Henry County Telephone Company

111 East First Street ▲ P.O. Box 330 ▲ Geneseo IL 61254 ▲ Phone: 309-944-2103 ▲ Fax: 309-944-4406

October 17, 2013

Federal Communications Commission
445 12th Street SW
Washington, DC 20554

Re: WC Docket No. 10-90
Submission of a Copy of Federal Communications Commission Form 481

To Whom It May Concern:

In compliance with Federal Communications Commission rules §54.313(h)(2)(i) and §54.422(c), Henry County Telephone Company submits a copy of its Federal Communications Commission Form 481.

Henry County Telephone Company has indicated to the Federal Communications Commission that this Form 481 filing is to be accorded confidential and proprietary treatment.

If you have any questions, please contact Scott D. Rubins at 309-944-2103 or via e-mail at telco@geneseo.net.

Sincerely,

Scott D. Rubins
General Manager

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	341029
<015>	Study Area Name	HENRY COUNTY TEL CO
<020>	Program Year	2014
<030>	Contact Name: Person USAC should contact with questions about this data	Scott D. Rubins
<035>	Contact Telephone Number: Number of the person identified in data line <030>	309-944-2103
<039>	Contact Email Address: Email of the person identified in data line <030>	telco@geneseo.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)	✔	
<200>	Outage Reporting (voice)	(complete attached worksheet)	✔	✔
<210>	✔ <-- check box if no outages to report			
<300>	Unfulfilled Service Requests (voice)	0	✔	
<310>	Detail on Attempts (voice)	(attach descriptive document)		
<320>	Unfulfilled Service Requests (broadband)			
<330>	Detail on Attempts (broadband)	(attach descriptive document)		
<400>	Number of Complaints per 1,000 customers (voice)		✔	✔
<410>	Fixed	0.0		
<420>	Mobile	0.0		
<430>	Number of Complaints per 1,000 customers (broadband)			
<440>	Fixed			
<450>	Mobile			
<500>	Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	✔	✔
<510>	341029il510	(attached descriptive document)	✔	✔
<600>	Functionality in Emergency Situations	(check to indicate certification)	✔	✔
<610>	341029il610	(attached descriptive document)	✔	✔
<700>	Company Price Offerings (voice)	(complete attached worksheet)		
<710>	Company Price Offerings (broadband)	(complete attached worksheet)		
<800>	Operating Companies and Affiliates	(complete attached worksheet)	✔	✔
<900>	Tribal Land Offerings (Y/N)? ○ ●	(if yes, complete attached worksheet)	✔	
<1000>	Voice Services Rate Comparability	(check to indicate certification)		
<1010>		(attach descriptive document)		
<1100>	Terrestrial Backhaul (Y/N)? ○ ●	(if not, check to indicate certification)		
<1110>		(complete attached worksheet)		
<1200>	Terms and Condition for Lifeline Customers	(complete attached worksheet)		✔

Price Cap Carriers, Proceed to <u>Price Cap Additional Documentation Worksheet</u>

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 <u>ROR Additional Documentation Worksheet</u>

<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	341029
<015>	Study Area Name	HENRY COUNTY TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Scott D. Rubins
<035>	Contact Telephone Number - Number of person identified in data line <030>	309-944-2103
<039>	Contact Email Address - Email Address of person identified in data line <030>	telco@geneseo.net

<110>	Has your company received its ETC certification from the FCC?	(yes / no) ● ○
<111>	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) ○ ●

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 (.pdf)

Please check these boxes below to confirm that the attached PDF, 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 (USF) was used to improve service quality	☐
<116>	How (USF)was used to improve service coverage	☐
<117>	How (USF) was used to improve service capacity	☐
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.	☐

(200) Service Outage Reporting (Voice)
Data Collection Form

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

<010>	Study Area Code	341029
<015>	Study Area Name	HENRY COUNTY TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Scott D. Rubins
<035>	Contact Telephone Number - Number of person identified in data line <030>	309-944-2103
<039>	Contact Email Address - Email Address of person identified in data line <030>	telco@geneseo.net

<220>

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

-- See attached worksheet --

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

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

<010>	Study Area Code	341029
<015>	Study Area Name	HENRY COUNTY TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Scott D. Rubins
<035>	Contact Telephone Number - Number of person identified in data line <030>	309-944-2103
<039>	Contact Email Address - Email Address of person identified in data line <030>	telco@geneseo.net

<701>	Residential Local Service Charge Effective Date	1/1/2013
<702>	Single State-wide Residential Local Service Charge	

<703>

<a1>	<a2>	<a3>	<b1>	<b2>	<b3>	<b4>	<b5>	<c>
State	**Exchange (ILEC)**	**SAC (CETC)**	**Rate Type**	**Residential Local Service Rate**	**State Subscriber Line Charge**	**State Universal Service Fee**	**Mandatory Extended Area Service Charge**	**Total per line Rates and Fees**
				-- See attached worksheet				
				--				

(710) Broadband Price Offerings
Data Collection Form

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

<010>	Study Area Code	341029
<015>	Study Area Name	HENRY COUNTY TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Scott D. Rubins
<035>	Contact Telephone Number - Number of person identified in data line <030>	309-944-2103
<039>	Contact Email Address - Email Address of person identified in data line <030>	telco@geneseo.net

<711>

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

(800) Operating Companies
Data Collection Form

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

<010>	Study Area Code	341029
<015>	Study Area Name	HENRY COUNTY TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Scott D. Rubins
<035>	Contact Telephone Number - Number of person identified in data line <030>	309-944-2103
<039>	Contact Email Address - Email Address of person identified in data line <030>	telco@geneseo.net

<810>	Reporting Carrier	Henry County Telephone Company
<811>	Holding Company	Henry County Communications, Inc.
<812>	Operating Company	Henry County Telephone Company

<813>

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

-- See attached worksheet --

(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	341029
<015>	Study Area Name	HENRY COUNTY TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Scott D. Rubins
<035>	Contact Telephone Number - Number of person identified in data line <030>	309-944-2103
<039>	Contact Email Address - Email Address of person identified in data line <030>	telco@geneseo.net

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

<920> Tribal Government Engagement Obligation

Name of Attached Document (.pdf)

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

		Select (Yes,No, NA)
<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	341029
<015>	Study Area Name	HENRY COUNTY TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Scott D. Rubins
<035>	Contact Telephone Number - Number of person identified in data line <030>	309-944-2103
<039>	Contact Email Address - Email Address of person identified in data line <030>	telco@geneseo.net

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) ☑

<1130> Please check this box 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	341029
<015>	Study Area Name	HENRY COUNTY TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Scott D. Rubins
<035>	Contact Telephone Number - Number of person identified in data line <030>	309-944-2103
<039>	Contact Email Address - Email Address of person identified in data line <030>	telco@geneseo.net

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

341029il1210

Name of attached document (.pdf)

<1220> Link to Public Website

HTTP _____

"Please check these boxes below to confirm that the attached PDF, 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. ☑

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

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

<010>	Study Area Code	341029
<015>	Study Area Name	HENRY COUNTY TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Scott D. Rubins
<035>	Contact Telephone Number - Number of person identified in data line <030>	309-944-2103
<039>	Contact Email Address - Email Address of person identified in data line <030>	telco@geneseo.net

CHECK the boxes below 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)} ☐

<2011> 3rd Year Certification {47 CFR § 54.313(b)(2)} ☐

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

<2012> 2013 Frozen Support Certification ☐

<2013> 2014 Frozen Support Certification ☐

<2014> 2015 Frozen Support Certification ☐

<2015> 2016 and future Frozen Support Certification ☐

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

<2016> Certification Support Used to Build Broadband ☐

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

<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 PDF , 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 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	341029
<015>	Study Area Name	HENRY COUNTY TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Scott D. Rubins
<035>	Contact Telephone Number - Number of person identified in data line <030>	309-944-2103
<039>	Contact Email Address - Email Address of person identified in data line <030>	telco@geneseo.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.

Progress Report on 5 Year Plan

(3010)	Milestone Certification {47 CFR § 54.313(f)(1)(i)} Please check this box to confirm that the attached PDF , on line 3012,	Name of Attached Document Listing Required Information	☐
(3011)	contains the required information pursuant to § 54.313 (f)(1)(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.		
(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 PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:		
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		☐
(3016)	PDF of 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)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		☐
(3021)	Management letter 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)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		☑
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	341029il3026

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	341029
<015>	Study Area Name	HENRY COUNTY TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Scott D. Rubins
<035>	Contact Telephone Number - Number of person identified in data line <030>	309-944-2103
<039>	Contact Email Address - Email Address of person identified in data line <030>	telco@geneseo.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:	HENRY COUNTY TEL CO		
Signature of Authorized Officer:	CERTIFIED ONLINE	Date	10/14/2013
Printed name of Authorized Officer:	Scott Rubins		
Title or position of Authorized Officer:	General Manager		
Telephone number of Authorized Officer:	309-944-2103		
Study Area Code of Reporting Carrier:	341029	Filing Due Date for this form:	10/15/2013

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	341029
<015>	Study Area Name	HENRY COUNTY TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Scott D. Rubins
<035>	Contact Telephone Number - Number of person identified in data line <030>	309-944-2103
<039>	Contact Email Address - Email Address of person identified in data line <030>	telco@geneseo.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

(800) Operating Companies
Data Collection Form

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

<010>	Study Area Code	341029
<015>	Study Area Name	HENRY COUNTY TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Scott D. Rubins
<035>	Contact Telephone Number - Number of person identified in data line <030>	309-944-2103
<039>	Contact Email Address - Email Address of person identified in data line <030>	telco@geneseo.net

<810>	Reporting Carrier	Henry County Telephone Company
<811>	Holding Company	Henry County Communications, Inc.
<812>	Operating Company	Henry County Telephone Company

<813>

<a1>	<a2>	<a3>
Affiliates	**SAC**	**Doing Business As Company or Brand Designation**
Henry County Telephone Company	341029	Henry County Telephone Company

STANDARDS OF QUALITY OF SERVICE

It is the policy of Geneseo Telephone Company, Cambridge Telephone Company and Henry County Telephone Company to provide high quality telecommunications and associated products and services using advanced technology supported by exceptional customer service at just and reasonable prices for the mutual benefit of our shareholders, customers, employees and community. Geneseo Telephone Company, Cambridge Telephone Company and Henry County Telephone Company will strive to maintain a quality of service that is in compliance with State and Federal law and regulations.

Adequacy of Service Section 730.500

a) Traffic studies shall be made and records maintained to the extent and frequency necessary to determine that sufficient equipment and an adequate operating force are provided to meet the minimum standards of service set forth in Sections 730.520 and 730.525.

b) [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] shall employ adequate procedures for assignment of facilities. The assignment record shall be kept up to date and checked every six months to determine if adjustments are necessary to maintain proper balance in all trunk and equipment groups.

c) Local service furnished by pair gain devices at a given exchange shall provide service equivalent to that furnished other subscribers at that exchange served by means of normal physical loops.

d) [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] employees shall be instructed to comply with the provisions of all applicable Federal and state laws in maintaining secrecy of communications (see 47 U.S.C. Sec. 605 and Ill. Rev. Stat. 1989, ch. 38, pars. 14-1 to 14-9).

Operator Handled Calls Section 730.505

When a [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] operator is notified by a customer that he has reached a wrong number, has been cut off, or has experienced poor transmission, the operator shall arrange for credit, except in cases where fraudulent activity is demonstrable.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Answering Time Section 730.510

a) Operator Offices

1) [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] operator offices shall be staffed so that the average answer time, calculated on a monthly basis, shall not exceed 10 seconds for the following types of calls:

A) toll and assistance; and

B) information.

2) Whenever the average answer time for either toll and assistance calls and/or information calls, calculated on a monthly basis, exceeds 10 seconds, the [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] shall take corrective action and report the action to the Commission within 15 business days after the end of the month in which the violation occurred.

b) Business and Repair Offices

1) Business offices (during normal business hours) and repair offices shall be staffed so that the average answer time, calculated on a monthly basis, shall not exceed 60 seconds. When a menu driven, automated, or interactive system is utilized to answer any such call, the system shall provide, either through voice option or within the first menu of options, the option of transferring to a live attendant. This requirement shall apply separately to business offices and repair offices, if they are maintained separately.

2) Whenever the average answer time for either business offices or repair offices (if maintained separately), calculated on a monthly basis, exceeds 60 seconds, the [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] shall take corrective action and report the action to the Commission within 15 business days after the end of the month in which the violation occurred.

3) [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] shall maintain records of answer time performance at their business offices and repair offices. At a minimum, these records shall contain the following information collected on a monthly basis:

A) Total number of calls received;

B) Total number of calls answered; and

C) Average answer time.

c) On or before March 1 of each year, [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] shall file, with the Chief Clerk of the Commission, an annual report containing the information required by subsection (b) for its business and repair offices (separately when it maintains separate business and repair offices) for each month of the preceding calendar year. This information shall also be made available to the Commission when requested.

d) For purposes of this Section, average answer time shall be calculated by dividing the total number of call waiting seconds by the total number of reported monthly calls answered.

(Source: Amended at 35 Ill. Reg. 8808, effective June 1, 2011)

Central Office Administrative Requirements **Section 730.515**

a) Central office capacity and equipment shall be sufficient to provide a dial tone within three seconds on 95% of all calls placed during the busy hour of any given day. Whenever the dial tone rate falls below 95%, the [Geneseo Telephone

Company] [Cambridge Telephone Company] [Henry County Telephone Company] shall take corrective action and report such action to the Commission within 15 business days after the end of the month in which the violation occurred.

b) For purposes of subsection (a), the percent of calls that obtained dial tone within three seconds shall be derived by dividing the total number of customer dialing attempts during the busy hour that obtained dial tone within three seconds by the total number of customer attempts to obtain dial tone during the busy hour.

c) Each central office shall be equipped with alarms to indicate failures or improper functions.

d) Either operator or mechanized intercept service shall be provided for nonworking or changed terminating numbers until the numbers are assigned or reassigned.

e) All remote switching units are to be equipped to continue to perform basic internal switching functions if a base unit connection is interrupted.

f) Whenever the [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] fails to meet the monthly objectives contained in this section, it shall report that fact to the Commission's Telecommunications Division, with a statement of the reasons for such failure, within 15 days after the end of the respective month.

(Source: Amended at 27 Ill. Reg. 17997, effective December 1, 2003)

Interoffice Trunks **Section 730.520**

a) Local interoffice trunks and intraoffice trunks, interoffice toll trunks, and the intertoll trunk and any related switching components shall be engineered so that at least 98% of calls shall not encounter an All Trunks Busy (ATB) condition and at least 98% of properly dialed incoming interMSA calls, during the busy hour, shall receive ringing signal, station busy tone, or intercept (other than ATB) on the first attempt. When the completion rate falls below 98% for three consecutive months, corrective action shall be initiated and such action reported to the Commission.

b) For purposes of subsection (a), the information required to be reported shall be calculated by capturing total call attempts (local, toll, DDD, or inter/intraoffice) and calls that do not encounter an ATB condition that are going through trunk groups controlled by the reporting entity during the busy hour. Calls that do not encounter an ATB condition should be divided by Total Trunk Attempts to derive the percent of calls completed without encountering an ATB. The calculation should be performed for each base unit and all remotes that home on each base. Measurements for all of the base and remote units should be added to provide a statewide basis.

(Source: Amended at 27 Ill. Reg. 17997, effective December 1, 2003)

Transmission Requirements **Section 730.525**

[Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] shall furnish and maintain plant, equipment and facilities to meet the following

minimum transmission standards. The transmission standards set forth in this Section are based upon measurements from the network interface at the customer premises through the local loop to a nominal 48-volt central office and measured at a frequency of 1004 hertz.

a) Local line analog loops shall have a loop resistance not exceeding the operating design of the associated central office equipment. Longer loops may be used by deployment of loop range extenders.

b) All analog loops are to be maintained to a minimum of 40,000 ohms insulation resistance.

c) Transmission loss of analog local loop shall be engineered not to exceed 10.0 dB when measured in accordance with subsection (a). The local loop transmission loss shall be adjusted to 10.0 dB or less if it exceeds 10.0 dB.

d) Transmission loss in analog interoffice trunks shall be engineered not to exceed 7 dB. If the loss exceeds expected design loss by + or - 3.5 dB, it shall be corrected to within 1 dB of the design loss.

e) Transmission loss on analog toll terminating trunks shall be engineered not to exceed 4 dB. If the loss exceeds expected design loss by + or - 3.5 dB, it shall be corrected to within 1 dB of the design loss.

f) Transmission loss on all digital interoffice trunks shall be engineered and maintained not to exceed 6 dB.

g) Loop current shall be maintained at 20 milliamperes or greater.

h) Power influence (Noise to Ground) shall not exceed 90 dBrnc.

i) Circuit noise (Noise Metallic) shall not exceed 30 dBrnc.

(Source: Amended at 35 Ill. Reg. 8808, effective June 1, 2011)

Coin Telephone Service (Repealed) **Section 730.530**

(Source: Repealed at 24 Ill. Reg. 13861, effective September 1, 2000)

Interruptions of Service **Section 730.535**

a) On a monthly basis, each [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] shall clear 95% of all out of service troubles up to the customer network interface within 30 hours after the troubles are reported by the customer.

b) For purposes of maintaining records or reporting information relating to the requirement set forth in subsection (a), the information required to be so maintained or reported shall be calculated as follows:

1) Each occurrence shall be measured from the "create date and time" to the "cleared date and time".

2) The requirement set forth in subsection (a) shall be calculated as follows:

(a) - (c+d+e+f+g+h+i) = o or the "adjusted number of out of service conditions not repaired within 30 hours"

(b) - (c+d+e+f+g+h+i) = p or the "adjusted number of out of service calls"

$$\frac{o}{p \div w} Times 100 = x$$

(100 - x) = percent repaired within 30 hours

Variables used in the above formulas are defined as follows:

a = Total number of out of service conditions not repaired within 30 hours

b = Total number of out of service calls received by the company

c = Subsequent reports for the same out of service condition

d = Condition caused by payphone equipment

e = Condition caused by customer premises equipment (CPE) or inside wire

f = Exclusion due to no access to the property (when access is required)

g = Exclusion due to customer requested later appointment

h = Exclusion due to emergency situations

i = Exclusion due to negligent or Willful Act on part of customer

o = Adjusted number of out of service conditions not repaired within 30 hours

p = Adjusted number of out of service calls received by the company

w = Out of service conditions due to a severe storm, tornado, earthquake, flood or fire, including any severe storm, tornado, earthquake, flood or fire that prevents the [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] from restoring service due to impassable roads, downed power lines, or the closing off of affected areas by public safety officials. This variable "w" shall be itemized monthly, via attachment, in the reporting LECs quarterly report as provided in Section 730.115(b).

3) Whenever a [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] fails to meet the monthly requirements contained in this Section, it shall file a monthly report relating to the failed requirement to the Staff of the Illinois Commerce Commission, Telecommunication Division, with a statement of the reasons for the failure, within 15 business days after the end of each month in which the failure occurred.

4) The information to be reported pursuant to this Section shall include out of service troubles occurring on holidays or weekends.

c) If a carrier knows entry to the dwelling is required in order to clear an out of service trouble report, the [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] shall provide reasonable notice to the affected customer of the premises visit and shall schedule an appointment

to perform any such visit on a mutually agreed date and time (which shall be identified as occurring within a four hour window, such as a morning or afternoon or evening shift, or until June 30, 2004, between 8 A.M. and 4 P.M. on a particular day if the carrier uses the resold services, network or network elements of another carrier to provide services to the customer). When the repair appointment cannot be met within the prescribed appointment window, the [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] shall notify the customer of the delay and the reason for the delay no later than 8 P.M. of the day prior to the scheduled date of the appointment of its inability to keep the appointment, and shall then reschedule a date and time acceptable to the customer when the utility will be able to provide the requested service. Customer-caused delays or customer-missed appointments shall not be subject to the time restrictions of this subsection.

d) Required toll-free numbers

1) Each [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] shall provide to its customers the telephone number to call for repair service. Calls to repair service shall be available without charge. When trouble is apparently located in a connecting company, this trouble report shall be immediately referred to the connecting company.

2) Each [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] shall provide its business office telephone number to its customers. Calls to the business office shall be available without charge.

e) Repair service shall be available at all times for reporting service out of order. Arrangements shall be made to receive customer trouble reports 24 hours daily and to clear out of service trouble at all hours for customers who express an emergency need for service as long as clearing the trouble is consistent with the personal safety of [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] personnel. For purposes of this subsection (e) only, an emergency need for service shall mean that without service there exists an immediate threat to life, limb or property.

(Source: Amended at 36 Ill. Reg. 14990, effective October 1, 2012)

Installation Requests **Section 730.540**

a) Each [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] shall complete 90% of its "basic local exchange service installations" within five business days after the customer requests installation or by such later date as requested by applicant, as subject to the exclusions set forth in subsection (f). This subsection (a) does not apply to the migration of a customer between telecommunications carriers, so long as the customer maintains dial tone. A telecommunications carrier offering basic local exchange service utilizing the network or network elements of another carrier shall install new lines for basic local exchange service within 3 business days

after provisioning of the line or lines, by the carrier whose network or network elements are being utilized, is complete.

b) Each [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] shall maintain records and submit reports with respect to this Section as follows: Whenever a [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] fails to meet the monthly requirements contained in this Section, it shall file a monthly report identifying the installation performance relating to the failed requirement to the Staff of the Illinois Commerce Commission, Telecommunications Division, as well as a statement of the reasons for such failure, within 15 days after the end of the month in which the failure occurred.

c) For purposes of maintaining records or reporting information relating to the requirement set forth in subsection (a), the information required to be so maintained or reported shall be calculated by measuring customer applications or requests for basic local exchange service installation from the date the customer makes such application or request to the date the installation order is signed off by the carrier as completed.

d) If a [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] knows a premises visit (which includes entry into a dwelling) is required in connection with any basic local exchange service installation, the [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] shall advise the affected customer of such premises visit and shall schedule an appointment to perform any such visit at a mutually agreed upon date and time (which shall be identified as occurring within a four hour window, such as a morning or afternoon or evening shift or until June 30, 2004, between 8 A.M. and 4 P.M. on a particular day if the carrier uses the resold services, network, or network elements of another carrier to provide services to the customer). When the installation appointment cannot be met within the prescribed appointment window, the [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] shall notify the customer of the delay and the reason for such delay no later than 8 P.M. of the day prior to the scheduled date of the appointment of its inability to keep the appointment, and shall then reschedule a date and time acceptable to the customer when the utility will be able to provide the requested service. Customer-caused delays or customer-missed appointments shall not be subject to the time restrictions of this subsection.

e) Each [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] shall maintain a record of installation requests as reported by its customers. This record shall include appropriate identification of the customer or service affected, the time, date and nature of the installation request, the action taken, the date and time of installations or other disposition, and whether the appointments were kept, cancelled no later than 8 P.M. of the day prior to the scheduled date of the appointment, or missed without notice to the customer no later than 8 P.M. of the day prior to the scheduled date of the appointment.

f) Authorized Delays

1) An installation that is not performed within the intervals referred to in subsections (a) and (d) will not be considered a violation of subsection (a) and (d) for the period of delay if the installation is delayed due to the following:

A) as a result of a negligent or willful act on the part of the customer;

B) as a result of a malfunction of customer-owned telephone equipment or inside wire;

C) as a result of, or extended by, an emergency situation;

D) as a result of the carrier's inability to gain access to the customer's premises due to the customer missing an appointment, provided that the violation is not further extended by the carrier;

E) as a result of a customer request to change the scheduled appointment, provided that the violation is not further extended by the carrier;

F) as a result of a carrier's right to refuse service to a customer as provided in 83 Ill. Adm. Code 735; or

G) as a result of a lack of facilities where a customer requests service at a geographically remote location, a customer requests service in a geographic area where the carrier is not currently offering service, or there are insufficient facilities to meet the customer's request for service, subject to carrier's obligation for reasonable facilities planning.

2) Notwithstanding anything in this subsection (f) to the contrary, in those situations where an installation cannot be completed at all as a result of the occurrence of any of the causes identified in this subsection (f), the failure to complete such installation shall not be deemed to be a violation of subsection (a).

(Source: Amended at 36 Ill. Reg. 14990, effective October 1, 2012)

Trouble Reports **Section 730.545**

a) Each [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] shall maintain basic local exchange service so that the average rate of all customer network trouble reports is no greater than 6 reports per 100 access lines per month.

b) For purposes of maintaining records or reporting information relating to the requirement set forth in subsection (a), the information required to be so maintained or reported shall be calculated by dividing the number of customer initiated network trouble reports in any given month that are cleared to network dispositions, less customer premises equipment (CPE), inside wire, or emergency situations, by the total number of access lines in service. The rate shall be reported on a per 100 access line basis.

c) The [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] shall maintain service so that the percentage of repeat trouble reports for a month does not exceed 20% of the total customer trouble reports.

d) For purposes of maintaining records or reporting information relating to the objective in subsection (c), the information required to be so maintained or reported shall be calculated by dividing the total number of repeat trouble reports by the total number of customer trouble reports, in said month, and shall exclude troubles related to CPE, inside wire, or emergency situations.

e) Each [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] shall maintain a record of repeat trouble reports as reported by its customers. This record shall include appropriate identification of the customer or service affected, the time, date and nature of the repeat trouble report, the action taken, and the date and time of trouble clearance or other disposition.

f) The [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] shall maintain service so that the percentage of installation trouble reports for a month does not exceed 20% of the total installations.

g) Each [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] shall maintain a record of installation trouble reports as reported by its customers. This record shall include appropriate identification of the customer or service affected, the time, date and nature of the report, the action taken, and the date and time of installation trouble clearance or other disposition.

h) Each [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] shall keep scheduled repair appointments when a customer premises visit requires a customer to be present. If the [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] is unable to keep a scheduled repair appointment, it shall notify the customer of the delay and the reason for the delay no later than 8 P.M. of the day prior to the scheduled date of the appointment of its inability to keep the repair appointment.

i) Each [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] shall maintain a record of repair appointments as reported by its customers. This record shall include appropriate identification of the customer or service affected, the time, date and nature of the repair appointment, the action taken, the date and time of repair appointments, and whether the appointments were kept, cancelled no later than 8 P.M. of the day prior to the scheduled date of the appointment, or missed without notice to the customer no later than 8 P.M. of the day prior to the scheduled date of the appointment.

(Source: Amended at 36 Ill. Reg. 14990, effective October 1, 2012)

Network Outages and Notification **Section 730.550**

a) Notification

1) Each [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] shall inform the Commission of any service interruption exceeding 15 minutes duration caused by a complete or partial central office failure or complete or partial isolation of an exchange due to toll circuit failure, including cut cables. The notification shall be made via telephone call to (217)558-6166 and shall consist of the following information:

A) Affected Area Code/Prefix
B) Exchange Name
C) Company Name
D) Cause of Interruption
E) Outage Date and Time
F) Restoral Date and Time
G) Effect on 9-1-1 Service
H) Name and Number of Person Reporting the Service Interruption.

2) Written Report

A follow-up written report shall be filed within 30 days, either via U.S. Postal Service, facsimile or e-mail.

3) Reporting Timeframes

A) Minor outages shall be reported within 24 hours or during the next normal business day, when more than 100 access lines experience an outage. Minor outages consist of loss of local or toll service affecting fewer than 50% of the customers and affecting more than 100 access lines in the affected exchange for a period of time not to exceed 12 hours.

B) Major outages shall be reported immediately via telephone call to (217)558-6166.

C) Major outages consist of complete loss of local or toll service affecting at least 50% of the customers in the affected exchange or when any outage is expected to exceed 12 hours.

D) All outages affecting 9-1-1 services shall be reported in accordance with 83 Ill. Adm. Code 725, Standards Applicable to 9-1-1 Emergency Systems. In particular, any cut cables or loss of host-remote links that result in the physical staffing of 9-1-1 call boxes are to be reported as soon as possible.

b) Whenever it is necessary to interrupt customer service for the purpose of working on the distribution system or central office equipment, the work should be completed with minimal customer impact. The [Geneseo Telephone Company] [Cambridge Telephone Company] [Henry County Telephone Company] shall use reasonable efforts to notify in advance public service customers (e.g., 9-1-1 entities, police, fire, hospitals) it reasonably believes may be most seriously affected by the interruption. Any customer credits for interrupted service shall be made pursuant to 83 Ill. Adm. Code 732.

(Source: Amended at 35 Ill. Reg. 8808, effective June 1, 2011)

Customer Proprietary Network Information (CPNI):

Geneseo Telephone Company, Cambridge Telephone Company, Henry County Telephone Company, Cambridge Telcom Services, Inc., GenSoft Systems, Inc., Geneseo Communications Resource LLC and Celebrate Communications, LLC (the Companies) have a duty to protect the Customer Proprietary Network Information (CPNI) of our customers. As an employee or representative of the Companies, you also have a duty to protect that CPNI. The Companies have established procedures for you to follow to help ensure that CPNI is not improperly accessed, used, or disclosed. It is imperative that you comply with these procedures.

- There must be a business purpose for accessing a customer's account.
- The information cannot be shared internally or externally, except when necessary for business purposes.
- If you are contacted by a customer questioning their account, the customer must be directed to the Business Office for assistance.
- If there are additional procedures in place in your department, they need to be followed as well.

Corrective Action: If you fail to follow the Companies' CPNI procedures or otherwise fail to protect a customer's CPNI, you will be subject to corrective action. The facts will be reviewed by the CPNI compliance officers, and the management will determine the action to be taken based on the individual circumstances. The management's decision may depend on a variety of factors, such as: (a) the severity of the violation; (b) whether you have violated CPNI procedures in the past; (c) whether you sought guidance from a CPNI compliance officer; (d) whether you self-reported the event; (e) whether you voluntarily provide complete information concerning the violation; and (f) whether the act was intentional. The management may: (a) require you to undergo retraining in CPNI procedures; (b) reprimand you or place you on probation; (c) suspend you for a short time without pay; or (d) terminate your employment. This is not a complete list of actions that the Companies may take, and the Companies may use a combination of actions. For example, for minor violations, you will likely be required to undergo retraining on CPNI procedures. By comparison, if you deliberately release CPNI without authorization, your employment will be terminated immediately.

These procedures are not intended to be all-inclusive. Geneseo Telephone Company, Cambridge Telephone Company and Henry County Telephone Company shall from time to time modify this procedure to ensure compliance with all the rules and regulations as governed by the Illinois Commerce Commission and The Federal Communications Commission.

Henry County Telephone Company

111 East First Street ▲ P.O. Box 330 ▲ Geneseo IL 61254 ▲ Phone: 309-944-2103 ▲ Fax: 309-944-4406

October 9, 2013

RE: FCC Form 481
Section 600 – Functionality in Emergency Situations

To Whom It May Concern:

The administrative operations of SAC 341016, Henry County Telephone Company, are maintained in the same building as SAC 341016, Geneseo Telephone Company. Both companies utilize the same Disaster Recovery Plan, published by Geneseo Communications, Inc.

Sincerely,

Karen L. Kohne

Karen L. Kohne
President

Geneseo Communications, Inc.
Disaster Recovery Plan
April 2013

In order to safeguard and protect the assets of Geneseo Communications, the enclosed disaster recovery plan is designed to provide sufficient information to start a systematic and manageable approach to recovering from a complete disaster.

Basic Information

Disaster Coordinator	Secondary Contact
Scott Rubins	Matt Storm
CEO – Geneseo Communications 5148 Blackhawk Trail Ct Bettendorf, IA 52722 H: 563-449-1027 C: 563-650-0444 C: 563-650-1160	COO- Geneseo Communications 14177 N 1800 Ave Geneseo, IL 61254 H: 309-944-8147 C: 309-945-2503 P: 309-944-8012

Other Key Contacts:

Shayne Winters	Human Resources Manager	Cell: 309-945-3124	H: 309-521-7447
Bill Parr	VP Network Operations	Cell: 309-945-2463	H: 309-944-6571
Craig Mills	Manager Central Office	Cell: 309-945-2839	H: 309-944-6640
Judi Deny	VP Accounting	Cell: 309-945-2318	H: 309-944-8827
Kay Croegaert	Director Business Development	Cell: 309-945-2294	H: 309-944-2602
Tim Mandell	COO GenSoft Systems	Cell: 309-945-3369	H: 563-388-5227

Each Manager will keep a copy of the Plan at his/her residence or in a secure place. The purpose of this copy will serve as a tool to guide staff through the process.

Section 9 lists all employees name, address, telephone number and alternative telephone number. Also, telephone number 309-945-0000[1] has been designated as the informational hotline for use in communicating with employees and staff.

This document is organized into the following 9 sections, with a key staff member responsible for the activities surrounding the accomplishment of the goals.

Section 1 – General/First Hour Information
Section 2 – Outside Plant
Section 3 – Central Office
Section 4 – Business Office
Section 5 – Marketing
Section 6 – Information Technology
Section 7 – Accounting
Section 8 – Regulatory
Section 9 – Attachments/Off Site Inventory

[1] Should it be available

The following guidelines will be followed at all times:

Safety is a top priority. No staff member shall attempt to enter the disaster area without the direct permission of either the law enforcement or fire protection department.

Teamwork is critical to success. Managers have the explicit authority to adjust any company policies or procedures (with the exception of those noted in this document) that will help accomplish the tasks or challenges.

Geneseo Communications, Inc.
Disaster Recovery Plan
April 2013

Disaster Recovery
This plan can only be put into place by the President or General Manager of Geneseo Communications, Inc.

General/First Hour Information
Initial Meeting Place
The first hours after the disaster are critical to provide a framework for continued teamwork and success. The following places, in order of availability, will be determined the place to meet immediately following the disaster:

1:	111 East First Street	(Corporate Office)
2:	116 E Exchange St	(North Garage)
3:	319 JF Edwards Drive	(Gensoft Complex)

During the initial first hours after the disaster, an assessment meeting will take place at one of the three designated places above. From that meeting, which will only include team leaders, this plan will be reviewed and duties will be assigned according to the document, as set forth in the following sections. A company wide meeting will be held no later than one hour after the implementation of this plan.

The stated goal will be based on the severity of the disaster. The following hierarchy should provide for a basic framework.

Service Restoration Hierarchy

1. Restoration of emergency telecommunications services, such as police, fire, ambulance and hospital is the main priority
2. Restorations or substitute phone service made available to the critical customer list (see Section 9)
3. Restoration of the general public 911 service
4. Restoration of basic local dial tone
5. Restoration of long distance calling, including SS7 network
6. Restoration of vertical and class features
7. Restoration of all other services

Communications Coordinator
The HR Manager will be designated as the communications coordinator. The sole job of the communications coordinator will be the successful relay of information to other department or staff members during the period the disaster recovery plan is in affect. In addition, the communications coordinator will have the duties to monitor the staff for disaster recovery related problems, such as fatigue, high stress, ineffectiveness or inability to perform the functions requested.

Initial Contact with Emergency Team
The outside emergency teams (police, fire etc.) may have a critical role in minimizing damage to our facilities. Because of this and in order to ensure the most efficient use of these resources, the following individuals are designated as the only staff members that should have contact with the outside emergency teams:

Disaster Coordinator, Scott Rubins, Matt Storm

Release of Information

In order to ensure a calm and organized approach, it is imperative that no statements, assumptions of facts, recounts of events or information of any kind be conveyed to any outside person, including customer, vendors or press. When information becomes available, the following people should provide such information:

Disaster Coordinator, Kay Croegaert

After any statement is released, staff members are allowed, and encouraged to restate the information, but should be careful not to add to or elaborate on any information or assume facts that are not specifically addressed in the statement. It is preferred that staff members not discuss the current situation unless directly contacted by customers through the normal channels.

Communications Coordinator

Lead Staff Member: Shayne Winters

The HR Manager will be designated as the communications coordinator. The sole job of the communications coordinator will be the successful relay of information to other department or staff member during the period the disaster recovery plan is in affect. In addition, the communications coordinator will have the duties to monitor the staff for disaster recovery related problems, such as fatigue, high stress, ineffectiveness or inability to perform the functions requested.

Geneseo Communications, Inc.
Disaster Recovery Plan
April 2013

Outside Plant / Construction

Lead Staff Member: Joe Garrity
Back-up Leader: Cal Venema

Staffing requirements would be at minimum (*2)* and at a maximum (4)

Upon notification that Disaster Plan is in effect, Outside Plant Lead Member will-

1. Contact all members of their Department, by easiest means possible and brief them on the disaster situation and inform them where, and when all company personnel are to report for a company meeting.
2. Request personnel will be asked to bring any company and personal cellular phones for communication purposes. Verify and update Section 9 as necessary.

Outside Plant Lead Member will:

1: Retrieve all documents and related information from Gensoft off site storage and secure.

2: Within the first 2 hours, establish Command Center in North Garage, or if unavailable, determine best place based on available locations.

3: Dispatch and utilize two-way radio communications, including if necessary, the acquisition and securement of base unit and hand held units.

4: Assessment and determine if power is available and coordinate all activity with the City in order to restore power to the affected areas.

5: Secure emergency equipment from potential resources, including on an immediate basis:
Backhoes
Emergency lights and electricity
Emergency trailers
Vans or other vehicles

6: Secure any necessary Support, including contractors, to assist in meeting the objectives established in ***Service Restoration Hierarchy.***

Geneseo Communications, Inc.
Disaster Recovery Plan
April 2013

Critical Contacts/Suppliers Information

Emergency Equipment	***Support Personnel and Contractors***	***List of Suppliers***
Mobile Tool International (Aerial Equipment) 636-225-4987 Jim Flower	Midwest Trenching 319-259-1346 Mike Francis	Power & Telephone Company 800-558-8448 Kevin Kloehn
Nesco Sales and Rentals 800-252-0043 Dan Ingle	Gaylord Construction Inc. 563-372-0024 Larry Herrington	Sprint North Supply 773-404-9130 Ted Walker
Alter and Sons Inc (generators and equipment) 563-323-3601 Chuck Barrett	Central Cable 920-324-4118 Dale Jansen Construction and Splicing	General Cable 847-895-0483 Thomas Spereakis
Ditch Witch 563-391-4656 Jerry Thul	H.F. Wilson Engineering Co. 630-469-8473 Gary Kinney	Corning Cable Systems 847-458-5704 Todd Garifo
Vermeer 630-820-3030 Brian Depue	Art Steward and Sons 573-792-3877 Keith Steward	Fiber Specialists, Inc 800-743-2500
J. F. Edwards Construction Company 309-944-4681 ext.404 Leon Brooks		Terry Durin Co 563-364-4106 Jeff Schmidt
Hartco 309-944-2026 Jerry Hart		GrayBar 414-607-8028 Jason Monosso

Central Office

Lead Staff Member: Bill Parr
Back-up Leader: Craig Mills

Staffing requirements would be at minimum *(2)* and at a maximum (5)

Upon notification that Disaster Plan is in effect, Central Office Lead Member will-

1. Contact all members of their Department, by easiest means possible and brief them on the disaster situation and inform them where, and when all company personnel are to report for a company meeting.
2. Request personnel will be asked to bring any company and personal cellular phones for communication purposes. Verify and update Section 9 as necessary.

Central Office Leader Member will:

1: Make immediate contact with the County 911 and brief them on the circumstances surrounding the disaster
2: Make contact with local law enforcement offices of effected area and brief them on the circumstances surrounding the disaster
3: Make an assessment and list all major services that are out and those that are functions (i.e. local, toll, 911, internet). Provide list to designated communications contact.
4. Contact necessary technical vendors and brief them on the disaster, and place order for necessary equipment to restore service based on ***Service Restoration Hierarchy.***

Critical Contacts/Suppliers Information

NORTEL

Jim Trier	Executive Sales Engineer	847-706-8156 wk 847-910-7443 cell
Steve Martinsen	Service Account Manager	218-338-5178

ETAS (Emergency Technical Assistance Services) 800-466-7835
This number is to be used for all Nortel products:

DMS-500 ID# H3N382
DMS-10 PIN # 2937316
OPERTA METRO 3500 FIBER TERMINALS
MERIDIAN MAIL
SDM (SUPERNODE DATA MANAGER)

CML ESC-1000 (EMERGENCY 911 SYSTEM)

Kenneth Selvig	Regional Account Manager	847-836-4923 v 847-612-6544 cell
Technical Support For CML ECS-1000 911 Router		708-450-1911
Marty Deleonardis	Tech Support Manager	708-450-1911 v 708-205-7772 cell

HP-3000 (911 ALI DATABASE)

Joe Sheldon	Tech Support (Verizon)	800-872-3356 915-278-9493 pager (off hrs)
Verizon VIP Group	911	800-483-8860

HENRY COUNTY 911 ESTB

Jim VanOpdorp	ETSB 911 Coordinator	309-944-6411 hm 309-945-1911 hm 309-944-7282 cell 800-802-1592 pager
Mark Machett	ETSB 911 Administrator	309-937-3971 wk 309-853-6784 cell 309-932-2763 hm

TELLABS

David Karlin	Executive Account Manager	630-798-3645
Technical Support For Tellabs 530 and 532 DAX's		800-443-5555

AFC (ADVANCED FIBER COMMUNICATIONS)

Steve Oberle	Executive Sales Director	630-443-8922 v 630-215-9477 cell
Larry Pyrz	Regional Account Manager	708-460-0255
Technical Support For AFC 240, 672, and 1440 DLC Cabinets		800-690-2324

ZHONE TECHNOLOGIES

Marty Hahnfield	VP Sales North America	510-777-7080
Steve Danniels	Regional Sales Manager	847-252-2911
		847-949-8348 hm
		312-543-8419 cell
Joe Fortin	Global Service and Support	678-259-8925
Technical Support		877-946-6320
For Zhone Access Node Cabinet		

AASTRA TELECOM

Laura Arneil	Aastra Sales Representative	978-244-1307
Antonietta Paniconi	Customer Service Representative	905-760-4229
Technical Support		866-599-7399
For CVX 1800 Dial-up Internet Equipment		

CTDI (COMMUNICATIONS TEST DESIGN, INC)

Scott West	Regional Sales Manager	770-621-0399 ext 244
		770-883-5942 cell
Technical Support		615-884-7455
For IMAS DSL equipment		

ALCATEL

Chad Whitney	Service Sales Representative	415-901-6043
Technical Support		800-995-2696
For Omni 5, Omni 3, 5024, 1 Meg Modem Equipment		

VERISIGN (SS7 POVIDER)

Peggy Danniels	Senior Account Executive	717-859-2555
Order Management		913-814-6260
Technical Support		800-869-7225
Mattoon, IL A-link		217-258-9768
Rock Hill, S.C. A-link		803-324-5600

SBC/AMERITECH

John Christofanelli	Regional Account Manager	312-335-7418
Susan Roberts	Manager Rock Island Central Ofc.	815-241-6547
		563-333-0465 pager
Jay Farlese	Regional Manager	217-789-8640
Dispatch Center (Springfield)		800-252-5300
Network Service Center (Trunking thru RI Tandem)		800-268-5153
Local Exchange Voice Response Unit (Outages)		800-819-2153
SNICK		800-566-6422
Rock Island Central Office		309-793-4480
East Moline Central Office		309-755-9960
Green Rock Central Office		309-792-9960
Rock Island FX line that resides in Geneseo Central Ofc.		309-786-2613

INS (IOWA NETWORK SERVICES

Blair Beck	Planning Engineer	515-830-0557
Robert Sherlock	VP Planning Engineer	515-830-0456
Andrew Groves	Manager Switching Engineering	515-830-1014
Mike	Senior Technician	515-830-0496
INS Technical Support (NOC Center)		877-368-7677
		515-830-0440

AT&T

Shirley Bennett	Industry Relations Manager	608-259-2210
Dave Mel	Manager	312-230-5954
Mike Halajcsik	Manager	312-230-5448
Phil Smit	Provisioning	312-230-5443
John Johnson	Provisioning (Denver)	303-294-6624
Technical Support (NOC Center) (New Jersey)		866-466-2288
Technical Support (NOC Center) (Denver)		800-455-1474
AT&T Davenport, IA.		563-383-2014
AT&T Des Moines, IA.		515-283-7401

QWEST

Qwest, Davenport, IA.	563-383-7654
Qwest, Des Moines, IA.	515-286-8555

MCI

Drew Jacobs	Design Engineer	972-656-1511
Technical Support, Davenport, Ia.		563-326-5369
Ed Ritthaler	Switch Manager	402-573-2046
Tandem Switch in Omaha, Nebraska		

WORLDCOM

Rose Garza	Design Engineer	972-656-1811
Sharhonda Mitchem	Design Engineer	972-656-1840
Technical Support (NOC Center)		800-843-2599
Tandem Switch in Des Moines, Iowa		

WILLIAMS COMMUNICATIONS

Gayle Commitino	Manager	847-678-6138
Juanita King	Design Engineer	918-547-7383
Provisioning	Testing	800-348-3149
Technical Support (NOC Center)		877-864-2310
Tandem Switch in Kansas City , Missouri		

Geneseo Communications, Inc.
Disaster Recovery Plan
April 2013

Business Office
Lead Staff Member: Rhonda Ludwig
Back-up Leader: Bobbie Heald

Staffing requirements would be at minimum (2*)* and at a maximum (5)

Upon notification that Disaster Plan is in effect, Business Office Lead Member will-

1. Contact all members of their Department, by easiest means possible and brief them on the disaster situation and inform them where, and when all company personnel are to report for a company meeting.
2. Request personnel to bring any company and personal cellular phones for communication purposes. Verify and update Section 9 as necessary.

Business Office Lead Member will establish:

1. Provide for or make delivery to any customer on the "life critical" list that is without service, as designated by the list in Section 9

Temporary office: GenSoft Building, 319 JF Edwards Drive.

Items needed to set up office:

Keys/Code to Building
Retrieve Documents from vault make sufficient copies and distribute to necessary staff members
Set up PC (available at Gensoft)
Software and data load (Gensoft staff assistance)
Stations to set up – 2

Temporary Payment Drop Off: - 106 S State Street (IDC TechCenter)

Set-up to be done in the back of the store – out of the way of store business.

Temporary Phone Service

Set up temporary phone service out of territory, including fax line and 800 service.

Notifications of Customers

See Marketing Plan of Action
Send a rep to our Cambridge (*address, number and contact for that locations*) and Annawan (same) collection sites for assisting customers in these locations. They would also bring payments in each day from these locations.
Key vendor contact list business contact

Items to be purchased or acquire from some other means:

Fax Machine
Phones
Copies of Sales Literature (IDC Wolf Road location, if available)

Marketing
Lead Staff Member: Courtney Finch
Back-up Leader: Ron Hartman

Staffing requirements would be at one (1)

Upon notification that Disaster Plan is in effect, Marketing Lead Member will

1: Contact all members of their Department, by easiest means possible and brief them on the disaster situation and inform them where, and when all company personnel are to report for a company meeting.
2: Personnel will be asked to bring any company and personal cellular phones for communication purposes. Verify and update Section 9 as necessary.

Marketing Member Leader will establish:

Temporary office – to be determined based on available resources

Canvas all media communications regarding disaster itself and recovery procedures.

Act as one of the companies' liaisons in establishing immediate local assistance from area business.

If Available, Marketing Representative (and will temporarily be under the direction of Business Office Leader)

1. Will assist Business Office staff with customer inquiries regarding service recovery.
2. Will help Business Office staff establish restoration of company records at remote GenSoft building site.

If Available, Marketing Assistant (and will temporarily be under the direction of the Network Leader)

1: Will assist the Networking Department establish remote server location and recovery of billing and network systems.
2: Will assist Networking in establishing computer setups for immediate switching communications.
3: Upon restoration of server backup and replacement of computer equipment the Marketing department should be able to recover most files, documents, logos and marketing material.

Geneseo Communications, Inc.
Disaster Recovery Plan
April 2013

Critical Contacts/Suppliers Information

RECOVERY PLAN-MEDIA CONTACT LIST

Paper Name		Contact/Phone Number	
Cambridge Chronicle		Deb Anderson 944-2119	
Geneseo Republic		Deb Anderson 944-2119	
WGEN		Sabrina Boomer 888-944-4408	
WRMJ-Aledo		Judy Bedford 852-5666	
WJRE/WKEI		Garry Peterson 853-4471 fax 853-4474	
QC Times		Ree Rose 319-383-2215	
Dispatch Rock Island/Argus		Ronnie Perkin 309-944-4678	
The Review		Serving Port Byron/Cordova Rapid City 309-786-6439	
Bingo Bugle		Serving Silvis Contact: 309-792-1866	
Star Courier		Susan Devilder 309-852-2181	
The Times Record-Aledo		Robert 309-582-5112	

NEWS MEDIA

TV STATIONS

WQAD CHANNEL 8

	General email	wqad@wqad.com
	News Directory	Griff Potter griff.potter@wqad.com

KWQC CHANNEL 6

	Assignment editor	andread@kwqc.com

WHBF CHANNEL 4

	Attn:	asteadman@whbf.com

KLJB CHANNEL 18

	New Director	Greg Wilson gwilson@ebivideo.com 319-388-9250 Fax 319-388-9251

NEWPAPERS

QC TIMES newmedia@qctimes.com

764-1707 -800-437-4640 FAX 563-383-2370 newsroom@qctimes.com

QC DISPATCH/ROCK ISLAND ARGUS

764-4344-944-4678 FAX 944-5396

Fax all information to Geneseo Office with instructions to pass on to QC Office

GENESEO REPUBLIC

944-2119

RADIO

WGEN

309-932-2288 FAX 309-932-2248

WKEI

309-853-4471 FAX 309-853-4474

Geneseo Communications, Inc.
Disaster Recovery Plan
April 2013

Information Technology
Lead Staff Member: Skye Ball
Back-up Leader: Lesli Storm

Staffing requirements would be at a (2)
Allocation of one staff member from Marketing
Allocation of one staff member from Accounting
Allocation of one staff member from either Business Office/Test Board

Upon notification that Disaster Plan is in effect, Information Technology Lead Member will

1: Contact all members of their Department, by easiest means possible and brief them on the disaster situation and inform them where, and when all company personnel are to report for a company meeting.
2: Request personnel will be asked to bring any company and personal cellular phones for communication purposes. Verify and update Section 9 as necessary.

Information Technology Lead Member will establish:

1. Temporary office – to be determined based on available resources

2. Survey the damage, and immediately place orders or have cause to create the successful delivery of all computer equipment necessary to provide phase 1 objectives within 4 fours of disaster plan implementation. Determination should be given to available resources of companies other locations (Gensoft Building, TechCenter, North Garage, Wolf Road, Managements Home) before purchased.

Phase One:

Four major networks/systems would need to be restored. In order, the following systems will be restored:

1: Central Office "required" equipment
2: If access to backbone providers is available, Internet Access, router and e-mail accounts
3: Restoration of 2 sites for operational of Gensoft System (If Gensoft staff available, this process will be delegated to them)
4: Restoration of one single stand alone site for accounting systems

Phase Two:

5: TechCenter's POS System
6: Our internal network documents*
* Each department will have access to a centralized computer that all LAN documents will be restored. This system, complete with CD read writer, will be established as quickly as possible and the data "dumped" for access to critical documents to copy to CD's.

Phase Three:

Restoration of additional worksites for Accounting, Gensoft and Local Area Network, as determined by a need basis.

Critical Contacts/Suppliers Information

TechData
Contact:
Account number: 1165865
Ph: 800-237-8931

Ingrem Micro
Contact:
Account number: 41322511
Ph: 800 456 8000

Accounting

Lead Staff Member: Judi Denys
Back-up Leader: Linda Stockton

Staffing requirements would be at a minimum (*2)* and at a maximum (4).

Upon notification that Disaster Plan is in effect, Accounting Lead Member will-

1: Contact all members of their Department, by easiest means possible and brief them on the disaster situation and inform them where, and when all company personnel are to report for a company meeting.
2: Request personnel will be asked to bring any company and personal cellular phones for communication purposes. Verify and update Section 9 as necessary.

Accounting Member Leader will establish:

1. Temporary office – to be determined based on available resources

2. Team Leader will:

    1: Immediately assess the availability of software and contact necessary software vendors for overnight delivery of all software if not accessible.
    2: Coordinate all correspondence with insurance agents and underwriter to secure information necessary.
    3: Contact Central Bank or other financial institute for an immediate line of credit in an amount to be determined by Team Leader & President.
    4: Dedicate one staff member to interface with the IT Staff to coordinate the successful restoration of a single stand-alone workstation capable of handling all accounting tasks.

Critical Contact/Supplier Information

Olsen Thielen Technologies, Inc. Contact Information:
Tech Line: (651) 486-4550, Contact – Barb Schroth, direct line (651) 486-4562
See attached sheet for address information

Great Plains Contact Information:
Website: http://www.greatplains.com/
Customer Source User Name: Source/3099442103
Customer Source Password: tvfm8829
10 digits Authorized Phone Number: 3099442103
Dynamics Installation, Upgrade Quick Access Code: 6131
Emergency Assistance: 888-477-7877

Financing Information
Rural Telephone Finance Cooperative
Robin Reed, Director, Portfolio Management
E-mail Address: reedr@mail.nrucfc.org
Office: 703-709-6700
Address: 2201 Cooperative Way, Herndon VA 20171
Web Page: http://rtfc.coop
GTC Current Loan Accounts:
IL613-9001, IL613-9002

401(k) Information as of 1/1/02
Plan ID # 6718
Plan Administrator – CPI Qualified Plan Consultants, Inc.
Phone (620) 793-8473, Fax (620) 793-8473
Contact – Carey Brummer, Manager Plan Administration Services (x 136)
E-mail: carey.brummer@cpipc.com

Defined Benefit Information
Plan Administrator – Niles, Lankford & White, Inc.
Phone (800) 726-5726 or (219) 936-6200, Fax (219) 936-5599
119 N. Michigan Street, PO Box 329, Plymouth, IN 46563-0329
Contact – John Cerzniak, Director of Defined Benefit Services
E-mail: jcierzniak@nlwpension.com or NLW@kconline.com

Insurance Information - National Farmer's Union
11900 East Cornell Avenue, Aurora, Colorado 80014-3194
Phone (303) 337-5500
Agent Contact – Don Heck or Debbie Trusty
Phone (317) 844-5173, Fax (317) 575-0490
PO Box 247, Carmel, IN 46082-0247
GCI Declaration Pages Attached
HCCI Declaration Pages Attached
CCLLC Declaration Pages Attached
TCLLC Declaration Pages Attached

Agent Contact - Bell Agency, Inc., Agent - Terry Rosner
Phone (309) 937-3355, Fax (309) 937-????
210 N. Prospect Street, Cambridge, IL 61237
CTI Declaration Pages Attached

Attachment 1-Offsite List

Accounting

For security reasons, the following information is available at the Controller or GM home:
- Banking Information
- Payroll Information

Payables Information
- Check Stock
  - Check Stock order information:
  - See attached flyer and copy of previous purchase order form and invoice
  - Vendor List

Business Office
Copies of all Business Office forms
Phone Book
A set of training manuals
One of each brochure or information piece used
Company stationary for all companies
Disc back up with these same items as well
C.A.R.E. – Carriers Fax Numbers
Prepare a list of customers that we would want to contact including their phone and fax numbers.
Deposit slips/company stamps

Marketing
?????

Information Technology
Backup Tapes – LAN Network
Backup Tapes – Internet System
Backup Tapes – Gensoft Data
Tested spare external tape drive with two controllers
(x) Operating system CD's
Other CD's
Software:
- Dynamics
- Mekorma

Outside Plant

Central Office

Geneseo Communications, Inc.
Disaster Recovery Plan
April 2013

Employee List

Last	First	Address	City	St	Zip	Phone	Alternative
Adams	Tonya	250 Melrose Drive	Colona	IL	61241	309-949-3077	
Alimeti	Chandra	111 N. College Apt. A	Geneseo	IL	61254	309-573-5353	
Anderson	Brenda	3801 179Th Street N	East Moline	IL	61244	309 496-1760	
Atkinson	Derek	403 E Palace Row	Geneseo	IL	61254	309-944-4481	
Ball	Skye	203 North School St	Atkinson	IL	61235	309 936-1316	
Catlett	Becky	9914 134Th Avenue	Coal Valley	IL	61240	309 787-4353	
Chalder	Jay	1006 149Th Ave	Rock Island	IL	61264	309-737-8143	
Chapman	Martin	26903 County Hwy 14	Annawan	IL	61443	309 935-6486	
Courtright	Kimberly	23344 E. 880 St.	Geneseo	IL	61254	309-441-5252	
Crider	Brenda	612 East Locust	Geneseo	IL	61254	309 944-2003	
Croegaert	Katherine	718 Gooseberry Drive	Geneseo	IL	61254	309 944-2602	
Denys	Judith	429 North Center St	Geneseo	IL	61254	309 944-8827	
Esser	John	#5 Pine Ridge Lane	Geneseo	IL	61254	309 944-3322	
Finch	Courtney	11607 E 1700 St	Cambridge	IL	61238	309-507-1433	
Fitzpatrick	Scott	1044 Finch Drive	Geneseo	IL	61254	309 945-4160	
Garrity	Joseph	114 Sherwood Drive	Geneseo	IL	61254	309 944-6301	
Gentry	Jason	29147 Dutch Bottom Rd.	Geneseo	IL	61254	309 936-7072	
Gillet	Carolyn	880 Ash Drive	Geneseo	IL	61254	309 944-2792	
Granell	Debra	9 Maplewood Drive	Geneseo	IL	61254	309 944-6767	
Granell	Roger	#9 Maplewood	Geneseo	IL	61254	309 944-6767	
Hahn	Bonita	108 North Pleasant	Cambridge	IL	61238	309 937-3326	
Hall	Kelli	5 Hickory Heights	Geneseo	IL	61254	309 441-6789	
Hallendorff	Ronald	60 Longview Drive	Geneseo	IL	61254	309 441-5689	
Hartman	Ronald	329 West Pearl	Geneseo	IL	61254	309 944-5911	
Heald	Bobbie	5809 North 900 Avenue	Lynn Center	IL	61262	309 476-8436	
Heiden	Thomas	26486 East 1550Th St	Geneseo	IL	61254	309 945-4340	
Hicks	Thomas	1807 Fox Point Circle	Port Byron	IL	61275	309-848-0031	
Hornbuckle	Sarah	3415-207Th Street North	Port Byron	IL	61275	309 523-2100	
James	Christopher	528 N Meadow St	Geneseo	IL	61254	309-721-2172	309-721-2238
Jepsen	Mary Jo	504 Primrose Lane	Geneseo	IL	61254	309-944-0344	
Kelly	Darlene	915 South Oakwood	Geneseo	IL	61254	309 945-1507	
Kuffel	Dan	215 East Garfield St	Kewanee	IL	61443	309 852-2299	
Lentz	Sandra	508 E South St	Cambridge	IL	61238	309-235-0673	
Ludwig	Rhonda	404 E North St	Geneseo	IL	61254	309-944-8889	
Mandell	Timothy	1412 W 47Th Ct	Davenport	IA	52806	563-388-5227	
Matthews	Dawn	957 Snowbird Ct.	Geneseo	IL	61254	309-944-6436	
McKay	Randy	9525 234Th Street N	Port Byron	IL	61275	309 523-3192	
Mettlin	Jacqueline	13184 Osco Road	Osco	IL	61274	309 522-5829	
Milani	Dino	2317 29 1/2 Street	Rock Island	IL	61201	309 292-3495	
Miller	Anthony	312 East North	Geneseo	IL	61254	309 944-2266	
Mills	Craig	131 North Williams	Geneseo	IL	61254	309 944-6640	
Moore	Ellen	610 S Congress St	Geneseo	IL	61254	309 944-3868	
Mulholland	Kari	623 E Park St.	Geneseo	IL	61254	309 944-9899	
Mulholland	Michael	625 East Park Str	Geneseo	IL	61254	309-944-9899	563-449-8290
Nelson	Susan	104 South West Street	Annawan	IL	61234	309 935-6723	
Noyd	Eric	430 Overlook Ct	Geneseo	IL	61254	309 441-5920	
Ortiz	Jack	230 6Th Street	Silvis	IL	61282	309-752-0701	309-749-5457
Parr Jr	William	#13 Pine Ridge Lane	Geneseo	IL	61254	309 944-6571	
Patten	Curtis	414 West View Drive	Atkinson	IL	61235	309 936-7062	
Rasmussen	Ryan	420 E North Street	Geneseo	IL	61254	309 945-1674	

Reddick	Zachary	321 N. State St Apt 6	Geneseo	IL	61254	309-502-1279	
Robshaw	Jason	5621 Jdk Rd	Erie	IL	61250	309 659-7119	
Rubins	Scott	5148 Blackhawk Trl Ct	Bettendorf	IA	52722	563 449-1027	
Rusk	Melissa	115 W South St	Geneseo	IL	61254	309-714-9133	
Sierens	Joline	505 West Front St	Annawan	IL	61234	309 935-6325	
Steinkuehler	Stephan	26851 E 2200 St	Propetstown	IL	61277	309-944-7293	
Stockton	Linda	611 East Park Street	Geneseo	IL	61254	309 944-3561	
Storm	Lesli	14177 North 1800 Ave	Geneseo	IL	61254	309 944-8147	
Storm	Matthew	14177 North 1800 Ave	Geneseo	IL	61254	309 944-8147	
Stuart	Kevin	2307 Queens Ct.	Bettendorf	IA	52722	309-236-3656	309-236-3656
Tangirala	Shirish	1209 28Th Ave	Silvis	IL	61282	309-792-4625	
Trowbridge	Michael	14 Forest View Dr	Coal Valley	IL	61240	309-721-1059	
Trueblood	Ricky	2061 Saint David Drive	Bettendorf	IA	52722	563 332-6272	
Tucker	Mary	4634 Redbud Court	Decature	IL	62526	217 876-0622	
Underwood	LaVon	221 S. 1St Street	Cambridge	IL	61238	309 937-5355	
Underwood	Rebecca	221 S First	Cambridge	IL	61238	309-937-5355	
VanOpdorp	Heather	880 Pluto St.	Geneseo	IL	61254	309 945-4560	
Venema	Calvin	13847 County Hwy 5	Atkinson	IL	61235	309 936-7331	
Voltz	Phyllis	0524 Chase Road	Erie	IL	61250	309 658-2377	
Ward	Justin	18005 Laurel Road	Connersville	IN	47331	765-698-2329	
Weimer	Joelle	416 N. College Ave	Geneseo	IL	61254	309-944-3626	
Weston	Thomas	415 North Main	Cambridge	IL	61238	309 937-2000	
Williams	Janice	618 Stone Church Lane	Geneseo	IL	61254	309 945-1288	
Winters	Shayne	Po Box 235	Andover	IL	61233	309 521-7447	
Yager	Peter	16723 Illinois Hwy 82	Geneseo	IL	61254	309 944-5411	

Henry County Telephone Company

111 East First Street ▲ P.O. Box 330 ▲ Geneseo IL 61254 ▲ Phone: 309-944-2103 ▲ Fax: 309-944-4406

October 11, 2013

RE: FCC Form 481
Section 1200 – Terms and Conditions for Lifeline Customers

To Whom It May Concern:

The administrative operations of SAC 341029, Henry County Telephone Company, are maintained in the same building as SAC 341016, Geneseo Telephone Company. Both companies utilize the same Lifeline Assistance Program documents and procedures as attached, which were published by Geneseo Communications, Inc.

Sincerely,

Scott D. Rubins
President

September 2012

Effective immediately, Lifeline Local Service Monthly Credit is $0.00. The Lifeline Interstate Access Waiver is $9.25 per month per customer. This is in compliance with FCC Form 497. Going forward, all Lifeline customers will need the Lifeline Interstate Access Waiver added to them.

Rhonda Ludwig
Customer Services Manager
Geneseo Communications Inc.

May 9, 2013

«Name»
«Address»
«City»

RE: Federal Lifeline Assistance Program Annual Verification

Dear «Name»:

In order to continue receiving the Lifeline program credit on your monthly phone bill, we are required by new Federal Communications Commission rules to get information and certification that you are still eligible. Our company must certify that you are still eligible for the program by **May 30, 2013**.

We will need to get a copy of your current assistance program documents for the qualifying program by May 30, 2013. In addition, we will need you to fill out and sign the enclosed certification and return it to the Business Office by May 30, 2013.

If you cannot provide this information, you may no longer be eligible to receive monthly Lifeline credit through Geneseo Telephone Company. So please be sure to provide us the information and certification form **by May 30, 2013**.

If you have any questions, please give us a call at (309) 944-8078.

Sincerely,

Darlene Kelly
Customer Service Specialist
Geneseo Telephone Company
309-944-8078

(3005a) Operating Report for Privately-Held Rate of Return Carriers				FCC Form 481			
Balance Sheet - Data Collection Form				OMB Control No. 3060-0986			
Page 1 of 3				July 2013			
<010>	Study Area Code			<010>	**341029**		
<015>	Study Area Name			<015>	**Henry County Telephone Company**		
<020>	Program Year			<020>	**2014**		
<030>	Contact Name - Person USAC should contact regarding this data			<030>	**Scott D. Rubins**		
<035>	Contact Telephone Number - Number of person identified in data line <030>			<035>	**309-944-2103**		
<039>	Contact Telephone Email Address - Email Address of person identified in data line <030>			<039>	telco@geneseo.net		
	☑ Files as reviewed single company				☐ Filed as audited single company		
	☐ Filed as reviewed consolidated company				☐ Filed as audited consolidated company		
	☐ Filed as subsidiary of reviewed consolidated company				☐ Filed as subsidiary of audited consolidated company		

CERTIFICATION

We hereby certify that the entries in this report are in accordance with the accounts and other records of the system and reflect the status of the system to the best of our knowledge and belief.

	Karen L. Kohne		10/09/13
	Signature		Date

PART A. BALANCE SHEET

	ASSETS	BALANCE PRIOR YEAR	BALANCE END OF PERIOD		LIABILTIES AND STOCKHOLDERS' EQUITY	BALANCE PRIOR YEAR	BALANCE END OF PERIOD
CURRENT ASSETS				**CURRENT LIABILITIES**			
1.	Cash and Equivalents	313149	312779	25.	Accounts Payable	89407	99489
2.	Cash-RUS Construction Fund			26.	Notes Payable		
3.	Affiliates:			27.	Advance Billings and Payments	180	202
	a. Telecom, Accounts Receivable			28.	Customer Deposits	2019	1819
	b. Other Accounts Receivable			29.	Current Mat. L/T Debt		
	c. Notes Receivable			30.	Current Mat. L/T Debt-Rur. Dev.		
4.	Non-Affiliates:			31.	Current Mat.-Capital Leases		
	a. Telecom, Accounts Receivable			32.	Income Taxes Accrued		
	b. Other Accounts Receivable	95403	109950	33.	Other Taxes Accrued	2066	2078
	c. Notes Receivable			34.	Other Current Liabilities		
5.	Interest and Dividends Receivable			35.	Total Current Liabilities (25 thru 34)	93672	103588
6.	Material-Regulated			**LONG-TERM DEBT**			
7.	Material-Nonregulated			36.	Funded Debt-RUS Notes		
8.	Prepayments	3421	29151	37.	Funded Debt-RTB Notes		
9.	Other Current Assets			38.	Funded Debt-FFB Notes		
10.	Total Current Assets (1 Thru 9)	411973	451880	39.	Funded Debt-Other		
				40.	Funded Debt-Rural Develop. Loan		
NONCURRENT ASSETS				41.	Premium (Discount) on L/T Debt		
11.	Investment in Affiliated Companies			42.	Reacquired Debt		
	a. Rural Development			43.	Obligations Under Capital Lease		
	b. Nonrural Development			44.	Adv. From Affiliated Companies		
12.	Other Investments			45.	Other Long-Term Debt		
	a. Rural Development			46.	Total Long-Term Debt (36 thru 45)	0	0
	b. Nonrural Development			**OTHER LIAB. & DEF. CREDITS**			
13.	Nonregulated Investments	1000	1000	47.	Other Long-Term Liabilities	1127095	1105800
14.	Other Noncurrent Assets	586737	675906	48.	Other Deferred Credits		
15.	Deferred Charges			49.	Other Jurisdictional Differences		
16.	Jurisdictional Differences			50.	Total Other Liabilities and Deferred Credits (47 thru 49)	1127095	1105800
17.	Total Noncurrent Assets (11 thru 16)	587737	676906	**EQUITY**			
				51.	Cap. Stock Outstanding & Subscribed		
PLANT, PROPERTY, AND EQUIPMENT				52.	Additional Paid-in-Capital		
18.	Telecom, Plant-in-Service	1527409	1539958	53.	Treasury Stock		
19.	Property Held for Future Use			54.	Membership and Cap. Certificates		
20.	Plant Under Construction	0	889	55.	Other Capital	-5289	83728
21.	Plant Adj., Nonop. Plant & Goodwill			56.	Patronage Capital Credits		
22.	Less Accumulated Depreciation	-840918	-951068	57.	Retained Earnings or Margins	470723	425449
23.	Net Plant (18 thru 21 less 22)	686491	589779	58.	Total Equity (51 thru 57)	465434	509177
24.	**TOTAL ASSETS (10+17+23)**	1686201	1718565	**59.**	**TOTAL LIABILITIES AND EQUITY (35+46+50+58)**	1686201	1718565

(3005b) Operating Report for Privately-Held Rate of Return Carriers
Balance Sheet - Data Collection Form

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

<010>	Study Area Code	<010>	**341029**
<015>	Study Area Name	<015>	**Henry County Telephone Company**
<020>	Program Year	<020>	**2014**
<030>	Contact Name - Person USAC should contact regarding this data	<030>	**Scott D. Rubins**
<035>	Contact Telephone Number - Number of person identified in data line <030>	<035>	**309-944-2103**
<039>	Contact Telephone Email Address - Email Address of person identified in data line <030>	<039>	**telco@geneseo.net**

PART B. STATEMENTS OF INCOME AND RETAINED EARINGS OR MARGINS

	ITEM	PRIOR YEAR	THIS YEAR
1.	Local Network Services Revenues	324733	271389
2.	Network Access Services Revenues	878689	786073
3.	Long Distance Network Services Revenues	1762	1564
4.	Carrier Billing and Collection Revenues		
5.	Miscellaneous Revenues	223593	216416
6.	Uncollectible Revenues	3548	-754
7.	**Net Operating Revenues (1 thru 5 less 6)**	1425229	1276196
8.	Plant Specific Operations Expense	326530	328155
9.	Plant Nonspecific Operations Expense (Excluding Depreciation & Amortization)	56043	58030
10.	Depreciation Expense	108971	110150
11.	Amortization Expense		
12.	Customer Operations Expense	160875	157031
13.	Corporate Operations Expense	590370	553764
14.	**Total Operating Expenses (8 thru 13)**	1242789	1207130
15.	Operating Income or Margins (7 less 14)	182440	69066
16.	Other Operating Income and Expenses		
17.	State and Local Taxes		
18.	Federal Income Taxes		
19.	Other Taxes	1863	1900
20.	Total Operating Taxes (17+18+19)	1863	1900
21.	Net Operating Income or Margins (15+16-20)	180577	67166
22.	Interest on Funded Debt		
23.	Interest Expense - Capital Leases		
24.	Other Interest Expense	20793	19352
25.	Allowance for Funds Used During Construction		
26.	Total Fixed Charges (22+23+24-25)	20793	19352
27.	Nonoperating Net Income	-123	122
28.	Extraordinary Items		
29.	Jurisdictional Differences		
30.	Nonregulated Net Income	-103579	-93210
31.	Total Net Income or margins (21+27+28+29+30-26)	56082	-45274
32.	Total Taxes Based on Income		
33.	Retained Earnings or Margins Beginning-of-Year	484641	470723
34.	Miscellaneous Credits Year-to-Date		
35.	Dividends Declared (Common)	70000	
36.	Dividends Declared (Preferred)		
37.	Other Debits Year-to-Date		
38.	Transfers to Patronage Capital		
39.	Retained Earnings or Margins end-of-Period [(31+33+34)-(35+36+37+38)]	470723	425449
40.	Patronage Capital Beginning-of-Year		
41.	Transfers to Patronage Capital		
42.	Patronage Capital Credits Retired		
43.	Patronage Capital End-of-Year (40+41-42)	0	0
44.	Annual Debt Service Payments		
45.	Cash Ratio [(14+20-10-11)/7]	0.80	0.86
46.	Operating Accrual Ratio [(14+20+26)/7]	0.89	0.96
47.	TIER [(31+26)/26]	3.70	-1.34
48.	DSCR [(31+26+10+11)/44]	0.00	0.00

(3005c) Operating Report for Privately-Held Rate of Return Carriers
Balance Sheet - Data Collection Form

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

<010>	Study Area Code	<010>	**341029**
<015>	Study Area Name	<015>	**Henry County Telephone Company**
<020>	Program Year	<020>	**2014**
<030>	Contact Name - Person USAC should contact regarding this data	<030>	**Scott D. Rubins**
<035>	Contact Telephone Number - Number of person identified in data line <030>	<035>	**309-944-2103**
<039>	Contact Telephone Email Address - Email Address of person identified in data line <030>	<039>	**telco@geneseo.net**

PART C. STATEMENTS OF CASH FLOWS

1.	**Beginning Cash (Cash and Equivalents plus RUS Construction Fund)**	313149
	CASH FLOWS FROM OPERATING ACTIVITIES	
2.	**Net Income**	-45274
	Adjustments to Reconcile Net Income to Net Cash Provided by Operating Activities	
3.	Add: Depreciation	110150
4.	Add: Amortization	
5.	Other (Explain)	
	Changes in Operating Assets and Liabilities	
6.	Decrease/(Increase) in Accounts Receivable	-14547
7.	Decrease/(Increase) in Materials and Inventory	
8.	Decrease/(Increase) in Prepayments and Deferred Charges	-114899
9.	Decrease/(Increase) in Other Current Assets	
10.	Increase/(Decrease) in Accounts Payable	9916
11.	Increase/(Decrease) in Advance Billings & Payments	
12.	Increase/(Decrease) in Other Current Liabilities	89018
13.	**Net Cash Provided/(Used) by Operations**	34364
	CASH FLOWS FROM FINANCING ACTIVITIES	
14.	Decrease/(Increase) in Notes Receivable	
15.	Increase/(Decrease) in Notes Payable	
16.	Increase/(Decrease) in Customer Deposits	
17.	Net Increase/(Decrease) in Long Term Debt (Including Current Maturities)	
18.	Increase/(Decrease) in Other Liabilities & Deferred Credits	-21296
19.	Increase/(Decrease) in Capital Stock, Paid-in Capital, Membership and Capital Certificates & Other Capital	
20.	Less: Payment of Dividends	
21.	Less: Patronage Capital Credits Retired	
22.	Other (Explain)	
23.	**Net Cash Provided/(Used) by Financing Activities**	-21296
	CASH FLOWS FROM INVESTING ACTIVITIES	
24.	Net Capital Expenditures (Property, Plant & Equipment)	-13438
25.	Other Long-Term Investments	
26.	Other Noncurrent Assets & Jurisdictional Differences	
27.	Other (Explain)	
28.	**Net Cash Provided/(Used) by Investing Activities**	-13438
29.	**Net Increase/(Decrease) in Cash**	-370
30.	**Ending Cash**	312779

Henry County Telephone Company

111 East First Street ▲ P.O. Box 330 ▲ Geneseo IL 61254 ▲ Phone: 309-944-2103 ▲ Fax: 309-944-4406

HENRY COUNTY COMMUNICATIONS INC.

October 9, 2013

RE: FCC Form 481
Section 3005 – RoR Documentation

To Whom It May Concern:

As an officer of Henry County Telephone Company, I attest to the best of my ability, that the financial statements presented herein present fairly, in all material respects, the financial position of Henry County Telephone Company as of December 31, 2012, and the results of their operations and their cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.

Sincerely,

Karen L. Kohne

Karen L. Kohne
President