

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**

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

<010>	Study Area Code	532376
<015>	Study Area Name	HELIX TEL CO.
<020>	Program Year	2015
<030>	Contact Name: Person USAC should contact with questions about this data	James Smith
<035>	Contact Telephone Number: Number of the person identified in data line <030>	5414572385 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	htc@helixtel.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"/>	<input type="checkbox"/>
<200>	Outage Reporting (voice)	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<210>	<input checked="" type="checkbox"/> <- check box if no outages to report		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<300>	Unfulfilled Service Requests (voice)	<input type="text" value="0"/>	<input type="checkbox"/>	<input type="checkbox"/>
<310>	Detail on Attempts (voice)	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> <i>(attach descriptive document)</i>	<input type="checkbox"/>	<input type="checkbox"/>
<320>	Unfulfilled Service Requests (broadband)	<input type="text" value="0"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<330>	Detail on Attempts (broadband)	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> <i>(attach descriptive document)</i>	<input type="checkbox"/>	<input type="checkbox"/>
<400>	Number of Complaints per 1,000 customers (voice)			
<410>	Fixed	<input type="text" value="0.0"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420>	Mobile	<input type="text" value=""/>	<input type="checkbox"/>	<input type="checkbox"/>
<430>	Number of Complaints per 1,000 customers (broadband)		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<440>	Fixed	<input type="text" value="0.0"/>	<input type="checkbox"/>	<input type="checkbox"/>
<450>	Mobile	<input type="text" value="0.0"/>	<input type="checkbox"/>	<input type="checkbox"/>
<500>	Service Quality Standards & Consumer Protection Rules Compliance	<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<510>	<div style="border: 1px solid black; padding: 2px;">532376or510.pdf</div> <i>(attached descriptive document)</i>		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<600>	Functionality in Emergency Situations	<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<610>	<div style="border: 1px solid black; padding: 2px;">532376or610.pdf</div> <i>(attached descriptive document)</i>		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<700>	Company Price Offerings (voice)	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<710>	Company Price Offerings (broadband)	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<800>	Operating Companies and Affiliates	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900>	Tribal Land Offerings (Y/N)?	<input checked="" type="radio"/> <input type="radio"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1000>	Voice Services Rate Comparability	<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1010>	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> <i>(attach descriptive document)</i>		<input type="checkbox"/>	<input type="checkbox"/>
<1100>	Terrestrial Backhaul (Y/N)?	<input checked="" type="radio"/> <input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>
<1110>		<i>(complete attached worksheet)</i>	<input type="checkbox"/>	<input type="checkbox"/>
<1200>	Terms and Condition for Lifeline Customers	<i>(complete attached worksheet)</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

<i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>				
<2000>		<i>(check to indicate certification)</i>	<input type="checkbox"/>	<input type="checkbox"/>
<2005>		<i>(complete attached worksheet)</i>	<input type="checkbox"/>	<input type="checkbox"/>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>		<i>(check to indicate certification)</i>	<input type="checkbox"/>	<input type="checkbox"/>
<3005>		<i>(complete attached worksheet)</i>	<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
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<010> Study Area Code	532376
<015> Study Area Name	HELIIX TEL CO.
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	James Smith
<035> Contact Telephone Number - Number of person identified in data line <030>	5414572395 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	htc@helixtel.com

<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 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.

532376or112.pdf

Name of Attached Document

Please check these boxes below to confirm that the attached document(s), 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.

(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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<030>	Contact Name - Person USAC should contact regarding this data	James Smith
<035>	Contact Telephone Number - Number of person identified in data line <030>	5414572385 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	htc@helixtel.com

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

Confederated Tribes of the Quatilla Reservation

<920> Tribal Government Engagement Obligation

532376or920.pdf

Name of Attached Document

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached document(s), 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

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

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<039>	Contact Email Address - Email Address of person identified in data line <030>	htc@helixtel.com

<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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<010>	Study Area Code	532376
<015>	Study Area Name	HELIX TEL CO.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	James Smith
<035>	Contact Telephone Number - Number of person identified in data line <030>	5424572389 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jrc@helixtel.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

532376or1210.pdf

Name of Attached Document

<1220> Link to Public Website

HTTP

*Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,
- <1222> Details on the number of minutes provided as part of the plan,
- <1223> Additional charges for toll calls, and rates for each such plan.

(2000) Price Cap Carrier Additional Documentation Data Collection Form Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<030>	Contact Name - Person USAC should contact regarding this data	James Smith
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<039>	Contact Email Address - Email Address of person identified in data line <030>	jcs@helixtel.com

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 document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

<2021> Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

(3000) Rate Of Return Carrier Additional Documentation
Data Collection Form

FCC Form 481
 DMB Control No. 3060-0985/OMB Control No. 3060-0819
 July 2013

<010> Study Area Code	532376
<015> Study Area Name	HELIUM TEL CO
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	James Smith
<035> Contact Telephone Number - Number of person identified in data line <030>	5414572385 ext
<039> Contact Email Address - Email Address of person identified in data line <030>	htc@heliumtel.com

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.

(3010) Progress Report on 5 Year Plan
 Milestone Certification (47 CFR § 54.313(f)(1)(i))

Name of Attached Document Listing Required Information

(3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(i), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

(3012) Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))

Name of Attached Document Listing Required Information

(3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2)) (Yes/No) Yes No

(3014) If yes, does your company file the RUS annual report (Yes/No) Yes No

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)

(3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

532376or3017.pdf

Name of Attached Document Listing Required Information

(3018) If the response is no on line 3014, is your company audited? (Yes/No) Yes No

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications

(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3021) Management letter issued by the independent certified public accountant that performed the company's financial audit.

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers.

(3023) Underlying information subjected to a review by an independent certified public accountant

(3024) Underlying information subjected to an officer certification.

(3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

**Certification - Reporting Carrier
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<039>	Contact Email Address - Email Address of person identified in data line <030>	htc@helixtel.com

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:	HELIX TEL CO.
Signature of Authorized Officer:	CERTIFIED ONLINE Date 06/10/2014
Printed name of Authorized Officer:	James Smith
Title or position of Authorized Officer:	President
Telephone number of Authorized Officer:	5414572385 ext.
Study Area Code of Reporting Carrier:	532376 Filing Due Date for this form: 06/30/2014
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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<039> Contact Email Address - Email Address of person identified in data line <030>	htc@helixtel.com

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

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

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

Attachments

Helix Telephone Company FIVE YEAR SERVICE QUALITY IMPROVEMENT PLAN

PREAMBLE

This 5 year improvement plan is a section of the Company's 2014 Annual Report. It is in compliance with § 54.313(a)(1) adopted in the FCC's USF/ICC Transformation Order (11-161). This document also incorporates further clarifications identified in subsequent Reconsideration Orders, as applicable, in effect prior to the filing of the Annual Report.

Helix Telephone Company has carefully developed its improvement plan, concentrating on the delivery and continuation of a robust network which provides, at a minimum, the federally required voice and broadband connectivity as stipulated by regulatory rule. In certain situations (and as noted herein), the plan may also incorporate specific state requirements.

Helix is a recipient of state support from the Oregon Universal Service Fund ("OUSF"). The Fund is currently under formal state commission staff investigation (docket UM 1481), to assure the Fund contribution and support mechanisms, and those qualifying for support, are in concert with the current regulatory and market conditions. The outcome of the OUSF docket, the timing of a decision, and its impact upon Helix is unknown at the time of the report.

Helix Telephone Company advises that this improvement plan has been carefully crafted, matching measured network deployment, improvement and quality service levels with known financial implications of the Transformation Order upon the company's support cash-flows. The uncertainty of such cash flows being received in the outer-years as a result of current and potential regulatory action on rural rate-of-return carriers has resulted in the Company taking a balanced yet realistic approach.

The environment in which the Company operates remains dynamic, not static. As a result, Helix Telephone Company reserves the opportunity to modify its plan in response to further regulatory decisions as they are adopted, and their implication upon the Company's financial viability in providing the required services and service level quality becomes known.

Helix Telephone Company will re-evaluate this plan on an annual basis. Action, however, may also be taken abruptly on the presented plan for both current and outer years in the event of evolving regulatory conditions and/or changes in technology (vendor)-driven support. All adjustments to the improvement plan in this document will be reflected and explained in subsequent annual reports.

OVERVIEW

Helix Telephone Company, as an Eligible Telecommunications Carrier (ETC) provides Universal Service supported services to approximately 300 customers in 2 exchanges covering approximately 200 square miles.

Consistent with Commission requirements, this Service Quality Improvement Plan addresses only Helix Telephone Company's regulated eligible telecommunications carrier operations.¹ A detailed description of Helix Telephone Company's plans for the provision of the supported services in the five-year period starting with January 2015 is provided herein.

Per the Universal Service Administrative Company (USAC), during the calendar year 2014, Helix Telephone Company received a total of 413,790 in USF support funds. The breakdown of the funding for the year was:

- \$ 198,084 High Cost Loop Support,
- \$ 11,070 Local Switching Support
- \$ 56,550 Connect America Fund-Intercarrier Compensation Support
- \$ 148,086 Interstate Common Line Support

All funds were used in 2013 to both: 1) maintain, upgrade, and improve the Company's network and, 2) cover its operating expenses and debt commitments as necessary to permit it to offer a high level of service for both voice and broadband throughout its service area.

IMPROVEMENT PLANS BY YEAR (2015-2019 inclusive)

Summary descriptions of network improvements planned for the next five years in accordance with Part 54.202(a)(1)(ii) and Part 54.313(a)(1) by year and by exchange are presented below.

- Network improvement expenditures identify the cost to provide those services supported by the universal service funding mechanisms. When a project involves expenditures for both regulated and non-regulated services, the non-regulated investment costs have been removed. The Company estimates non-regulated costs using the appropriate allocation rules. Details of those costs are retained by the Company and available for inspection.
- Costs are reported only for those service areas in which the Company is authorized to receive USF funding.

Due to the current uncertainty of the amounts of support funds the company may receive in future years, Helix Telephone Company advises the Commission that the deployment of specific network improvement projects may be modified, and the meeting of projected service goals muted, to accommodate the actual amount of support that will be received.

Helix Telephone Company History

Early in 1930, Mr. Charles Harris convinced the farmers who had farmer lines around Helix to tie them to his switchboard. The board was placed on his front porch, it had three lines to Pendleton and each person placing a call was charged per call.

¹Per 47 C.F.R. § 54.314, federal USF support, "will be used only for the provision, maintenance, and upgrading of facilities and services for which the support is intended." If investments or expenses are for service areas larger than the supported service areas, then allocations of the expenditures are required.

In 1934 Mr. Albert Tate purchased the phone company. He moved the switchboard to the old Griswold house on the corner of Concord and Solar, this was still a magneto system.

In 1936 the Company was sold to Mr. Langman and again in 1939 it was sold to Mr. Harry Eaton this time for \$4,500.

Mr. Eaton signed contracts with the farmers so that he could take over their lines and maintain them. By April 1, 1939 the Company consisted of 65 subscribers, 50 of whom used phone provided by the Company. There were 425 poles and 65 miles of wire. The switchboard was a Kellogg 15277E7 with 5 jacks and 40 drops and a Kellogg electric ringer.

Between 1939 and 1954 the Company grew to 150 subscribers. In 1954 a concrete block building was built and all the open wire in town replaced with cable, and a new dial switch was purchased. The new switch was an 80 line type 11 AE switchboard. The customers were provided with dial telephones for a total cost of \$23,000.

In 1959 Mr. Eaton died and the Company was sold to Pete and Dorothy Baker of Connell, Wa.

On July 1, 1964 Ken and Carol Sanders purchased the Company from the Bakers. During their ownership, the Sanders added DDD equipment to the system. The equipment was Stromberg-Carlson Identifier and CAMA trunks to Pendleton. Total cost \$11,196.

In 1971 The people living in Meacham Oregon petitioned Helix Telephone Company to provide them with service. Upon state commission approval, a Stromberg-Carlson switch was installed in a trailer and placed in Meacham. Cable and drop wire were run in 1972 and 30 customers were connected to the Meacham Exchange.

In August of 1972 the Helix and Meacham Telephone Companies were sold to Gene and Betty Smith. As Helix and Meacham grew, new toll carriers were added. By 1974 the lines in Helix were cut back from 8 party to 4 party lines. In 1982 an REA loan was applied for and granted. By 1984 all service had been placed underground, and new Redcom Digital switches were placed in both Helix and Meacham along with a new Central Office Building in Meacham. Today the Company is known as Helix Telephone Company. It has the latest state-of-the-art equipment as well as fiber optics and provides Internet and all single line service to its customers.

In June of 1998 the Company was sold to James and Timothy Smith, sons of Gene and Betty Smith. Since that time the Company has added SS7 to the Redcom Switch. The Company operates to this day as it began in the early 1930s with the customers in mind.

Company Network

As of end of year 2013, Helix Telephone continues to be a family owned independent local exchange, providing telecommunications services to Helix Oregon, located in Umatilla

County, and Meacham Oregon, located in Umatilla and parts of Union County. With these 2 exchanges Helix Telephone Company has a customer base of approximately 210 customers.

We serve approximately 200 square miles, most of which is in the Helix Exchange. Helix is 20 miles from Pendleton Oregon, the nearest city with food, shopping, health care, etc.

Helix Exchange

Helix is a dry-land wheat farming community with rolling hills and flat contours. The school is K-12 with wireless Internet from a competitor at this time. Customers outside of the city limits live at distances anywhere from 1 mile to 10 miles apart. Most of these customers rely on a land line to stay connected. The rolling hills make it difficult for customers to receive cellular service, and rely on our Internet service as a booster for their cell service. We have a 20 mile fiber loop that links outlying customers with up to 4 meg down, 1 meg up speeds. For now, our in-town customers can receive up to 6 meg. With such a small customer base we try to provide our customers with the best land line service and the fastest Internet service we possibly can. Unfortunately we have lost some valuable customers over frustration of least cost routing issues.

Meacham Exchange

Meacham is a small town located in the Blue Mountains about 25 miles from La Grande Oregon and approximately 25 miles from Pendleton Oregon.

The Meacham Exchange is the smaller of the 2 exchanges. We have approximately 60 customers in this exchange, most of which are also within 2 miles of our fiber loop. Land lines are important in this area due to dense forest land and very limited cell service. People are limited to competitive satellite Internet or our Internet service. Unfortunately we can only offer up to 1 meg service to our Meacham customers due to limited backhaul from Century Link. As with Helix, we have lost customers in Meacham over the frustration of least cost routing. In the near future we will be focusing on providing a better route out of the Meacham Exchange so our Meacham customers can benefit from increased Internet speeds.

SUMMARY DISCUSSION OF PLANS BY YEAR

2015

Meacham backhaul: In 2015, assuming support becomes more predictable and continuing to upgrade remains economically viable, Helix Telephone Company intends to either increase the number of T1s if Century Link can accommodate, or microwave our own route and bypass Century link backhauling to our own T1s from our Meacham exchange using microwave. This will need to be engineered in 2015 and it would be senseless to quote a budget at this time. We would accomplish what we could with funding but may have to push some of this project into 2016. Increasing the T1s or using microwave as a back haul would increase our bandwidth for our internet customers. Our Meacham customers only have a max speed of 1 meg download which does not meet the down load speed requirements.

Estimated budget \$100,000 plus. This will benefit the entire Meacham Exchange and the customers within it.

General expense is estimated at \$8,000 for miscellaneous additions.

2016

Push freeway in Meacham: In 2016, assuming support becomes more predictable and continuing to upgrade remains economically viable. Helix Telephone Company intends to remove existing aerial cable over the I 84 freeway. The overhead cable needs to be removed due to a liability hazard. The freeway needs to be bored at an estimated cost of \$50,000. Build Hut to replace fiber cabinet at Century Link meet point in Adams Oregon. Estimated cost is 25,000. Estimated budget is 80,000. This is an expense for which support will assist the company in maintaining broadband and voice connectivity for the Meacham Exchange.

General expense is estimated at \$8,000 for miscellaneous additions.

2017

Upgrade fiber remotes Meacham: In 2017, assuming support becomes more predictable and continuing to upgrade remains economically viable. Helix Telephone Company intends to upgrade the fiber remotes and the Tellabs Equipment in the central office. We have 4 remotes in Meacham all of which will need to be upgraded to accommodate bandwidth increases. Assuming we do not have to utilize some of the budget from the previous year we will upgrade all 4 of these remotes and the central office equipment that links to these cabinets. Remote upgrades have been deferred pending a resolution of construction to backhaul as discussed above. The estimated budget is \$90,000. This will benefit the entire exchange and the 60 customers within it.

Purchase new service vehicle: If funds are available after the Meacham upgrade we intend to purchase a new service vehicle estimated cost of \$35,000. Current vehicle was purchased in 2009. If funding is not available we will push the vehicle purchase to the 2018 budget.

General expense is estimated at \$6,000 for miscellaneous additions.

2018

Extend fiber cabinets Helix Exchange: In 2018, assuming support becomes more predictable and continuing to upgrade remains economically viable. Helix Telephone Company intends to use operating cash flow to add fiber cabinets out Terjeson road, and to move the existing cabinet at North Juniper, extending the fiber in both cases approximately 2 miles. Moving and extending these cabinets will increase the bandwidth and improve the POTS quality. These customers are at the maximum allowable limits for good Internet speeds, and by shortening the distance from the fiber we will be increasing the quality of service of these six customers. Assuming the new service vehicle would be moved forward to 2018, the budget for this project is estimated at \$65,000.

General expense is estimated between \$5 to \$10 thousand for new cabinet power installation from the Pacific power, and miscellaneous additions.

2019

Replace copper plant: In 2019, assuming support becomes more predictable and continuing to upgrade remains economically viable. Helix Telephone Company intends to use operating cash flow to replace the copper cable. The existing cable was installed in 1984. The copper plant will be replaced with a composite cable, copper and fiber combined. We intend to replace the entire plant in the Helix Exchange. The runs will originate at the fiber remotes and extend to the customer. Funding, and or unexpected expenses from previous year will determine the amount of copper plant we can replace. Estimated budget is \$70,000 to \$100,000, to be continued into 2020. This will affect approximately 100 customers.

General Expenditures: In 2019 the Company expects to spend \$5 thousand in miscellaneous additions.

Consumer Protection

Helix Telephone Company complies with the requirements of 47 CFR Part 64 Subpart U, Customer Proprietary Network Information and the Federal Trade Commission Red Flag rules to prevent identity theft. A manual for each of those programs is in place and is part of the employees' handbook. Employee training is conducted annually and new hires are instructed on the programs as required by their job functions.

Service Quality Standards

Helix Telephone Company complies with the service standards of the State of Oregon as promulgated in the Oregon Administrative Rules 860-034-0390, Retail Telecommunications Service Standards for Small Telecommunications Utilities. Helix Telephone Company is committed to providing the highest quality of services to its subscribers.

Helix Telephone Company
Functionality in Emergency Situations

Helix Telephone Company has the following back-up power capabilities

Switch A is a stand alone it has a 10kw generator fueled by 120 gal. Of propane will run for 5+ days. It also has 6 100 amp. Hrs. batteries that can run the switch for 2 or more days.

Switch B is a stand alone it has a 10kw generator fueled by 120 gal. Of propane and will run for 5+ days. It also has 12 100amp. Hrs. batteries that can run the switch for 2 or more days.

Helix telephone Company uses all Tellabs subscriber carrier that has battery backup that will operate for 12 to 15 hrs. we also have a portable generator that can be moved to the site within one hour. Powered by 2 gallons of gas that will run for 2 hrs.

Helix Telephone Company has the ability to reroute its local facilities around damaged plant in the form of a fiber ring. We have the ability to repair damaged facilities between Helix Telephone and Century Link our connecting company within 4 hrs.

Helix Telephone Company has 146 customers and the switching capacity to handle all 146 simultaneously and a transport capacity for 44 simultaneous calls. Helix Telephone takes no responsibility for the capabilities of the interconnected networks to manage traffic spikes resulting from emergency situations, but will continue its best efforts for its networks during such events.

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Jaron Nines
CTUIR
46411 Timing Way
Pendleton, OR
97801

2. Article Number

(Transfer from service label)

7004 2510 0000 1010 5864

PS Form 3811, February 2004

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X

[Handwritten Signature]

Agent

Addressee

B. Received by (Printed Name)

[Handwritten Name]

C. Date of Delivery

9-18

D. Is delivery address different from item 1? Yes

If YES, enter delivery address below:

No

3. Service Type

Certified Mail

Express Mail

Registered

Return Receipt for Merchandise

Insured Mail

C.O.D.

4. Restricted Delivery? (Extra Fee)

Yes

SEP 23 2013

J.A. SMITH, President
T.J. SMITH, Sec/Treas.

HELIX TELEPHONE COMPANY

Phone 541-457-2385
Fax 541-457-2111

Serving the Public
Box 326
Helix Oregon, 97835

September 17, 2013

Mr. Aaron Hines
General Council Chairman
CTUIR
Nixyaawii Governance Center
46411 Timine Way
Pendleton, OR 97801

Dear Mr. Hines:

I send greetings to you from your neighbors at the Helix Telephone Company.

We operate under regulatory oversight from the State Public Utility Commission in Salem and the Federal Communications Commission (FCC) in Washington, D.C. The FCC recently adopted rules that encourage local operating telephone companies to engage in productive dialogue with tribal entities in their operating territory.

The FCC anticipates these discussions will include, but might not be limited to: a needs assessment related to tribal anchor institutions, planning issues, and environmental factors including rights of way processes and cultural preservation review processes.

We seek to have an initial meeting with you at a mutually convenient time prior to the end of the calendar year. We look forward to visiting with you soon.

Sincerely,



Jim Smith
President

Section 3: ALL ETCS MUST COMPLETE SECTION 3 – De-enroll percentage
What is the percentage of subscribers de-enrolled for this ETC?

M	N	O	P = N + O	Q = ((P + M) * 100)
Number of Subscribers Claimed on February FCC Form(s) 497 (From Column A)	Number of Subscribers De-Enrolled or Scheduled to be De-Enrolled as a Result of Non-Response or Ineligibility (From Column H)	Number of Subscribers De-Enrolled or Scheduled to be De-Enrolled as a Result of a Finding of Ineligibility (From Column K)	Total Number of Subscribers De-Enrolled or Scheduled to be De-Enrolled	Percentage of Subscribers De-Enrolled or Scheduled to be De-Enrolled that were Claimed on the February FCC Form(s) 497
3	0	0	0	0

Section 4: ALL ETCS MUST COMPLETE APPROPRIATE CHECK BOX; PRE-PAID ETCS MUST COMPLETE ALL OF SECTION 4

Is the ETC Pre-Paid?

Yes No (A Pre-Paid ETC does not assess or collect a monthly fee from its Lifeline subscribers)

If yes, record the number of subscribers de-enrolled for non-usage by month in column S below.

Non-Usage Results Applicable to Pre-Paid ETCs:

R	S
Month	Subscribers De-Enrolled for Non-Usage
January	0
February	0
March	0
April	0
May	0
June	0
July	0
August	0
September	0
October	0
November	0
December	0

Signature Block: ALL ETCS MUST COMPLETE SIGNATURE FIELDS

By signing below, I certify that the company listed above is in compliance with all federal Lifeline certification procedures. I am an officer of the company named above. I am authorized to make this certification for the Study Area(s) listed above.

Signed,


Signature of Officer

James A Smith
Printed Name of Officer

President

01/30/2014

Title of Officer

Date

James A Smith

541-457-2385

Person Completing this Certification Form

Contact Phone Number

ETC Identification

SAC	ETC Name
532376	Helix Telephone Company

Holding Company Name(s)

SAC	Holding Company Name

DBA, Marketing or Other Branding Name(s)

SAC	Name

Residents of Indian reservations or tribal lands qualify if they participate in any of the programs listed inside, have a household income that is at or below 135% of the federal poverty guidelines, or participate in one of these programs:

- Bureau of Indian Affairs (BIA) general assistance
- Head Start (income eligible)
- Tribal TANF

How do I apply to receive Lifeline, Link Up and TLS support discounts?

Contact your local telephone company. Consumers must apply for Lifeline, Link Up and TLS discounts through their local telephone company. The Universal Service Administrative Company's (USAC) web site 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, Link Up and TLS discounts.

you can afford



411-800-6762
www.lifelinesupport.org

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. Link-Up America (Link-Up) and the Lifeline Assistance Program (Lifeline) are part of the Fund's Low-Income Program and are described in detail below. Toll Limitation Service is another program available to low income subscribers to help them control what they spend on telephone service.

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

What type of discount is available?

Lifeline assistance lowers the cost of basic monthly local telephone service. Eligible consumers can receive up to \$10 per month in discounts. Additional state support also may be available.

Eligible residents of Indian reservations or tribal lands can receive up to an additional \$25 in Lifeline support, but must pay at least \$1 for basic monthly service.

Link Up reduces the cost of initiating new telephone service. Eligible consumers can receive a 50% discount off of the one-time costs associated with initiating telephone service, up to a maximum of \$30. Eligible consumers also qualify for a deferred payment schedule for remaining costs of up to \$200.

Eligible low-income consumers living on tribal lands are eligible for an additional discount of up to \$70 to cover 100% of the charges between \$60 and \$130.

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, Link Up and TLS support varies by state. Individuals who reside in states that have their own discount programs qualify for federal Lifeline, Link Up and TLS support if they meet the eligibility criteria established by their state. In states that do not provide state support, an individual is eligible if he or she participates in one of the following programs:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Federal Public Housing Assistance or Section 8
- Medicaid
- Food Stamps
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- National School Lunch free lunch program

In addition, a consumer may be eligible if his or her household income is at or below 135% of the federal poverty guidelines:

2007 Estimated Income Requirements for a Household at or Below 135% of the Federal Poverty Guidelines

Persons in Family Unit	48 Contiguous States and D.C.	Alaska	Hawaii
1	\$13,784	\$17,240	\$15,863
2	18,482	23,112	21,263
3	23,180	28,985	26,663
4	27,878	34,857	32,063
5	32,576	40,730	37,463
6	37,274	46,602	42,863
7	41,972	52,475	48,263
8	46,670	58,347	53,663
For each additional person, add	4,698	5,873	5,400

Foundation for Rural Service



This brochure was produced by the Foundation for Rural Service, the philanthropic arm of the National Telecommunications Cooperative Association. Its mission is to promote, educate and advocate rural telecommunications in order to sustain and enhance the quality of life within communities throughout rural America. For additional information on the Foundation, visit www.frs.org. This advocacy campaign also is supported by the Rural Telephone Finance Cooperative, based in Herndon, VA.

Lifeline subscribers receive the same residential service as a regular subscriber, but at a reduced monthly recurring rate. Thus, lifeline subscribers have an unlimited number of local calling minutes. As for toll, lifeline subscribers, similar to every Helix subscriber, are free to choose their own toll usage plans through IXCs that serve Helix.



AKT

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Personal. Local. Global.

INDEPENDENT AUDITORS' REPORT

Board of Directors
Helix Telephone Company
Helix, Oregon

We have audited the accompanying financial statements of Helix Telephone Company (the Company), which comprise the balance sheets as of December 31, 2013 and 2012, and the related statements of operations and comprehensive income, changes in stockholders' equity, and cash flows for the years then ended, and the related notes to the financial statements.

MANAGEMENT'S RESPONSIBILITY FOR THE FINANCIAL STATEMENTS

Management is responsible for the preparation and fair presentation of these 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 financial statements that are free from material misstatement, whether due to fraud or error.

AUDITORS' RESPONSIBILITY

Our responsibility is to express an opinion on these financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America, and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the 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 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 financial statements.

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

OPINION

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Helix Telephone Company at December 31, 2013 and 2012, and the results of its operations and cash flows for the years then ended in conformity with accounting principles generally accepted in the United States of America.

OTHER REPORTING REQUIRED BY GOVERNMENT AUDITING STANDARDS

In accordance with *Government Auditing Standards*, we have also issued a report dated March 5, 2014, on our consideration of Helix Telephone Company's internal control over financial reporting and our tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements and other matters. The purpose of that report is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering Helix Telephone Company's internal control over financial reporting and compliance.

AKT LLP

Salem, Oregon
March 5, 2014

680 HAWTHORNE AVENUE SE, #140, SALEM, OR 97301
PHONE: 503.585.7774 FAX: 503.364.8405

HELIX TELEPHONE COMPANY

Balance Sheets

December 31, 2013 and 2012

ASSETS	2013	2012
Current Assets:		
Cash	\$ 308,588	\$ 146,563
Marketable securities	133,733	126,763
Accounts receivable, less allowance for doubtful accounts of zero	157,011	130,771
Prepaid expenses	6,005	5,880
Total Current Assets	<u>605,337</u>	<u>409,977</u>
Other Investments	<u>100,000</u>	<u>149,658</u>
Property, Plant, and Equipment:		
In service	4,043,436	3,944,758
Less accumulated depreciation	<u>3,222,200</u>	<u>3,101,136</u>
Property, Plant, and Equipment, net	<u>821,236</u>	<u>843,622</u>
	<u>\$ 1,526,573</u>	<u>\$ 1,403,257</u>
LIABILITIES AND STOCKHOLDERS' EQUITY		
Current Liabilities:		
Current portion of long-term debt	\$ 95,532	\$ 92,729
Accounts payable	10,100	7,168
Accrued expenses	90,032	53,237
Total Current Liabilities	<u>195,664</u>	<u>153,134</u>
Long-Term Debt	<u>308,141</u>	<u>403,677</u>
Other Liabilities - Deferred Compensation	<u>120,000</u>	<u>120,000</u>
Stockholders' Equity:		
Common stock, \$1 par value, 800 shares authorized, issued and outstanding	800	800
Paid-in capital	13,043	13,043
Retained earnings	870,414	698,914
Accumulated other comprehensive income - unrealized holding gain on marketable securities	<u>18,511</u>	<u>13,689</u>
Total Stockholders' Equity	<u>902,768</u>	<u>726,446</u>
	<u>\$ 1,526,573</u>	<u>\$ 1,403,257</u>

See accompanying notes to financial statements.

HELIX TELEPHONE COMPANY

Statements of Operations and Comprehensive Income

Years Ended December 31, 2013 and 2012

	<u>2013</u>	<u>2012</u>
Operating Revenues:		
Local network service	\$ 45,244	\$ 55,693
Network access service	1,084,780	937,997
Miscellaneous	<u>41,661</u>	<u>45,886</u>
Total Operating Revenues	<u>1,171,685</u>	<u>1,039,576</u>
Operating Expenses:		
Plant specific operations	352,678	325,141
Plant nonspecific operations	27,866	27,820
Depreciation	152,577	192,023
Customer operations	69,988	66,620
Corporate operations	380,269	371,716
Other operating taxes	<u>22,329</u>	<u>21,430</u>
Total Operating Expenses	<u>1,005,707</u>	<u>1,004,750</u>
Operating Income	<u>165,978</u>	<u>34,826</u>
Other Income:		
Realized gains on marketable securities	1,746	2,420
Other	<u>12,654</u>	<u>15,769</u>
Total Other Income	<u>14,400</u>	<u>18,189</u>
Income Available for Fixed Charges	180,378	53,015
Fixed Charges - Interest on Long-Term Debt	<u>8,878</u>	<u>10,591</u>
Net Income	<u>171,500</u>	<u>42,424</u>
Other Comprehensive Income		
Unrealized holding gains on marketable securities	6,568	8,731
Reclassifications for realized gains included in net income	<u>(1,746)</u>	<u>(2,420)</u>
Total Other Comprehensive Income	<u>4,822</u>	<u>6,311</u>
Total Comprehensive Income	<u>\$ 176,322</u>	<u>\$ 48,735</u>

See accompanying notes to financial statements.

HELIX TELEPHONE COMPANY

Statements of Cash Flows

Years Ended December 31, 2013 and 2012

	<u>2013</u>	<u>2012</u>
Cash Flows from Operating Activities:		
Net income	\$ 171,500	\$ 42,424
Adjustments to reconcile net income to net cash provided by operating activities:		
Depreciation	152,577	192,023
Realized gain on sales of marketable securities	(1,746)	(2,420)
Changes in assets and liabilities:		
Accounts receivable	(26,240)	(14,972)
Prepaid expenses	(125)	(283)
Accounts payable	2,932	(8,905)
Accrued expenses	36,795	(44,245)
Net Cash Provided by Operating Activities	<u>335,693</u>	<u>163,622</u>
Cash Flows from Investing Activities:		
Capital expenditures	(130,191)	(51,873)
Proceeds from sale of marketable securities	12,655	23,015
Purchase of marketable securities	(13,057)	(26,544)
Change in other investments	49,658	(1,847)
Net Cash Used by Investing Activities	<u>(80,935)</u>	<u>(57,249)</u>
Cash Flows from Financing Activities - Payments on long-term debt	<u>(92,733)</u>	<u>(91,020)</u>
Net Increase in Cash	162,025	15,353
Cash, beginning	<u>146,563</u>	<u>131,210</u>
Cash, ending	<u>\$ 308,588</u>	<u>\$ 146,563</u>
Cash Paid During the Year for Interest.	<u>\$ 8,878</u>	<u>\$ 10,591</u>

See accompanying notes to financial statements.