

FCC Form 481 - Carrier Annual Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	411826
<015> Study Area Name	RURAL TEL SERVICE CO
<020> Program Year	2014
<030> Contact Name: Person USAC should contact with questions about this data	DAVID L GRAHAM
<035> Contact Telephone Number: Number of the person identified in data line <030>	785-567-4281
<039> Contact Email Address: Email of the person identified in data line <030>	DGRAHAM@NEX-TECH.COM

ANNUAL REPORTING FOR ALL CARRIERS	54.313 Completion Required	54.422 Completion Required
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<i>(check box when complete)</i>		
<100> Service Quality Improvement Reporting	<i>(complete attached worksheet)</i>	<input type="checkbox"/>
<200> Outage Reporting (voice)	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>
<210>	<input checked="" type="checkbox"/> <-- check box if no outages to report	<input checked="" type="checkbox"/>
<300> Unfulfilled Service Requests (voice)	<input type="text" value="0"/>	<input checked="" type="checkbox"/>
<310> Detail on Attempts (voice)	<input type="text"/>	<input type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)	<input type="text"/>	<input type="checkbox"/>
<330> Detail on Attempts (broadband)	<input type="text"/>	<input type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>
<410> Fixed	<input type="text" value="0.0"/>	
<420> Mobile	<input type="text"/>	
<430> Number of Complaints per 1,000 customers (broadband)		<input type="checkbox"/>
<440> Fixed	<input type="text"/>	
<450> Mobile	<input type="text"/>	
<500> Service Quality Standards & Consumer Protection Rules Compliance	<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>
<510>	<input type="text" value="411826KS510"/> <i>(attached descriptive document)</i>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>
<610>	<input type="text" value="411826KS610"/> <i>(attached descriptive document)</i>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	<i>(complete attached worksheet)</i>	<input type="checkbox"/>
<710> Company Price Offerings (broadband)	<i>(complete attached worksheet)</i>	<input type="checkbox"/>
<800> Operating Companies and Affiliates	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)?	<input type="radio"/> <input checked="" type="radio"/> <i>(if yes, complete attached worksheet)</i>	<input type="checkbox"/>
<1000> Voice Services Rate Comparability	<i>(check to indicate certification)</i>	<input type="checkbox"/>
<1010>	<input type="text"/> <i>(attach descriptive document)</i>	<input type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)?	<input checked="" type="radio"/> <input type="radio"/> <i>(if not, check to indicate certification)</i>	<input type="checkbox"/>
<1110>	<i>(complete attached worksheet)</i>	<input type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

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

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

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

(100) Service Quality Improvement Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<110> Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>
If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

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

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

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

<input type="checkbox"/>	<input type="checkbox"/>

(900) Tribal Lands Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<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:

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

Select (Yes,No, NA)

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

 FCC Form 481
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 July 2013

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<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
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<1210> Terms & Conditions of Voice Telephony Lifeline Plans 411826ks1210

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 <i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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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)}	<input type="checkbox"/>
<2011>	3rd Year Certification {47 CFR § 54.313(b)(2)}	<input type="checkbox"/>
Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}		
<2012>	2013 Frozen Support Certification	<input type="checkbox"/>
<2013>	2014 Frozen Support Certification	<input type="checkbox"/>
<2014>	2015 Frozen Support Certification	<input type="checkbox"/>
<2015>	2016 and future Frozen Support Certification	<input type="checkbox"/>
Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}		
<2016>	Certification Support Used to Build Broadband	<input type="checkbox"/>
Connect America Phase II Reporting {47 CFR § 54.313(e)}		
<2017>	3rd year Broadband Service Certification	<input type="checkbox"/>
<2018>	5th year Broadband Service Certification	<input type="checkbox"/>
<2019>	Interim Progress Certification	<input type="checkbox"/>
<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.	<input type="checkbox"/>
<2021>	Interim Progress Community Anchor Institutions	Name of Attached Document Listing Required Information _____

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

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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

<p>(3010) Milestone Certification {47 CFR § 54.313(f)(1)(i)} Please check this box to confirm that the attached PDF , on line 3012,</p>	<p>Name of Attached Document Listing Required Information</p>	<p><input type="checkbox"/></p>
<p>(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.</p>		
<p>(3012) Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}</p>	<p>Name of Attached Document Listing Required Information</p>	<p><input checked="" type="checkbox"/> (Yes/No)</p>
<p>(3013) Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}</p>		<p><input checked="" type="checkbox"/> (Yes/No)</p>
<p>(3014) If yes, does your company file the RUS annual report 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:</p>		<p><input checked="" type="checkbox"/></p>
<p>(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)</p>		<p><input type="checkbox"/></p>
<p>(3016) PDF of Balance Sheet, Income Statement and Statement of Cash Flows</p>		<p><input type="checkbox"/></p>
<p>(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation</p>	<p>Name of Attached Document Listing Required Information</p>	<p>411826KS3017</p>
<p>(3018) If the response is no on line 3014, Is your company audited? If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains :</p>		<p><input type="checkbox"/> (Yes/No)</p>
<p>(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications</p>		<p><input type="checkbox"/></p>
<p>(3020) PDF of Balance Sheet, Income Statement and Statement of Cash Flows</p>		<p><input type="checkbox"/></p>
<p>(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:</p>		<p><input checked="" type="checkbox"/></p>
<p>(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,</p>		<p><input type="checkbox"/></p>
<p>(3023) Underlying information subjected to a review by an independent certified public accountant</p>		<p><input type="checkbox"/></p>
<p>(3024) Underlying information subjected to an officer certification.</p>		<p><input type="checkbox"/></p>
<p>(3025) PDF of Balance Sheet, Income Statement and Statement of Cash Flows</p>		<p><input type="checkbox"/></p>
<p>(3026) Attach the worksheet listing required information</p>	<p>Name of Attached Document Listing Required Information</p>	<p>411826KS3026</p>

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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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:	RURAL TEL SERVICE CO
Signature of Authorized Officer:	CERTIFIED ONLINE Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	411826 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
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TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
<p>I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.</p>	
Name of Authorized Agent: _____	
Name of Reporting Carrier: RURAL TEL SERVICE CO	
Signature of Authorized Officer: CERTIFIED ONLINE	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: 411826	Filing Due Date for this form: 10/15/2013
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TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
<p>I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.</p>	
Name of Reporting Carrier: RURAL TEL SERVICE CO	
Name of Authorized Agent or Employee of Agent: _____	
Signature of Authorized Agent or Employee of Agent: CERTIFIED ONLINE	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: 411826	Filing Due Date for this form: 10/15/2013
<small>Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.</small>	

Attachments

Rural Telephone Service Company (SAC 411826)

Statement Regarding Compliance with Service Quality Standards and Consumer Protection Rules

47 CFR § 54.313(a)(5)

Form 481, Line 510

Rural Telephone Service Company dba Nex-Tech (Nex-Tech) is an incumbent local exchange carrier operating in the state of Kansas, and is an eligible telecommunications carrier (ETC) designated by the Kansas Corporation Commission (KCC). As such, Nex-Tech is subject to the regulatory authority of the KCC and operates under the relevant rules and laws of the state of Kansas.

Nex-Tech is subject to the service quality standards and consumer protection standards adopted by the KCC and that are applicable to ILECs in the state of Kansas. These standards are contained in Orders adopted by the KCC in Docket No. 95-GIMT-047-GIT (specifically the KCC Order dated May 23, 2008) and Docket No. 06-GIMT-187-GIT. The consumer protection standards are also contained in Nex-Tech's local tariff that is on file with the KCC.

Apart from effective internal procedures and operations, Nex-Tech ensures compliance with all applicable service quality and consumer protection rules through KCC enforcement, which entails the operation of an effective customer complaint process. KCC is required to respond to customer complaints and other service quality-related inquiries from the KCC in a reasonable time frame. Nex-Tech consistently meets or exceeds all KCC-adopted standards, and reports to this effect via all required KCC processes.

Finally, Nex-Tech has established internal procedures to ensure compliance with the Federal Communications Commission's Customer Proprietary Network Information (CPNI) rules that include, but are not limited to, periodic employee training and maintenance of written company CPNI procedures. Nex-Tech certifies its compliance with the Commission's CPNI rules by making annual filings as required in 47 CFR § 64.2009(e).

SERVICE OUTAGES

Provisions:

- This procedure applies to service outages reported by remote alarm, by Cordell alarm system, operator report, subscriber report, or the NOC.
- When more than twenty-five customers are out of service do to equipment failure, cut fiber, copper or coax cable.
- When a multi-line business customer is without telephone service due to equipment failure, cut fiber, copper or coax cable.
- When a residential customer is without service that could result in liability issues (medical condition, death in family, etc.)
- All communications should work in conjunction with the NOC

Facility Based – Fiber Optic, Coax and Copper/

Non-Facility Based – Fiber, Coax, Copper, AT&T, or Sprint Outages:

Notify the following personnel (via e-mail notification and phone call):

- A. Director of Operations
 - B. Communications Solutions Manager
 - C. Customer Sales Manager
 - D. Engineering Manager
 - E. Internet Solutions Manager
 - F. Network Manager
 - G. Outside Plant Manager
 - H. Video Solutions Manager
 - I. Central Office Manager, Network Services Supervisor, IP Head-end Technician
 - J. On-call personnel
- **Director of Operations:**
 - A. Ensure that the appropriate personnel are notified and coordinate the response effort with the various work group managers and supervisors.
 - B. In the event of extensive customer service outage, notify the proper agencies of the extent and estimated duration of the service interruption.
 - **Engineering Manager:**
 - A. Notify CAD Department to locate mapping information, staking sheets, fiber assignments, and all other cable record detail that will assist in fiber restoration.
 - B. Dispatch Engineering Technicians to help with splicing.
 - **Outside Plant Manager:**
 - A. Have repair splices, splicing trailer, and fiber optic repair cable ready to move.
 - B. Have backhoe loaded.
 - **Central Office Manager:**
 - A. Have CO personnel query the switch to determine which systems are affected.
 - B. Assess most likely area of the break and dispatch personnel to the closest Central Office.
 - C. Notify OSP of network query findings.
 - D. Arrange for OTDR power meter and spare terminal cards to be transported to the affected office.

- E. Determine if the outage is due to electronic failure or if a fiber optic, coax, or copper cable is severed. If the outage cause is electronic, notify OSP that a fiber restoration response is not necessary; if it is a fiber cut, set up OTDR and begin the process of approximating the break location. If the problem resides on AT&T or Sprint facilities, notify and escalate to ensure the customer receives service in the quickest time possible.
- F. Implement any possible re-routes to minimize impact of the outage.

– **Network Services Supervisor:**

- a. Ensure that an e-mail notification is provided to all employees that briefly describes the service outage and estimated duration of the service interruption.
- b. E-mail all employees when services are restored.
- c. In the absence of the Network Services Supervisor, the Network Services Coordinator will provide notification.
- d. Provide effective communication to the customer through periodic updates during the duration of the service outage. It is important to get a cell number.
- e. When services are restored, Network Services staff will call selected customers to ensure that services are working.

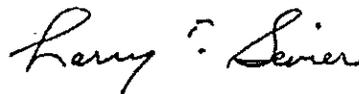
– **IP Head-end Technician:**

- A. Locate and coordinate delivery of CATV specific materials.
- B. Contact programming source when needed.

– **On-call Personnel - Outside Plant/Central Office Technicians:**

- A. Prioritize splicing operation to join the most critical fibers, copper pairs, or coax first, when possible.
- B. Set up communications with Central Office using two-way radio, mobile, cellular or drop to a pedestal.
- C. As fibers are spliced, Central Office personnel will bring systems up.
- D. At the conclusion of the splicing operation, all fibers will be tested with OTDR, and light source to power meter where appropriate, prior to splice cases being filled and buried.
- E. All services being transported on fiber including telephone, CATV, ITV, Internet, and data will be checked for in-service status before the restoration crew is released from the project.
- F. A detailed report of the fiber, copper, or coax outage, including all pertinent information such as One-Call records and locator action/accuracy will be formulated by the Outside Plant Manager and Engineering Manager.

RURAL TELEPHONE SERVICE COMPANY, INC.



Larry E. Sevier, CEO/General Manager

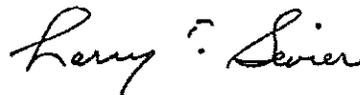
2/15/10

Date

TROUBLE REPORTING**Provisions:**

- All calls relating to trouble with CATV, or telephone service in ILEC or CLEC service areas should be directed to the Network Services Department.
- The Network Services Department will produce a service request/trouble ticket consisting of the customer's name, address, telephone number, a call back number where the customer can be reached and the specific nature of the trouble being reported. It is imperative a call back number be obtained from the customer. The Network Services Department will advise the customer of any potential charges.
- The Network Services Department will assign the trouble ticket to an available technician and forward the trouble ticket to that technician.
- A tracking ticket will be issued for all AT&T and Sprint, non-facility based trouble tickets through AT&T EBTA or Sprint's WebRRS on-line systems. In the case of an extensive service outage with more than twenty-five troubles, EBTA or WebRRS tracking tickets will be issued for business customers only.
- Outside Plant personnel will report business or escalated residential troubles to the Outside Plant Manager, Communications Solutions Manager and Network Services Supervisor.
- When the Network Services Department closes the trouble ticket, all billable work and materials will be added to the customer's account along with complete comments.
- After the records are updated, the Network Services Department will forward the information to the Engineering Department.

RURAL TELEPHONE SERVICE COMPANY, INC.



Larry E. Sevier, CEO/General Manager

2/15/10

Date

CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI)**Provisions:**

This Operating Procedure is designed to ensure compliance with the Federal Communications Commission's (FCC) CPNI rules (47 CFR 64.2001.-64.20011), and will govern the process of handling customer requests to restrict or allow use of CPNI. The CPNI Statement will be reviewed annually with all employees. The Marketing and Sales Manager will be responsible for submitting annual FCC compliance filings.

Customer Notification:

The Company will notify and inform each Customer of his or her right to restrict the use or disclosure of, and access to, CPNI along with a solicitation of opt-out approval every other year.

1. The Company will maintain records of that notification in the current billing software, whether oral or written, for at least one year.
2. The notification will provide information sufficient to enable our Customers to make informed decisions as to whether to permit the use or disclosure of, or access to, their CPNI.
3. The notification will contain a statement that the Customer has a right, and the Company has a duty, under federal law, to protect the confidentiality of CPNI.
4. It will specify the types of information that constitute CPNI and the specific entities that will receive CPNI, describe the purposes for which CPNI will be used, and inform the Customer of his or her right to disapprove those uses and deny or withdraw access to CPNI use at any time. Any approval, or disapproval, will remain in effect until the Customer affirmatively revokes or limits such approval or denial.
5. Through "opt out" approval, a Customer is deemed to have consented to the use of the customer's CPNI if the customer has failed to object within the thirty-day period identified in the notice. The thirty-day clock begins three days following the mailing date of the notification.
6. Through "opt in" approval, the customer provides express consent allowing CPNI usage, disclosure, or access.
7. The Company may allow "one-time use" of CPNI through verbal customer authorization to obtain limited use of CPNI for in-bound or out-bound customer telephone contacts for the duration of that call.
8. The Company will advise the Customer of the precise steps the Customer must take in order to grant or deny access to CPNI, and the Company will clearly state that a denial of approval will not affect the provision of any services to which the Customer subscribes.
9. The statement will be in a clear and neutral language, which describes the consequences directly resulting from the lack of access to CPNI. In addition, the Company may state that the Customer's consent to use his or her CPNI may enhance our ability to offer products and services tailored to meet the Customer's needs and we will disclose the Customer's CPNI to any person upon the affirmative written request of the Customer.
10. The notification will not include any statement that attempts to encourage a Customer to freeze third-party access to CPNI.

11. New Customers will be verbally notified of CPNI procedures at the time of the request for service.
12. In addition, a CPNI statement will be included in the new customer Welcome Packet.

CPNI Use:

1. The Company may use, disclose or permit access to CPNI to protect our rights, property, Customers, and other carriers from fraudulent, abusive or unlawful use of, or subscription to, our services.
2. The Company may use, disclose or permit access to CPNI to provide or market service offerings among the different categories of service – local, inter-exchange, VoIP, Cable Television, Internet, etc. to which the Customer already subscribes.
3. When the Company provides different categories of service(s), and a Customer subscribes to more than one service category, we will share the Customer's CPNI with the affiliate that provides service to the Customer; however, if a Customer subscribes to only one offering, we shall not share the Customer's CPNI with an affiliate without the Customer's express approval.
4. Without Customer approval, we will not use, disclose or permit access to CPNI to provide or market service offerings within a category of service to which the Customer does not already subscribe, except that we use, disclose or permit access to CPNI to do the following:
 - a) Provide inside wiring installation, maintenance, repair services and provision of Customer Premise Equipment (CPE).
 - b) Provide services such as, but not limited to, voice mail or messaging, voice storage and retrieval, protocol conversion speed dialing, computer-provided directory assistance, call monitoring, call tracing, call blocking, call return, repeat dialing, call tracking, call waiting, caller ID, call forwarding, and certain Centrex features.

CPNI Approvals:

1. The Company will honor a Customer's approval or disapproval until the Customer revokes or limits such approval or disapproval.
2. If the Company discloses or allows access to Customers' individually identifiable CPNI to our affiliate, we will require, in order to safeguard that information, the affiliate's entry into confidentiality agreements that:
 - a) Require their use of the CPNI only for the purpose of marketing or providing the communications-related services for which the CPNI has been provided.
 - b) Disallow their permitting any other party to use, allow access to, or disclose the CPNI to any other party, unless they are required to make disclosure under force of law.
 - c) Require that they have in place appropriate protections to ensure the ongoing confidentiality of the CPNI.

Customer Authentication for Call Detail:

1. Since the release of call detail information over the telephone presents an immediate risk to privacy, the Company is prohibited from releasing call detail information based on customer-initiated telephone contact, except under three circumstances:
 - a) When a customer provides a pre-established password.
 - b) When a customer requests that the information is sent to the customer's address of record.
 - c) When a representative of our company calls the telephone number of record and discloses the information to an authorized contact.
2. At retail locations, we may continue to provide account access to customers who present valid photo IDs.
3. Password protection is not required for routine customer care procedures regarding service/billing disputes or questions if the customer is able to provide all of the call detail information necessary to address the customer question (i.e., telephone number called, when it was called, amount charged for the call).
4. In addition, the Company will provide mandatory password protection for online account access. Online access based solely on a customer's readily available biographical information is prohibited.

Establishing a Password:

1. For existing customers, the Company must first authenticate the customer by either calling the account number on record or requesting that the customer present a valid photo ID in person at any retail location.
2. For a new customer, the Company may establish a password at the time of service initiation and the customer may be authenticated at that time.

Customer Account Authentication:

1. The Company will authenticate the customer by telephone for their protection and confirm the person is the account holder by requesting authentication, which may include, but is not limited to the following:
 - a) Year of birth of primary account holder
 - b) Last four digits of the primary account holder's Driver's License Number
 - c) Account number of the primary holder's Rural Telephone/Nex-Tech account
 - d) Last four digits of the primary account holder's Social Security Number
2. Authentication information will be acquired from new customers at time of request for service or obtained on the appropriate form through the mail

3. The Company will not discuss the following account information with a spouse, child, parent, etc.; unless, they are authorized by the account holder. Account information may include, but is not limited to the following:
 - a) Name
 - b) Address
 - c) Phone number
 - d) ESN
 - e) Billings or charges
 - f) Balance due or payment status
 - g) Text messages
 - h) Data services
4. A maximum of four authorized contacts may be added to the account by the authorized account holder.
5. All printed documents, notes, and materials with customer information will be shredded and disposed of properly. This may include, but is not limited to the following:
 - a) Social Security Number
 - b) Customer's name, address, phone number
 - c) Copy of bill or remittance slip

Law Enforcement:

1. All Court ordered requests for customer account or billing information will be directed to the Marketing and Sales Manager or another member of Executive Management.

Notice of Account Changes:

1. The Company must notify a customer immediately of account activity, such as a change to a password, online account, or address of record. Notification may be sent by email, voicemail, text message, or US Mail to the customer's address of record.

Notice of Unauthorized Disclosure of CPNI:

1. The Marketing and Sales Manager will be notified of any potential unauthorized disclosure of CPNI and it will be investigated to determine if an actual breach has occurred.
2. In the case of a breach of CPNI, the Marketing and Sales Manager will provide electronic notification of the breach within seven (7) business days to the United States Secret Service ("USSS") and the Federal Bureau of Investigation ("FBI"). (The FCC will provide a link for the reporting of breaches at www.fcc.gov/eb/CPNI/.) In order to allow law enforcement time to conduct an investigation; the Company must wait a minimum of seven business (7) days before notifying the affected customers of the breach (unless the USSS and FBI request that the carrier continue to postpone disclosure). However, if authorized by the authorities, the Company may notify customers sooner if there is a risk of immediate and irreparable harm. In addition, the Company must keep records of discovered breaches for at least two years.

Joint Venture and Independent Contractor Use of CPNI:

1. The Company must obtain opt-in consent from a customer before disclosing a customer's CPNI to a joint venture partner or an independent contractor to market communication services to the customer.

Business Customers:

1. The Company may establish authentication procedures for business customers that are different from residential customers, as long as those customers have a dedicated account representative and the service contracts specifically address the protection of CPNI.

CPNI Compliance:

1. The Company has implemented a system by which the status of a Customer's CPNI approval can be clearly established prior to the use of the CPNI.
2. All employees will sign a CPNI Operating Procedure Acknowledgement that will be placed in the employee's personnel file.
3. All employees with access to CPNI will be trained and certified. To become certified, the employee shall receive and read the company's CPNI Operating Procedures and attend group training or individual training, certified by a compliance officer. The training will provide explicit details as to when employees are, and are not, authorized to disclose CPNI.
4. For unintentional violations breaching CPNI, employees may be reprimanded, retrained, and re-certified. For repeated unintentional violations, employees may be disciplined or terminated. In most cases, the unintentional violations shall not be considered a breach of CPNI procedures.
5. For intentional violations, such as distribution of CPNI to third parties for financial gain, to harm the Company or customer, the breach must be reported and the employee will be terminated.
6. The Marketing and Sales Manager will maintain a record of the Company and affiliate sales and marketing campaigns that use Customers CPNI. The record includes a description of each campaign, the specific CPNI that was used in the campaign, and what products and services were offered as part of the campaign. These records will be retained for at least one (1) year.
7. The Company has established a supervisory review process regarding compliance with CPNI rules for outbound marketing promotions and maintains compliance records for at least one (1) year. Specifically, Company sales personnel obtain supervisory approval of any proposed outbound marketing request and Customer approval of the use of CPNI.
8. The COO/Regulated Services and COO/Competitive Services are compliance officers who act as agents for the Company. They will sign a compliance certificate on an annual basis before March 1 stating that they have personal knowledge that the Company has established operating procedures adequate to ensure compliance with applicable CPNI rules. A statement accompanies the certificate that explains the Company's operating procedure and demonstrates compliance with the CPNI rules. The Marketing and Sales Manager will serve as a back-up compliance officer.

9. With the annual certification filing, the compliance officer will include a summary of actions taken against data brokers and a list of customer complaints during the past year concerning unauthorized use of CPNI.
10. The Company will provide written notice within five (5) business days to the FCC of any instance where the "opt out" mechanisms do not work properly to such a degree that consumers' inability to "opt out" is more than an anomaly.
 - a) The notice shall be in the form of a letter, and shall include the Company's name, a description of the opt-out mechanism(s) used, the problem(s) experienced, the remedy proposed and when it will be/was implemented, whether the Kansas Corporation Commission (KCC) has been notified and whether it has taken any action, a copy of the notice provided to customers, and contact information.
 - b) Such notice must be submitted even if the Company offers other methods by which customers may "opt out."

RURAL TELEPHONE SERVICE COMPANY, INC.



Larry E. Sevier, CEO/General Manager

2/15/10

Date

NEX-TECH

January 27

2012

EMERGENCY RESPONSE PLAN



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NEX-TECH EMERGENCY RESPONSE PLAN

PURPOSE AND DEVELOPMENT OF THE EMERGENCY RESPONSE PLAN

No plan, however comprehensive, can cover all possible scenarios in which emergency action is needed. This emergency response plan attempts to provide a broad framework of guidelines for a more complete, non-routine response to a declared emergency or crises. The plan addresses topics such as:

- The various types of emergencies
- The composition and responsibilities of the Emergency Response Team
- Steps to take in response to various emergencies
- Notification and Reporting Procedures
- Evacuation and Relocation Procedures

REVIEW AND REVISIONS

As a living document, this Plan and its Annexes and Appendices should be expected to be under continual revision. It will be reviewed annually by the Emergency Response Team and following incidents and training requiring its implementation. Once a year we will conduct company-wide tornado training in conjunction with the National Severe Weather Awareness week, held in March. Furthermore, we will initiate another emergency scenario per year for each office.

TYPES OF EMERGENCIES

An “emergency” is defined as any incident that threatens to cause or has caused substantial property damage, personal injury or distress in the Company or would substantially disrupt the manner of “normal” operations within the company.

Such emergencies may include but are not limited to the following:

- | | |
|---------------------|-----------------------------|
| Tornado | Bomb Threat |
| Fire | Hazardous Material Incident |
| Flood | Extensive Power Outages |
| Workplace Violence | Pandemic Influenza |
| Medical Emergencies | |

Some of the emergencies noted above will require nearly identical responses. Details are given in the section entitled Specific Emergency Scenarios.

ROLES AND RESPONSIBILITIES OF THE EMERGENCY RESPONSE TEAM

CORPORATE COMMUNICATION CENTER (CCC)

The CCC is a centralized, well-supported location where designated Emergency Response Team members will assemble to assume their role during emergencies. This center will be either at the Hays or the Lenora office.

Response activities and work assignments will be planned, coordinated, and delegated from the CCC. During the course of an emergency, designated personnel should report directly to the CCC.

The recommendation to activate the CCC and the location will be made by the Emergency Response Coordinator.

ON-SITE COMMAND CENTER (OCC)

The OCC is a temporary location near the site of the emergency where the Emergency Response Coordinator or Site Coordinator will assemble to assume their role during the emergency. Initial response activities-- such as assemble staff, make and assign work duties, and assess damage-- will be made from the OCC. During the course of the emergency only designated personnel will report directly to the OCC. Refer to Appendix B for On-site Command Center Supplies.

EMERGENCY RESPONSE COORDINATOR

The following are the responsibilities of the Emergency Response Coordinator:

- Direct the tactical and operational aspect of the response.
- Designate the location for the Corporate Communication Center if needed.
- Determine the departments that have priority to use emergency computer equipment and/or available workstations.
- Assign job duties to employees in non-critical departments as needed.
- Direct all media requests to a member of the Executive Management Team until such time as the CCC is established. Upon establishment of the CCC, direct all media request to the Public Information Representative.

Ron Ellis will assume the role of the Emergency Response Coordinator. If Ron is unable to assume these duties then either Mike Pollock or Bernie Mindrup will assume the role as the Emergency Response Coordinator.

SITE COORDINATOR

The Site Coordinator will assume control of the situation until relieved by the Emergency Response Coordinator. She/he will be responsible for the same duties as the Emergency Response Coordinator listed above.

CORPORATE COMMUNICATION CENTER MANAGER

The Corporate Communication Center Manager will work closely with the Emergency Response Coordinator or Site Coordinator in communicating informational updates. The Corporate Communication Center Manager will be the only point of contact with the Emergency Response Coordinator.

The following information will need to be relayed to the appropriate personnel:

- Injury assessment

- Missing personnel
- Damage assessment
- Types of communications being used
- Updates on necessary supplies and assistance with instructions regarding such supplies and assistance to the emergency site.
- Updates to the Emergency Response Coordinator regarding ongoing efforts and timelines for the delivery of needed supplies and assistance.
- Contact IT Network staff (Paul Simmons, David Ashbaugh or Justin Dempsey) to activate Avaya Emergency call routing.

In the event the CCC is assigned to Lenora then the Network Services Supervisor will assume the role of the Corporate Communication Center Manager. If the Network Services Supervisor is unavailable to assume this role, then the Safety Coordinator will perform these duties.

Further, if the CCC is assigned to Hays then the Operations Supervisor will assume the role of the Corporate Communication Center Manager. If for some reason the Operations Supervisor cannot assume this role then, the Human Resource Manager will perform these duties.

PUBLIC INFORMATION REPRESENTATIVE

This individual is responsible for collecting information from the Corporate Communication Center Manager about the ongoing emergency and directing it to the CEO, management, employees, the Board and the media. This person will ensure information relating to the emergency is posted and updated on the Nex-Tech website. This person will also be responsible for initializing and maintaining the public relations information call group. Please note this is the only person authorized to give statements to the media.

If the CCC is assigned to the Hays office then the Marketing/Sales Manager will assume the role of the Public Information Representative. Furthermore, if the CCC is assigned to the Lenora office then the Media Supervisor or Community Development Representative will assume the role of the Public Information Representative.

NOTIFICATION AND REPORTING

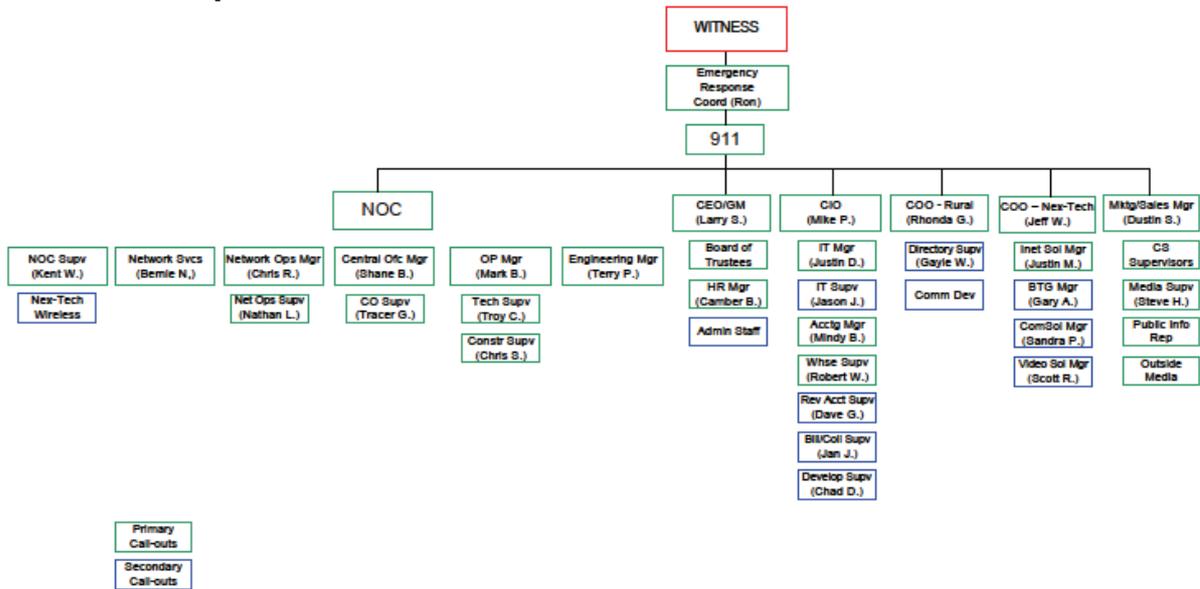
Once an individual first recognizes an “emergency” situation, he/she has the authority to immediately call 911 and then must immediately report the incident to the nearest supervisor or follow the chain of command (See Emergency Calling Tree) until notification is made.

Once the Emergency Response Coordinator determines that an emergency situation exists and decides on a course of action, the following mechanisms can be used to communicate with other Emergency Response Team members, management, and critical employees.

Other means of communication after initial verified response:

- Phone
- Text Messaging
- Instant Messaging
- Radios
- Cell Phones
- Email
- Conference Bridge

**Nex-Tech
Emergency Response Plan
Calling Tree**



SPECIFIC EMERGENCY SCENARIO

SECTION 1

Tornado

When a tornado has been sighted or indicated by weather radar the city will sound the siren continuously for three minutes. Furthermore, in various towns the police will drive through town sounding their sirens.

1. Upon hearing the siren, sound an alarm by using the intercom feature on the nearest telephone. This is a facility-wide paging system (see list of group extension in Appendix G). Speaking slowly and clearly, state:

**“This is not a drill; this is a tornado warning.
Proceed to the nearest tornado shelter.
I repeat this is not a drill; this is a tornado warning.
Proceed to the nearest tornado shelter.”**

2. Proceed quickly and safely to the nearest tornado shelter. If there are customers in the building, encourage them to go to the designated area with you.
3. If you are on the phone with a customer simply state the following:
**“I apologize, but due to severe and threatening weather conditions our facility is evacuating and I will need to terminate this call.
I will attempt to call you back as soon as conditions have stabilized.”**
4. If you are outside and cannot make it into the building for shelter, take cover in the nearest ditch, culvert or ravine. Lie face down and place your hands over your head and neck for protection. Avoid areas that could flood quickly and **do not seek shelter in a vehicle.**
5. While in your shelter, each department needs to report a head count of those present or missing to the Site Coordinator.
6. Remain calm. You will be informed of developments and are not allowed to leave your designated area until authorized to do so.

PLAN OF ACTION AFTER TORNADO DAMAGE

1. Each shelter needs to get an overall head count and make a list of all employees/customers accounted for.
2. Each shelter will determine when it is safe to leave. At that time, all employees need to meet in the designated area for each location. (example, Lenora-vacant lot west of brick warehouse)
3. Wait for directions from the Emergency Response Coordinator or Site Coordinator.

EMERGENCY REPOSE COORDINATOR DUTIES

1. Designate the location of the OCC and determine the need and location for a CCC.
2. Notify the utility company and have electricity turned off as soon as possible. The Sheriff and Fire Department will also call the utility company.
3. Delegate work assignments to available personnel.
 - a. Ensure emergency response has been notified (911).
 - b. Assess injuries and location of injured persons.
 - c. Assess damages.
 - d. Establish means of communication.
 - e. Retrieval of Emergency Response Plan documentation.
4. Update the Corporate Communication Center Manager on the following:
 - a. Injuries
 - b. Missing personnel
 - c. Damages
 - d. Type of communications being used.
 - e. Supplies and assistance needed at the emergency site.

See Annex 1 for Departmental Guidelines.

Annex 1
Departmental Guidelines

Tornado

Part 1: Plant Emergency Operations Guidelines

1. Assist in making sure all employees are aware of the danger and help get employees to a safe shelter or other designated areas.
2. Work with the Emergency Response Coordinator to help locate injured employees and assess needs.
3. After the emergency is over and all is clear, help to establish the OCC, at the direction of the Emergency Response Coordinator.
4. Emergency Response Coordinator will designate employees to help keep the CCC updated with any pertinent information.
5. Locate personnel to assist with emergency efforts, and have them report to the OCC, for instructions. All instructions for all work crews must come from the OCC to allow for coordination between crews.
6. Help establish communications to the outside world.
7. Consult with all Plant department Managers to determine the locations and availability of equipment and other resources.
8. Identify exactly what communication services are affected and determine what equipment will be needed to restore services.
9. Assess damages to outside plant facilities and make recommendations as to repairs needed. When the extent of damage is known, call in necessary help to assist with repairs.
10. Formulate a plan of action to get all services restored starting with the transport, re-routing services as necessary.
11. Help recover company assets, including computers, documentation and other affected property.
12. After plan of action is established, help set up work load and schedules for repair crews if needed.
13. Each department head and/or other designated employees may take on other responsibilities as assigned by the OCC.

Part 2: Revenue Assurance, Warehouse, Accounting, Billing, IT

Mike Pollock, Chief Information Officer will be in charge of the following departments: Revenue Assurance, Warehouse, Accounting and IT. If for any reason the Chief Information Officer is not available, Justin Dempsey-IT Manager or Mindy Bieker-Accounting Manager will take his place.

Priorities

1. Avaya Phone System.
2. MACC server and system needs to be accessible as soon as possible.
3. X drive needs to be accessible as soon as possible.
4. Exchange Email Server as soon as possible.
5. Financial systems need to be available within one week.
6. Directory & Marketing/Media files need to be available within one week.
7. Imaging System needs to be available within one week.

Department: **Revenue Assurance**

1. Notify department employees of work location and status.
2. Secure and organize remaining paper records and forms.
 - a. Filings in process
 - b. Historical filings
 - c. Inter-company agreement documentation
 - d. Economic development documentation
3. Set up alternate location for key functions.
 - a. Regulatory filings.
 - b. Access billing coordination

Department: **Warehouse**

1. Notify departmental employees of work location and status.
2. Secure remaining inventory.
3. Set up inventory checkout location.
4. Count inventory list versus remaining to see what is missing.
5. Order replacement inventory for items lost which are needed immediately.
6. Check out inventory to Outside Plant.

Department: **Accounting**

1. Notify department employees of work location and status.
2. Secure and organize remaining paper records and forms.
 - a. Invoices in process
 - b. Historical invoices
 - c. Blank checks
 - d. Requisitions in progress
 - e. Deposit slips
 - f. Time sheets
 - g. Loan documentation
 - h. Permanent records
 - i. Journal Entry Documentation
3. Notify banks of missing blank checks and order new checks.
4. Gather any records needed from First Security Bank deposit box #388.

5. Set up alternate location for key functions.
 - a. Accounts Payable (need to have blank check stock in both Hays and Lenora offices)
 - b. Payroll

Department: **IT**

1. Confirm availability of IT Technicians on secondary contact list.
2. Verify operational status of data center.
3. Assign technicians to assist with CCC setup, OCC setup, and Data Center recovery or monitoring.
4. Setup equipment for CCC and OCC. (See Appendix B for list of equipment and locations).
 - a. Activate local equipment at CCC.
 - b. Verify all CCC critical systems are functioning and troubleshoot as necessary.
 - c. Make sure mobile office equipment is accessible for OCC.
 - d. Deploy mobile office equipment to OCC.
 - e. Activate mobile office equipment.
 - f. Verify all OCC critical systems are functioning and troubleshoot as necessary.
5. Restore Data Center (if non-operational)
 - a. Retrieve most recent backup tapes from Norton office
 - b. A Knox box accessible by a combination key will be place in the north basement containing keys to the safety deposit box and the IT cage.
 - c. Contact First Security Bank to retrieve Lenora backup tapes from bank basement and password sheet from Safety Deposit Box 345 if necessary.
 - I. Daytime Number - 785-567-4286
 - II. Brad Danielson - Home – 785-567-4253; Cell – 785-567-7460
 - III. Jo Ann Brooks - Home - 785-567-4518; Cell – 785-567-8907
 - IV. Lisa Mindrup - Home - 785-567-4559; Cell – 785-202-1499
 - V. Julie Scheetz- Home – 785-567-4674; Cell – 785-567-8992
 - d. Contact hardware and software vendors for expedited replacements of equipment or alternate processing options.
 - I. Contact MACC (402-533-5488, 402-426-6222, or 402-533-3816 (after hours) for remote ASP activation (if necessary).
 - II. Contact tape library manufacturer (currently Cybernetics 757-833-9200) if tape library is unusable.
 - III. Contact Veritas/Symantic (800-634-4747) if backup server is unusable for restoration. Provide Customer ID 57771 and Product ID A01294C.
 - IV. Contact Oracle (800-289-2999 site # 11583) if JD Edwards is unusable.
 - V. Contact dcLink (914-696-4040) if warehouse scanning software unusable.
 - VI. Contact CD Group if JD Edwards is unusable.
 - VII. Contact tape library manufacturer (currently Cybernetics 757-833-9200) if tape library is unusable.
 1. dbaumgarth@cdgroup.com
 2. 678-268-2074 Direct; 678-268-2000 Main
 - VIII. Contact IBM (800-426-7378) if servers are partially damaged
 - e. Contact Kris Fair (see employee contact list) at Nex-Tech for expedited server replacements.

- f. Determine interim locations for critical systems.
 - I. MACC (if local equipment is available).
 - II. Key folders on Drive X:
 - III. JD Edwards
- g. Salvage any usable equipment and software CDs.
- h. Begin recovery process.

Part 3: Human Resources

1. Contact the CCC to verify safety of staff and account for those present at the affected office.
2. Get employees to a safe waiting location to determine who is in need of medical assistance, which can assist others, arrange for rides home, etc. Check with CCC for needed help.
3. Assist in checking with/notifying family members if an employee appears to be missing or unaccounted for.
 - a. Provide hard copy or electronic emergency contact information on a secured drive to be accessed in Lenora or Hays, will be queried and updated annually.
4. Safety Coordinator will be dispatched to affected areas to take pictures and document damage for claim filing. Safety Coordinator will also secure and gather necessary records such as OT and extra expenses (i.e. generators) for filing with FEMA or insurance as necessary.
5. Assist in assessing work locations that will be up and running and those that will be down. Assist in calling employees to notify them of temporary work locations.
6. File insurance claims for property damage, WC claims, any life insurance or long-term disability claims.
7. Contact new hires to update start dates and locations, based on the damage assessment.
8. Arrange for employee counseling/on-site support services.
9. Retrieve MSDS sheets for any type of release. (<http://hq.msdsonline.com/ruraltel3160> username: tspresser@ruraltel.com, password: safety54)

Part 4: Network Services

1. Obtain a headcount for Customer Service and Network Services.
2. Report any missing or injured persons to the OCC.
3. Verify Switch connectivity to the MetaSwitch.
4. Website accessibility for Coems, OSI, AT&T, Transaction Network Services, Wincable, Minerva.

5. Notify Network Services staff of work location and status.
6. Set up alternate location for necessary functions.
7. Priorities to accomplish.
 - a. Handling/routing of customer calls
 - b. Assist on-call staff if after hours or on the weekend if outages are extreme
 - c. Enter necessary Trouble Tickets/Service Orders
 - e. Assist Plant operations groups with any needed switching or routing changes

Part 5: Customer Service

If, for any reason, Dustin Schlaefli is not available, then Dianne Schwertfeger, Luke Oborny, Renee' Shaw or Lindsey Krom-Craven for Customer Service will assume his responsibilities.

1. Notify Customer Service staff of work location and status.
2. Set up alternate location for necessary functions if necessary.
3. Priorities to accomplish.
 - a. Handling/routing of customer calls
 - b. Assist on-call staff if after hours or on the weekend if outages are extreme
 - c. Enter necessary Trouble Tickets/Service Orders
 - d. Secure inventory in Customer Service retail area
 - e. Secure cash and other receivables in Customer Service
 - f. Inventory loaner cell phones and dispatch where necessary

SPECIFIC EMERGENCY SCENARIO

SECTION 2

Facility Fire

When an employee either sees a fire or inadvertently starts a fire, an alarm must be sounded regardless of the size of the fire. There are several options for sounding an alarm based on the facility involved.

1. Using a facility-wide intercom system (see list of group extensions in Appendix G). Speaking slowly and clearly, state:

“This is not a drill; there is a fire in the _____ area.
(It is important to state where the fire is located in order to inform employees of the appropriate evacuation route to take).

I repeat this is not a drill; there is a fire in the _____ area.
Evacuate immediately! I repeat, evacuate immediately!”
2. For offices with a security system, an alarm can be sounded by pressing the “fire” button located on the keypad of the system. However, some of the systems are not programmed to alert emergency services.
3. For offices with pull down fire alarms, follow the instructions to sound an alarm. These are not programmed to alert emergency services.
4. For offices without any of the above options, an alarm will need to be sounded audibly by an employee; furthermore, that employee must ensure everyone in the facility is notified of the emergency.
5. Portable fire extinguishers are provided in the workplace for employee use. All employees have been trained on how to operate an extinguisher. In the event of a fire, any employee may use an extinguisher to attempt to extinguish the fire before evacuating, but he/she is not required to. Furthermore, an employee should only attempt to extinguish a fire if the following criteria are met:
 - a. The alarm must be sounded regardless of the fire size.
 - b. The fire is small and contained.
 - c. There is a safe route of escape out of the building that can be reached without exposure to the fire.
 - d. The available extinguishers are rated for the size and type of fire.

In the event of a fire, critical shutdown procedures are not required, because employees are not authorized to delay evacuation for any reason.

1. All employees are to evacuate the building immediately via the evacuation routes shown on the posted evacuation maps. All employees need to proceed to the designated area. (Designated areas are defined in each facility’s “Emergency Procedures Manual”, located in the kitchen area).
2. Once in a safe area call 911.

3. Person that reports the fire will need to immediately report the specific location of the fire to a manager/supervisor so emergency services can be advised.
4. Report to your supervisor immediately. All supervisors will account for their direct reports in the effected facility and notify the Safety Coordinator, HR manager, or the Site Coordinator who is responsible for compiling the overall facility report.
5. Employees are not to re-enter the building or work area until they have been instructed to do so by emergency responders.
6. If the effected facility adjoins another business or residential property, the adjoining property must be notified of the situation if it is safe to do so.

PLAN OF ACTION AFTER FIRE DAMAGE

Wait for instruction from Fire Department personnel. All actions by company employees must be coordinated through Fire Department personnel.

EMERGENCY REPOSE COORDINATOR DUTIES

1. Ensure emergency response has been notified (911).
2. Designate the location of the OCC and determine the need and location of the CCC.
3. Delegate work assignments to available personnel
 - Injury assessment, location of injured
 - Assess damages
 - Establish means of communications
 - Assign retrieval of emergency plan documentation from an unaffected location.
 - Retrieve Emergency Response Plan documentation.
4. Update the Corporate Communication Center Manager on the following:
 - Injuries
 - Missing personnel
 - Damages
 - Type of communications being used.
 - Supplies and assistance needed at the emergency site.

See Annex 2 for Departmental Guidelines

Annex 2
Departmental Guidelines
Facility Fire

Part 1: Plant Emergency Operations Guidelines

1. Assist in making sure all employees are aware of the danger and help get employees to the designated area.
2. Work with the Emergency Response Coordinator to help locate injured employees and assess needs.
3. After the emergency is over and all is safe, help to establish the OCC, at the direction of the Emergency Response Coordinator.
4. Emergency Response Coordinator will designate employees to help keep the CCC updated with any pertinent information.
5. Locate personnel to assist with emergency efforts, and have them report to the OCC for instructions. All instructions for all work crews must come from the OCC to allow for coordination between crews.
6. Help establish communications to the outside world.
7. Consult with all Plant department Managers to determine the locations and availability of equipment and other resources.
8. Identify exactly what communication services are affected and determine what equipment will be needed to restore services.
9. Assess damages to outside plant facilities and make recommendations as to repairs needed. When the extent of damage is known, call in necessary help to assist with repairs.
10. Formulate a plan of action to get all services restored starting with the transport, rerouting services as necessary.
11. Help recover company assets, including computers, documentation and other affected property.
12. After plan of action is established, help set up work load and schedules for repair crews if needed.
13. Each department head and/or other designated employees may take on other responsibilities as assigned by the OCC.

Part 2: Revenue Assurance, Warehouse, Accounting, Billing, IT

Mike Pollock, Chief Information Officer will be in charge of the following departments:
Revenue Assurance, Warehouse, Accounting and IT.

If for any reason the Chief Information Officer is not available, Justin Dempsey-IT Manager or Mindy Bieker-Accounting Manager will take his place.

Priorities

1. Avaya Phone System.
2. MACC server and system needs to be accessible as soon as possible.
3. X drive needs to be accessible as soon as possible.
4. Exchange Email Server as soon as possible.
5. Financial systems need to be available within one week.
6. Directory & Marketing/Media files need to be available within one week.
7. Imaging System needs to be available within one week.

Department: **Revenue Assurance**

1. Notify department employees of work location and status.
2. Secure and organize remaining paper records and forms.
 - a. Filings in process
 - b. Historical filings
 - c. Inter-company agreement documentation
 - d. Economic development documentation
3. Set up alternate location for key functions.
 - a. Regulatory filings.
 - b. Access billing coordination

Department: **Warehouse**

1. Notify departmental employees of work location and status.
2. Secure remaining inventory.
3. Set up inventory checkout location.
4. Count inventory list versus remaining to see what is missing.
5. Order replacement inventory for items lost which are needed immediately.
6. Check out inventory to Outside Plant.

Department: **Accounting**

1. Notify department employees of work location and status.
2. Secure and organize remaining paper records and forms.
 - a. Invoices in process
 - b. Historical invoices
 - c. Blank checks
 - d. Requisitions in progress
 - e. Deposit slips
 - f. Time sheets
 - g. Loan documentation
 - h. Permanent records
 - i. Journal Entry Documentation
3. Notify banks of missing blank checks and order new checks.
4. Gather any records needed from First Security Bank deposit box #388.
5. Set up alternate location for key functions.

- a. Accounts Payable (need to have blank check stock in both Hays and Lenora offices)
- b. Payroll

Department: **IT**

1. Confirm availability of IT Technicians on secondary contact list.
2. Verify operational status of data center.
3. Assign technicians to assist with CCC setup, OCC setup, and Data Center recovery or monitoring.
4. Setup equipment for CCC and OCC. (See Appendix B for list of equipment and locations).
 - a. Activate local equipment at CCC.
 - b. Verify all CCC critical systems are functioning and troubleshoot as necessary.
 - c. Make sure mobile office equipment is accessible for OCC.
 - d. Deploy mobile office equipment to OCC.
 - e. Activate mobile office equipment.
 - f. Verify all OCC critical systems are functioning and troubleshoot as necessary.
5. Restore Data Center (if non-operational)
 - a. Retrieve most recent backup tapes from Norton office
 - b. A Knox box accessible by a combination key will be place in the north basement containing keys to the safety deposit box and the IT cage.
 - c. Contact First Security Bank to retrieve Lenora backup tapes from bank basement and password sheet from Safety Deposit Box 345 if necessary.
 - I. Daytime Number - 785-567-4286
 - II. Brad Danielson - Home – 785-567-4253; Cell – 785-567-7460
 - III. Jo Ann Brooks - Home - 785-567-4518; Cell – 785-567-8907
 - IV. Lisa Mindrup - Home - 785-567-4559; Cell – 785-202-1499
 - V. Julie Scheetz- Home – 785-567-4674; Cell – 785-567-8992
 - d. Contact hardware and software vendors for expedited replacements of equipment or alternate processing options.
 - I. Contact MACC (402-533-5488, 402-426-6222, or 402-533-3816 (after hours) for remote ASP activation (if necessary).
 - II. Contact tape library manufacturer (currently Cybernetics 757-833-9200) if tape library is unusable.
 - III. Contact Veritas/Symantic (800-634-4747) if backup server is unusable for restoration. Provide Customer ID 57771 and Product ID A01294C.
 - IV. Contact Oracle (800-289-2999 site # 11583) if JD Edwards is unusable.
 - V. Contact dcLink (914-696-4040) if warehouse scanning software unusable.
 - VI. Contact CD Group if JD Edwards is unusable.
 1. dbaumgarth@cdgroup.com
 2. 678-268-2074 Direct; 678-268-2000 Main
 - VII. Contact IBM (800-426-7378) if servers are partially damaged
 - e. Contact Kris Fair (see employee contact list) at Nex-Tech for expedited server replacements.
 - f. Determine interim locations for critical systems.
 - I. MACC (if local equipment is available).
 - II. Key folders on Drive X:
 - III. JD Edwards
 - g. Salvage any usable equipment and software CDs.
 - h. Begin recovery process.

Part 3: Human Resources

1. Contact the CCC to verify safety of staff and account for those present at the affected office.
2. Get employees to a safe waiting location to determine who is in need of medical assistance, which can assist others, arrange for rides home, etc. Check with CCC for needed help.
3. Assist in checking with/notifying family members if an employee appears to be missing or unaccounted for.
 - a. Provide hard copy or electronic emergency contact information on a secured drive to be accessed in Lenora or Hays, will be queried and updated annually.
4. Safety Coordinator will be dispatched to affected areas to take pictures and document damage for claim filing. Safety Coordinator will also secure and gather necessary records such as OT and extra expenses (i.e. generators) for filing with FEMA or insurance as necessary.
5. Assist in assessing work locations that will be up and running and those that will be down. Assist in calling employees to notify them of temporary work locations.
6. File insurance claims for property damage, WC claims, any life insurance or long-term disability claims.
7. Contact new hires to update start dates and locations, based on the damage assessment.
8. Arrange for employee counseling/on-site support services.
9. Retrieve MSDS sheets for any type of release. (<http://msdsonline.com/ruraltel3160> username: tspresser@ruraltel.com, password: safety54)

Part 4: Network Services

1. Obtain a headcount for Customer Service and Network Services.
2. Report any missing or injured persons to the OCC.
3. Verify Switch connectivity to the MetaSwitch.
4. Website accessibility for Coems, OSI, AT&T, Transaction Network Services, Wincable, Minerva.
5. Notify Network Services staff of work location and status.
6. Set up alternate location for necessary functions.
7. Priorities to accomplish.
 - a. Handling/routing of customer calls
 - b. Assist on-call staff if after hours or on the weekend if outages are extreme
 - c. Enter necessary Trouble Tickets/Service Orders
 - e. Assist Plant operations groups with any needed switching or routing changes

Part 5: Customer Service

If, for any reason, Dustin Schlaefli is not available, then Dianne Schwertfeger, Luke Oborny, Renee' Shaw or Lindsey Krom-Craven, for Customer Service will assume his responsibilities.

1. Notify Customer Service staff of work location and status.
2. Set up alternate location for necessary functions if necessary.
3. Priorities to accomplish.
 - a. Handling/routing of customer calls
 - b. Assist on-call staff if after hours or on the weekend if outages are extreme
 - c. Enter necessary Trouble Tickets/Service Orders
 - d. Secure inventory in Customer Service retail area
 - e. Secure cash and other receivables in Customer Service
 - f. Inventory loaner cell phones and dispatch where necessary

SPECIFIC EMERGENCY SCENARIO

SECTION 3

Flood

Although only a few of our facilities are located in a flood plain; flooding, however is still possible, and it is necessary, therefore, to define a procedure for determining the possibility of flooding, for notifying facilities that might be affected directly by flood conditions, and for implementing actions that are required to minimize potential damages to property and inconveniences to the employees.

1. Each facility should have a plan in place for dealing with high waters by:
 - Moving items to be protected from ground floor levels to upper floors.
 - Moving equipment and vehicles from garages, parking lots to higher ground and taking whatever steps are necessary to protect items that cannot be relocated.

It will be the responsibility of each facility to physically relocate their equipment, supplies, etc.

2. Notification to facilities located in affected areas may be in two categories:

a. Flood Watch

Conditions are such that a facility will be notified that flooding is possible and they should review plans for relocating essential equipment and have personnel and equipment ready to implement relocation plans on short notice.

b. Flood Warning

Available information indicates that conditions are such that will affect a facility and that facility will be advised to implement their flood plans.

If a facility is in danger of flooding the facility coordinator should report the situation to the Emergency Response Coordinator or a supervisor. It will be determined by the facility coordinator whether or not employees should leave early or postpone coming to work due to flooding conditions.

SPECIFIC EMERGENCY SCENARIO

SECTION 4

Workplace Violence and Awareness

Nex-Tech has adopted Policy B-18, Productive Work Environment (Harassment Free Workplace), which states it is the Company's policy to promote a safe environment for its employees. The Company is committed to working with its employees to maintain a work environment free from violence, threats of violence, harassment, intimidation, and other disruptive behavior.

Below are the procedures to cover events related to workplace violence. However, no circumstances can warrant specific procedures and each instance must be handled on a case-by-case basis.

Reporting Guidelines:

1. Non-Emergency Situations

Employee awareness is the key to handling non-emergency situations before they escalate, causing potential harm to other employees, customers, and the public. It is every employee's responsibility to notify management of a potentially threatening or volatile situation, no matter how insignificant the employee feels the situation is. Employees should be aware of their work surroundings at all times and should note out-of-the-ordinary employee, customer and management interactions with the potential to develop into a workplace violence situation.

A. Responsibility to Report

Employees are responsible for notifying the appropriate member of management, as listed in Company Policy B-15, Complaint/Grievance Policy, of any threats they have witnessed, received, or have been told that another person has witnessed or received. Employees should also report any behavior they have witnessed which they regard as threatening or violent when that behavior is or might be carried out on Company property, or in connection with Company employment. Reports or incidents warranting confidentiality will be handled appropriately.

B. Reporting Structure

Threats should be reported to:

1. Your immediate supervisor/manager
2. If your supervisor is unavailable, a supervisor/manager in a neighboring department.
3. The Human Resources Manager
4. The COO-Regulated, COO-Competitive Services, CIO
5. The CEO

C. Security

As a matter of security, non-employees will be required to check in at the reception desk upon arrival. Visitors must sign in on a daily guest log, note the time of their arrival, and provide a destination or reason for their visit (i.e. class, conference room, meeting with John Doe, etc.).

Each visitor will be issued a guest badge and the badge number will be noted next to the person's name in the guest log. Front-line and Customer Service staff will be trained in this process.

Non-employees will not be allowed in the building without being escorted by an employee. This includes vendors, sales people, delivery people, family members (including spouses and children), former employees, customers, and the public. Front-line and Customer Service staff will be trained to check each visitor in, seat him/her in the waiting area, intercom the employee who is requested by the visitor, and have that employee come to the waiting area to escort the visitor throughout the building. A front-line employee can also escort the visitor to his/her destination, such as a meeting room.

All non-employees will be required to return their visitor badges and check out on the daily guest log prior to leaving the building. Front-line and Customer Service staff will be trained on this process.

As a courtesy to staff, employees from a different city or location should identify themselves when they arrive and make reception staff aware they are in the building.

D. Employee Awareness

This document cannot contain specific direction covering every work situation, and common sense should be used. Employees are encouraged to follow their intuition if a situation seems odd, suspect, or out of the ordinary. The following is a partial list of situations that should be reported to management as described above for further investigation, in order to prevent escalation to a workplace violence situation.

1. Knowledge that a co-worker, customer or any person has a weapon on Company premises, including in Company vehicles.
2. Knowledge of any threat made towards a co-worker, customer or any person associated with the workplace (i.e. a threat that would take place on Company property).

All reports of threats, incidents and situations will be taken seriously, investigated and appropriately handled.

2. Emergency or Life-Threatening Situations

In case of an emergency or life-threatening situation taking place inside a Company facility, employees should verbally warn co-workers and exit the building as quickly and safely as possible. If available, and if it will not escalate the situation, an intercom announcement should be made to notify all employees in the building to exit immediately. If an employee observes or walks into a situation already in progress, he/she should attempt to back away without becoming involved and call 911 for emergency assistance. In addition, the employee's supervisor, a member of management, and the Safety Coordinator should be notified as soon as possible. The Company does not encourage employees to interrupt or try to intercede in a situation already in progress. If multiple employees are involved in the situation, they should remain as calm as possible and call 911 as soon as it is safe to do so.

If the situation or threat is outside a Company facility, employees should take action to secure the building by locking all doors, call 911 for emergency assistance, verbally notify all employees present (in person or by intercom), gather employees in a common area away from doors and windows until help arrives, and notify management as soon as it is safe to do so.

Post-Incident Review:

After a workplace violence near-miss or an actual incident, appropriate personnel will investigate the situation and prepare a follow-up report to present to the Emergency Preparedness Committee. All investigations will be handled in a timely manner, with the highest degree of professionalism and confidentiality.

The Emergency Preparedness Committee will meet to review recommendations, discuss the action taken, determine whether the situation could have been avoided or mitigated, determine the proper course of action for future incidents, and make any necessary changes to the Emergency Response Plan.

Training:

All employees will be trained on workplace violence awareness, prevention and emergency procedures within the first year of employment with the Company and every three years thereafter. In addition to new employee orientation, the workplace violence awareness and prevention training will be offered company-wide twice a year.

SPECIFIC EMERGENCY SCENARIO

SECTION 5

Bomb Threats

Nex-Tech treats all threats as real and actively responds to any credible bomb threat. Employee awareness and preparation continue to be the most effective tools we have to deter and respond to bomb threats.

1. TYPES OF BOMB THREATS

A bomb threat could be delivered by telephone, notes, postal or electronic mail, in person, or any other method open to the imagination of the responsible person(s).

2. BOMB THREAT GUIDELINES:

Telephone Bomb Threats

Most bomb threats are received by telephone. When an employee receives a bomb threat they should try to remain calm and get as much information as possible; most importantly we need to know which location will be effected. Use the Bomb Threat Checklist to help you question the caller.

1. Do not hang up. Write down everything the caller says, especially the time the call came in. Try and find out which location the caller thinks he is calling and which building will be targeted.
2. Try and get someone's attention to call 911 or press the (911) button on the intranet to send an alert.
3. Evacuate the building using the "Emergency Alert" which can be found under the (Emergency Response Plan) button on the company intranet. Employees should leave the building immediately without personal items and report to the facility's designated shelter.
4. Use Total Notify to send a text and voice message out to all company phones.
5. Call police.

If the employee receiving the bomb threat is unable to determine which location/locations will be targeted then that employee or a nearby employee shall implement the following steps to evacuate all facilities company-wide.

1. **Anyone can activate the Emergency Alert, page through the company-wide paging group to announce the evacuation and call 911. You do not need to be a supervisor or a manager.**
2. Activate an (Emergency Alert), from the Emergency Plan section of the intranet, state all facilities need to evacuate to their designated shelter
3. Use Total Notify to send a text and voice message to all company cell phones.
4. Each facility is responsible for notifying 911 and reporting the bomb threat

5. Once in the designated area a head count should be obtained and a member of the IT Network Staff (Paul Simmons, David Ashbaugh or Justin Dempsey) should be notified in order to begin tracking the phone call and activate the Avaya Emergency Call Routing.
6. The Emergency Response Coordinator will be contacting each of the designated facilities to obtain a final head count and to give additional instructions. All employees should remain at the shelter until they are authorized to leave.
7. In the event of an evacuation, if it is determined that a sweep for evidence/devices is necessary, an employee may be asked to conduct a sweep (with authorized police personnel) in areas where they are most qualified to identify items which do not belong.
8. **Under no circumstances should any suspicious items be touched, moved, or tampered with by anyone other than a specially trained emergency responder.**

EMERGENCY RESPONSE COORDINATOR DUTIES

1. Delegate personnel to contact all of the designated shelters to ensure that all of the facilities have been evacuated and obtain a head count from each facility. (see Appendix H for shelter information)
2. Delegate personnel to contact all central office locations to ensure the building has been evacuated.
3. Ensure that someone from the IT Network staff has been notified to begin tracking the phone call and that the Avaya Emergency Call Routing has been activated.
4. Contact and work with either the Norton/Ellis County Emergency Response Coordinator to work as a liaison between Nex-Tech and the other county emergency personnel.
5. Delegate personnel to update the shelters on an hourly basis or until employees are authorized to be dismissed.

Suspicious Packages (s):

1. Immediately report the item to a supervisor who will determine if it is necessary to call 911 and evacuate.
2. Under no circumstances should any suspicious items be touched, moved, or tampered with by anyone other than a specially trained emergency responder.
3. Evacuate the building and report to the facilities designated area.
4. Once in the designated area obtain a head count and stay there until you are authorized to leave by emergency personnel.

E-Mail Bomb Threat:

1. Immediately report the threat to a supervisor and call 911.

2. Read bomb threat message to law enforcement exactly as written.
3. Report the identity of the sender, the date and time the e-mail was received, who the message is intended for, who received carbon copies, and the subject line from the e-mail message.
4. **Do not** respond to the sender.
5. **Do not** delete the bomb threat message.
6. Evacuate the building and proceed quickly to the designated shelter. Contact an IT staff member to begin investigating the threatening e-mail.
7. In the event of an evacuation, if it is determined that a sweep for evidence/devices is necessary, employee may be asked to conduct a sweep (with authorized police personnel) in areas where they are most qualified to identify items which do not belong.
8. **Under no circumstances should any suspicious items be touched, moved, or tampered with by anyone other than a specially trained emergency responder.**

3. RETURN TO NORMAL OPERATIONS

Evacuated areas will remain closed until law enforcement can determine the following:

1. The area is safe to occupy.
2. All immediate police and rescue activity has been completed.
3. All crimes scene investigations have been completed.

BOMB THREAT CHECKLIST

Keep calm. Listen. Do not interrupt. Be courteous, keep the caller talking. Ask the caller to repeat information and record inform. NOTIFY A SUPERVISOR OR CO-WORKER THAT A BOMB THREAT IS IN PROGRESS.		
Exact time of call: PM AM	Date:	Day of the week Mon Tue Wed Thru Fri Sat Sun
Exact words of caller:		

Caller ID or similar ability? _____

QUESTIONS TO ASK:

- Which building will be targeted?** _____
- When is the bomb going to explode?** _____
- Where is the bomb?** _____
- What does it look like?** _____
- What kind of bomb is it?** _____
- What will cause it to explode?** _____
- Did you place the bomb?** _____
- Why?** _____
- Where are you calling from?** _____
- What is your address?** _____
- What is your name?** _____

If caller refuses to answer any questions **inform the caller that the building is occupied and the detonation of a bomb could result in death or serious injury to many innocent people.** Then begin to ask the above questions again.

CALLER'S VOICE SOUNDED LIKE: (check all that apply)

Voice Qualities <input type="checkbox"/> Normal <input type="checkbox"/> Nasal <input type="checkbox"/> Soft/Quite <input type="checkbox"/> Ragged <input type="checkbox"/> Loud <input type="checkbox"/> Raspy <input type="checkbox"/> Slow <input type="checkbox"/> Breathy <input type="checkbox"/> Rapid <input type="checkbox"/> Cracking <input type="checkbox"/> Squeaky/High <input type="checkbox"/> <input type="checkbox"/> Deep <input type="checkbox"/> Whispering <input type="checkbox"/> Shouting <input type="checkbox"/> Broken <input type="checkbox"/> Calm <input type="checkbox"/> Excited	Demeanor <input type="checkbox"/> Disguised <input type="checkbox"/> Angry <input type="checkbox"/> Stressed <input type="checkbox"/> Sincere <input type="checkbox"/> Crying <input type="checkbox"/> Giggling <input type="checkbox"/> Laughing <input type="checkbox"/> Intoxicated <input type="checkbox"/> Righteous <input type="checkbox"/> Clears throat <input type="checkbox"/> Irrational	Accent <input type="checkbox"/> Accented <input type="checkbox"/> Local Accent <input type="checkbox"/> No Accent <input type="checkbox"/> Foreign: Describe accent? <input type="checkbox"/> Distorted <input type="checkbox"/> Familiar: Sounds like who?	Language <input type="checkbox"/> Uneducated <input type="checkbox"/> Educated <input type="checkbox"/> Distinct <input type="checkbox"/> Slurred <input type="checkbox"/> Stuttering <input type="checkbox"/> Lisp <input type="checkbox"/> Foreign Lang? <input type="checkbox"/> Foul Message <input type="checkbox"/> Spoken <input type="checkbox"/> Read <input type="checkbox"/> Taped
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BACKGROUND NOISE SOUNDED LIKE: (check all that apply)

Surroundings <input type="checkbox"/> Office <input type="checkbox"/> Factory <input type="checkbox"/> Traffic <input type="checkbox"/> Construction <input type="checkbox"/> Street <input type="checkbox"/> Party <input type="checkbox"/> Household <input type="checkbox"/> Kitchen	Noises <input type="checkbox"/> PA System <input type="checkbox"/> Quiet <input type="checkbox"/> Bells <input type="checkbox"/> Animals <input type="checkbox"/> Music <input type="checkbox"/> Voices <input type="checkbox"/> Static <input type="checkbox"/> TV <input type="checkbox"/> Machines <input type="checkbox"/> Laughter <input type="checkbox"/> Siren
---	--

DON'T FORGET TO HIT *57 ONCE THE CALL HAS ENDED!

SPECIFIC EMERGENCY SCENARIO

SECTION 6

Hazardous Material Incident

If you are a hazardous material user, you should be trained by your supervisor on proper use and storage of hazardous materials. This training should include hazardous information, proper procedures for preventing spills, and emergency procedures when a spill happens. The following guidelines should be followed in the event of a hazardous materials incident.

INCIDENTS INVOLVING KNOWN MATERIAL

If there is a hazardous material spill or incident involving a material you are familiar with you should:

1. Evacuate the area and deny entry if there is a threat.
 - When evacuating an area move upwind to avoid the fumes. **Never move downwind of a spill.**
2. Determine if the spill will cause an immediate threat to individuals in the area. If so, call 911 immediately.
3. Retrieve the Material Safety Data Sheet for information on precautions and health concerns for the substance. (This information can be obtained by either accessing our MSDS database through the Intranet or through the website @ www.hq.msdsonline.com/ruraltel3160.com – username: tspresser@ruraltel.com, password: safety54.)
4. Contact the Emergency Response Coordinator or the Safety Coordinator to report the spill and one of them will contact **Haz-Mat Response** at **800-229-5252** to clean up the spill.
 - **No company employee is trained to respond to a hazardous material release or spill. Do not attempt to handle the spill or release.**
5. Proceed to a safe area and do not return to the contaminated area until authorized to do so.

INCIDENT INVOLVING UNKNOWN MATERIAL

If there is a hazardous materials spill or incident involving a material you are unfamiliar with you should:

1. Evacuate the area IMMEDIATELY.
 - When evacuating an area move upwind to avoid the fumes. **Never move downwind of a spill.**
2. Call 911
3. Close the area off and deny entry to everyone except emergency responders.

4. Contact the Emergency Response Coordinator or the Safety Coordinator to report the spill and one of them will contact **Haz-Mat Response** at **800-229-5252** to clean up the spill.
 - **No company employee is trained to respond to a hazardous material release or spill. Do not attempt to handle the spill or release.**
5. Do not return to the contaminated area until authorized to do so.

SPECIFIC EMERGENCY SCENARIO

SECTION 7

Extensive Power Outages

This guideline is in conjunction with **Operating Procedure D-3**.

This guideline applies to power outages reported to the NOC, Network Service, Customer Service, or the Help Desk. Notification to the above listed group can be through remote alarming, by the Cordell system, operator report, subscriber report, or by the power company or other sources.

When more than twenty-five customers are without service the NOC will need to call the calling tree that is listed in the D-3 procedure.

All communications should work in conjunction with the NOC.

The NOC will work with the Outside Plant, Construction, Central Office, and Engineering to ensure the generators are placed where needed. The NOC and Outside Plant will make sure the generators are kept fueled and oil changes are completed as scheduled.

SPECIFIC EMERGENCY SCENARIO

SECTION 8

Pandemic Influenza

An influenza pandemic is a rare but recurrent event. A pandemic occurs when a new influenza virus emerges and starts spreading as easily as normal influenza – by coughing and sneezing. Because the virus is new, the human immune system will have no pre-existing immunity. This makes it likely that people who contract pandemic influenza will experience more serious symptoms than that caused by normal influenza.

No one knows when the next influenza pandemic will occur. However, when it does occur it will be with little warning. Since the novel virus may be identified in any region of the world, experts believe that we will have between one to six months from the identification of a novel influenza virus to the time that widespread outbreaks begin to occur in the United States. Outbreaks are expected to occur simultaneously throughout much of the nation, preventing reallocation of human and material resources. Below is the World Health Organization’s description of phases of alert for the global influenza preparedness guide.

Inter-pandemic phase New virus in animals, no human cases	Low risk of human cases	1
	Higher risk of human cases	2
Pandemic alert New virus causes human cases	No or very limited human-to-human transmission	3
	Evidence of increased human-to-human transmission	4
	Evidence of significant human-to-human transmission	5
Pandemic	Efficient and sustained human-to-human transmission	6

The WHO will inform governments worldwide when a flu pandemic starts. The Centers for Disease Control and Prevention (CDC) will make announcements in the U.S. advising the best course of action – using television, radio, print and the internet throughout different phases of a pandemic.

Because a vaccine to prevent a specific flu strain cannot be developed and produced until the “final form” of the virus is known, most experts predict that there will be little or no vaccine during the first six to eight months of a pandemic. Currently, with current technology, it takes six months to produce a vaccine. However, there will be limited supplies of antiviral medication, which currently is stockpiled by various countries and national and international health agencies.

During this time Rural Telephone/Nex-Tech will use Non-pharmaceutical Interventions to limit the spread of the influenza. The CEO or an officer of the company will determine when the following steps will be implemented.

- Effective hand washing and the use of hand sanitizers
- Cough and sneeze etiquette and the use of face masks, gloves, and eye protection.
- Social distancing – Decrease the number of social contacts (e.g. encourage teleconferences as opposed to face-to-face meetings.) Modify workplace schedules (e.g. telecommuting, staggered shifts) and instruct employees to avoid close contact (within 6 feet).

- Voluntary isolation/quarantine – If an employee chooses to stay home and not go to work or out in the community for 7–10 days, the employee will be required to use vacation leave in accordance with Policy B-4.
- If an employee exhibits any symptoms of the flu at work or if the employee has been exposed to a person identified as having the flu, that employee will be asked to go home immediately and will not be allowed to return to work without a release from a physician stating the employee is no longer contagious.
- Pandemic flu will be considered a serious illness and therefore will fall under Policy B-6, Absence from Duty.

SPECIFIC EMERGENCY SCENARIO

SECTION 9

Medical Emergencies

Nex-Tech is gradually placing AEDs (automated external defibrillators) in several of our locations. Currently, we have placed AEDs in the following locations.

Lenora Main Building	Phillipsburg Office
Lenora Plant Building	Victoria (NetOps) Building
Hays Main Building	Hill City Office
Hays Internet Building	Great Bend (Main) Office
Norton Office	Salina
Smith Center	Wakeeney

The AED along with a first aid kit is located in the kitchen area of each facility. Each facility has also established a First Responder Team that has volunteered to respond to all medical emergencies.

The following AED protocol is for use by the First Responders of Nex-Tech. The Medical Director approves it for use by approved members only. The protocol will be reviewed on an annual basis and replaced by a revised protocol as necessary. See the following AED Protocol Flow Chart.

1. Conduct an initial assessment:
 - a. Assess for scene safety; use universal precautions.
 - b. Assess patient for lack of consciousness, lack of pulse, and signs of circulation.
2. Ensure that 911 have been notified and that the local EMS response agency is en-route. When an emergency call is received, the following information must be obtained:
 - Type of emergency
 - Location of the emergency
 - Breathing/Consciousness of patient and whether or not CPR is in progress
 - Any special access instructions
3. Open the patient's airway and initiate CPR until the AED arrives.
4. As soon as the AED is available, turn on the AED and follow the prompts. Make sure that the AED pads are placed in their proper location and that they are making effective contact with the patient's chest. Do not place the AED pads over the nipple, medication patches, or implantable devices. It is vital that the electrode pads are placed on patient as soon as possible.
5. Deliver a shock to the patient when advised by the AED after first clearing the patient area. Administer additional shocks as prompted by the AED until the AED advises no shock, or a series of three (3) consecutive shocks has been delivered.
6. If no shock is advised, check the patient's airway, breathing, and pulse prior to CPR.
7. If the patient exhibits no pulse or respiration, continue to perform CPR until otherwise prompted by the AED, EMS medics, and/or the Medical Director.

8. Transfer patient care to EMS. No more than 24 hours following the event, document the sudden cardiac arrest event and complete the AED Incident Report (complete all fields). Give all documentation to the AED Site Coordinator/Corporate Administrator within 24 hours post-event.
9. The Corporate Program Administrator will contact the Medical Director as soon as possible and follow Post-Event Procedures. Post-event procedures shall commence including:
 - AED Incident Report
 - Notification of Supervisor/AED Site Coordinator/Corporate Administrator
 - Replacement of all equipment used

What is Lifeline?

411826KS1210

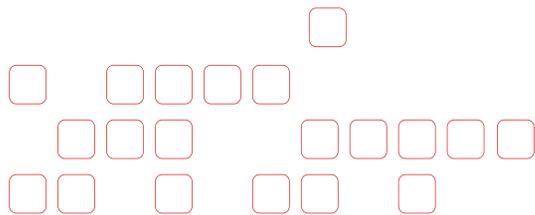
Every person in America should have access to quality, affordable telecommunications service.

This principle of “Universal Service” has been the goal of the telecommunications industry for decades. In 1934, the federal government codified the goal and reaffirmed it in 1996 by establishing policies for the “preservation and advancement of Universal Service.”

To achieve the Universal Service goal, carriers have access to a fund that is generated by contributions from the telecommunications providers in the United States. Telecommunications companies draw from the fund to provide four programs that support telecommunications services nationwide.

Toll Limitation Service is another program available to low income subscribers to help them control what they spend on phone service.

Lifeline and Toll Limitation Service support provide discounts to eligible low-income consumers to help them establish and maintain phone service.



To apply for Lifeline, contact your local Nex-Tech store.



COURTLAND

312 Main St
Local: 785-374-4441
Toll Free: 877-569-1802

DOWNS

901 Morgan Ave
Local: 785-454-6025
Toll Free: 866-454-7872

GREAT BEND

3705 10th St
Local: 620-792-3908
Toll Free: 866-792-7872

GREAT BEND

1520 Main
Local: 620-792-3908
Toll Free: 866-792-7872

HAYS

2418 Vine St
Local: 785-625-7070
Toll Free: 877-625-7872

HILL CITY

118 W Main St
Local: 785-421-2916
Toll Free: 877-421-7872

HOXIE

825 Main
Local: 785-675-2400
Toll Free: 888-675-7872

LENORA

145 N Main St
Local: 785-567-4281
Toll Free: 877-567-7872

NORTON

117 N Norton Ave
Local: 785-877-4135
Toll Free: 877-550-7872

OSBORNE

221 W Main St
Local: 785-346-2199
Toll Free: 877-643-7872

PHILLIPSBURG

770 4th St
Local: 785-543-6694
Toll Free: 866-543-6694

PLAINVILLE

112 S Main St
Local: 785-434-4946
Toll Free: 866-551-7872

QUINTER

1127 Castle Rock St
Local: 785-754-2108
Toll Free: 877-750-7872

RUSSELL

238 E Wichita
Local: 785-483-5555
Toll Free: 866-383-6773

SALINA

104 N Sante Fe, Ste B
Local: 785-823-2498
Toll Free: 877-825-7872

SMITH CENTER

705 North F St
Local: 785-282-3535
Toll Free: 866-419-6439

STOCKTON

523 Main St
Local: 785-425-6750
Toll Free: 877-425-6750

WAKEENEY

137 N Main St
Local: 785-743-2747
Toll Free: 877-743-7872



Lifeline



What Type of Discount Is Available?

Lifeline assistance lowers the cost of basic monthly local phone service. Eligible consumers can receive up to \$17.02 per month in discounts. Please visit a Nex-Tech store to see what discounts are available in your area.

Toll Limitation Service (TLS) support allows eligible consumers who wish to avoid incurring large long distance fees to choose toll blocking or toll control at no cost.

How Do I Know Whether I Am Eligible?

Eligibility for Lifeline and TLS support varies by state. Individuals who reside in states that have their own discount programs qualify for federal Lifeline and TLS support if they meet the eligibility criteria established by their state. An individual is eligible if he or she participates in one of the following programs:

1. Temporary Assistance for Needy Families (TANF)
2. Supplemental Security Income (SSI)
3. General Assistance (GA)
4. Medicaid
5. Food Stamps

Also, a consumer may be eligible if his or her household income is at or below 150% of the federal poverty level. A consumer must provide THREE CONSECUTIVE MONTHS of statements as documentation of income, or provide a copy of their tax return for the previous year.

Who Qualifies for Lifeline?

Eligibility requirements for both State and Federal are to provide proof of participation in one of the following programs:

- Food Distribution Program
- Temporary Assistance for Needy Families (TANF)
- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- Supplemental Security Income (SSI)
- General Assistance
- Low Income Energy Assistance Program (LIEAP)
- National School Lunch Program free lunch
- Section 8 Public Housing Assistance Program
- Individuals living on tribal land receiving:
 - Bureau of Indian Affairs general assistance
 - Tribally-administered Temporary Assistance for Needy Families (TANF)
 - Head Start (tribal programs for only those meeting income qualifying standards)
 - Tribally Administered Free School Lunch Program



Self-Certification Form for Income Eligibility

The Kansas Lifeline Service Program (KLSP) includes income-based eligibility criteria. These criteria are based on the poverty guidelines updated periodically in the Federal Register by the U.S. Department of Health and Human Services (HHS) under authority of 42 U.S.C. §9902(2). For KLSP eligibility, the total household income must be at or below 150% of the federal poverty guidelines published yearly by HHS. Customers eligible under the KLSP criteria, are required to self-certify such eligibility.

Income-Based Eligibility	
Family Members	Maximum Annual Income
1	\$17,235
2	\$23,265
3	\$29,295
4	\$35,325
5	\$41,355
6	\$47,385
7	\$53,415
8	\$59,445

For each additional person, add \$6,030

How Do I Apply to Receive Lifeline and TLS Support Discounts?

Contact a Nex-Tech store. The Universal Service Administrative Company's (USAC) website contains state specific Lifeline contact information for many companies at www.lifelinesupport.org. You also may call USAC toll free at 1-888-641-8722 with any questions about Lifeline and TLS discounts.

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0572-0031. The time required to complete this information collection is estimated to average 4 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

411826KS3017

USDA-RUS

REDACTED

This data will be used by RUS to review your financial situation. Your response is required by 7 U.S.C. 901 et seq. and, subject to federal laws and regulations regarding confidential information, will be treated as confidential.

**OPERATING REPORT FOR
TELECOMMUNICATIONS BORROWERS**

BORROWER NAME

Rural Telephone Service Company, Inc.

(Prepared with Audited Data)

INSTRUCTIONS-Submit report to RUS within 30 days after close of the period.
For detailed instructions, see RUS Bulletin 1744-2. Report in whole dollars only.

PERIOD ENDING

December, 2012

BORROWER DESIGNATION

KS0537

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.

ALL INSURANCE REQUIRED BY 7 CFR PART 1788, CHAPTER XVII, RUS, WAS IN FORCE DURING THE REPORTING PERIOD AND RENEWALS HAVE BEEN OBTAINED FOR ALL POLICIES.

DURING THE PERIOD COVERED BY THIS REPORT PURSUANT TO PART 1788 OF 7CFR CHAPTER XVII

(Check one of the following)

All of the obligations under the RUS loan documents have been fulfilled in all material respects.

There has been a default in the fulfillment of the obligations under the RUS loan documents. Said default(s) is/are specifically described in the Telecom Operating Report

Larry Sevier

3/28/2013

DATE

PART A. BALANCE SHEET

ASSETS	BALANCE	BALANCE	LIABILITIES AND STOCKHOLDERS' EQUITY	BALANCE	BALANCE
	PRIOR YEAR	END OF PERIOD		PRIOR YEAR	END OF PERIOD
CURRENT ASSETS			CURRENT LIABILITIES		
1. Cash and Equivalents			25. Accounts Payable		
2. Cash-RUS Construction Fund			26. Notes Payable		
3. Affiliates:			27. Advance Billings and Payments		
a. Telecom, Accounts Receivable			28. Customer Deposits		
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			33. Other Taxes Accrued		
c. Notes Receivable			34. Other Current Liabilities		
5. Interest and Dividends Receivable			35. Total Current Liabilities (25 thru 34)		
6. Material-Regulated			LONG-TERM DEBT		
7. Material-Nonregulated			36. Funded Debt-RUS Notes		
8. Prepayments			37. Funded Debt-RTB Notes		
9. Other Current Assets			38. Funded Debt-FFB Notes		
10. Total Current Assets (1 Thru 9)			39. Funded Debt-Other		
NONCURRENT ASSETS			40. Funded Debt-Rural Develop. Loan		
11. Investment in Affiliated Companies			41. Premium (Discount) on L/T Debt		
a. Rural Development			42. Reacquired Debt		
b. Nonrural Development			43. Obligations Under Capital Lease		
12. Other Investments			44. Adv. From Affiliated Companies		
a. Rural Development			45. Other Long-Term Debt		
b. Nonrural Development			46. Total Long-Term Debt (36 thru 45)		
13. Nonregulated Investments			OTHER LIAB. & DEF. CREDITS		
14. Other Noncurrent Assets			47. Other Long-Term Liabilities		
15. Deferred Charges			48. Other Deferred Credits		
16. Jurisdictional Differences			49. Other Jurisdictional Differences		
17. Total Noncurrent Assets (11 thru 16)			50. Total Other Liabilities and Deferred Credits (47 thru 49)		
PLANT, PROPERTY, AND EQUIPMENT			EQUITY		
18. Telecom, Plant-in-Service			51. Cap. Stock Outstand. & Subscribed		
19. Property Held for Future Use			52. Additional Paid-in-Capital		
20. Plant Under Construction			53. Treasury Stock		
21. Plant Adj., Nonop. Plant & Goodwill			54. Membership and Cap. Certificates		
22. Less Accumulated Depreciation			55. Other Capital		
23. Net Plant (18 thru 21 less 22)			56. Patronage Capital Credits		
24. TOTAL ASSETS (10+17+23)			57. Retained Earnings or Margins		
			58. Total Equity (51 thru 57)		
			59. TOTAL LIABILITIES AND EQUITY (35+46+50+58)		

USDA-RUS
411826KS3017 REDACTED
OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS

BORROWER DESIGNATION
 KS0537
 PERIOD ENDING
 December, 2012

INSTRUCTIONS- See RUS Bulletin 1744-2

PART B. STATEMENTS OF INCOME AND RETAINED EARNINGS OR MARGINS

ITEM	PRIOR YEAR	THIS YEAR
1. Local Network Services Revenues		
2. Network Access Services Revenues		
3. Long Distance Network Services Revenues		
4. Carrier Billing and Collection Revenues		
5. Miscellaneous Revenues		
6. Uncollectible Revenues		
7. Net Operating Revenues (1 thru 5 less 6)		
8. Plant Specific Operations Expense		
9. Plant Nonspecific Operations Expense (Excluding Depreciation & Amortization)		
10. Depreciation Expense		
11. Amortization Expense		
12. Customer Operations Expense		
13. Corporate Operations Expense		
14. Total Operating Expenses (8 thru 13)		
15. Operating Income or Margins (7 less 14)		
16. Other Operating Income and Expenses		
17. State and Local Taxes		
18. Federal Income Taxes		
19. Other Taxes		
20. Total Operating Taxes (17+18+19)		
21. Net Operating Income or Margins (15+16-20)		
22. Interest on Funded Debt		
23. Interest Expense - Capital Leases		
24. Other Interest Expense		
25. Allowance for Funds Used During Construction		
26. Total Fixed Charges (22+23+24-25)		
27. Nonoperating Net Income		
28. Extraordinary Items		
29. Jurisdictional Differences		
30. Nonregulated Net Income		
31. Total Net Income or Margins (21+27+28+29+30-26)		
32. Total Taxes Based on Income		
33. Retained Earnings or Margins Beginning-of-Year		
34. Miscellaneous Credits Year-to-Date		
35. Dividends Declared (Common)		
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)]		
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)		
44. Annual Debt Service Payments		
45. Cash Ratio [(14+20-10-11) / 7]		
46. Operating Accrual Ratio [(14+20+26) / 7]		
47. TIER [(31+26) / 26]		
48. DSCR [(31+26+10+11) / 44]		

411826KS3017	REDACTED	USDA-RUS	BORROWER DESIGNATION KS0537 PERIOD ENDED December, 2012
OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS			
INSTRUCTIONS - See RUS Bulletin 1744-2			

Part C. SUBSCRIBER (ACCESS LINE), ROUTE MILE, & HIGH SPEED DATA INFORMATION

EXCHANGE	1. RATES		2. SUBSCRIBERS (ACCESS LINES)			3. ROUTE MILES	
	B-1 (a)	R-1 (b)	BUSINESS (a)	RESIDENTIAL (b)	TOTAL (c)	TOTAL (including fiber) (a)	FIBER (b)
AGRA	19.25	16.75					
ALTON	19.25	16.75					
ATHOL	19.25	16.75					
COLLYER	19.25	16.75					
DAMAR	19.25	16.75					
EDMOND	19.25	16.75					
GALATIA	19.25	16.75					
GAYLORD	19.25	16.75					
GOVE	19.25	16.75					
GRAINFIELD	19.25	16.75					
HILL CITY	19.25	16.75					
JENNINGS	19.25	16.75					
KENSINGTON	19.25	16.75					
LENORA	19.25	16.75					
LOGAN	19.25	16.75					
LONG ISLAND	19.25	16.75					
MORLAND	19.25	16.75					
NATOMA	19.25	16.75					
OLMITZ	19.25	16.75					
PALCO	19.25	16.75					
PRAIRIE VIEW	19.25	16.75					
QUINTER	19.25	16.75					
REXFORD	19.25	16.75					
SELDEN	19.25	16.75					
VICTORIA	19.25	16.75					
WAKEENEY	19.25	16.75					
WOODRUFF	19.25	16.75					
WOODSTON	19.25	16.75					
ZURICH	19.25	16.75					
BURR OAK	28.75	17.80					
COURTLAND	28.75	17.80					
DOWNS	28.75	17.80					
ESBON	28.75	17.80					
IONIA	28.75	17.80					
LEBANON	28.75	17.80					
OSBORNE	26.00	16.25					
REPUBLIC	28.75	17.80					
RUSSELL	28.75	17.80					
WEBBER	28.75	17.80					
MobileWireless					0		
Route Mileage Outside Exchange Area							
Total							
No. Exchanges	39						

411826KS3017	REDACTED	USDA-RUS	BORROWER DESIGNATION KS0537 PERIOD ENDED December, 2012
OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS			
INSTRUCTIONS - See RUS Bulletin 1744-2			

Part C. SUBSCRIBER (ACCESS LINE), ROUTE MILE, & HIGH SPEED DATA INFORMATION

4. BROADBAND SERVICE

Details on Least Expensive Broadband Service

EXCHANGE	No. Access Lines with BB available (a)	No Of Broadband Subscribers (b)	Number Of Subscribers (c)	Advertised Download Rate (Kbps) (d)	Advertised Upload Rate (Kbps) (e)	Price Per Month (f)	Standalone/Pckg (f)	Type Of Technology (g)
AGRA				1,500	512	19.95	Package	DSL
ALTON				1,500	512	19.95	Package	DSL
ATHOL				1,500	512	19.95	Package	Fiber to the Home
COLLYER				1,500	512	19.95	Package	Fiber to the Home
DAMAR				1,500	512	19.95	Package	Fiber to the Home
EDMOND				1,500	512	19.95	Package	Fiber to the Home
GALATIA				1,500	512	19.95	Package	DSL
GAYLORD				1,500	512	19.95	Package	DSL
GOVE				1,500	512	19.95	Package	Fiber to the Home
GRAINFIELD				1,500	512	19.95	Package	DSL
HILL CITY				1,500	512	19.95	Package	Fiber to the Home
JENNINGS				1,500	512	19.95	Package	Fiber to the Home
KENSINGTON				1,500	512	19.95	Package	DSL
LENORA				1,500	512	19.95	Package	DSL
LOGAN				1,500	512	19.95	Package	Fiber to the Home
LONG ISLAND				1,500	512	19.95	Package	Fiber to the Home
MORLAND				1,500	512	19.95	Package	Fiber to the Home
NATOMA				1,500	512	19.95	Package	DSL
OLMITZ				1,500	512	19.95	Package	DSL
PALCO				1,500	512	19.95	Package	Fiber to the Home
PRAIRIE VIEW				1,500	512	19.95	Package	Fiber to the Home
QUINTER				1,500	512	19.95	Package	Fiber to the Home
REXFORD				1,500	512	19.95	Package	DSL
SELDEN				1,500	512	19.95	Package	DSL
VICTORIA				1,500	512	19.95	Package	Fiber to the Home
WAKEENEY				1,500	512	19.95	Package	Fiber to the Home
WOODRUFF				1,500	512	19.95	Package	DSL
WOODSTON				1,500	512	19.95	Package	Fiber to the Home
ZURICH				1,500	512	19.95	Package	DSL
BURR OAK				1,500	512	19.95	Package	Fiber to the Home
COURTLAND				1,500	512	19.95	Package	Fiber to the Home
DOWNS				1,500	512	19.95	Package	Fiber to the Home
ESBON				1,500	512	19.95	Package	Fiber to the Home
IONIA				1,500	512	19.95	Package	Fiber to the Home
LEBANON				1,500	512	19.95	Package	Fiber to the Home
OSBORNE				1,500	512	19.95	Package	Fiber to the Home
REPUBLIC				1,500	512	19.95	Package	Fiber to the Home
RUSSELL				1,500	512	19.95	Package	Fiber to the Home
WEBSTER				1,500	512	19.95	Package	Fiber to the Home

411826KS3017	REDACTED	USDA-RUS	BORROWER DESIGNATION
OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS			KS0537
			PERIOD ENDED
<i>INSTRUCTIONS - See RUS Bulletin 1744-2</i>			December, 2012
			Part C. SUBSCRIBER (ACCESS LINE), ROUTE MILE, & HIGH SPEED DATA INFORMATION
Total	[REDACTED]	[REDACTED]	[REDACTED]

USDA-RUS

411826KS3017

**OPERATING REPORT FOR
TELECOMMUNICATIONS BORROWERS**

BORROWER DESIGNATION

KS0537

PERIOD ENDING
December, 2012

INSTRUCTIONS- See RUS Bulletin 1744-2

PART D. SYSTEM DATA

1. No. Plant Employees	2. No. Other Employees	3. Square Miles Served	4. Access Lines per Square Mile	5. Subscribers per Route Mile
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PART E. TOLL DATA

1. Study Area ID Code(s) a. 411826 b. _____ c. _____ d. _____ e. _____ f. _____ g. _____ h. _____ i. _____ j. _____	2. Types of Toll Settlements (Check one)			
	Interstate:	<input type="checkbox"/> Average Schedule	<input checked="" type="checkbox"/> Cost Basis	
	Intrastate:	<input type="checkbox"/> Average Schedule	<input checked="" type="checkbox"/> Cost Basis	

PART F. FUNDS INVESTED IN PLANT DURING YEAR

1. RUS, RTB, & FFB Loan Funds Expended	
2. Other Long-Term Loan Funds Expended	
3. Funds Expended Under RUS Interim Approval	
4. Other Short-Term Loan Funds Expended	
5. General Funds Expended (Other than Interim)	
6. Salvaged Materials	
7. Contribution in Aid to Construction	
8. Gross Additions to Telecom. Plant (1 thru 7)	

PART G. INVESTMENTS IN AFFILIATED COMPANIES

INVESTMENTS (a)	CURRENT YEAR DATA		CUMULATIVE DATA		
	Investment This Year (b)	Income/Loss This Year (c)	Cumulative Investment To Date (d)	Cumulative Income/Loss To Date (e)	Current Balance (f)
1. Investment in Affiliated Companies - Rural Development					
2. Investment in Affiliated Companies - Nonrural Development					

<p>USDA-RUS 411826K53017 - REDACTED OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS</p>	<p>BORROWER DESIGNATION KS0537</p> <p>PERIOD ENDING December, 2012</p>
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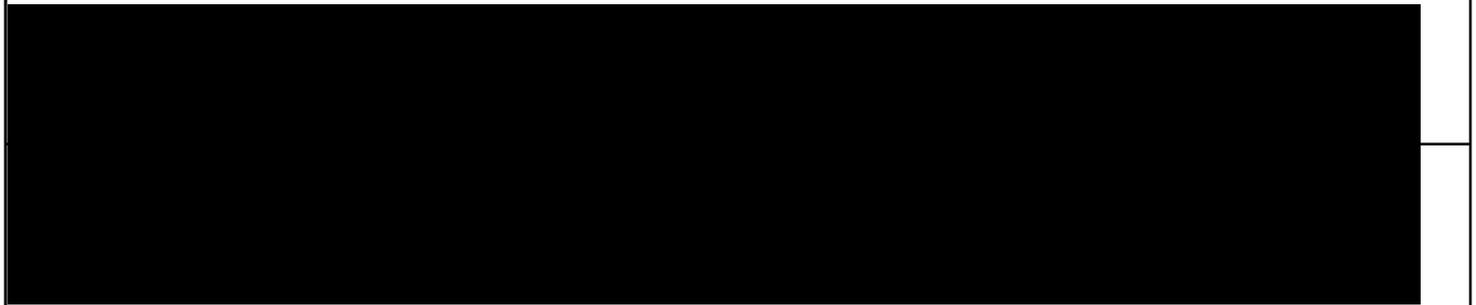
PART H. CURRENT DEPRECIATION RATES

Are corporation's depreciation rates approved by the regulatory authority with jurisdiction over the provision of telephone services? (Check one) YES NO

EQUIPMENT CATEGORY	DEPRECIATION RATE
1. Land and support assets - Motor Vehicles	
2. Land and support assets - Aircraft	
3. Land and support assets - Special purpose vehicles	
4. Land and support assets - Garage and other work equipment	23.98%
5. Land and support assets - Buildings	5.02%
6. Land and support assets - Furniture and Office equipment	16.84%
7. Land and support assets - General purpose computers	18.57%
8. Central Office Switching - Digital	11.58%
9. Central Office Switching - Analog & Electro-mechanical	
10. Central Office Switching - Operator Systems	
11. Central Office Transmission - Radio Systems	14.28%
12. Central Office Transmission - Circuit equipment	16.00%
13. Information origination/termination - Station apparatus	22.18%
14. Information origination/termination - Customer premises wiring	
15. Information origination/termination - Large private branch exchanges	
16. Information origination/termination - Public telephone terminal equipment	19.58%
17. Information origination/termination - Other terminal equipment	
18. Cable and wire facilities - Poles	15.81%
19. Cable and wire facilities - Aerial cable - Metal	17.58%
20. Cable and wire facilities - Aerial cable - Fiber	17.58%
21. Cable and wire facilities - Underground cable - Metal	5.38%
22. Cable and wire facilities - Underground cable - Fiber	5.38%
23. Cable and wire facilities - Buried cable - Metal	5.68%
24. Cable and wire facilities - Buried cable - Fiber	5.68%
25. Cable and wire facilities - Conduit systems	6.48%
26. Cable and wire facilities - Other	

<p>411826KS3017 REDACTED USDA-RUS</p> <p>OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS</p>	<p>BORROWER DESIGNATION KS0537</p>
<p>INSTRUCTIONS – See help in the online application.</p>	<p>PERIOD ENDED December, 2012</p>
<p>PART I – STATEMENT OF CASH FLOWS</p>	
<p>1. Beginning Cash (Cash and Equivalents plus RUS Construction Fund)</p>	<p>[REDACTED]</p>
<p>CASH FLOWS FROM OPERATING ACTIVITIES</p>	
<p>2. Net Income</p>	<p>[REDACTED]</p>
<p><i>Adjustments to Reconcile Net Income to Net Cash Provided by Operating Activities</i></p>	
<p>3. Add: Depreciation</p>	<p>[REDACTED]</p>
<p>4. Add: Amortization</p>	<p>[REDACTED]</p>
<p>5. Other (Explain) Net Plant Adjustments, Retirements and Salvage</p>	<p>[REDACTED]</p>
<p><i>Changes in Operating Assets and Liabilities</i></p>	
<p>6. Decrease/(Increase) in Accounts Receivable</p>	<p>[REDACTED]</p>
<p>7. Decrease/(Increase) in Materials and Inventory</p>	<p>[REDACTED]</p>
<p>8. Decrease/(Increase) in Prepayments and Deferred Charges</p>	<p>[REDACTED]</p>
<p>9. Decrease/(Increase) in Other Current Assets</p>	<p>[REDACTED]</p>
<p>10. Increase/(Decrease) in Accounts Payable</p>	<p>[REDACTED]</p>
<p>11. Increase/(Decrease) in Advance Billings & Payments</p>	<p>[REDACTED]</p>
<p>12. Increase/(Decrease) in Other Current Liabilities</p>	<p>[REDACTED]</p>
<p>13. Net Cash Provided/(Used) by Operations</p>	<p>[REDACTED]</p>
<p>CASH FLOWS FROM FINANCING ACTIVITIES</p>	
<p>14. Decrease/(Increase) in Notes Receivable</p>	<p>[REDACTED]</p>
<p>15. Increase/(Decrease) in Notes Payable</p>	<p>[REDACTED]</p>
<p>16. Increase/(Decrease) in Customer Deposits</p>	<p>[REDACTED]</p>
<p>17. Net Increase/(Decrease) in Long Term Debt (Including Current Maturities)</p>	<p>[REDACTED]</p>
<p>18. Increase/(Decrease) in Other Liabilities & Deferred Credits</p>	<p>[REDACTED]</p>
<p>19. Increase/(Decrease) in Capital Stock, Paid-in Capital, Membership and Capital Certificates & Other Capital</p>	<p>[REDACTED]</p>
<p>20. Less: Payment of Dividends</p>	<p>[REDACTED]</p>
<p>21. Less: Patronage Capital Credits Retired</p>	<p>[REDACTED]</p>
<p>22. Other (Explain) Change in Equity & Retained Capital Credits from Estates and business liquidations as dividends</p>	<p>[REDACTED]</p>
<p>23. Net Cash Provided/(Used) by Financing Activities</p>	<p>[REDACTED]</p>
<p>CASH FLOWS FROM INVESTING ACTIVITIES</p>	
<p>24. Net Capital Expenditures (Property, Plant & Equipment)</p>	<p>[REDACTED]</p>
<p>25. Other Long-Term Investments</p>	<p>[REDACTED]</p>
<p>26. Other Noncurrent Assets & Jurisdictional Differences</p>	<p>[REDACTED]</p>
<p>27. Other (Explain) Changes in Interest Rec; Accrued Taxes</p>	<p>[REDACTED]</p>
<p>28. Net Cash Provided/(Used) by Investing Activities</p>	<p>[REDACTED]</p>
<p>29. Net Increase/(Decrease) in Cash</p>	<p>[REDACTED]</p>
<p>30. Ending Cash</p>	<p>[REDACTED]</p>

Revision Date 2010

<p>411826KS3017 REDACTED</p> <p>OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS</p>	<p>BORROWER DESIGNATION</p> <p>KS0537</p>
<p>INSTRUCTIONS - See RUS Bulletin 1744-2</p>	<p>PERIOD ENDED</p> <p>December, 2012</p>
<p>NOTES TO THE OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS</p>	
	

<p>411826KS3017 REDACTED</p> <p>OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS</p>	<p>BORROWER DESIGNATION</p> <p>KS0537</p>
<p>INSTRUCTIONS - See RUS Bulletin 1744-2</p>	<p>PERIOD ENDED</p> <p>December, 2012</p>
<p>CERTIFICATION LOAN DEFAULT NOTES TO THE OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS</p>	



The Board of Trustees
Rural Telephone Service Company, Inc.
Lenora, Kansas

INDEPENDENT AUDITORS' MANAGEMENT LETTER

We have audited the consolidated financial statements of Rural Telephone Service Company, Inc. and Subsidiary for the year ended December 31, 2012 and have issued our report thereon dated April 26, 2013. We conducted our audit in accordance with auditing standards generally accepted in the United States of America, the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States, and 7 CFR Part 1773, Policy on Audits of Rural Utilities Service (RUS) Borrowers. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement.

In planning and performing our audit of the consolidated financial statements of Rural Telephone Service Company, Inc. and Subsidiary for the year ended December 31, 2012, we considered their internal control over financial reporting (internal control) to determine the audit procedures that are appropriate in the circumstances for the purpose of expressing an opinion on the consolidated financial statements, but not for the purpose of expressing an opinion on the effectiveness of internal control. Accordingly, we do not express an opinion on the effectiveness of internal control.

A deficiency in internal control exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent or detect and correct misstatements on a timely basis. *A material weakness* is a deficiency, or combination of deficiencies, in internal control such that there is a reasonable possibility that a material misstatement of the entity's financial statements will not be prevented, or detected and corrected on a timely basis. *A significant deficiency* is a deficiency or a combination of deficiencies in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

Our consideration of internal control was for the limited purpose described and was not designed to identify all deficiencies in internal control that might be significant deficiencies or material weaknesses. Given these limitations, during our audit we did not identify any deficiencies in internal control that we consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

* * * * *

7 CFR Part 1773.33 requires comments on specific aspects of the internal control over financial reporting, compliance with specific RUS loan and security instrument provisions, and other additional matters. We have grouped our comments accordingly. In addition to obtaining reasonable assurance about whether the financial statements are free from material misstatements, at your request, we performed tests of specific aspects of the internal control over financial reporting, of compliance with specific RUS loan and security instrument provisions, and of additional matters. The specific aspects of the internal control, compliance with specific RUS loan and security instrument provisions, and additional matters tested include, among other things, the accounting procedures and records, materials control, compliance with specific RUS loan and security instrument provisions set forth in 7

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CFR Part 1773.33(e)(2), and related party transactions and investments. In addition, our audit of the consolidated financial statements also included the procedures specified in 7 CFR Part 1773.38-.45. Our objective was not to provide an opinion on these specific aspects of the internal control, compliance with specific RUS loan and security instrument provisions, or additional matters, and accordingly, we express no opinion thereon.

No reports (other than our independent auditors' report, and our independent auditors' report on compliance and on internal control over financial reporting, all dated April 26, 2013) or summary of recommendations related to our audit have been furnished to management.

Our comments on specific aspects of the internal control over financial reporting, compliance with specific RUS loan and security instruments provisions, and other additional matters as required by 7 CFR Part 1773.33 are presented below.

COMMENTS ON CERTAIN SPECIFIC ASPECTS OF THE INTERNAL CONTROL OVER FINANCIAL REPORTING

We noted no matters regarding Rural Telephone Service Company, Inc. and Subsidiary's internal control over financial reporting and its operation that we consider to be a material weakness as previously defined with respect to:

- the accounting procedures and records;
- the process for accumulating and recording labor, material, and overhead costs, and the distribution of these costs to construction, retirement, and maintenance or other expense accounts; and
- the materials control.

COMMENTS ON COMPLIANCE WITH SPECIFIC RUS LOAN AND SECURITY INSTRUMENT PROVISIONS

At your request, we have performed the procedures enumerated below with respect to compliance with certain provisions of laws, regulations, contracts, and grants. The procedures we performed are summarized as follows:

- Procedures performed with respect to the requirement for a borrower to obtain written approval of the mortgagee to enter into any contract, agreement or lease between the borrower and affiliate of Rural Telephone Service Company, Inc. and Subsidiary for the year ended December 31, 2012:
 - During the year ended December 31, 2012, the borrower did not enter into any new written contracts for the operation or maintenance of all or any part of its property, for the use of its property by others, or for services *pertaining* to toll traffic, operator assistance, or switching as defined in §1773.33(e)(2)(i).

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COMMENTS ON COMPLIANCE WITH SPECIFIC RUS LOAN AND SECURITY INSTRUMENT PROVISIONS (CONTINUED)

- Procedure performed with respect to the requirement to submit the Operating Report for Telecommunications Borrowers (formerly Form 479) to the RUS are as follows:
 - Agreed amounts reported in Telecom Operating Report to Rural Telephone Service Company, Inc.'s records.

The results of our tests indicate that, with respect to the items tested, Rural Telephone Service Company, Inc. and Subsidiary complied, except as noted below, in all material respects, with the specific RUS loan and security instrument provisions referred to below. The specific provisions tested, as well as any exceptions noted, include the requirements that:

- The borrower has obtained written approval of the RUS to enter into any contract, agreement or lease with an affiliate, as defined in 7 CFR Part 1773.33(e)(2)(i). However, during the year ended December 31, 2012, the borrower did not enter into any new contracts as previously defined.
- The borrower has submitted its Telecom Operating Report to the RUS and the Telecom Operating Report, as of December 31, 2012, represented by the borrower as having been submitted to RUS, is in agreement with Rural Telephone Service Company, Inc.'s audit records, in all material respects, and appears reasonable based upon the audit procedures performed.

COMMENTS ON OTHER ADDITIONAL MATTERS

In connection with our audit of the consolidated financial statements of Rural Telephone Service Company, Inc. and Subsidiary, nothing came to our attention that caused us to believe that Rural Telephone Service Company, Inc. and Subsidiary failed to comply with respect to:

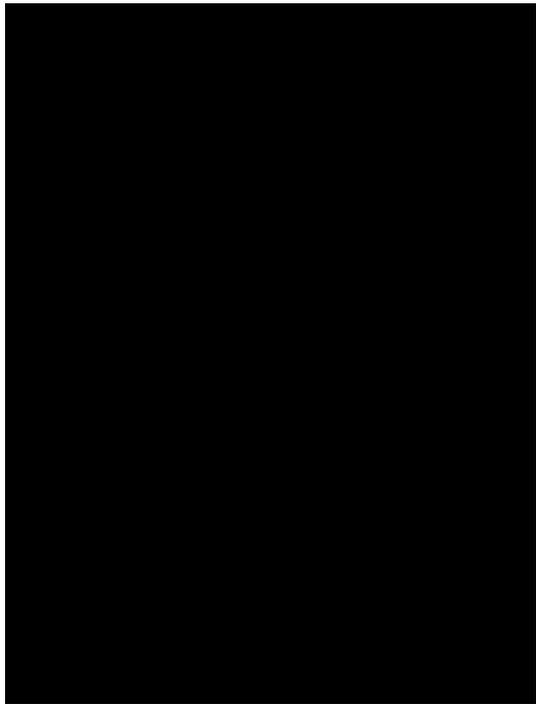
- the reconciliation of continuing property records to the controlling general ledger plant accounts addressed at 7 CFR Part 1773.33(c)(1).
- the clearing of construction accounts and the accrual of depreciation on completed construction addressed at 7 CFR Part 1773.33(c)(2);
- the retirement of plant addressed at 7 CFR Parts 1773.33(c)(3) and (4);
- the approval of the sale, lease or transfer of capital assets and disposition of proceeds for the sale or lease of plant, material, or scrap addressed at 7 CFR Part 1773.33(c)(5);
- the disclosure of material related party transactions, in accordance with U.S. generally accepted accounting principles, for the year ended December 31, 2012 in the financial statements referenced in the first paragraph of this report, addressed at 7 CFR Part 1773.33(e); and
- the detailed schedule of investments.

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COMMENTS ON OTHER ADDITIONAL MATTERS (CONTINUED)

Our audit was made for the purpose of forming an opinion on the basic financial statements taken as a whole. The detailed schedule of investments required by 7 CFR 1773.33(i), and provided below, is presented for purposes of additional analysis and is not a required part of the basic financial statements. This information has been subjected to the auditing procedures applied in our audit of the basic financial statements and, in our opinion, is fairly stated in all material respects in relation to the basic financial statements taken as a whole.

	<u>Nex-Tech, Inc.</u>	Note Receivable From Nex-Tech <u>Wireless, LLC</u>
Original Investment Cost		
Investment Advances through 12/31/11		
Note Repayments through 12/31/11		
Undistributed Earnings through 12/31/11		
Book Value of Investment as of 12/31/11		
Investment Advances during 2012		
Return of investment during 2012		
Note Repayments during 2012		
Undistributed Earnings (loss) during 2012		
Book Value of Investment as of 12/31/12		
Accumulated losses in excess of original investment		



Nex-Tech, Inc. is a wholly-owned subsidiary providing cable, internet and various other nonregulated telecommunications services. Nex-Tech also sells and installs computer hardware and software.

Nex-Tech Wireless, LLC is an entity formed in 2004 to provide wireless phone service to north central Kansas. This entity is 47.5% owned by Nex-Tech, Inc.

The Board of Trustees
Rural Telephone Service Company, Inc.
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This report is intended solely for the information and use of the Board of Trustees, management, and the RUS and supplemental lenders and is not intended to be and should not be used by anyone other than these specified parties. However, this report is a matter of public record and its distribution is not limited.

A handwritten signature in cursive script, reading "Santam Fischheim Ho". The signature is written in black ink and is positioned in the upper right quadrant of the page.

April 26, 2013