

October 14, 2013

### BY WUTC WEB PORTAL

Mr. Steven V. King
Executive Director and Secretary
Washington Utilities and
Transportation Commission
P.O. Box 47250
Olympia, WA 98504-7250

Dear Mr. King:

Re: Docket No. UT-133009 –

FCC Form 481 due October 15, 2013 -

Tenino Telephone Company (Study Area 522446)

Accompanying this letter for filing with the Washington Utilities and Transportation Commission ("Commission") is an electronic copy of the FCC Form 481, due October 15, 2013, of Tenino Telephone Company, as filed electronically with the United States Administrative Company pursuant to Sections 54.313 and 54.422 of the rules of the Federal Communications Commission, 47 C.F.R. §§ 54.313 and 54.422.

Please let us know if the Commission has any questions regarding the accompanying FCC Form 481.

Very truly yours,

Steven D. Hanson

President

Accompanying document: FCC Form 481 (copy)

	m 481 - Carrier Annual Reporting Illection Form		FCC Form 481 OMB Control No. 3060-09 July 2013	986/OMB Control No. 3060-0819
<010>	Study Area Code	522446		
<015>	Study Area Name	TENINO TELEPHONE CO		
<020>	Program Year	2014		
<030>	Contact Name: Person USAC should contact with questions about this data	Rick Vitzthum		
<035>	Contact Telephone Number: Number of the person identified in data line <030	360-264-2915 >		
<039>	Contact Email Address: Email of the person identified in data line <030>	rick@scattercreek.net		
ANNUA	L REPORTING FOR ALL CARRIERS			54.313 54.422 Completion Completion Required Required
<100>	Service Quality Improvement Reporting	(complete attached wo	rksheet)	(check box when complete)
<200> <210>	Outage Reporting (voice) < check box if	(complete attached wo	rksheet)	V
<310>	Unfulfilled Service Requests (voice)  Detail on Attempts (voice)  Unfulfilled Service Requests (broadband)  Detail on Attempts (broadband)	0 (attach descriptive do		v
<410> <420>	Number of Complaints per 1,000 customers (voice Fixed Mobile Number of Complaints per 1,000 customers (broat Fixed Mobile		]	V V
<500> <510> <600> <610> <700> <710> <800> <1000> <1010> <1110> <1110>	Service Quality Standards & Consumer Protection  522446wa510  Functionality in Emergency Situations  522446wa610  Company Price Offerings (voice)  Company Price Offerings (broadband)  Operating Companies and Affiliates  Tribal Land Offerings (Y/N)?  Voice Services Rate Comparability  Terrestrial Backhaul (Y/N)?  Terms and Condition for Lifeline Customers  Price Cap Carriers, Proceed to Price Cap Additions  Including Rate-of-Return Carriers affiliated with Price Cap Additions	(attached descriptive do (check to indicate certi (attached descriptive do (complete attached wo (complete attached wo (if yes, complete attached wo (check to indicate certi (attach descriptive do (if not, check to indicate certi (complete attached wo (complete attached wo	cument) fication) cument) wksheet) wksheet) wksheet) fication) cument) fication) wksheet)	
<2000> <2005>	including kate-oj-keturn Carriers affiliated with Pi	rice Cap Local Exchange Carriers (check to indicate certi (complete attached wa		
<3000> <3005>	Rate of Return Carriers, Proceed to ROR Addition	al Documentation Worksheet  (check to indicate certi		v

	rvice Quality Improvement Reporting Ilection Form	FCC Form 481  OMB Control No. 3060-0986/OMB Control No. 3060-0819  July 2013							
<010>	Study Area Code 522446								
<015>	Study Area Name TENINO TELEPHO	NE CO							
<020>	Program Year 2014								
<030>	Contact Name - Person USAC should contact regarding this data Rick Vitzthum								
<035>	Contact Telephone Number - Number of person identified in data line <030> 360-2	Contact Telephone Number - Number of person identified in data line <030> 360-264-2915							
<039>	Contact Email Address - Email Address of person identified in data line <030> rick	scattercreek.net							
<110>	Has your company received its ETC certification from the FCC?  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 ) O							
<112>	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.  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 compactor which only receives frozen support, your progress report is only required to address voice telephony service.	ny is a							
	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.	Name of Attached Document (.pdf)							
<113>	Maps detailing progress towards meeting plan targets								
<114>	Report how much universal service (USF) support was received								
<115>	How (USF) was used to improve service quality								
<116>	How (USF)was used to improve service coverage								
<117>	How (USF) was used to improve service capacity								
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.								

(200) Service Outage Reporting (Voice)	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	522446	
<015>	Study Area Name	TENINO TELEPHONE CO	
<020>	Program Year	2014	
<030>	Contact Name - Person USAC should contact regarding this data	Rick Vitzthum	
<035>	Contact Telephone Number - Number of person identified in data line <030> 360-264-2915		
<039>	Contact Email Address - Email Address of person identified in data line <030> rick@scattercreek.net		

<220>	<a></a>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<c1></c1>	<c2></c2>	<d></d>	<e></e>	<f></f>	<g></g>	<h></h>
	NORS									Did This Outage		
	Reference		Outage Start			Number of		911 Facilities	Service Outage	Affect Multiple		
	Number	Date	Time	Date	Time	Customers Affected	Total Number of	Affected	Description (Check		Service Outage	Preventative
							Customers	(Yes / No)	all that apply)	(Yes / No)	Resolution	Procedures
							<del>See attache</del>	<del>a</del>				
						wo	rksheet					

(700) Price Offerings including Voice Rate Data	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013

<010>	Study Area Code	522446
<015>	Study Area Name	TENINO TELEPHONE CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Rick Vitzthum
<035>	Contact Telephone Number - Number of person identified in data line <030>	360-264-2915
<039>	Contact Email Address - Email Address of person identified in data line <030>	rick@scattercreek.net

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

<703>

<a1></a1>	<a2></a2>	<a3></a3>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<b5></b5>	<c></c>
				Residential Local			Mandatory Extended Area	
State	Exchange (ILEC)	SAC (CETC)	Rate Type	Service Rate	State Subscriber Line Charge	State Universal Service Fee	Service Charge	Total per line Rates and Fees
								+
								<del> </del>
				Soo off	ached worksheet			+
				See all	ached worksneet			<del> </del>
								<del> </del>

(710) Broadband Price Offerings	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	522446	
<015>	Study Area Name	TENINO TELEPHONE CO	
<020>	Program Year	2014	
<030>	Contact Name - Person USAC should contact regarding this data	Rick Vitzthum	
<035>	Contact Telephone Number - Number of person identified in data line <03	0> 360-264-2915	
<039>	Contact Email Address - Email Address of person identified in data line <030> rick@scattercreek.net		

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<711>	<a1></a1>	<a2></a2>	<b1></b1>	<b2></b2>	<c></c>	<d1></d1>	<d2></d2>	<d3></d3>	<d4></d4>
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rate and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached {select }
			Se	e attached					
				sheet					

. , .	erating Companies lection Form			FCC Form 481  OMB Control No. 3060-0986/OMB Control No. 3060-0819  July 2013	
<010>	Study Area Code		522446		
<015>	Study Area Name		TENINO TELEPHONE CO		
<020>	Program Year		2014		
<030>	Contact Name - Person	n USAC should contact regarding this data	Rick Vitzthum	7	
<035>	Contact Telephone Nu	ımber - Number of person identified in data line <0	030> 360-264-2915	-	
<039>	<039> Contact Email Address - Email Address of person identified in data line <030> rick@scattercreek.net				
<810>	Reporting Carrier	Tenino Telephone Company			
<811>	Holding Company	Scatter Creek Limited			

<812> Operating Company

Tenino Telephone Company

<813>	<a1></a1>	<a2></a2>	<a3></a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
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-			
-	See a	ttached works	heet
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	No. 3060-0986/OMB Control No. 3060-0819
July 2013	
<010> Study Area Code 522446	
<015> Study Area Name TENINO TELEPHONE CO	
<020> Program Year 2014  <030> Contact Name - Person USAC should contact regarding this data Rick Vitzthum	
<030> Contact Name - Person USAC should contact regarding this data Rick Vitzthum  <035> Contact Telephone Number - Number of person identified in data line <030> 360-264-2915	
<035> Contact Telephone Number - Number of person identified in data line <030> rick@scattercreek.net	
Contact Linan Address - Linan Address of person identified in data fine Cosos - Frequencial Frequency	
<910> Tribal Land(s) on which ETC Serves	
<920> Tribal Government Engagement Obligation	
Name of Attached Document (.pdf)	
If your company serves Tribal lands, please select (Yes,No, NA) for	
each these boxes to confirm the status described on the attached	
PDF, on line 920, demonstrates coordination with the Tribal	
government pursuant to § 54.313(a)(9) includes:	
Select	
(Yes,No,	
NA)	
<921> Needs assessment and deployment planning with a focus on Tribal	
community anchor institutions;	
<922> Feasibility and sustainability planning;	
<923> Marketing services in a culturally sensitive manner;	
<924> Compliance with Rights of way processes	
<925> Compliance with Land Use permitting requirements	
<926> Compliance with Facilities Siting rules	
<927> Compliance with Environmental Review processes	
<928> Compliance with Cultural Preservation review processes	
<928> Compliance with Tribal Business and Licensing requirements.	
Compilance with tribal business and dicensing requirements.	

(1100) No Terrestrial Backhaul Reporting Data Collection Form			FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	522446	•
<015>	Study Area Name	TENINO TELEPHONE CO	
<020>	Program Year	2014	
<030>	Contact Name - Person USAC should contact regarding this data	Rick Vitzthum	
<035>	Contact Telephone Number - Number of person identified in data line <030>	360-264-2915	
<039>	Contact Email Address - Email Address of person identified in data line <030>	rick@scattercreek.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)		

Lifeline	erms and Condition for Lifeline Customers ection Form			FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code		522446	
<015>	Study Area Name		TENINO TELEPHONE CO	
<020>	Program Year		2014	
<030>	Contact Name - Person USAC should contact regarding this data		Rick Vitzthum	
<035>	Contact Telephone Number - Number of person identified in data	line <030>	360-264-2915	
<039>	Contact Email Address - Email Address of person identified in data			
<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	1	522446wa1210  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,	V		
<1222>	Details on the number of minutes provided as part of the plan,	V		
<1223>	Additional charges for toll calls, and rates for each such plan.	V		

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(2000) Pr	ice Cap Carrier Additional Documentation		FCC Form 481	
Data Coll	ection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819		
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers  July 2013				
meraamg	nate of Netam Carners affinated with thee cap Local Exemange Carners		<u> </u>	
		2446		
<010>	Study Area Code			
<015>		NINO TELEPHONE CO		
<020> <030>	Program Year 20:			
<030>		2k Vitzthum 360-264-2915		
<039>	Contact Telephone Number - Number of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030>	rick@scattercreek.net		
<u> </u>	Contact Enfail Address - Enfail Address of person identified in data life <0502	TTO NO BOOK COLOR CONTROL		
CHECK th	ne boxes below to note compliance as a recipient of Incremental Connect Ameri	ca Phase I support, frozen High Cost support, High Cost support to offset acc	cess 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 bel	ow is accurate.	
	Incremental Connect America Phase I reporting			
<2010>	2nd Year Certification {47 CFR § 54.313(b)(1)}			
<2011>	3rd Year Certification {47 CFR § 54.313(b)(2)}			
	Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}			
<2012>	2013 Frozen Support Certification			
<2013>	2014 Frozen Support Certification			
<2014>	2015 Frozen Support Certification			
<2015>	2016 and future Frozen Support Certification			
	Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}			
<2016>	Certification Support Used to Build Broadband			
	Connect America Phase II Reporting {47 CFR § 54.313(e)}			
<2017>	3rd year Broadband Service Certification			
<2018>	5th year Broadband Service Certification			
<2019>	Interim Progress Certification			
<2020>	Please check the box to confirm that the attached PDF, on line 2021,			
	contains the required information pursuant to § 54.313 (e)(3)(ii), as a re	ecipient		
	of CAF Phase II support shall provide the number, names, and addresse			
	community anchor institutions to which began providing access to broa	dband		
	service in the preceding calendar year.			
<2021>	Interim Progress Community Anchor Institutions	Name of Attached Document Listing Required Information		

(3000) Ra	ate Of Return Carrier Additional Documentation		FCC Form 481
Data Coll	ection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
			July 2013
_	522446		
<010>	Study Area Code	T PRIVATE GO	
<015> <020>	Study Area Name TENINO TE	ELEPHONE CO	
<030>	8	k Vitzthum	
<035>	Contact Telephone Number - Number of person identified in data line <030>	360-264-2915	
<039>	Contact Email Address - Email Address of person identified in data line <030>	rick@scattercreek.net	
CHECK t	he boxes below to note compliance on its five year service quality plan (pursua CFR § 54.313(f)(2). I further certify that	ant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring the information reported on this form and in the documents attach	
	Progress Report on 5 Year Plan		
(3010)	Milestone Certification $\{47\ CFR\ \S\ 54.313\{f\}\{1\}[i]\}$ Please check this box to confirm that the attached PDF , on line 3012,	Name of Attached Document Listing Required Information	
(3011)	contains the required information pursuant to § 54.313 (f)(1)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.		
(3012) (3013) (3014)	Community Anchor Institutions {47 CFR § 54.313{f}(1)(ii)} Is your company a Privately Held ROR Carrier {47 CFR § 54.313{f}(2)} If yes, does your company file the RUS annual report Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:	Name of Attached Document Listing Required Information	(Yes/No) (Yes/No)
(3015)	requires: Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		
(3016)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		
(3017) (3018)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation  If the response is no on line 3014, Is your company audited?	Name of Attached Document Listing Required Information	(Yes/No)
	If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:		
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications		
(3020)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		
(3021)	Management letter issued by the independent certified public accountant that performed the company's financial audit.		
(3022)	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:  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,  Underlying information subjected to a review by an independent certified		
(3023)	public accountant		
(3024)	Underlying information subjected to an officer certification.		<u> </u>
(3025)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	522446wa3026

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Certification - Reporting Carrier Data Collection Form		ier	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	522446	
<015>	Study Area Name	TENINO TELEPHONE CO	
<020>	Program Year	2014	
<030>	Contact Name - Pers	on USAC should contact regarding this data Rick Vitzthum	
<035>	Contact Telephone Number - Number of person identified in data line <030> 360-264-2915		

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

<039> Contact Email Address - Email Address of person identified in data line <030> rick@scattercreek.net

l 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: TENINO TELEPHONE CO			
Signature of Authorized Officer: CERTIFIED ONLINE	Date 10/14/2013		
Printed name of Authorized Officer: Steve Hanson			
Fitle or position of Authorized Officer: President			
Telephone number of Authorized Officer: 360-264-2915			
Study Area Code of Reporting Carrier: 522446	Filing Due Date for this form: 10/15/2013		

Certification - Agent / Carrier Data Collection Form			FCC Form 481 OMB Control No. 3060-09 July 2013	86/OMB Control No. 3060-0819
<010>	Study Area Code	522446		
<015>	Study Area Name	TENINO TELEPHONE CO		
<020>	Program Year	2014		
<030>	Contact Name - Person US	AC should contact regarding this data Rick	7itzthum	
<035>	Contact Telephone Number	er - Number of person identified in data line <030>	360-264-2915	
<039>	Contact Email Address - Er	mail Address of person identified in data line <030>	rick@scattercreek.net	

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

I certify that (Name of Agent) also certify that I am an officer of the reporting carr agent; and, to the best of my knowledge, the report	is authorized to submit the information reported on behalf of the reporting c y responsibilities include ensuring the accuracy of the annual data reporting requirements 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 fo	n 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					
	ized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have proporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	ovided			
Name of Reporting Carrier:					
Name of Authorized Agent or Employee of Agent:	Vame 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	an be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment unde 18 of the United States Code, 18 U.S.C. § 1001.	er Title			

Attachments

(800) Operating Companies	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	522446
<015>	Study Area Name	TENINO TELEPHONE CO
<020>	Program Year	2014
<030>	Contact Name - Person U	SAC should contact regarding this data  Rick Vitzthum
<035>	Contact Telephone Numb	er - Number of person identified in data line <030> 360-264-2915
<039>	Contact Email Address - E	mail Address of person identified in data line <030> rick@scattercreek.net
<810>	Reporting Carrier	Tenino Telephone Company
<811>	Holding Company	Scatter Creek Limited
<812>	Operating Company	Tenino Telephone Company

<813>	<a1></a1>	<a2></a2>	<a3></a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
=	Kalama Telephone Company	522426	
_	Kalama Paging, Inc		Scatter Creek InfoNet
_	TenKal Company		Scatter Creek Communications
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# Tenino Telephone Company FCC Form 481 (October 2013), Line 510 Description of Processes and Procedures to Ensure Compliance with Service Quality Standards and Consumer Protection Rules Per Instructions for Completing FCC Form 481

This document details the processes and procedures that Tenino Telephone Company (the "Company") follows to ensure compliance with service quality standards and consumer protections rules as set forth in the Instructions for Completing FCC Form 481.

For service quality standards that are affected by plant issues, the Company engineers and installs its plant and other facilities in such a way as to ensure, to the greatest extent possible, compliance with service quality standards that exist at the time that the plant and facilities are constructed. Plant is augmented, upgraded and/or reconfigured as service needs evolve.

In addition, Company employees are periodically briefed on issues involving service quality standards and consumer protection rules. In particular, if any set of issues appear to be prevalent, employees are given briefings on how to handle such issues. A recent example is the call completion problems that have arisen and the customer calls that are generated as a result. Although this is not a service quality problem caused by the Company, it does affect customers of the Company and, therefor, deserves the attention of the Company employees.

The Company also periodically reviews its operating procedures to be sure that those operating procedures are in compliance with service quality standards and that the operating procedures are not in violation of consumer protection rules. If questions arise, legal counsel is sought as needed.

If a complaint pertaining to the Company's compliance with service quality standards or consumer protection rules is received by the Company, the complaint is promptly investigated, the matter tracked and any corrective action noted. This process ensures that issued involved in the matter are addressed and corrections made, if needed. It should be noted that the Company has received no customer complaints in the past five years regarding service quality standards or consumer protection rules as they relate to the service offered by the Company other than call completion issues, which, as noted above, are not caused by the Company.

## Tenino Telephone Company FCC Form 481 (October 2013), Line 610 Statement Describing Ability to Function in Emergency Situations Per Instructions for Completing FCC Form 481

At line 600 of FCC Form 481, Tenino Telephone Company (the "Company") certified that it is able to function in emergency situations as set forth in 47 C.F.R § 54.202(a)(2). This means that the Company has a reasonable amount of back-up power to ensure functionality without an external source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations. This statement describes how the Company is prepared to provide continued service in an emergency situation.

The Company has back-up batteries that provide service for its central office during a commercial power outage, with the capacity to function for at least eight hours. In addition, there is a diesel-powered generator available. The generator automatically starts during any power outage or spike in the commercial power that powers the central office and business office. Further, the Company has propane generators installed at all but one of its remote sites. The one remote site that does not have an installed generator is supplied with a portable generator for use in the event of a commercial power outage.

The Company has route redundancy and diversity for interexchange access service, E-911 trunking and SS7 signaling circuits.

The Company's outside plant is primarily buried and, thus, protected from most weather events. The Company's central office switch capacity is engineered to accommodate traffic spikes, and its interexchange facilities also have the capacity to provide additional circuits for interexchange carriers should the need arise.

In the case of isolated groups of customers that may suffer damage due to a cable cut, the Company maintains sufficient staff and other resources to be able to put customers back in service in a very short amount of time. The Company's emergency service equipment is located within its exchange and requires very little time to dispatch.

# Tenino Telephone Company FCC Form 481 (October 2013), Line 1210 and FCC Form 481 (October 2013), Line 1221

Description of Terms & Conditions of Voice Telephony Lifeline Plans and Description of Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers

Per Instructions for Completing FCC Form 481

#### \*\*\*ADVERTISEMENT \*\*\*

Tenino Telephone Company has been the local telephone company serving the Tenino and Bucoda areas since approximately 1905. During the intervening years, we have worked hard to build a telephone system that would provide high quality telecommunications service to the communities we serve. We have done this, notwithstanding the higher cost of serving areas in the State of Washington and when few, if any, other telephone companies are interested in serving our communities.

We have served and intend to continue to serve both residential and business customers in our service area with high quality telecommunications services at attractive and affordable rates.

In addition to our basic telephone services, we offer throughout our service area advance telecommunications service including internet access, high speed data services, special calling features and voice mail.

The basic services offered by Tenino Telephone Company are comprised of several components. At a minimum, these include:

Services offered	Monthly Charge

Single party, voice grade access to the public Residence Business switched network, Including an unlimited \$12.00\*\*/\*\*\* \$18.00 amount of local Usage (basic grade of service)

Dual tone multi-frequency signaling or its no additional charge functional equivalent (i.e., tone dialing)

Access to emergency 911 services

There is no additional charge by Tenino

Telephone Company to end user customers for the ability to access emergency 911

services. \*\*\*\*

Access to operator service There is no additional charge by Tenino

Telephone Company for the ability to call the operator. However, the call may involve a charge depending on the service requested and the rates of the company whose operator

handles the call.

Access to interexchange (long distance)

There is no additional charge by Tenino

services

Telephone Company to end-user customers for the ability to place and receive calls through long distance networks of interexchange carriers that offer service through our network. However, the call may involve a charge from the interexchange (long distance) carrier depending on the type of the call.

Access to directory assistance

There is no additional charge by Tenino Telephone Company to end user customers for the ability to call Directory Assistance However, the call may involve a Directory Assistance charge, the amount of which depends on the area called and the rates of the company whose operators accessed.

Toll limitations service for qualifying low-income customers

There is no additional charge by Tenino Telephone Company to qualifying low income consumers for toll blocking service, qualifying low-income customers are generally those participating in the Lifeline program.

Lifeline and Link-Up Programs

Tenino Telephone Company participates in the federal Lifeline and Link-up programs, as well as the Washington Telephone Assistance Program ("WTAP"). Under these programs, Tenino Telephone Company offers to qualifying low-income customers a discount off of the monthly rate for basic residential exchange service and a discount off of the non-recurring charge to install a basic residential exchange service line. For service on nontribal reservation lands, Kalama Telephone Company current discounted monthly rate for Lifeline residential service is \$8.00 while the installation charge for such service may be discounted under the Link-Up program and WTAP by up to \$60.00\*. Additional discounts may apply for service to qualifying low-income customers on tribal

<sup>\*</sup>The charges set forth are subject to change, and in some instances are subject to change without notice. Certain non-recurring charges may also apply to installation or change of service. \*\*Applicable Federal, State, County and municipal taxes and surcharges, including a federally-mandated end user surcharge per line are in addition to these amounts. \*\*\* Discounts off of this rate are available to qualifying low-income customers. \*\*\*\*State and County taxes apply per line to fund the provisions of this capability.

These services are available to all qualifying subscribers of Tenino Telephone Company. The charges for these services are reflected each month on our normal telephone bill and may be accompanied by charges for services provided by Tenino Telephone Company. The services listed above are those that Tenino Telephone Company offers and must advertise in order to be eligible for federal support funds that are used to help offset the high cost of serving rural areas and bringing affordable telephone service to residents and businesses in rural areas. Other services are available by contacting Tenino Telephone Company's business office at 264-2915.

# Tenino Telephone Company FCC Form 481 (October 2013), Line 1222 Description of Details on the number of minutes provided as part of the plan Per Instructions for Completing FCC Form 481

Tenino Telephone Company only provides its lifeline customers a flat rate local service which includes unlimited local and extended area service (EAS) calling

# Tenino Telephone Company FCC Form 481 (October 2013), Line 1223 Description of Additional charges for toll calls, and rates for each such plan Per Instructions for Completing FCC Form 481

Tenino Telephone Company does not provide toll services directly to subscribers. Tenino Telephone Company does provide its subscribers with access to toll providers (long distance carriers). A lifeline subscribers may choose their own toll provider and are subject to the rates of the selected toll provider.

(3005a) Operating Report for Privately-Held Rate of Return	Carriers				FCC Form 481	
Balance Sheet - Data Collection Form					OMB Control No.	3060-0986
					OMB Control No.	
Page 1 of 3					July 2013	3000 0013
rage 1013					July 2013	
<010> Study Area Code: 522446						
<015> Study Area Code: 322440  <015> Study Area Name: Tenino Telephone Company						
<020> Program Year: 2012						
<030> Contact Name - Rick Vitzthum						
<035> Contact Telephone Number - 360-264-2915						
<039> Contact Email Address - rick@scattercreek.net						
Filed as reviewed single company	х			Filed as audited single company		
Filed as reviewed consolidated company				Filed as audited consolidated company	Н	
Filed as subsidiary of reviewed consolidated company				Filed as subsidairy of audited consolidated company		
		CERTIFIC	ATIO	N .		
We hereby certify that the entries in this report are in accordance	e with the accounts and	other records of the s	ysten	n and reflect the status of the system to the best of our kn	owledge and belief.	
Standard Control		- Ditt	-			
Signature		PART A. BALA	NCE	SHEET		
ASSETS	BALANCE PRIOR YEAR	BALANCE END OF PERIOD		LIABILTIES AND STOCKHOLDERS' EQUITY	BALANCE PRIOR YEAR	BALANCE END OF PERIOD
CURRENT ASSETS	YEAR	PERIOD	CLIE	RRENT LIABILITIES	TEAR	PERIOD
Cash and Equivalents	3,619,566	4,010,266		Accounts Payable	175,589	190,090
Cash-RUS Construction Fund	3,013,500	1,010,200	26.	Notes Payable	173,363	130,030
3. Affiliates:		1111111	27.	Advance Billings and Payments		
a. Telecom, Accounts Receivable			28.	Customer Deposits		
b. Other Accounts Receivable			29.	Current Mat. L/T Debt		
c. Notes Receivable			30.	Current Mat. L/T Debt-Rur. Dev.		
4. Non-Affiliates:		11/11/11	31.	Current MatCapital Leases		
a. Telecom, Accounts Receivable	302,294	188,257	32.	Income Taxes Accrued		
b. Other Accounts Receivable	455,467		33.	Other Taxes Accrued	53,655	82,153
c. Notes Receivable			34.	Other Current Liabilities	111,027	118,820
5. Interest and Dividends Receivable			35.	Total Current Liabilities (25 thru 34)	340,271	391,063
6. Material-Regulated				IG-TERM DEBT	1818181	
7. Material-Nonregulated			36.	Funded Debt-RUS Notes		
Prepayments     Other Current Assets	122 621	55,530	37. 38.	Funded Debt-RTB Notes		
Other Current Assets     Total Current Assets (1 Thru 9)	123,631 4,500,958	4,254,053	50.	Funded Debt-FFB Notes Funded Debt-Other		
o. Total carrent rosets (2 milas)	1,500,550		40.	Funded Debt-Rural Develop. Loan		
NONCURRENT ASSETS		1111111	41.	Premium (Discount) on L/T Debt		
Investment in Affiliated Companies			42.	Reacquired Debt		
a. Rural Development			43.	Obligations Under Capital Lease		
b. Nonrural Development			44.	Adv. From Affiliated Companies	605,807	28,652
2. Other Investments			45.	Other Long-Term Debt		
a. Rural Development	3,000	3,000	46.	Total Long-Term Debt (36 thru 45)	605,807	28,652
b. Nonrural Development			OTH	HER LIAB. & DEF. CREDITS		
3. Nonregulated Investments			47.	Other Long-Term Liabilities		
4. Other Noncurrent Assets			48.	Other Deferred Credits		
5. Deferred Charges	387,632	449,927	-	Other Jurisdictional Differences		
6. Jurisdictional Differences	200 522	452.027	50.	Total Other Liabilities and Deferred Credits (47 thru 49		111111
7. Total Noncurrent Assets (11 thru 16)	390,632	452,927	51.	Cap. Stock Outstanding & Subscribed	97,200	97,200
PLANT, PROPERTY, AND EQUIPMENT		10000	52.	Additional Paid-in-Capital	37,200	37,200
8. Telecom, Plant-in-Service	22,274,705			Treasury Stock		
9. Property Held for Future Use			54.	Membership and Cap. Certificates		
0. Plant Under Construction	50,137	55,468	55.	Other Capital		
1. Plant Adj., Nonop. Plant & Goodwill			56.	Patronage Capital Credits		
2. Less Accumulated Depreciation	18,918,606	18,985,313	57.	Retained Earnings or Margins	7,254,548	7,088,493
3. Net Plant (18 thru 21 less 22)	3,406,236	2,898,428	L	Total Equity (51 thru 57)	7,351,748	7,185,693
		The second secon				THE RESERVE THE PARTY NAMED IN COLUMN TWO IS NOT THE OWNER.

TOTAL ASSETS (10+17+23)

8,297,826

7,605,408

TOTAL LIABILITIES AND EQUITY (35+46+50+58)

7,605,408

8,297,826

(3005b) Operating Report for Privately-Held Rate of Return Carriers

Income Statement - Data Collection Form

OMB Control No. 3060-0986

OMB Control No. 3060-0819

Page 2 of 3

<010> Study Area Code: 522446

<015> Study Area Name: Tenino Telephone Company

<020> Program Year: 2012

<030> Contact Name - Rick Vitzthum

<035> Contact Telephone Number - 360-264-2915

<039> Contact Email Address - rick@scattercreek.net

	PART B. STATEMENTS OF INCOME AND RETAINED EARINGS OR MARGINS	T	
	ITEM	PRIOR YEAR	THIS YEAR
1.	Local Network Services Revenues	603,378	570,729
2.	Network Access Services Revenues	3,421,718	3,123,128
3.	Long Distance Network Services Revenues	88,468	86,876
4.	Carrier Billing and Collection Revenues		
5.	Miscellaneous Revenues	4	
6.	Uncollectible Revenues	(8,014)	(6,683
7.	Net Operating Revenues (1 thru 5 less 6)	4,105,550	3,774,050
8.	Plant Specific Operations Expense	1,571,338	1,344,495
9.	Plant Nonspecific Operations Expense (Excluding Depreciation & Amortization)	654,798	639,273
10.	Depreciation Expense	1,394,658	1,051,815
11.	Amortization Expense		
12.	Customer Operations Expense	230,347	235,405
13.	Corporate Operations Expense	834,419	769,346
14.	Total Operating Expenses (8 thru 13)	4,685,560	4,040,334
15.	Operating Income or Margins (7 less 14)	(580,010)	(266,284
16.	Other Operating Income and Expenses		
17.	State and Local Taxes	73,144	124,075
18.	Federal Income Taxes	(221,405)	(131,831
19.	Other Taxes		
20.	Total Operating Taxes (17+18+19)	(148,261)	(7,756
21.	Net Operating Income or Margins (15+16-20)	(431,749)	(258,528
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	79,979	77,836
28.	Extraordinary Items	244,572	
29.	Jurisdictional Differences		
30.	Nonregulated Net Income	17,624	14,637
31.	Total Net Income or margins (21+27+28+29+30-26)	(89,574)	(166,055
32.	Total Taxes Based on Income	(171,124)	(84,194
33.	Retained Earnings or Margins Beginning-of-Year	7,344,122	7,254,548
34.	Miscellaneous Credits Year-to-Date		
35.	Dividends Declared (Common)		
36.	Dividends Declared (Preferred)		
37.	Other Debits Year-to-Date		
38.	Transfers to Patronage Capital		
39.	Retained Earnings or Margins end-of-Period [(31+33+34)-(35+36+37+38)]	7,254,548	7,088,493
40.	Patronage Capital Beginning-of-Year		
41.	Transfers to Patronage Capital		
42.	Patronage Capital Credits Retired		
43.	Patronage Capital End-of-Year (40+41-42)		
44.	Annual Debt Service Payments		
45.	Cash Ratio [(14+20-10-11)/7]	0.765462	0.789805
46.	Operating Accrual Ratio [(14+20+26)/7]	1.105162	1.068501
47.	TIER [(31+26)/26]	1.103102	1.000301
<u></u>	DSCR [(31+26+10+11)/44]		

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

<010> Study Area Code: 522446	
<015> Study Area Name: Tenino Telephone Company	
<020> Program Year: 2012	
<030> Contact Name - Rick Vitzthum	
<035> Contact Telephone Number - 360-264-2915	
<039> Contact Email Address - rick@scattercreek.net	

	PART C. STATEMENTS OF CASH FLOWS	
1.	Beginning Cash (Cash and Equivalents plus RUS Construction Fund)	3,619,566
	CASH FLOWS FROM OPERATING ACTIVITIES	
2.	Net Income	-166,055
	Adjustments to Reconcile Net Income to Net Cash Provided by Operating Activities	
3.	Add: Depreciation	1,051,815
4.	Add: Amortization	
5.	Other (Explain) - Changes in Deferred Federal Income Taxes	-62,295
	Changes in Operating Assets and Liabilities	
6.	Decrease/(Increase) in Accounts Receivable	569,504
7.	Decrease/(Increase) in Materials and Inventory	
8.	Decrease/(Increase) in Prepayments and Deferred Charges	
9.	Decrease/(Increase) in Other Current Assets	68,101
10.	Increase/(Decrease) in Accounts Payable	14,501
11.	Increase/(Decrease) in Advance Billings & Payments	
12.	Increase/(Decrease) in Other Current Liabilities	36,291
13.	Net Cash Provided/(Used) by Operations	1,511,862
	CASH FLOWS FROM FINANCING ACTIVITIES	
14.	Decrease/(Increase) in Notes Receivable	
15.	Increase/(Decrease) in Notes Payable	
16.	Increase/(Decrease) in Customer Deposits	
17.	Net Increase/(Decrease) in Long Term Debt (Including Current Maturities)	
18.	Increase/(Decrease) in Other Liabilities & Deferred Credits	-577,155
19.	Increase/(Decrease) in Capital Stock, Paid-in Capital, Membership and Capital Certificates & Other Capital	
20.	Less: Payment of Dividends	
21.	Less: Patronage Capital Credits Retired	
22.	Other (Explain)	
23.	Net Cash Provided/(Used) by Financing Activities	-577,155
	CASH FLOWS FROM INVESTING ACTIVITIES	
24.	Net Capital Expenditures (Property, Plant & Equipment)	-660,386
25.	Other Long-Term Investments	0
26.	Other Noncurrent Assets & Jurisdictional Differences	0
27.	Other (Explain) - Salvage on Retired Assets	116,379
28.	Net Cash Provided/(Used) by Investing Activities	-544,007
29.	Net Increase/(Decrease) in Cash	390,700
30.	Ending Cash	4,010,266