

**PIONEER TELEPHONE ASSOCIATION, INC.**

*d.b.a.*

**PIONEER COMMUNICATIONS**

**FCC FORM 481 – CARRIER ANNUAL REPORTING**

**DATA COLLECTION FORM**

**FCC DOCKET #10-90**

<b>FCC Form 481 - Carrier Annual Reporting</b> Data Collection Form	FCC Form 481 OMB Control No. 3060-0985/OMB Control No. 3060-0819 July 2013
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<b>&lt;010&gt; Study Area Code</b>	411817
<b>&lt;015&gt; Study Area Name</b>	PIONEER TEL ASSN INC
<b>&lt;020&gt; Program Year</b>	2014
<b>&lt;030&gt; Contact Name: Person USAC should contact with questions about this data</b>	Catherine Moyer
<b>&lt;035&gt; Contact Telephone Number: Number of the person identified in data line &lt;030&gt;</b>	620.356.3211
<b>&lt;039&gt; Contact Email Address: Email of the person identified in data line &lt;030&gt;</b>	catherine.moyer@pioneerx.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>

			(check box when complete)	
<b>&lt;100&gt;</b>	Service Quality Improvement Reporting <span style="float: right; font-size: x-small;">(complete attached worksheet)</span>		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>&lt;200&gt;</b>	Outage Reporting (voice) <span style="float: right; font-size: x-small;">(complete attached worksheet)</span>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;210&gt;</b>	<input checked="" type="checkbox"/> <-- check box if no outages to report			
<b>&lt;300&gt;</b>	Unfulfilled Service Requests (voice)	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>&lt;310&gt;</b>	Detail on Attempts (voice)		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>&lt;320&gt;</b>	Unfulfilled Service Requests (broadband)	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>&lt;330&gt;</b>	Detail on Attempts (broadband)		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>&lt;400&gt;</b>	Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;410&gt;</b>	Fixed	130.0		
<b>&lt;420&gt;</b>	Mobile	0.0		
<b>&lt;430&gt;</b>	Number of Complaints per 1,000 customers (broadband)		<input type="checkbox"/>	<input type="checkbox"/>
<b>&lt;440&gt;</b>	Fixed	0.0		
<b>&lt;450&gt;</b>	Mobile	0.0		
<b>&lt;500&gt;</b>	Service Quality Standards & Consumer Protection Rules Compliance <span style="float: right; font-size: x-small;">(check to indicate certification)</span>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;510&gt;</b>	411817ka510 <span style="float: right; font-size: x-small;">(attach descriptive document)</span>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;600&gt;</b>	Functionality in Emergency Situations <span style="float: right; font-size: x-small;">(check to indicate certification)</span>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;610&gt;</b>	411817ka610 <span style="float: right; font-size: x-small;">(attach descriptive document)</span>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;700&gt;</b>	Company Price Offerings (voice) <span style="float: right; font-size: x-small;">(complete attached worksheet)</span>		<input type="checkbox"/>	<input type="checkbox"/>
<b>&lt;710&gt;</b>	Company Price Offerings (broadband) <span style="float: right; font-size: x-small;">(complete attached worksheet)</span>		<input type="checkbox"/>	<input type="checkbox"/>
<b>&lt;800&gt;</b>	Operating Companies and Affiliates <span style="float: right; font-size: x-small;">(complete attached worksheet)</span>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;900&gt;</b>	Tribal Land Offerings (Y/N)? <input type="radio"/> <input checked="" type="radio"/> <span style="float: right; font-size: x-small;">(if yes, complete attached worksheet)</span>		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>&lt;1000&gt;</b>	Voice Services Rate Comparability <span style="float: right; font-size: x-small;">(check to indicate certification)</span>		<input type="checkbox"/>	<input type="checkbox"/>
<b>&lt;1010&gt;</b>	<input type="checkbox"/> <span style="float: right; font-size: x-small;">(attach descriptive document)</span>		<input type="checkbox"/>	<input type="checkbox"/>
<b>&lt;1100&gt;</b>	Terrestrial Backhaul (Y/N)? <input type="radio"/> <input checked="" type="radio"/> <span style="float: right; font-size: x-small;">(if not, check to indicate certification)</span>		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>&lt;1110&gt;</b>	<input type="checkbox"/> <span style="float: right; font-size: x-small;">(complete attached worksheet)</span>		<input type="checkbox"/>	<input type="checkbox"/>
<b>&lt;1200&gt;</b>	Terms and Condition for Lifeline Customers <span style="float: right; font-size: x-small;">(complete attached worksheet)</span>		<input type="checkbox"/>	<input checked="" type="checkbox"/>

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

<b>&lt;2000&gt;</b>	<span style="float: right; font-size: x-small;">(check to indicate certification)</span>		<input type="checkbox"/>	<input type="checkbox"/>
<b>&lt;2005&gt;</b>	<span style="float: right; font-size: x-small;">(complete attached worksheet)</span>		<input type="checkbox"/>	<input type="checkbox"/>

**Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet**

<b>&lt;3000&gt;</b>	<span style="float: right; font-size: x-small;">(check to indicate certification)</span>		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>&lt;3005&gt;</b>	<span style="float: right; font-size: x-small;">(complete attached worksheet)</span>		<input checked="" type="checkbox"/>	<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

<010> Study Area Code 411517  
 <015> Study Area Name PIONRRR TEL ASSN INC  
 <020> Program Year 2014  
 <030> Contact Name - Person USAC should contact regarding this data Catherine Moyer  
 <035> Contact Telephone Number - Number of person identified in data line <030> 620.356.3211  
 <039> Contact E-mail Address - Email Address of person identified in data line <030> catherine.moyer@pioncomm.net

<110> Has your company received its ETC certification from the FCC? (yes / no)    
 If your answer to Line <110> is yes, do you have an existing §54.202(a) "5  
 <111> year plan" filed with the FCC? (yes / no)

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

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

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

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How (USF) was used to improve service quality
- <116> How (USF) was used to improve service coverage
- <117> How (USF) was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

<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	411817
<015>	Study Area Name	PIONEER TEL ASSN INC
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Catherine Moyer
<035>	Contact Telephone Number - Number of person identified in data line <030>	620.356.3211
<039>	Contact Email Address - Email Address of person identified in data line <030>	catherine.moyer@pioncomm.net
<910>	Tribal Land(s) on which ETC Serves	None

<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)
NA
NA

<b>(1100) No Terrestrial Backhaul 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	411817
<015> Study Area Name	PIONEER TEL ASSN INC
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Catherine Moyer
<035> Contact Telephone Number - Number of person identified in data line <030>	620.356.3211
<039> Contact Email Address - Email Address of person identified in data line <030>	catherine.moyer@pioncomm.net

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

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)

<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	411817
<015>	Study Area Name	PIONEER TEL ASSN INC
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Catherine Moyer
<035>	Contact Telephone Number - Number of person identified in data line <030>	620.356.3211
<039>	Contact Email Address - Email Address of person identified in data line <030>	catherine.moyer@pioncomm.net

<1210> Terms & Conditions of Voice Telephony Lifeline Plans 411817x81200

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.

<b>(2000) Price Cap Carrier Additional Documentation</b> <b>Data Collection Form</b> <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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<010>	Study Area Code	411817
<015>	Study Area Name	PIONEER TEL ASSN INC
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Catherine Moyer
<035>	Contact Telephone Number - Number of person identified in data line <030>	620.356.3211
<039>	Contact Email Address - Email Address of person identified in data line <030>	catherine.moyer@pioncomm.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.

<b>Incremental Connect America Phase I reporting</b>		
<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"/>
<b>Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))</b>		
<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"/>
<b>Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))</b>		
<2016>	Certification Support Used to Build Broadband	<input type="checkbox"/>
<b>Connect America Phase II Reporting (47 CFR § 54.313(e))</b>		
<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 _____



**Certification - Reporting Carrier  
Data Collection Form**

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

<010> Study Area Code	411817
<015> Study Area Name	PIONEER TEL ASSN INC
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Catherine Moyer
<035> Contact Telephone Number - Number of person identified in data line <030>	520.356.3211
<039> Contact Email Address - Email Address of person identified in data line <030>	catherine.moyer@pioncomm.net

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

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	PIONEER TEL ASSN INC
Signature of Authorized Officer:	CERTIFIED ONLINE <span style="float: right;">Date</span>
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	411817 <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.	

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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<010> Study Area Code	411817
<015> Study Area Name	PIONEER TEL ASSN INC
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Catherine Moyer
<035> Contact Telephone Number - Number of person identified in data line <030>	620.356.3211
<039> Contact Email Address - Email Address of person identified in data line <030>	catherine.moyer@pioneer.net

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

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent	
Name of Reporting Carrier:	PIONEER TEL ASSN INC
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:	411817 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.	

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:	PIONEER TEL ASSN INC
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:	411817 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.	

## Attachments



**PIONEER TELEPHONE ASSOCIATION, INC.**

*d.b.a.*

**PIONEER COMMUNICATIONS**

**QUALITY OF SERVICE & CUSTOMER PROTECTION PROCESSES**

**(FOR TELEPHONE CABLE TELEVISION AND INTERNET SERVICE)**

***(USAC DOCUMENT #411817KS510.PDF)***

**The Pioneer Telephone Association, Inc.**

**d/b/a**

**Pioneer Communications**

**QUALITY OF SERVICE & CUSTOMER PROTECTION PROCESSES**

**(For telephone, cable television and Internet service.)**

1. **Available Customer Service Representatives to Assist Customers** – All calls received by Pioneer Communication during business hours, 8:00am to 5:00pm, are answered by a phone receptionist and transferred to an available customer service representative. Customer service representatives assist customers during this time. When the assigned customer service representatives are unable to answer calls, additional customer service help desk representatives are available to help answer phones.
2. **Provide a 24/7 Hour Customer Service Help Desk** – All calls are answered. Customer service help desk representatives assist customers from 12:00am to 11:59pm each day, except for Thanksgiving and Christmas. Issues, such as outages, requiring immediate attention are sent to the Pioneer Communications service technician on call, who works to resolve the matter as quickly as possible. If that technician is unable to resolve the problem, additional technicians are called. Unresolved issues are reviewed the following work day. Call logs are reviewed daily by personnel.
3. **Online Bill Payments** – Payments made online are posted to the customer's account promptly and are viewable on the customer's account within 24 hours. Any problems are reported to the senior manager, and resolved as quickly as possible.
4. **Customer Satisfaction Surveys to All Current Subscribers** – Surveys with questions regarding the areas of services and Pioneer Communications personnel are made available to customers to rate the company. These surveys are distributed by phone calls and paper. Results are returned to the senior management team for interpretation and to allow proper follow-up to customer issues.
5. **Give Customers Cut-off Warnings & Provide Bill Arrangement Opportunities** – Customers receive their monthly bill on or before the 1<sup>st</sup> of each month. The bill is due on the 15<sup>th</sup> of the month. If the bill goes unpaid, a late notice is sent on the 16<sup>th</sup> with a second due date of eleven days after the 15<sup>th</sup> (due on the 26<sup>th</sup>) and are instructed to pay by that date to avoid suspension. We will suspend a customer for non-payment on the 4<sup>th</sup> of the following month. If the 4<sup>th</sup> falls on a Friday or holiday, the suspension occurs the next business day. (Customers in danger of being suspended also receive a phone call from the customer service representatives before the 4<sup>th</sup>.) Customers with extenuating circumstances are allowed to arrange bill payment plans over a period of time to avoid being suspended.
6. **Ensure That All New Service Installation Orders Are Fulfilled Promptly** – At the time of install, a customer is given information about when the installation will occur, depending on the current installation schedule. If outside plant is already in place, the installation is

FCC Form 481 -- Carrier Annual Reporting

(510) -- Service Quality Standards & Consumer Protection Rules Compliance

completed customers' earliest convenience; if outside plant is in not in place, the installation is completed once the plant has been built.

7. **Minimize Customer Downtime for Services** – All trouble reports are handled the same day the report is received, including after normal working hours and on the weekend.
8. **Proactively Monitoring in Case of Major Service Outages** – Service technicians will be made aware of outages affecting customers within thirty minutes. It is the goal of Pioneer Communications to resolve major outages in four hours or less. If an outage has not been resolved within four hours, technicians will begin utilizing all resources, both from within and from outside.

#### CUSTOMER PRIVACY

**Company Confidential Information Policy** – Pioneer Communications has a company policy in place that holds employees accountable for a breach of confidentiality concerning customer data and company information. Employees are reminded that revealing any type of confidential information to unauthorized persons or tampering with or altering company records and/or property is a violation of trust that can result in disciplinary action up to and including discharge."

**Company CPNI Policy** – Pioneer Communications also has a Customer Proprietary Network Information (CPNI) policy in place that ensures employee compliance with the FCC's CPNI guidelines. Outlined within the policy is a detailed description of CPNI as well as both acceptable and unacceptable CPNI practices. Employees are required to sign waivers stating they understand and agree to comply with the policy and acknowledge that failure to protect this information result in disciplinary action up to and including discharge. As a part of this policy, Pioneer Communications has designated a Compliance Officer responsible for training employees, monitoring CPNI related activities, and reporting breaches.

**PIONEER TELEPHONE ASSOCIATION, INC.**

***d.b.a.***

**PIONEER COMMUNICATIONS  
EMERGENCY SITUATION FUNCTIONALITY**

***(USAC DOCUMENT #411817KS610.PDF)***

(610) Functionality in Emergency Situations

## PIONEER TELEPHONE ASSOCIATION, INC EMERGENCY SITUATION FUNCTIONALITY

### AVAILABILITY OF BACK-UP POWER

Pioneer Telephone Association, Inc. owns and operates fifteen central office locations within the boundaries of its serving area. Each central office contains a diesel, natural gas or propane generation system and an automatic transfer switch. These systems are capable of providing sufficient back-up power for rectifiers, lighting and HVAC for lengthy outages of commercial power. Each generation system is inspected and manually exercised monthly by Pioneer personnel. Pioneer also services the generators annually and makes minor system repairs. Major system repairs are completed by manufacturer-certified technicians.

Remote subscriber terminals contain back-up battery systems to maintain service during commercial power outages. The batteries and power systems are periodically maintained and tested by qualified technicians. During extended commercial power outages, portable AC generators are available for use at sensitive or high-traffic terminals.

For fiber-to-the-home (FTTH) services, Optical Network Terminations at the customer premises are paired with battery back-up systems that are designed to sustain landline service during commercial power outages. For extended power outages, batteries are available for delivery to critical locations. System and battery statuses are monitored by the manufacturer's network monitoring software.

### TRAFFIC ROUTING

Voice traffic between Pioneer's host central office switch and remote central office switches is delivered across an OC-48 SONET ring. This network utilizes two-fiber Bidirectional Line Switched Ring (BLSR) technology to allow continued connectivity in the event of a transport failure.

Voice traffic between Pioneer's host central office switch and upstream tandem switch is also transported across the Pioneer SONET ring. At the handoff point, two redundant OC-12 connections are connected between Pioneer's transport node and the upstream carrier.

### NETWORK CAPACITY

Voice trunks and switching components are periodically monitored by Pioneer to ensure channel availability. Upstream carriers connected to Pioneer's network also perform their own utilization testing. The upstream carriers will increase or reduce channel capacity as necessary.

**PIONEER TELEPHONE ASSOCIATION, INC.**

***d.b.a.***

**PIONEER COMMUNICATIONS**

**LIFELINE PLANS**

***(USAC DOCUMENT #411817KS1210.PDF)***

(1200) Terms and conditions for Lifeline Customers

Lifeline Service

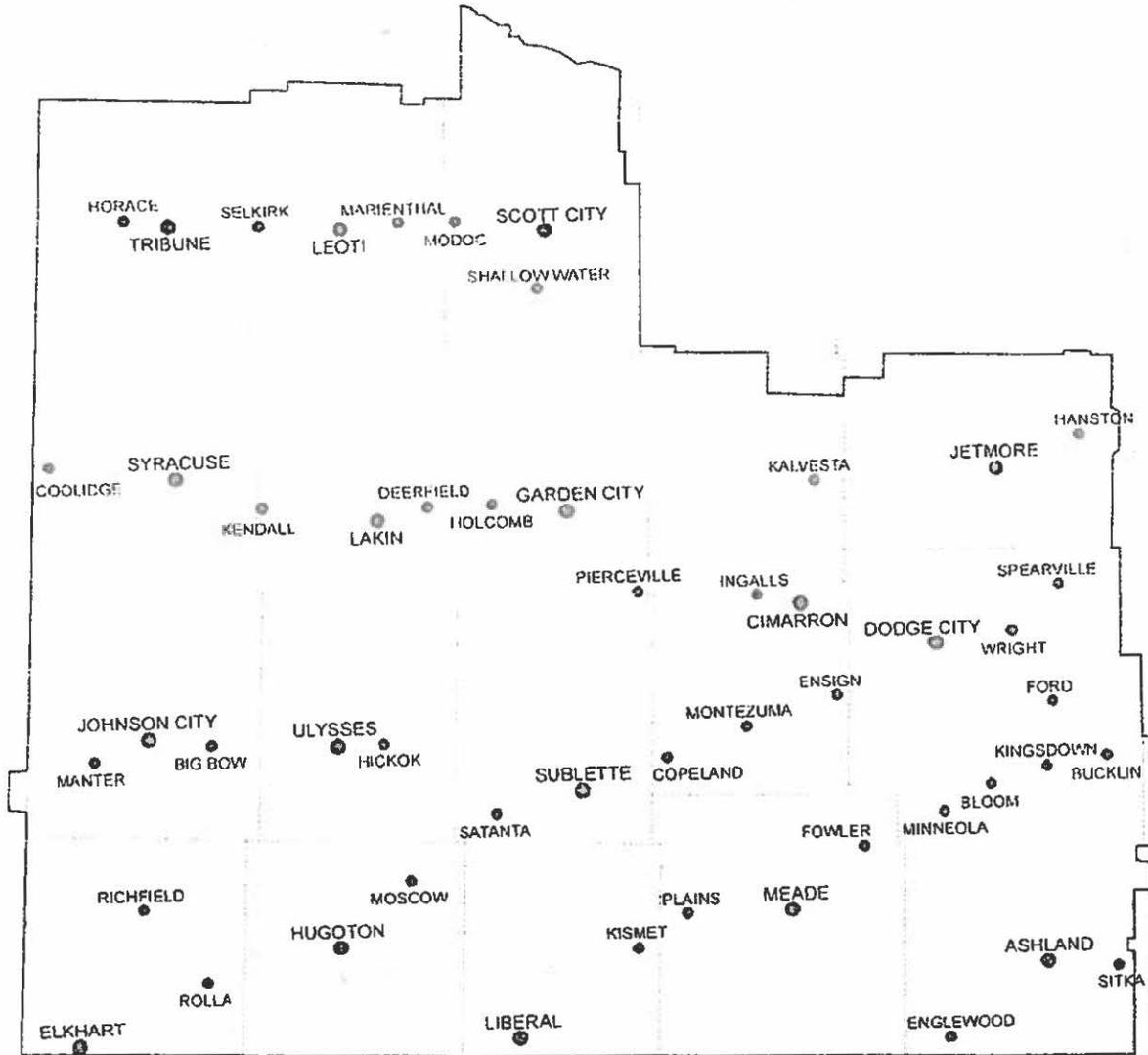
Study Area Code:	<b>411817</b>
Study Area Name:	<b>Pioneer Telephone Association, Inc.</b>
Program Year:	<b>2014</b>
Contact Name - Person USAC should contact regarding this data:	<b>Catherine Moyer</b>
Contact Telephone Number - Number of person identified in data line <030>:	<b>620.356.7133</b>
Contact Email Address - Email Address of person identified in data line <030>:	<b><u><a href="mailto:catherine@pioncomm.net">catherine@pioncomm.net</a></u></b>

Pioneer Telephone Association, Inc's, lifeline customers are offered our Advantage 240 plan, which is our basic local phone service and it provides up to 4 hours (240 minutes) of toll-free calling within the expanded regional calling area. The expanded regional calling area includes several communities in southwest Kansas. See attachment, **Pioneer Expanded Regional Calling Area**, for the communities included in the expanded regional calling area. With the basic local telephone service the lifeline customer will also receive at no additional charge voice mail, calling number/calling number waiting caller ID, call waiting, call forwarding, 3-way calling and 8-list speed dial.

The basic local telephone service monthly rate is \$17.50 for both residential and business service. If a customer has made calls within the expanded regional calling area that are in excess of the allotted number of minutes (240), they will be billed at a rate of \$0.08 per minute.

As far as toll charges for our lifeline customers, it depends on which carrier they choose and what they charge. Our customers do have the option at no additional charge, to be placed on toll restrict so they cannot make any long distance calls outside of the extended regional calling area.

# PIONEER COMMUNICATIONS advantage



Pioneer Advantage - Expanded Regional Calling Area

The Pioneer Advantage expanded regional calling area includes the communities listed below, with their associated dialing prefixes. Pioneer Communications telephone customers can place calls to these areas as they normally would a local call with simple 7-digit dialing.

- Ashland (335, 518)
- Big Bow (495)
- Bloom (885)
- Bucklin (826)
- Cimarron (201, 219, 855)
- Coolidge (372)
- Copeland (658)
- Deerfield (426, 651)
- Dodge City (225, 227, 253, 255, 338, 339, 371, 390, 406, 430, 561, 682, 799, 801)
- Elkhart (380, 600, 697)
- Englewood (539)
- Ensign (865)
- Ford (369)
- Fowler (648)
- Garden City (263, 271, 272, 275, 276, 277, 287, 290, 521, 640, 765, 805, 907)
- Hanston (523)
- Hickok (353, 356, 424, 554, 575, 952)
- Holcomb (277)
- Horace (376, 927)
- Hugoton (428, 453, 541, 544)
- Ingalls (335)
- Jetmore (357, 393)
- Johnson (351, 492)
- Kalvesta (855)
- Kendall (373)
- Kingsdown (389)
- Kismet (563)
- Lakin (355, 436)
- Leoti (280, 375, 401)
- Liberal (309, 370, 391, 417, 482, 604, 621, 624, 626, 629, 655)
- Manter (493)
- Marienthal (379)
- Modoc (872)
- Meade (406, 873)
- Minneola (885)
- Montezuma (846)
- Moscow (595, 598)
- Pierceville (335)
- Plains (250, 563)
- Richfield (592)
- Rolla (593, 835)
- Ryus (657)
- Satanta (649, 746)
- Scott City (214, 781, 872, 674, 909)
- Selkirk (280, 375, 401)
- Shallow Water (872)
- Sitka (635)
- Spearville (385)
- Sublette (510, 675, 861)
- Syracuse (283, 384, 451, 499)
- Tribune (376, 927)
- Ulysses (353, 356, 424, 554, 575, 952)
- West Manter, CO (493)
- Wright (227)

**PIONEER TELEPHONE ASSOCIATION, INC.**

***d.b.a.***

**PIONEER COMMUNICATIONS**

**CONSOLIDATED FINANCIAL STATEMENTS – REDACTED**

***(USAC DOCUMENT #411817KS3017.PDF)***

## REPORT OF INDEPENDENT AUDITORS

Board of Directors  
The Pioneer Telephone Association, Inc.

### Report on Financial Statements

We have audited the accompanying consolidated financial statements of The Pioneer Telephone Association, Inc. and its subsidiaries, which comprise the consolidated balance sheets as of December 31, 2012 and 2011, and the related consolidated statements of operations, comprehensive loss, members' equity, and cash flows for the years then ended, and the related notes to the consolidated financial statements.

### *Management's Responsibility for the Financial Statements*

Management is responsible for the preparation and fair presentation of these consolidated financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

### *Auditor's Responsibility*

Our responsibility is to express an opinion on these consolidated financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audits to obtain reasonable assurance about whether the consolidated financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the consolidated financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the consolidated financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements.

**REPORT OF INDEPENDENT AUDITORS  
(continued)**

We believe that the audit evidence obtained is sufficient and appropriate to provide a basis for our audit opinion.

***Opinion***

In our opinion, the consolidated financial statements referred to above present fairly, in all material respects, the financial position of The Pioneer Telephone Association, Inc. and its subsidiaries as of December 31, 2012 and 2011, and the results of their operations and their cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Moss Adams LLP

Spokane, Washington  
June 3, 2013

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**PIONEER TELEPHONE ASSOCIATION, INC.**  
**OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS**

Part A. Balance Sheet

	Balance Prior Year	Balance End of Period
Assets		
Current Assets		
1. Cash and equivalents		
2. Cash - RUS construction fund		
3. Affiliates		
a. Telecom accounts receivable		
b. Other accounts receivable		
b. Notes receivable		
4. Nonaffiliates		
a. Telecom accounts receivable		
b. Other accounts receivable		
b. Notes receivable		
5. Interest and dividends receivable		
6. Materials - regulated		
7. Materials - nonregulated		
8. Prepayments		
9. Other current assets		
10. Total current assets (1 thru 9)		
Noncurrent assets		
11. Investment in affiliated companies		
a. Rural development		
b. Nonrural development		
12. Other investments		
a. Rural development		
b. Nonrural development		
13. Nonregulated investments		
14. Other noncurrent assets		
15. Deferred charges		
16. Jurisdictional differences		
17. Total noncurrent assets (11 thru 16)		
Property, Plant, and Equipment		
18. Telecom plant in service		
19. Property held for future use		
20. Plant under construction		
21. Plant adj, nonop, & goodwill		
22. Less accumulated depreciation		
23. Net plant (18 thru 21 less 22)		
24. Total assets (10+17+23)		

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**PIONEER TELEPHONE ASSOCIATION, INC.**  
**OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS**

	<u>Balance Prior</u> <u>Year</u>	<u>Balance End of</u> <u>Period</u>
Liabilities and Stockholders' Equity		
Current Liabilities		
25. Accounts payable		
26. Notes payable		
27. Advance billing and payments		
28. Customer deposits		
29. Current maturities l/t debt		
30. Current maturities l/t debt - rur dev		
31. Current maturities - capital lease		
32. Income taxes accrued		
33. Other taxes accrued		
34. Other current liabilities		
35. Total current liabilities (25 thru 34)		
Long-term debt		
36. Funded debt - RUS notes		
37. Funded debt - RTB notes		
38. Funded debt - FFB notes		
39. Funded debt - Other		
40. Funded debt - rural deb		
41. Premium (discount) on l/t debt		
42. Reacquired debt		
43. Obligations under capital lease		
44. Adv from affiliated companies		
45. Other long-term debt		
46. Total long-term debt		
Other liabilities and deferred credits		
47. Other long-term liabilities		
48. Other deferred credits		
49. Other jurisdictional differences		
50. Total other liabilities and deferred credits(47 thru 49)		
Equity		
51. Capital stock		
52. Additional paid in capital		
53. Treasury stock		
54. Memberships and cap certificates		
55. Other capital		
56. Patronage capital credits		
57. Retained earnings or margins		
58. Total equity (51 thru 57)		
59. Total liabilities and equity (35+46+50+58)		

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**PIONEER TELEPHONE ASSOCIATION, INC.**  
**OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS**

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Part B. Statements of Income and Retained Earnings or Margins

	Prior Year	This Year
1. Local network services revenues		
2. Network access 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		
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		
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		
40. Patronage capital beginning of year		
41. Transfers to patronage capital		
42. Patronage capital credits retired		
43. Patronage capital end of year		

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<b>(3005c) Operating Report for Privately-Held Rate of Return Carriers</b> <b>Cash Flow - Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986 OMB Control No. 3060-0819 July 2013
Page 3 of 3	

<b>&lt;010&gt; Study Area Code</b>	411817
<b>&lt;015&gt; Study Area Name</b>	PIONEER TEL ASSN INC.
<b>&lt;020&gt; Program Year</b>	2014
<b>&lt;030&gt; Contact Name - Person USAC should contact regarding this data</b>	CATHERINE MOYER
<b>&lt;035&gt; Contact Telephone Number - Number of person identified in data line &lt;030&gt;</b>	620.356.3211
<b>&lt;039&gt; Contact Email Address - Email Address of person identified in data line &lt;030&gt;</b>	CATHERINE.MOYER@PIONCOMM.NET

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

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