



Your business  
is our business.

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October 11, 2013

**VIA Electronic Comment Filing System**

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

**Re: WC Docket No. 10-90, WC Docket No. 11-42  
2013 ETC Annual Report of Horry Telephone Cooperative, Inc.  
Study Area Code 249004**

Dear Ms. Dortch:

On behalf of Horry Telephone Cooperative, Inc., JSI files the attached FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission's rules.<sup>1</sup>

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall  
JSI Vice President  
301-459-7590  
[jkuykendall@jsitel.com](mailto:jkuykendall@jsitel.com)

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<sup>1</sup> 47 C.F.R. §§ 54.313, 54.422.

<b>FCC Form 481 - Carrier Annual Reporting Data Collection Form</b>	<b>FCC Form 481</b> OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	249004
<015> Study Area Name	Horry Telephone Cooperative Inc
<020> Program Year	2014
<030> Contact Name: Person USAC should contact with questions about this data	Jamie Ponder
<035> Contact Telephone Number: Number of the person identified in data line <030>	843-369-8640
<039> Contact Email Address: Email of the person identified in data line <030>	jamie.ponder@htcinc.net

<b>ANNUAL REPORTING FOR ALL CARRIERS</b>	<b>54.313</b>	<b>54.422</b>
	<b>Completion</b>	<b>Completion</b>
	<b>Required</b>	<b>Required</b>

<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="4"/>	<input checked="" type="checkbox"/>
<310> Detail on Attempts (voice)	<input type="text" value="249004SC310"/> <i>(attach descriptive document)</i>	<input checked="" type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)	<input type="text"/>	<input type="checkbox"/>
<330> Detail on Attempts (broadband)	<input type="text"/> <i>(attach descriptive document)</i>	<input type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>
<410> Fixed	<input type="text" value="0.0"/>	<input checked="" type="checkbox"/>
<420> Mobile	<input type="text" value="4.2"/>	<input type="checkbox"/>
<430> Number of Complaints per 1,000 customers (broadband)		<input type="checkbox"/>
<440> Fixed	<input type="text"/>	<input type="checkbox"/>
<450> Mobile	<input type="text"/>	<input type="checkbox"/>
<500> Service Quality Standards & Consumer Protection Rules Compliance	<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>
<510> <input type="text" value="249004SC510"/>	<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="249004SC610"/>	<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 checked="" 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 type="checkbox"/>
<3005>	<i>(complete attached worksheet)</i>	<input type="checkbox"/>

<b>(100) Service Quality Improvement Reporting Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	249004
<015> Study Area Name	Horry Telephone Cooperative Inc
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Jamie Ponder
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<039> Contact Email Address - Email Address of person identified in data line <030>	jamie.ponder@htcinc.net

<110> Has your company received its ETC certification from the FCC?	(yes / no)	<input type="radio"/>	<input checked="" type="radio"/>
If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no)	<input type="radio"/>	<input checked="" 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"/>	<input type="checkbox"/>
<114> Report how much universal service (USF) support was received	<input type="checkbox"/>	<input type="checkbox"/>
<115> How (USF) was used to improve service quality	<input type="checkbox"/>	<input type="checkbox"/>
<116> How (USF) was used to improve service coverage	<input type="checkbox"/>	<input type="checkbox"/>
<117> How (USF) was used to improve service capacity	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>









<b>(900) Tribal Lands Reporting Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	249004
<015>	Study Area Name	Horry Telephone Cooperative Inc
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jamie Ponder
<035>	Contact Telephone Number - Number of person identified in data line <030>	843-369-8640
<039>	Contact Email Address - Email Address of person identified in data line <030>	jamie.ponder@htcinc.net

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

<920> Tribal Government Engagement Obligation

\_\_\_\_\_  
Name of Attached Document (.pdf)

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

- <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  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

<010>	Study Area Code	249004
<015>	Study Area Name	Horry Telephone Cooperative Inc
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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)

<b>(1200) Terms and Condition for Lifeline Customers</b> <b>Lifeline</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	249004
<015>	Study Area Name	Horry Telephone Cooperative Inc
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jamie Ponder
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<039>	Contact Email Address - Email Address of person identified in data line <030>	jamie.ponder@htcinc.net

<1210> Terms & Conditions of Voice Telephony Lifeline Plans 249004SC1210

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Name of attached document (.pdf)

<1220> Link to Public Website HTTP www.htcinc.net/customer\_lifeline.cfm

“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**

FCC Form 481

**Data Collection Form**

OMB Control No. 3060-0986/OMB Control No. 3060-0819

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

July 2013

<010>	Study Area Code	249004
<015>	Study Area Name	Horry Telephone Cooperative Inc
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jamie Ponder
<035>	Contact Telephone Number - Number of person identified in data line <030>	843-369-8640
<039>	Contact Email Address - Email Address of person identified in data line <030>	jamie.ponder@htcinc.net

**CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.**

**Incremental Connect America Phase I reporting**

- <2010> 2nd Year Certification {47 CFR § 54.313(b)(1)}
- <2011> 3rd Year Certification {47 CFR § 54.313(b)(2)}

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

- <2012> 2013 Frozen Support Certification
- <2013> 2014 Frozen Support Certification
- <2014> 2015 Frozen Support Certification
- <2015> 2016 and future Frozen Support Certification

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

- <2016> Certification Support Used to Build Broadband

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

- <2017> 3rd year Broadband Service Certification
- <2018> 5th year Broadband Service Certification
- <2019> Interim Progress Certification
- <2020> Please check the box to confirm that the attached PDF , on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

<2021> Interim Progress Community Anchor Institutions  Name of Attached Document Listing Required Information \_\_\_\_\_

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

<010> Study Area Code	249004
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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 type="checkbox"/></p>
<p>(3013) Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}</p>		<p><input 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 type="checkbox"/> (Yes/No)</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><input type="checkbox"/></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 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><input type="checkbox"/></p>

<b>Certification - Reporting Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	249004
<015> Study Area Name	Horry Telephone Cooperative Inc
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<030> Contact Name - Person USAC should contact regarding this data	Jamie Ponder
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<039> Contact Email Address - Email Address of person identified in data line <030>	jamie.ponder@htcinc.net

**TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:**

<b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

<b>Certification - Agent / Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<b>&lt;010&gt;</b>	Study Area Code	249004
<b>&lt;015&gt;</b>	Study Area Name	Horry Telephone Cooperative Inc
<b>&lt;020&gt;</b>	Program Year	2014
<b>&lt;030&gt;</b>	Contact Name - Person USAC should contact regarding this data	Jamie Ponder
<b>&lt;035&gt;</b>	Contact Telephone Number - Number of person identified in data line <030>	843-369-8640
<b>&lt;039&gt;</b>	Contact Email Address - Email Address of person identified in data line <030>	jamie.ponder@htcinc.net

**TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:**

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) <u>John Staurulakis, Inc.</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	John Staurulakis, Inc.
Name of Reporting Carrier:	Horry Telephone Cooperative Inc
Signature of Authorized Officer:	CERTIFIED ONLINE <span style="float: right;">Date: 10/10/2013</span>
Printed name of Authorized Officer:	Carlton Lewis
Title or position of Authorized Officer:	CFO
Telephone number of Authorized Officer:	8433652151
Study Area Code of Reporting Carrier:	249004 <span style="float: right;">Filing Due Date for this form: 10/15/2013</span>
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**TO BE COMPLETED BY THE AUTHORIZED AGENT:**

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	Horry Telephone Cooperative Inc
Name of Authorized Agent or Employee of Agent:	John Staurulakis, Inc.
Signature of Authorized Agent or Employee of Agent:	CERTIFIED ONLINE <span style="float: right;">Date: 10/10/2013</span>
Printed name of Authorized Agent or Employee of Agent:	Mark Ozanick
Title or position of Authorized Agent or Employee of Agent:	Staff Consultant
Telephone number of Authorized Agent or Employee of Agent:	770-569-2105
Study Area Code of Reporting Carrier:	249004 <span style="float: right;">Filing Due Date for this form: 10/15/2013</span>
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

## Attachments

Horry Telephone Cooperative, Inc. f/k/a HTC Communications, LLC had four (4) unfulfilled service requests. Each of these customers initially purchased a handset and found that their coverage was limited in their homes. These customers were not interested in getting a microcell in their homes to improve signal coverage.

Horry Telephone Cooperative, Inc. f/k/a HTC Communications, LLC (“HTC”) adheres to the 11 points within the CTIA Consumer Code, including disclosing rates, additional taxes, fees, surcharges and terms of service; providing coverage maps; making customer service readily accessible; and allowing a trial period for new service.

**1. HORRY TELEPHONE COOPERATIVE, INC. F/K/A HTC COMMUNICATIONS, LLC DISCLOSES RATES AND TERMS OF SERVICE TO CONSUMERS**

For each service plan offered to new consumers, HTC discloses to consumers at point of sale and on its web sites, at least the following information, as applicable: (a) the coverage area for the service; (b) any activation or initiation fee; (c) the monthly access fee or base charge; (d) the amount and nature of any voice, messaging, or data allowances included in the plan (such as night and weekend minutes); (e) the charges for domestic usage in excess of any included allowances or outside of the coverage area; (f) for prepaid service plans, the period of time during which any balance is available for use; (g) whether there are prohibitions on data service usage and whether there are network management practices that will have a material impact on the customer’s wireless data experience; (h) whether any additional taxes, fees or surcharges apply; (i) the amount or range of any such fees or surcharges that are collected and retained by the carrier; (j) the amount or nature of any late payment fee; (k) whether a fixed-term contract is required and its duration; (l) the amount and nature of any early termination fee that may apply; and (m) the trial period during which a consumer may cancel service without any early termination fee, as long as the consumer complies with any applicable return policy.

**2. HORRY TELEPHONE COOPERATIVE, INC. F/K/A HTC COMMUNICATIONS, LLC MAKES AVAILABLE MAPS SHOWING WHERE SERVICE IS GENERALLY AVAILABLE**

HTC makes available at point of sale and on its web sites maps depicting approximate domestic coverage applicable to each of their service plans currently offered to consumers. To enable consumers to make comparisons among carriers, HTC generated this map using generally accepted methodologies and standards to depict outdoor coverage. All such maps will contain or link to an appropriate legend concerning limitations and/or variations in wireless coverage and map usage, including any geographic limitations on the availability of any services included in the plan. HTC periodically updates such maps as necessary to keep them reasonably current. If necessary to show the extent of service coverage available to customers from carriers’ roaming partners, HTC incorporates coverage maps from roaming partners that are generated using similar industry-accepted criteria, or if such information is not available, incorporate publicly available information regarding roaming partners’ coverage areas.

**3. HORRY TELEPHONE COOPERATIVE, INC. F/K/A HTC COMMUNICATIONS, LLC PROVIDES CONTRACT TERMS TO CUSTOMERS AND CONFIRMS CHANGES IN SERVICE**

When a customer initiates new service or a change in existing service, HTC provides or confirms any new material terms and conditions of the ongoing service with the customer.

**4. HORRY TELEPHONE COOPERATIVE, INC. F/K/A HTC COMMUNICATIONS, LLC ALLOWS A TRIAL PERIOD FOR NEW SERVICE**

When a customer initiates postpaid service with HTC, the customer will be informed of and given a period of not less than 14 days to try out the service. HTC does not impose an early termination fee if the customer cancels service within this period, provided that the customer complies with applicable return and/or exchange policies. Other charges, including usage charges, may still apply.

**5. HORRY TELEPHONE COOPERATIVE, INC. F/K/A HTC COMMUNICATIONS, LLC PROVIDES SPECIFIC DISCLOSURES IN ADVERTISING**

In advertising of prices for wireless service plans or devices, HTC discloses material charges and conditions related to the advertised prices and services, including if applicable and to the extent the advertising medium reasonably allows: (a) whether activation or initiation fees apply; (b) monthly access fees or base charges; (c) the amount and nature of any voice, messaging, or data service allowances included in the plan; (d) the charges for any domestic usage in excess of any included allowances or outside of the coverage area; (e) for prepaid service plans, the period of time during which any balance is available for use; (f) whether there are network management practices that will have a material impact on the customer's wireless data experience; (g) whether any additional taxes, fees or surcharges apply; (h) the amount or range of any such fees or surcharges that are collected and retained by the carrier; (i) whether a fixed-term contract is required and its duration; (j) early termination fees; (k) the terms and conditions related to receiving a product or service for "free;" (l) for any service plan advertised as "nationwide," (or using similar terms), the carrier will have available substantiation for this claim; and (i) whether prices or benefits apply only for a limited time or promotional period and, if so, whether any different fees or charges will apply for the remainder of the contract term.

**6. HORRY TELEPHONE COOPERATIVE, INC. F/K/A HTC COMMUNICATIONS, LLC SEPARATELY IDENTIFIES CARRIER CHARGES FROM TAXES ON BILLING STATEMENTS**

On customers' bills, HTC distinguishes (a) monthly charges for service and features, and other Charges collected and retained by HTC, from (b) taxes, fees and other charges collected by HTC and remitted to federal state or local governments. HTC will not label cost recovery fees or charges as taxes.

**7. HORRY TELEPHONE COOPERATIVE, INC. F/K/A HTC COMMUNICATIONS, LLC PROVIDES CUSTOMERS THE RIGHT TO TERMINATE SERVICE FOR CHANGES TO CONTRACT TERMS**

HTC will not modify the material terms of their postpaid customers' contracts in a manner that is materially adverse to those customers without providing a reasonable advance notice of a proposed modification and allowing those customers a time period of not less than 14 days to cancel their contracts with no early termination fee.

**8. HORRY TELEPHONE COOPERATIVE, INC. F/K/A HTC COMMUNICATIONS, LLC PROVIDES READY ACCESS TO CUSTOMER SERVICE**

Customers will be provided a toll-free telephone number to access HTC's customer service during normal business hours. Customer service contact information will be provided to customers online and on billing statements. HTC provides information about how customers can contact the carrier in writing, by toll-free telephone number, *via* the Internet or otherwise with any inquiries or complaints, and this information is included, at a minimum, on all billing statements, in written responses to customer inquiries and on HTC's web site. HTC also makes such contact information available, upon request, to any customer calling customer service departments.

**9. HORRY TELEPHONE COOPERATIVE, INC. F/K/A HTC COMMUNICATIONS, LLC PROMPTLY RESPONDS TO CONSUMER INQUIRIES AND COMPLAINTS RECEIVED FROM GOVERNMENT AGENCIES**

HTC responds in writing to state or federal administrative agencies within 30 days of receiving written consumer complaints from any such agency.

**10. HORRY TELEPHONE COOPERATIVE, INC. F/K/A HTC COMMUNICATIONS, LLC ABIDES BY POLICIES FOR PROTECTION OF CUSTOMER PRIVACY**

HTC abides by a policy regarding the privacy of customer information in accordance with applicable federal and state laws, and makes available to the public its privacy policy concerning information collected online. HTC abides by the CTIA Best Practices and Guidelines or Location-Based Services.

**11. HORRY TELEPHONE COOPERATIVE, INC. F/K/A HTC COMMUNICATIONS, LLC PROVIDES CONSUMERS WITH FREE NOTIFICATIONS FOR VOICE, DATA AND MESSAGING USAGE, AND INTERNATIONAL ROAMING**

HTC provides, at no charge: (a) a notification to consumers of currently-offered and future domestic wireless plans that include limited data allowances when consumers approach and exceed their allowance for data usage and will incur overage charges; (b) a notification to consumers of currently-offered and future domestic voice and messaging plans that include limited voice and messaging allowances when consumers approach and exceed their allowance for those services and will incur overage charges; and (c) a notification to consumers without an international roaming plan/package whose devices have registered abroad and who may incur charges for international usage. HTC generates the notifications described above to postpaid consumers based on information available at the time the notification is sent. Wireless consumers will not have to affirmatively sign up in order for

these notifications to be sent. HTC clearly and conspicuously discloses tools or services that enable consumers to track, monitor and/or set limits on voice, messaging and data usage.

Horry Telephone Cooperative, Inc. f/k/a HTC Communications, LLC (“HTC”) hereby certifies that it is able to function in emergency situations as set forth in 47 C.F.R. § 54.202(a)(2)<sup>1</sup> and Section 103-646 of the South Carolina Code of Regulations. HTC’s network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2) and Section 103-646 of the South Carolina Code of Regulations. HTC can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow HTC to manage traffic spikes throughout its network, as emergency situations require.

HTC’s network has either battery backup or permanent generators at all of its cell sites to ensure functionality in the absence of commercial power. To assist with managing traffic spikes resulting from emergency situations, HTC can also deploy cellular on wheels (COWs) units that can be placed at existing cell sites and other strategic locations. HTC also utilizes AT&T’s switches, which are equipped with emergency generators and have the capability of re-routing traffic in response to emergency conditions. Similarly, HTC monitors its cell sites with equipment capable of detecting service disruptions allowing HTC to respond quickly and effectively.

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<sup>1</sup> Section 54.202(a)(2) requires ETCs that are designated by the Commission to “demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.”



## GENERAL CUSTOMER SERVICES TARIFF

HORRY TELEPHONE COOPERATIVE, INC.  
CONWAY, SOUTH CAROLINA

First Revised Page 19  
Cancels Original Page 19  
Effective: June 1, 2012

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## 3. BASIC LOCAL EXCHANGE SERVICE

## 3.6 Lifeline

## 3.6.1 Description of Service

- A. The Lifeline Program is a federally mandated telephone assistance program designed to make telephone service available at reduced rates to eligible low-income residential customers. Basic terms and conditions are in compliance with the FCC's Order on Universal Service in CC Docket No. 97-157, which adopts the Federal-State Joint Board's recommendation in CC Docket No. 96-45, which complies with the Telecommunication Act of 1996. Specific terms and conditions are as prescribed by the South Carolina Public Service Commission and are as set forth in this Tariff.
- B. The Lifeline credit available to an eligible customer in South Carolina is equal to the total of federal support as established by the Federal Communications Commission and state support as established by the Public Service Commission of South Carolina. The amount of credit will not exceed the charge for local service, which includes the access line, the Subscriber Line Charge and local usage. C
- C. Lifeline is supported by the Federal Universal Service support mechanism.

## GENERAL CUSTOMER SERVICES TARIFF

HORRY TELEPHONE COOPERATIVE, INC.  
CONWAY, SOUTH CAROLINA

First Revised Page 20  
Cancels Original Page 20  
Effective: June 1, 2012

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## 3. BASIC LOCAL EXCHANGE SERVICE

## 3.6 Lifeline (Continued)

## 3.6.2 Regulations

## A. General

1. Lifeline Assistance is a non-transferable retail service offering for which qualifying low-income subscribers pay reduced charges, as provided for below. Lifeline Assistance enables eligible residential subscribers to pay reduced charges for voice telephony service that includes the following services: voice-grade access to the public switched network; local usage; access to emergency services; and toll limitation. C
2. A Lifeline customer may subscribe to any local service offering available to other residential customers.
3. The Lifeline Program rate reduction does not apply to Service Connection Charges. C
4. The Lifeline Program rate will not be available on a retroactive basis.

## GENERAL CUSTOMER SERVICES TARIFF

HORRY TELEPHONE COOPERATIVE, INC.  
CONWAY, SOUTH CAROLINA

First Revised Page 21  
Cancels Original Page 21  
Effective: June 1, 2012

## 3. BASIC LOCAL EXCHANGE SERVICE

## 3.6 Lifeline (Continued)

## 3.6.2 Regulations (Continued)

## A. General (Continued)

5. Toll blocking, if elected, will be provided at no charge to the Lifeline customer.
6. The deposit requirement is not applicable to a Lifeline customer who subscribes to toll blocking. If a Lifeline customer removes toll blocking prior to establishing an acceptable credit history, a deposit may be required. When applicable, advance payments will not exceed the connection and local service charges for one month.
7. A Lifeline customer's local service will not be disconnected for non-payment of regulated toll charges. Local service may be denied for non-payment of local calls in accordance with Section 2 of this Tariff. Access to toll service may be denied for non-payment of regulated tolls. A Lifeline customer's request for reconnection of local service will not be denied if the service was previously denied for non-payment of toll charges.

## B. Eligibility Requirements

1. To be eligible for a Lifeline credit, a customer's household income must be at or below 135 percent of the Federal Poverty Guidelines or be a current recipient, or have a dependent in their household that's a recipient, of any one of the following qualifying programs. C
  - a. Temporary Assistance for Needy Families (TANF) C
  - b. Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps
  - c. Medicaid
  - d. Supplemental Security Income (SSI)
  - e. Federal Public Housing Assistance
  - f. Low-Income Home Energy Assistance Program (LIHEAP)
  - g. National School Lunch Program's free lunch program
2. Other eligibility requirements may be established by the Commission. C

## GENERAL CUSTOMER SERVICES TARIFF

HORRY TELEPHONE COOPERATIVE, INC.  
CONWAY, SOUTH CAROLINA

First Revised Page 22  
Cancels Original Page 22  
Effective: June 1, 2012

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## 3. BASIC LOCAL EXCHANGE SERVICE

## 3.6 Lifeline (Continued)

## 3.6.2 Regulations (Continued)

## C. Certification

1. Each subscriber to Lifeline Assistance must provide documentation of income-based or program-based eligibility and certify in writing to the Cooperative, under penalty of perjury, that the subscriber receives benefits under a program outlined in paragraph B above, and must on that same document, agree to notify the Cooperative if the subscriber ceases to participate in the program(s) or to meet income eligibility requirements. The Cooperative shall retain all such subscriber certification in order to furnish proof of subscriber eligibility as may be required from time to time by state and federal Lifeline administrators. The Lifeline credit will not be established until the Cooperative has received proof of eligibility. If the customer requests service installation prior to the Cooperative's receipt of proof of eligibility, the requested service will be provided without the Lifeline credit. When eligibility documentation is provided subsequent to installation, the Lifeline credit will be provided on a going-forward basis. C
2. The Cooperative reserves the right to periodically audit its records, working in conjunction with the appropriate state and federal agencies, for the purpose of determining continuing eligibility. Information obtained during such audit will be treated as confidential information to the extent required under state and federal laws. The use or disclosure of information concerning enrollees will be limited to purposes directly connected with the administration of the Lifeline program.
3. When a customer is determined to be ineligible as a result of an audit, the Cooperative will contact the customer. If the customer cannot provide eligibility documentation, the Lifeline credit will be discontinued.
4. Resellers providing Lifeline service from this Tariff are responsible for determining proof of eligibility prior to requesting the service. Disclosure requirements described in 2. preceding are applicable to resellers of Lifeline service.
5. Lifeline customers must recertify annually in order to continue qualifying for discounted services under the Lifeline program. N

## GENERAL CUSTOMER SERVICES TARIFF

HORRY TELEPHONE COOPERATIVE, INC.  
CONWAY, SOUTH CAROLINA

Second Revised Page 23  
Cancels First Page 23  
Effective: June 1, 2012

## 3. BASIC LOCAL EXCHANGE SERVICE

## 3.6 Lifeline (Continued)

## 3.6.3 Rates and Charges

## A. General

1. Lifeline is provided as a monthly credit on the eligible residential subscriber's access line bill for local service.
2. Service Charges in Section 4 of this Tariff are applicable for installing or changing Lifeline service.
3. Deleted D
4. The Service Charges in Section 4 are not applicable when existing service is converted intact to Lifeline.

## B. The total Lifeline credit consists of one federal credit plus one state credit.

	<u>Monthly Credit</u>	
1. Federal Credit	\$9.25	R
2. State Credit	\$ 3.50	

## GENERAL CUSTOMER SERVICES TARIFF

HORRY TELEPHONE COOPERATIVE, INC.  
CONWAY, SOUTH CAROLINA

Original Page 24

Effective: September 24, 2002

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## 3. BASIC LOCAL EXCHANGE SERVICE

## 3.6 Lifeline (Continued)

## 3.6.3 Rates and Charges (Continued)

## C. Service Connection Charges

1. Service Charges do not apply to eligible customers with existing Residential Local Exchange Service when they convert to Lifeline.
2. Service Connection Charges will apply when:
  - a. Existing eligible residential Local Exchange Service customers also convert to a different class of eligible residential service and/or optional calling service(s) at the time the Lifeline billing is initiated.
  - b. A customer receiving Lifeline billing voluntarily elects to convert to telephone service arrangements, which preclude Lifeline eligibility.
3. Any subsequent moves or changes after the initial connection to the Lifeline service will be subject to the applicable Service Charges as outlined in Section 4 of this Tariff.

## GENERAL CUSTOMER SERVICES TARIFF

HORRY TELEPHONE COOPERATIVE, INC.  
CONWAY, SOUTH CAROLINA

Second Revised Page 2  
Cancels First Revised Page 2  
Effective: April 25, 2008

## 3. BASIC LOCAL EXCHANGE SERVICE

## 3.2 Exchange Access Line Service

The following schedule of rates is applicable to basic flat rate exchange access line service. The rates specified herein entitle subscribers to an unlimited number of calls to all exchange access lines bearing the designations of central offices within the serving exchange and basic service area additional exchanges listed in Section 3.2.2 of this Tariff. Subscribers may also subscribe to a basic flat rate exchange access line service that provides an unlimited number of calls to only those access lines within the same exchange (intra-exchange) of the subscriber.

3.2.1	Rates and Charges	Monthly <u>Rate</u>	
	A. Residence		
	1. Exchange Access Line - One Party	\$13.50	
	2. Exchange Access Line – One Party (Intra-exchange)	\$ 8.50	N
	B. Business		
	1. Exchange Access Line – One Party	\$24.00	
	C. Key System		
	1. Key System Line	\$24.00	
	D. Private Branch Exchange (PBX) Trunks	\$24.00	
	1. Combination	\$24.00	
	2. Inward Only	\$24.00	
	3. Outward Only	\$24.00	
	4. Direct Inward Dialing (DID)	\$24.00	

## GENERAL CUSTOMER SERVICES TARIFF

HORRY TELEPHONE COOPERATIVE, INC.  
CONWAY, SOUTH CAROLINA

First Revised Page 3  
Cancels Original Page 3  
Effective: September 1, 2005

## 3. BASIC LOCAL EXCHANGE SERVICE

## 3.2 Exchange Access Line Service (Continued)

## 3.2.1 Rates and Charges (Continued)

	Monthly Rate	
E. Exchange Sharing and Resale Trunks – Message Rate Service		
1. Per Trunk	\$24.50	
2. Per Local Message	\$ 0.12	
F. Public Telephone Access Service (PTAS)		
1. Exchange Access Line	\$ 24.00 <sup>1</sup>	I
2. Deleted		D
G. Network Access Register (NAR)		
1. Centrex Service		
a. Combination	\$ 10.00	
b. One-way incoming	\$ 10.00	
c. One-way outgoing	\$ 10.00	
2. Net Link™ Channel Service		
a. Combination	\$ 10.00	
b. One-way incoming	\$ 10.00	
c. One-way outgoing	\$ 10.00	

<sup>1</sup> The PTAS Exchange Access Line rate is to mirror the Business Exchange Access Line One-Party rate as a result of the mediated settlement in S.C. Public Service Commission Docket No. 97-186-C.

## GENERAL CUSTOMER SERVICES TARIFF

HORRY TELEPHONE COOPERATIVE, INC.  
CONWAY, SOUTH CAROLINA

Original Page 4

Effective: September 24, 2002

## 3. BASIC LOCAL EXCHANGE SERVICE

## 3.2. Exchange Access Line Service (Continued)

## 3.2.2 Local Calling Areas

The rates and charges specified in Section 3.2.1 entitle customers to access all stations bearing the central office designations of additional exchanges as shown below. The local calling area of the exchanges in the left-hand column also includes the exchanges listed under the Additional Exchanges column. Extended Area Service (EAS) may be provided by the Cooperative exclusively, or may include the joint efforts of the Cooperative and other local exchange carriers.

<u>Serving Exchange</u>	<u>Additional Exchanges (EAS)</u>
Aynor	Conway East Conway North Conway South Conway
Collins Creek	Lakewood Long Bay Murrells Inlet Myrtle Beach Ocean View West Myrtle Beach
East Conway	Aynor Conway North Conway South Conway Wampee West Myrtle Beach
Floyds	Fair Bluff Loris Mullins Nichols
Lakewood	Collins Creek Long Bay Murrells Inlet Myrtle Beach Ocean View West Myrtle Beach

## GENERAL CUSTOMER SERVICES TARIFF

HORRY TELEPHONE COOPERATIVE, INC.  
CONWAY, SOUTH CAROLINA

Original Page 5

Effective: September 24, 2002

## 3. BASIC LOCAL EXCHANGE SERVICE

## 3.2. Exchange Access Line Service (Continued)

## 3.2.2 Local Calling Areas (Continued)

<u>Serving Exchange</u>	<u>Additional Exchanges (EAS)</u>
Loris	Floyds Tabor City Wampee
Murrells Inlet	Collins Creek Lakewood Long Bay Myrtle Beach Ocean View West Myrtle Beach Pawleys Island
North Conway	Aynor Conway East Conway South Conway Wampee
South Conway	Aynor Conway East Conway North Conway Wampee
Wampee	Conway East Conway Loris North Myrtle Beach North Conway South Conway

## GENERAL CUSTOMER SERVICES TARIFF

HORRY TELEPHONE COOPERATIVE, INC.  
CONWAY, SOUTH CAROLINA

Original Page 6

Effective: September 24, 2002

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## 3. BASIC LOCAL EXCHANGE SERVICE

## 3.2. Exchange Access Line Service (Continued)

## 3.2.2 Local Calling Areas (Continued)

Serving ExchangeAdditional Exchanges (EAS)

West Myrtle Beach

Collins Creek

East Conway

Lakewood

Long Bay

Myrtle Beach

Ocean View

Murrells Inlet

## 3.2.3 Exchange Mileage Charges

- A. No exchange mileage charges shall apply to calls completed to Extended Area Service additional exchanges.
- B. No zone charges shall apply to calls completed to Extended Area Service additional exchanges.