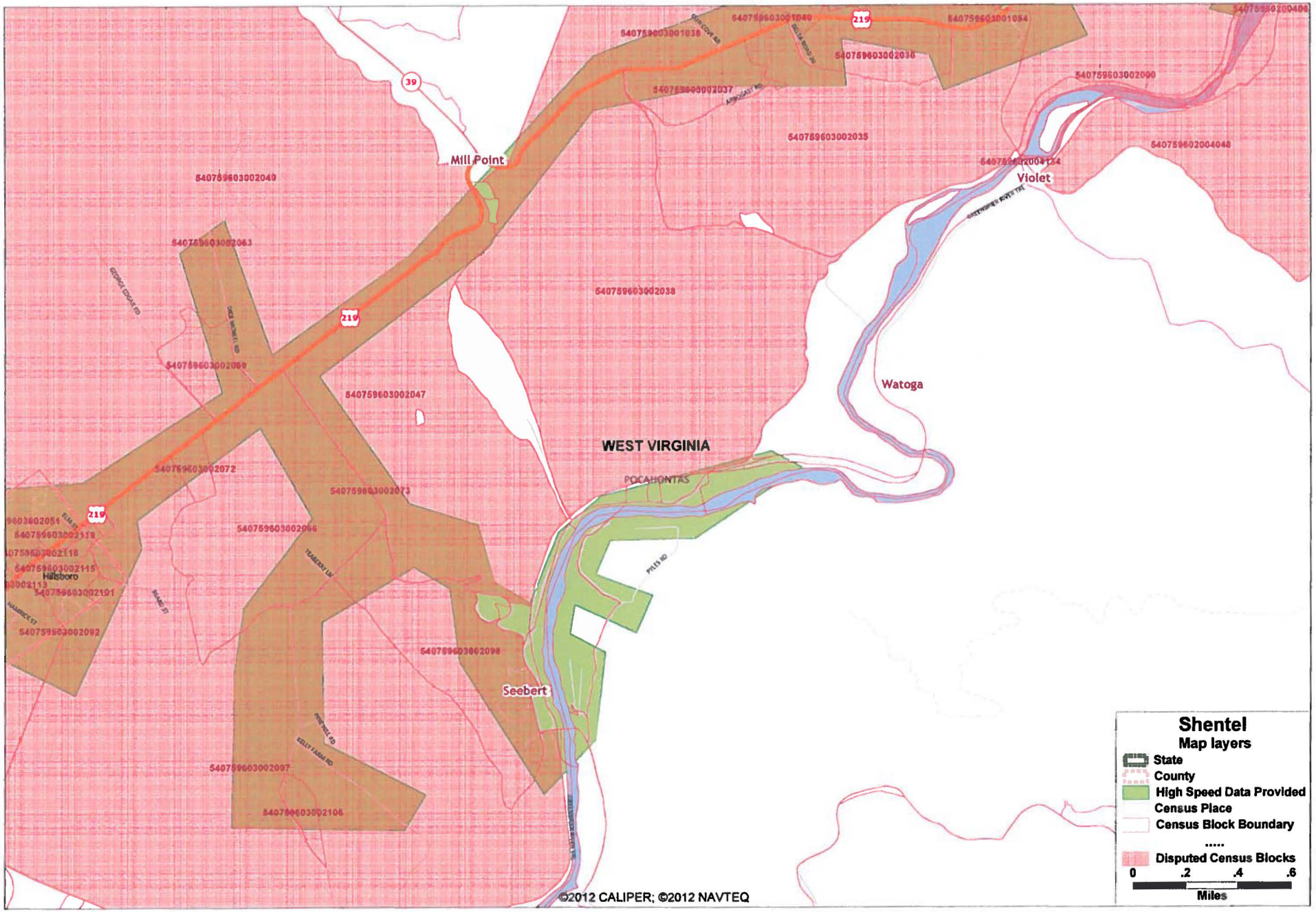
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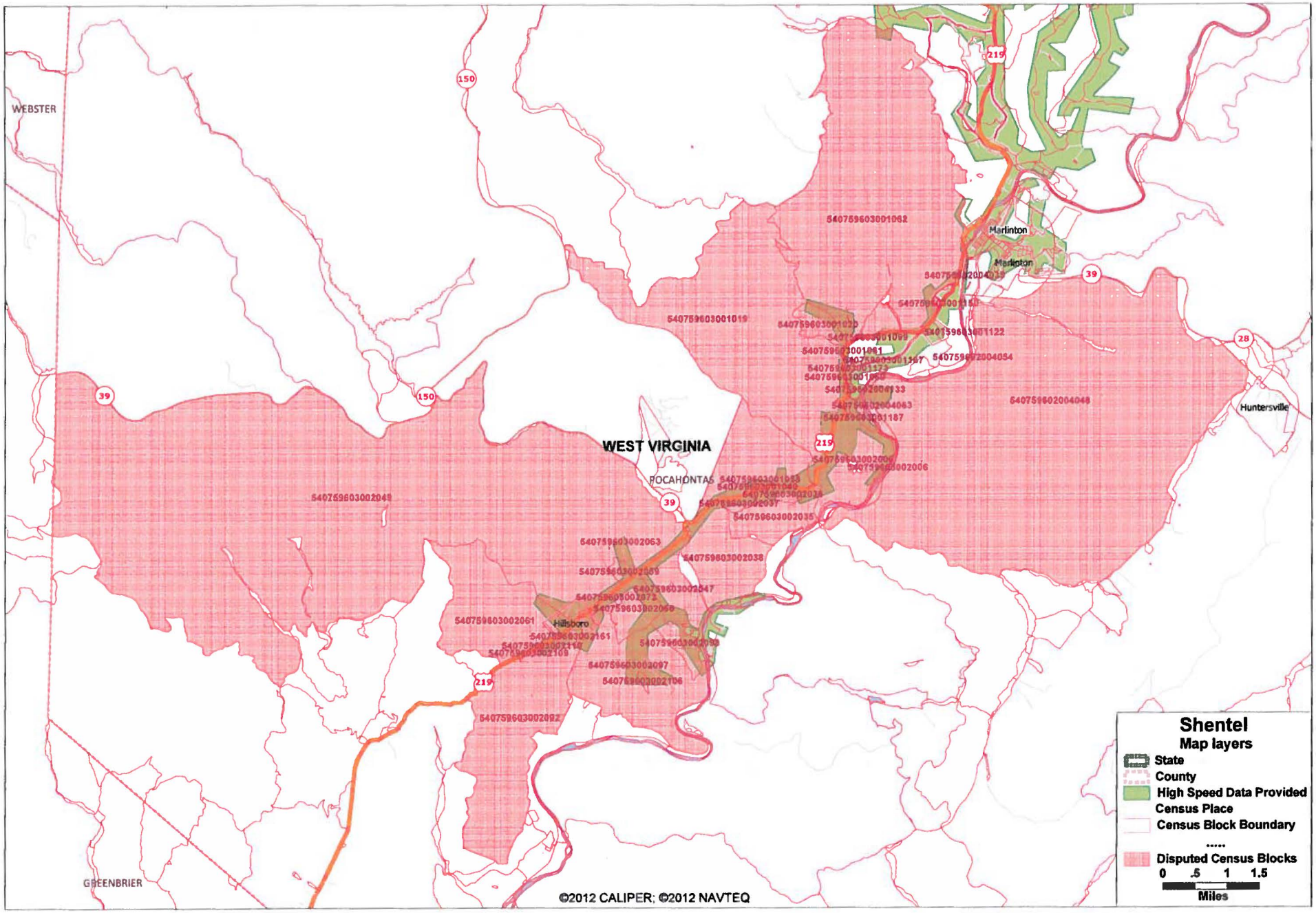
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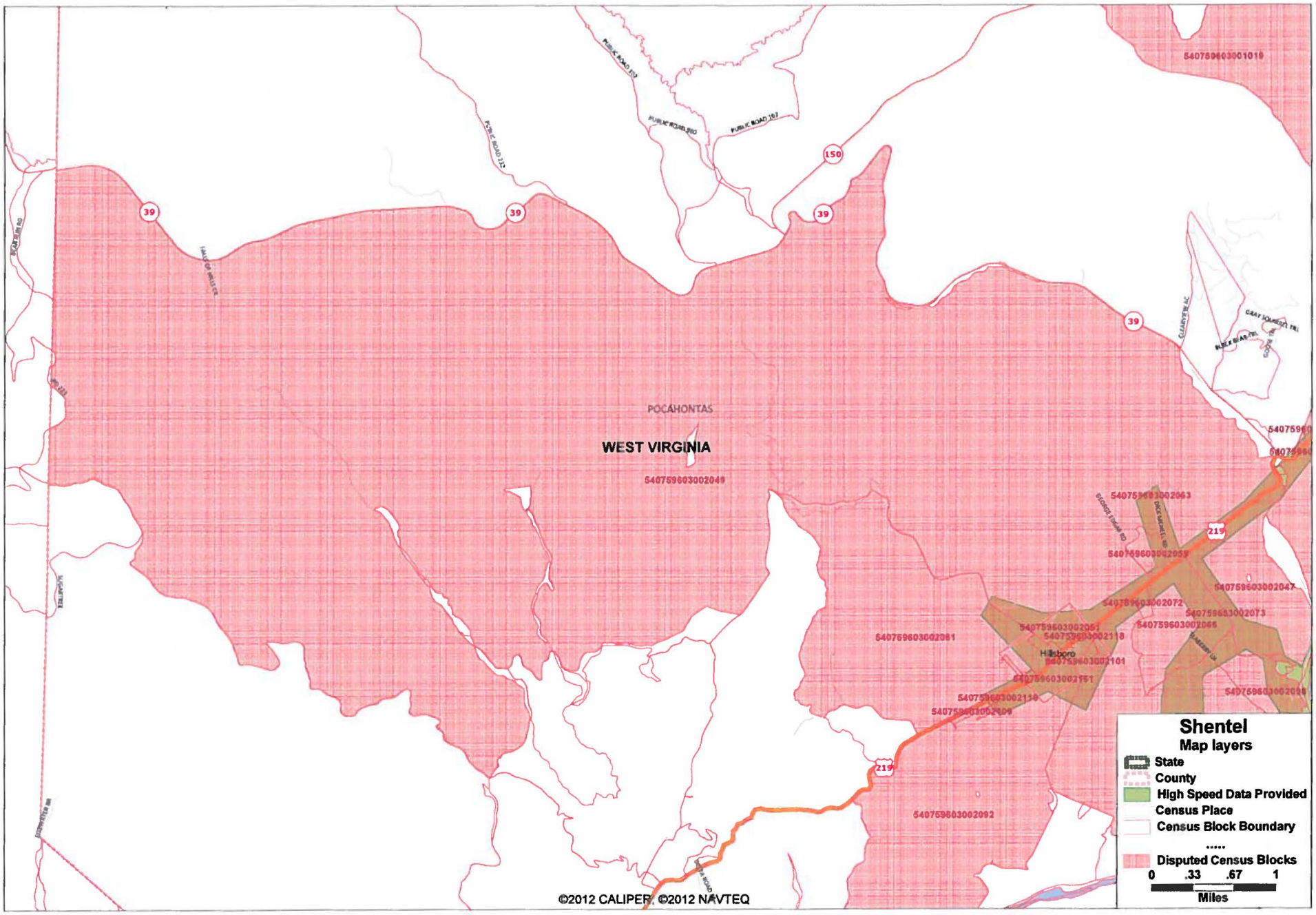
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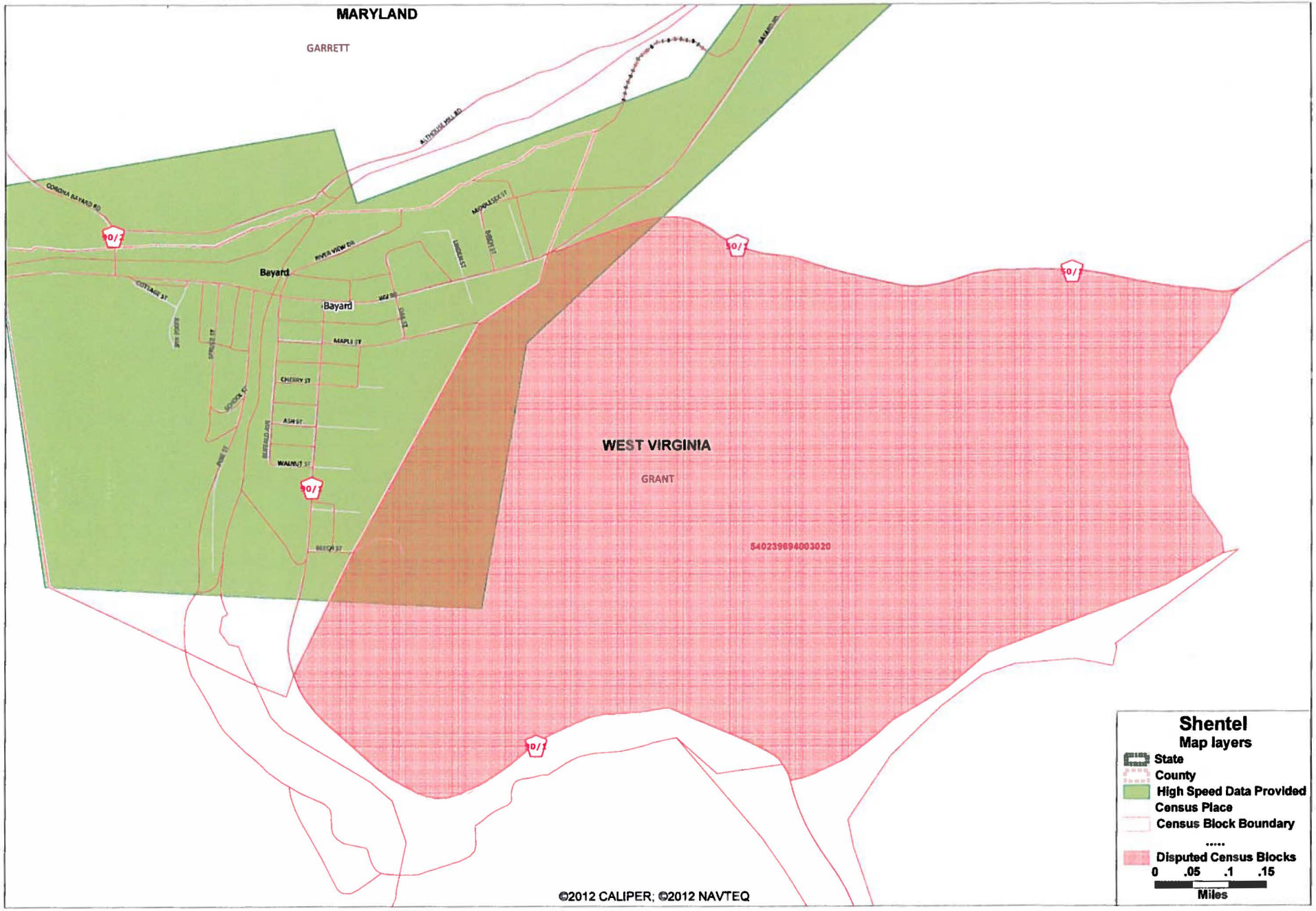
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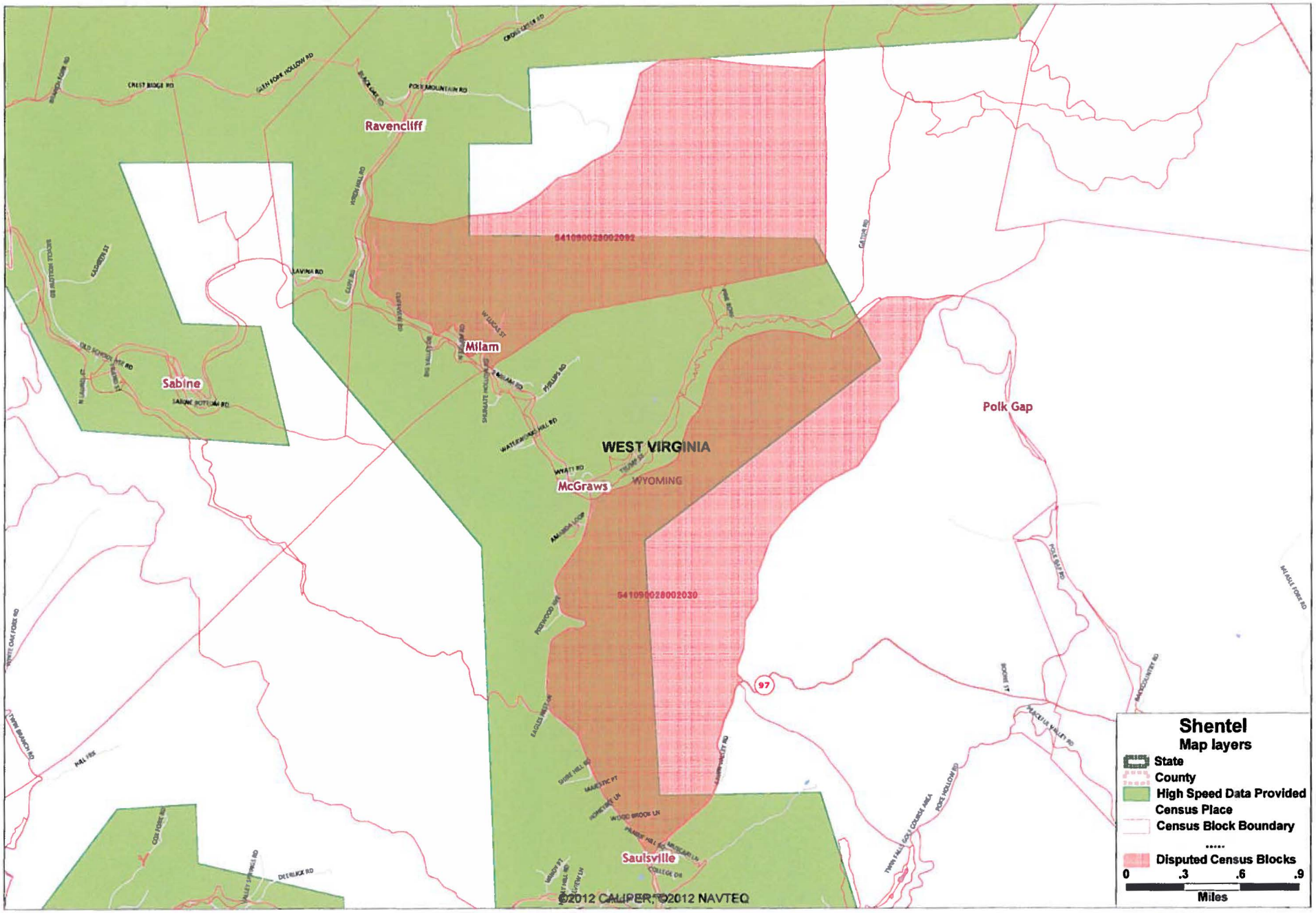
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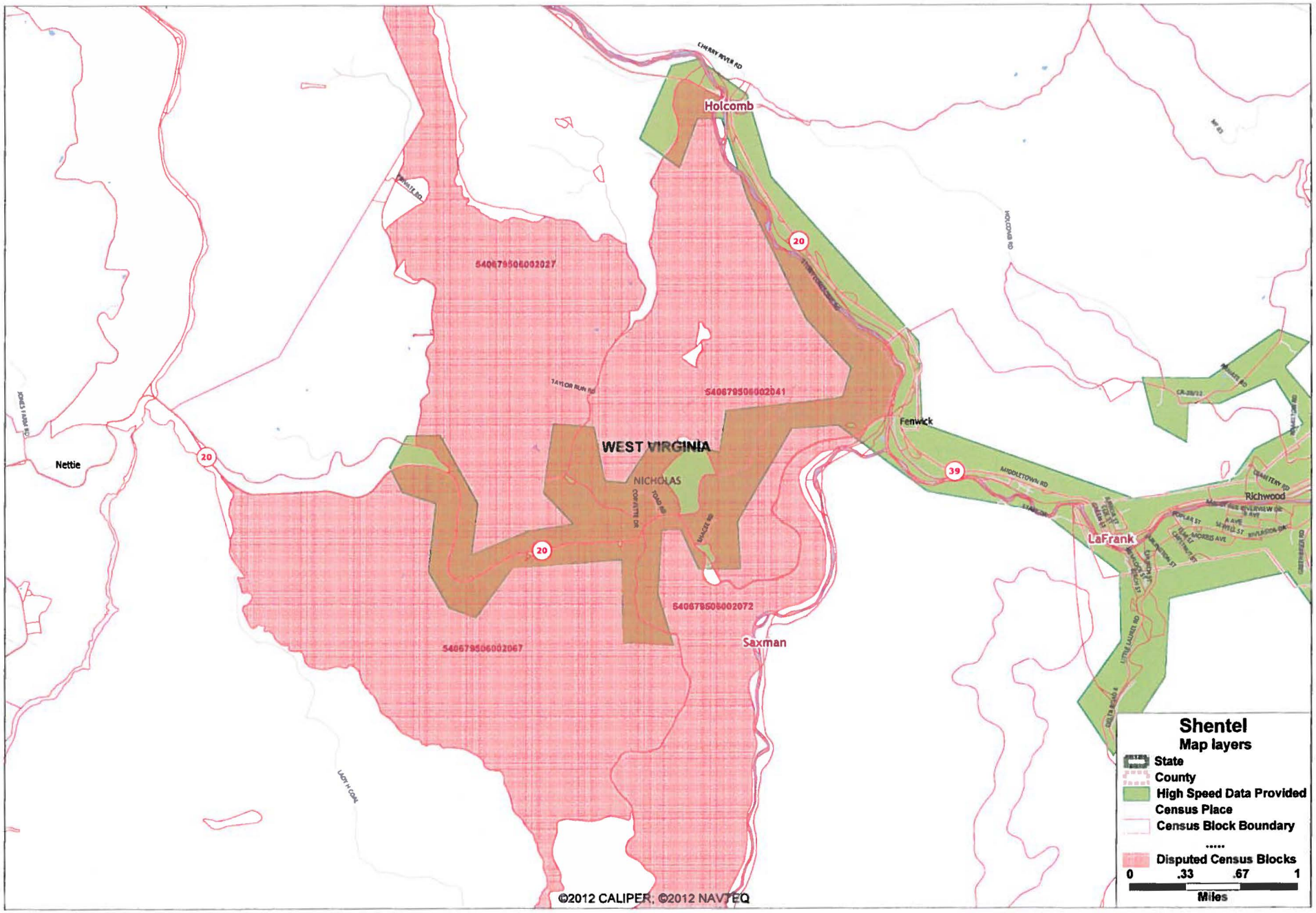
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Miles
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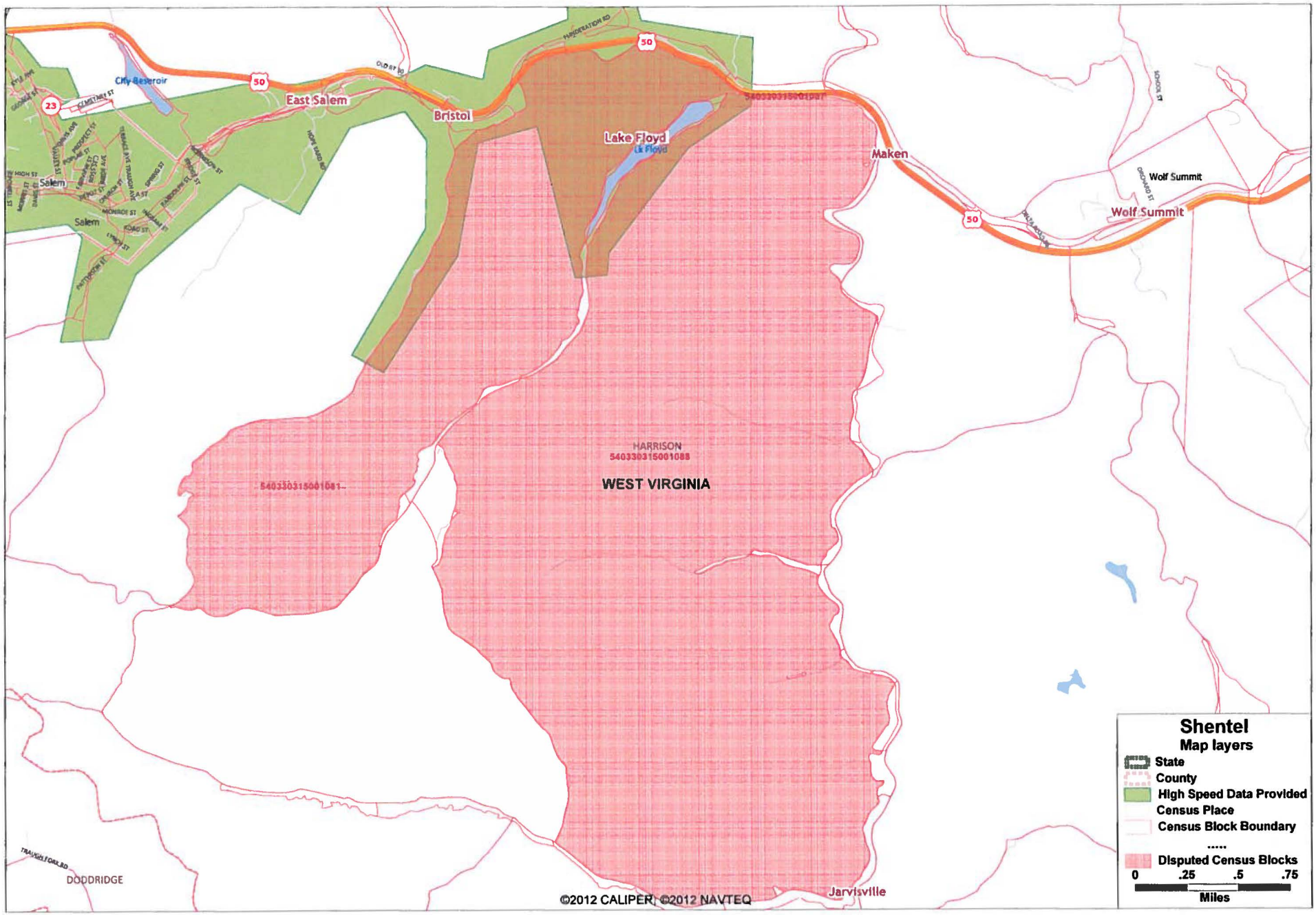
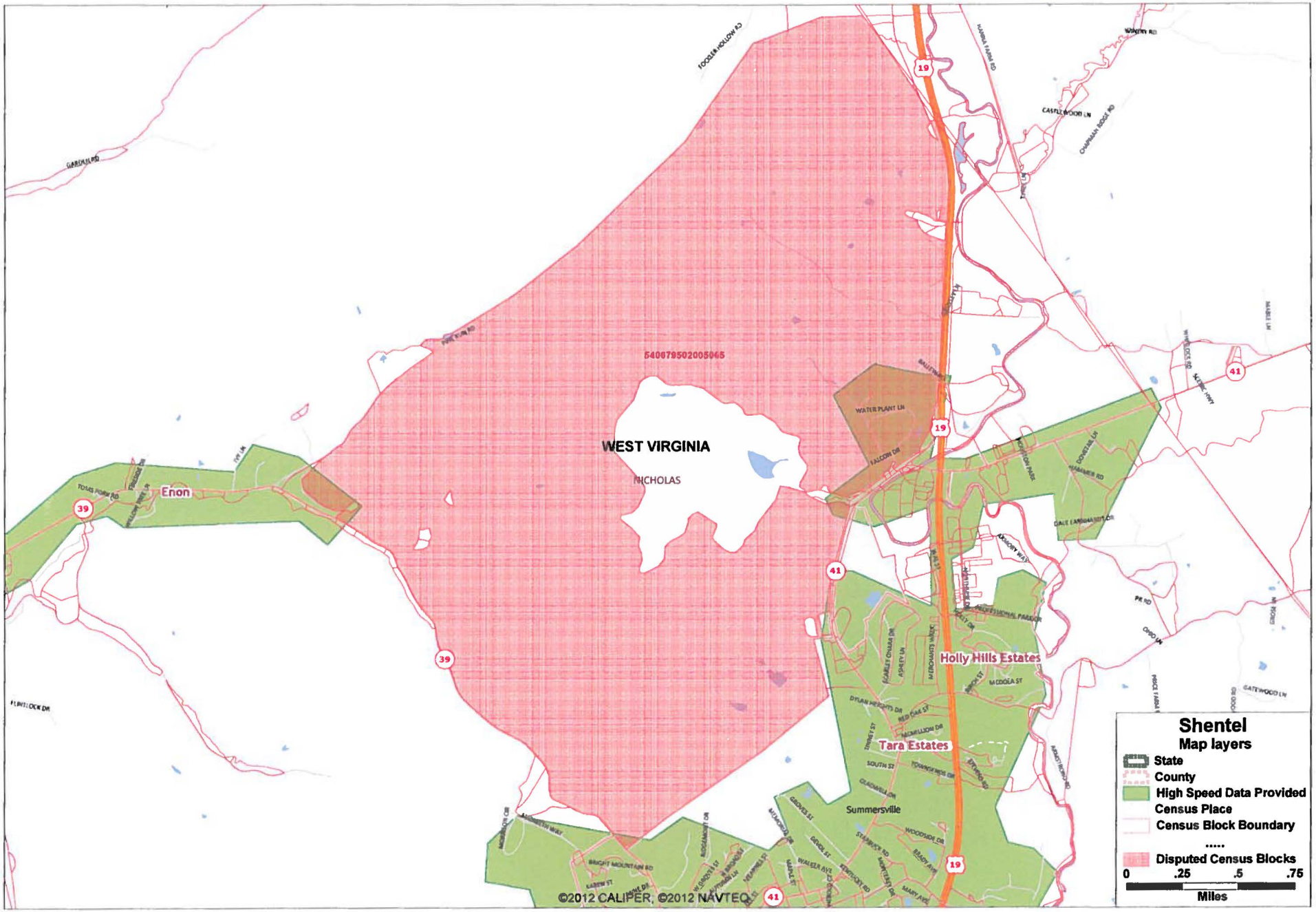

City Reservoir
East Salem
Bristol
Lake Floyd
Maken
Wolf Summit
Salem
HARRISON
540330315001088
WEST VIRGINIA
DODDRIDGE
Jarvisville
©2012 CALIPER, ©2012 NAVTEQ
Shentel
Map layers
State
County
High Speed Data Provided
Census Place
Census Block Boundary
Disputed Census Blocks
0 .25 .5 .75
Miles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NICHOLAS
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Enon
Holly Hills Estates
Tara Estates
Summersville
19
39
41
©2012 CALIPER, ©2012 NAVTEQ
Shentel
Map layers
State
County
High Speed Data Provided
Census Place
Census Block Boundary
Disputed Census Blocks
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.5
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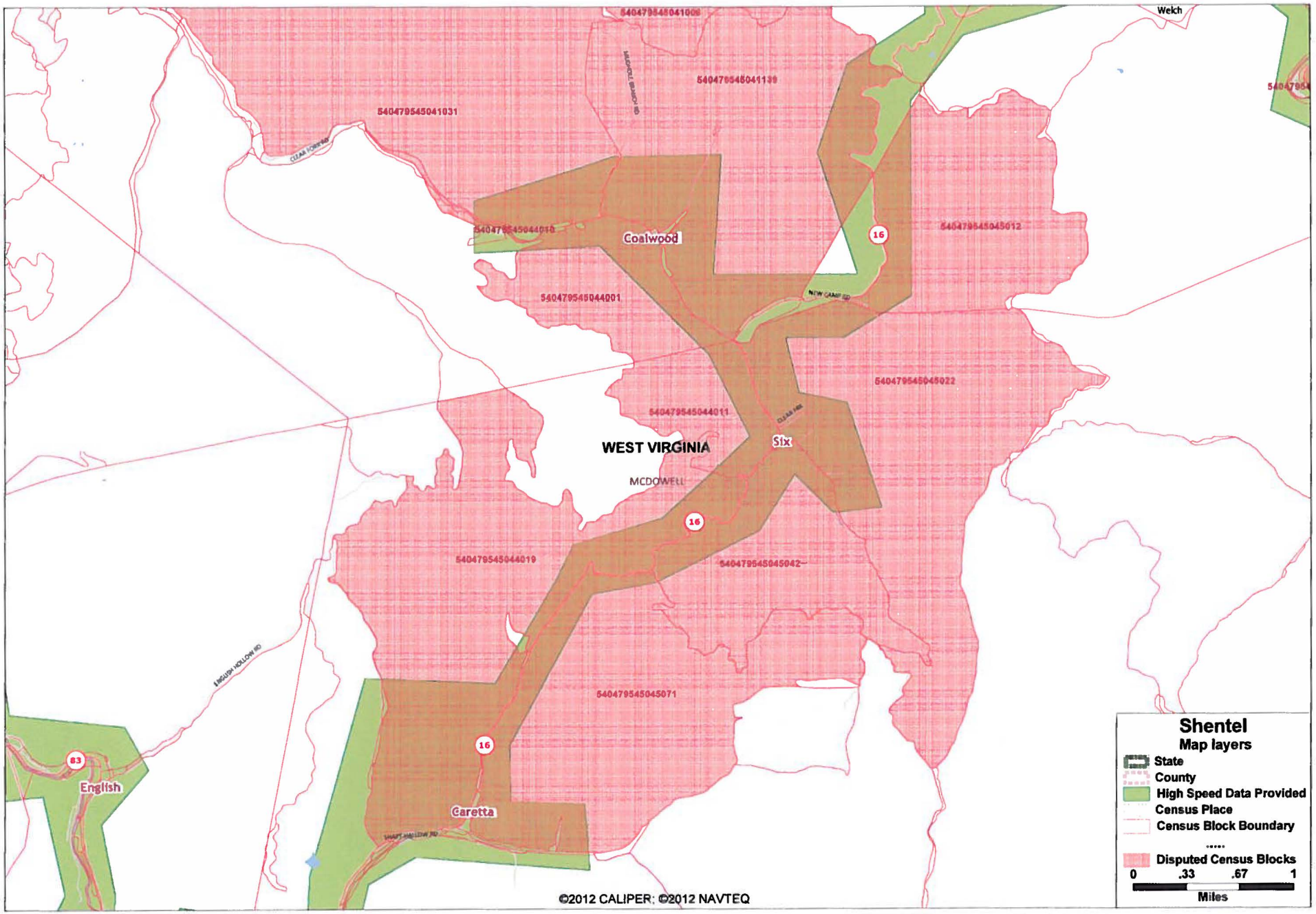
Miles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Map layers
State
County
High Speed Data Provided
Census Place
Census Block Boundary
Disputed Census Blocks
0
.33
.67
1
Miles
WEST VIRGINIA
MCDOWELL
Coalwood
Six
Caretta
English
Welch
540479545041031
540479545041139
540479545044001
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16
83
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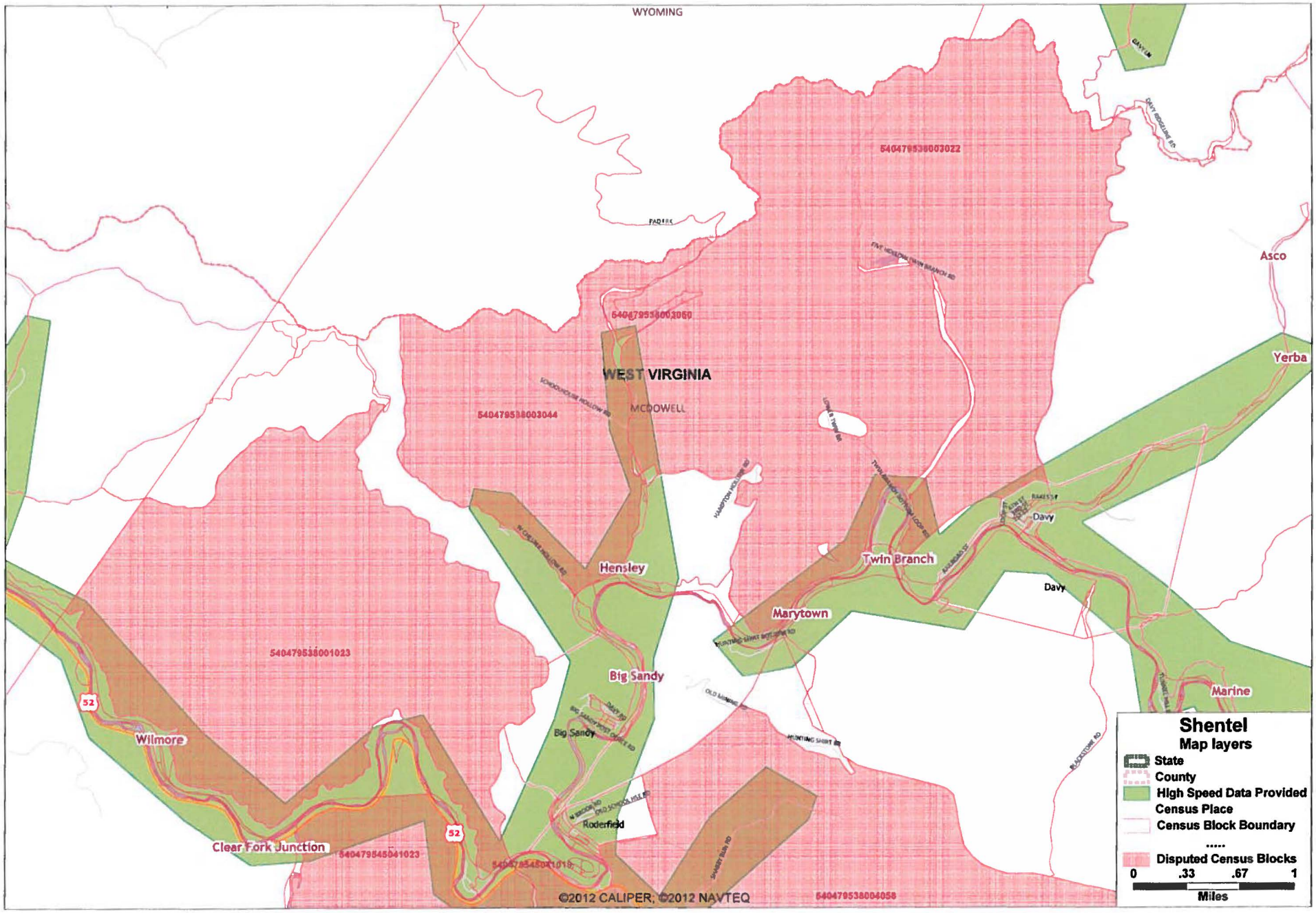
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WEST VIRGINIA
MCDOWELL
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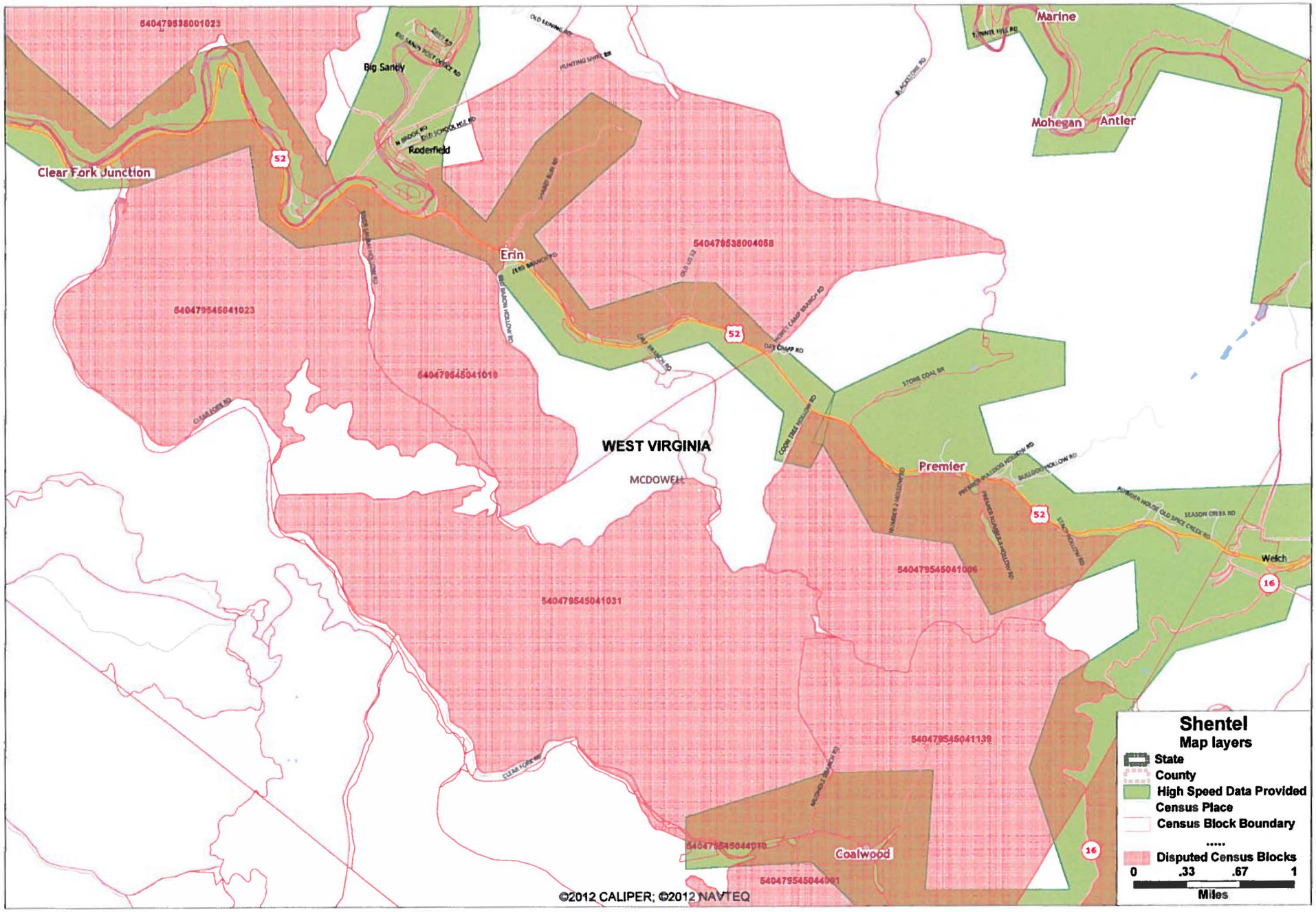
540479538004058
Asco
Yerba
Davy
Twin Branch
Hensley
Marytown
Big Sandy
Marine
Wilmore
Clear Fork Junction
Roderfield
52
©2012 CALIPER, ©2012 NAVTEQ
Shentel
Map layers
State
County
High Speed Data Provided
Census Place
Census Block Boundary
Disputed Census Blocks
0 .33 .67 1
Miles


Shentel
Map layers
State
County
High Speed Data Provided
Census Place
Census Block Boundary
Disputed Census Blocks
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Miles
WEST VIRGINIA
MCDOWELL
Clear Fork Junction
Big Sandy
Roderfield
Erin
Premier
Coalwood
Mohegan
Antler
Marine
Welch
52
16
540479538001023
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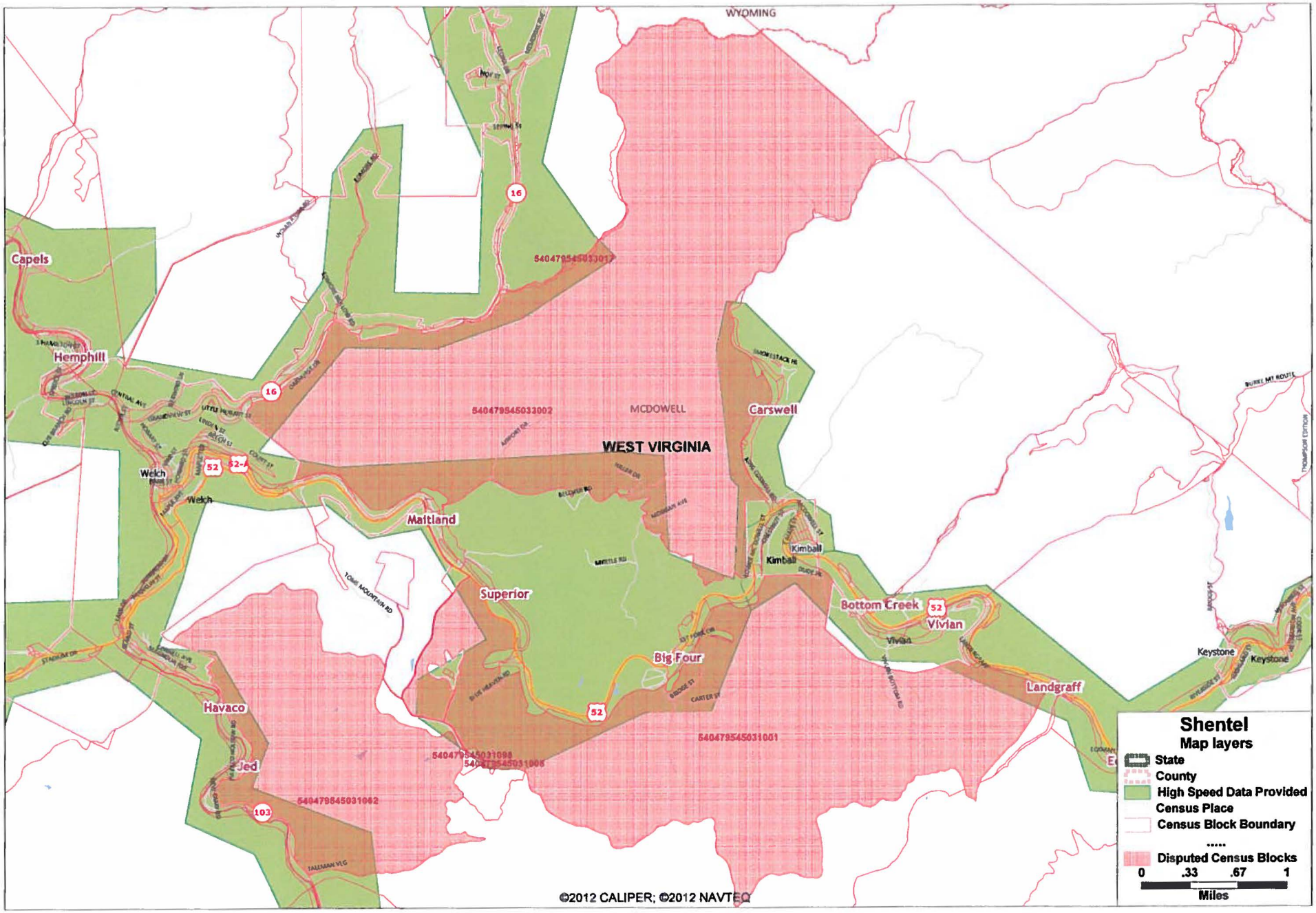
WYOMING
MCDOWELL
WEST VIRGINIA
Capels
Hemphill
Welch
Maitland
Superior
Carswell
Kimball
Bottom Creek
Vivian
Big Four
Landgraff
Keystone
Havaco
Jed
540479545031012
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540479545031001
540479545031098
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16
52
103
©2012 CALIPER; ©2012 NAVTEQ
Shentel
Map layers
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County
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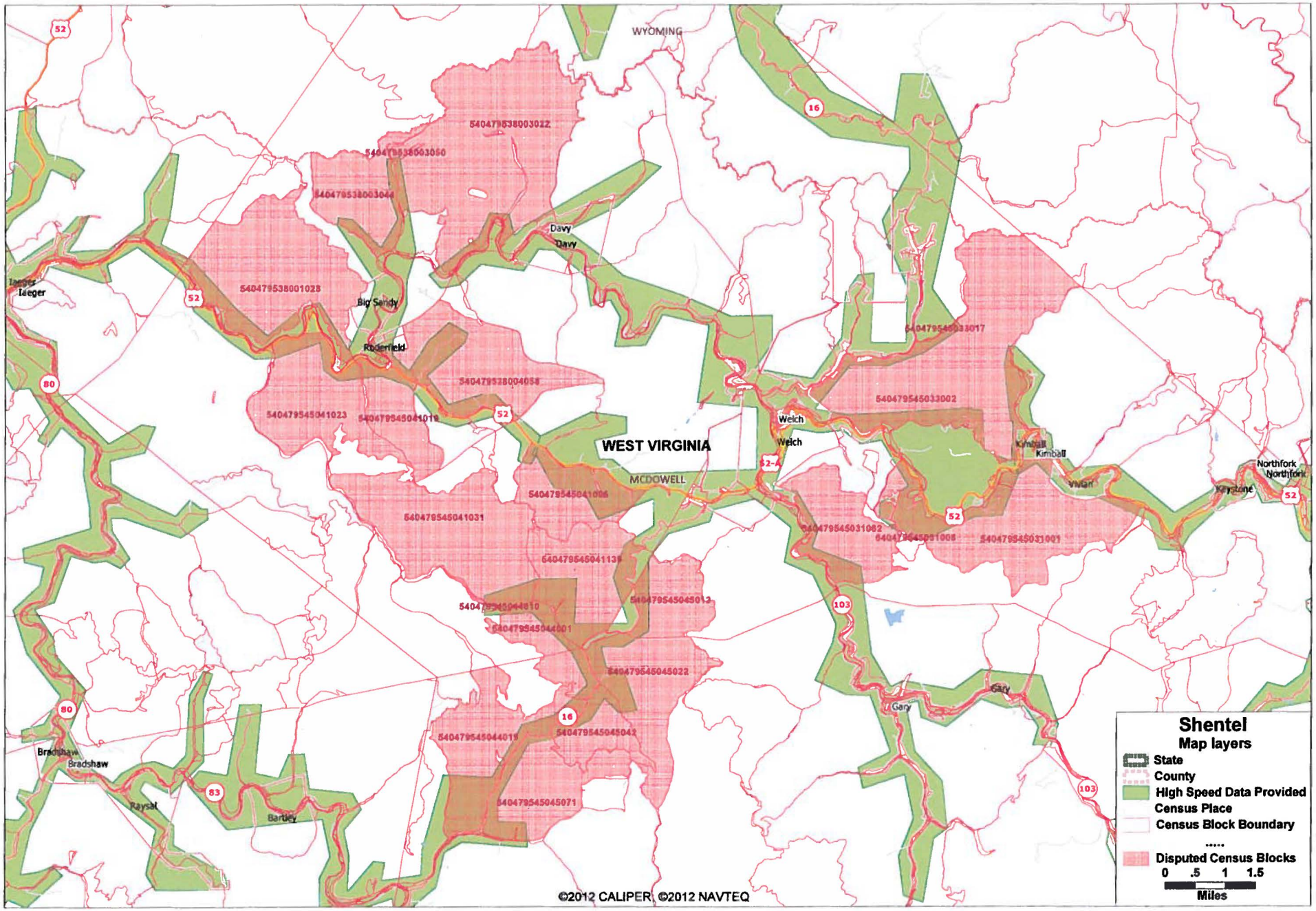
Census Place
Census Block Boundary
Disputed Census Blocks
0 .33 .67 1
Miles


WYOMING
WEST VIRGINIA
MCDOWELL
Davy
Big Sandy
Rodemfield
Welch
Kimball
Vivian
Northfork
Keystone
Gary
Bradshaw
Raysal
Bartley
Iaeger
540479538003022
540479538003050
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©2012 CALIPER ©2012 NAVTEQ
Shentel
Map layers
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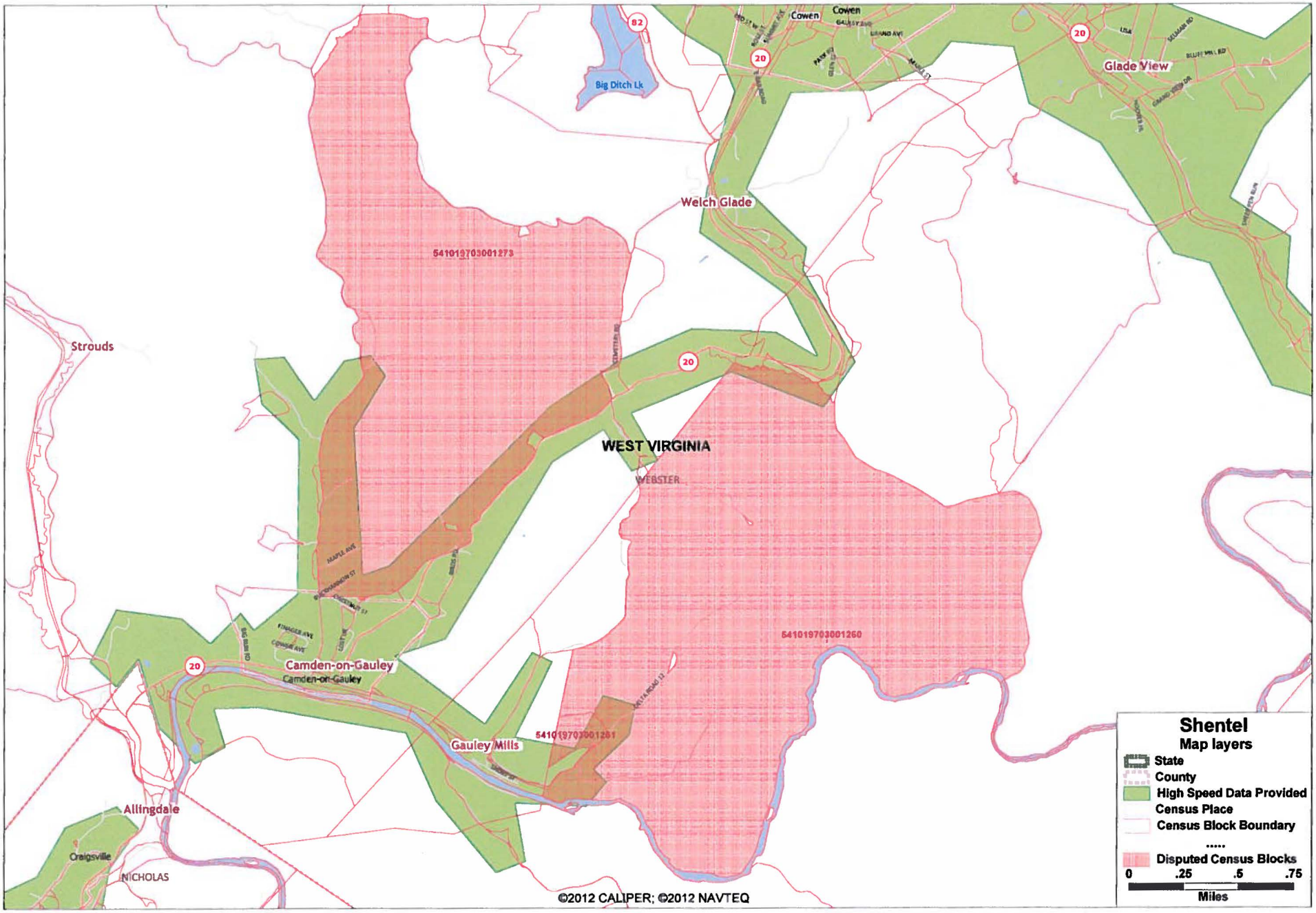
County
High Speed Data Provided
Census Place
Census Block Boundary
Disputed Census Blocks
0 .5 1 1.5
Miles


Shentel
Map layers
State
County
High Speed Data Provided
Census Place
Census Block Boundary
.....
Disputed Census Blocks
0 .25 .5 .75
Miles
Cowen
Glade View
Big Ditch Lk
Welch Glade
541019703001273
Strouds
WEST VIRGINIA
WEBSTER
541019703001260
Camden-on-Gauley
Gauley Mills
541019703001281
Allingdale
Craigsville
NICHOLAS
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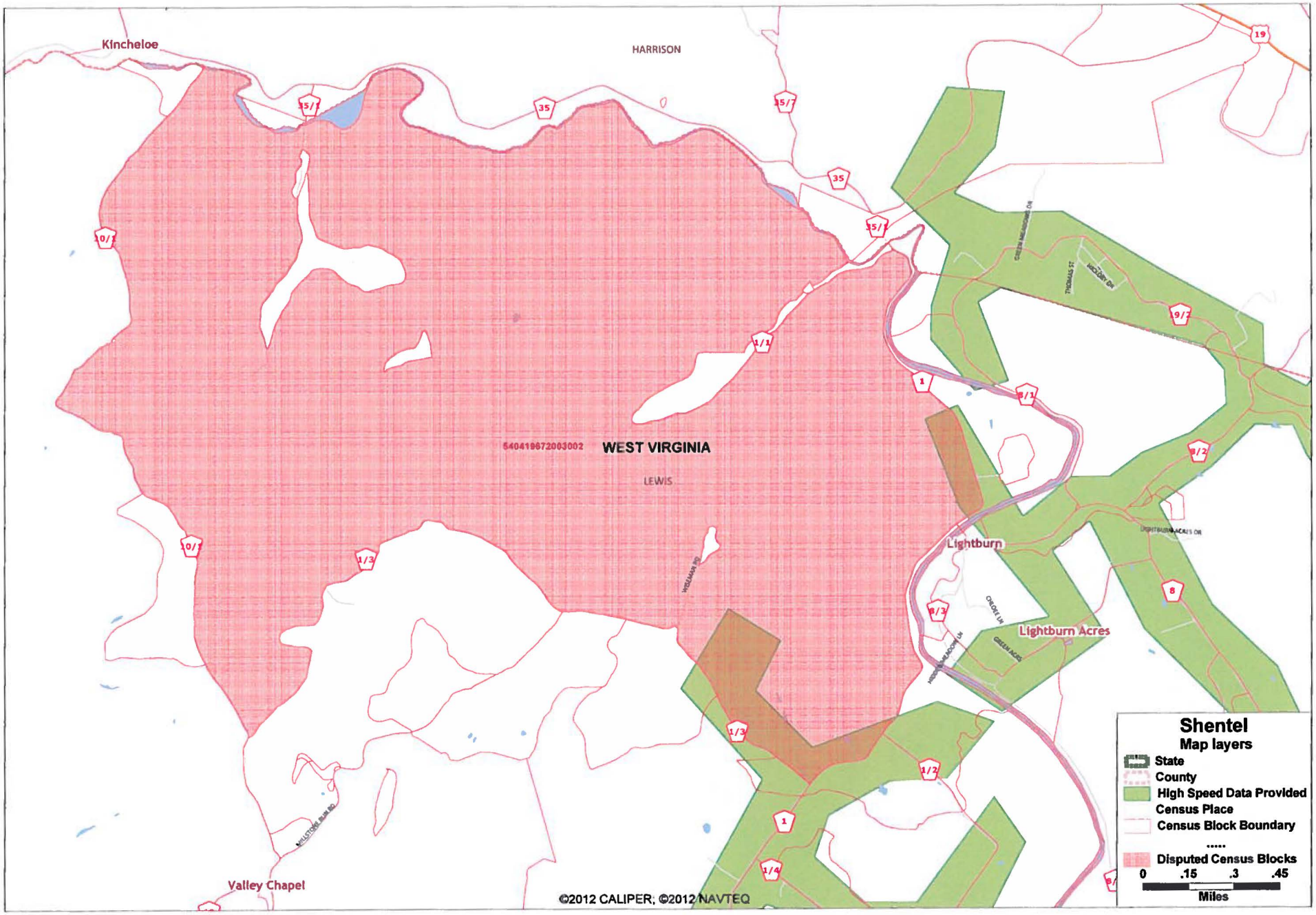
Kincheloe
HARRISON
540419672003002
WEST VIRGINIA
LEWIS
Lightburn
Lightburn Acres
Valley Chapel
©2012 CALIPER; ©2012 NAVTEQ
Shentel
Map layers
State
County
High Speed Data Provided
Census Place
Census Block Boundary
.....
Disputed Census Blocks
0 .15 .3 .45
Miles