

State of Idaho)
County of Kootenai) ss

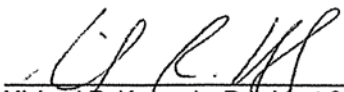
CERTIFICATION BY ELIGIBLE TELECOMMUNICATIONS CARRIER
OF COMPLIANCE WITH SERVICE QUALITY AND CUSTOMER
PROTECTION, ABILITY TO REMAIN FUNCTIONAL IN EMERGENCIES,
AND USE OF FEDERAL HIGH-COST SUPPORT.

AFFIDAVIT OF BUSINESS OR CORPORATE OFFICER

The Washington Utilities and Transportation Commission (Commission) requires that an Eligible Telecommunications Carrier (ETC) certify that it is compliant with applicable service quality standards and consumer protection rules; and ETCs must demonstrate the ability to remain functional in emergencies. In addition, the Commission must file an annual certification with the USAC and the FCC that all federal high-cost support provided to ETCs within the State of Washington will be used only for the provision, maintenance, and upgrading of facilities and services for which the support is intended.

I certify to the Washington Utilities and Transportation Commission ("Commission") under penalty of perjury under the laws of the State of Washington that the following is true and correct:

1. I, Michael R. Kennedy, serve as President and CEO of Newmax LLC dba Intermax Networks.
2. The Commission designated Newmax LLC as a high-cost ETC in Washington by an Order dated November 25, 2018 in Docket UT-180878. The ETC designation is narrowly tailored to the census blocks where it has been named as a winning CAF II bidder.
3. The Company began receiving federal universal service support in the form of CAF II funds in November 2019. The company received a total of \$216,045.12 CAF II funds designated for SAC 529027 for the year ending December 31, 2020. The establishment of facilities for the provisioning of services in the designated census block areas (Designated Areas) did not commence in 2020. The total amount of \$216,045.12 has been reserved for capital expenditures related to providing service in the Designated Areas.
4. Services have not begun in the Designated Areas; therefore, data does not exist to provide reports on investments made, local service outages, failures to provide service, or customer complaints.
5. Upon completion of facilities to serve the Designated Areas, Newmax LLC dba Intermax Networks will comply with applicable service quality standards and consumer protection rules of the Federal Communications Commission and the Commission.
6. I certify to the Commission that upon completion of facilities the Company will be able to remain functional in emergencies as set forth in WAC 480-123-070(6) and in 47 C.F.R. § 54.201(a)(2).
7. I also certify that all federal universal service support funds received by Newmax LLC dba Intermax Networks during the current calendar year will be used in a manner consistent with section 254(e); that is, for the provision, maintenance, and upgrading of facilities and services for which the support is intended. The company will continue to comply for the period of January 1, 2022, through December 31, 2022, to be eligible for federal universal service fund support.
8. This verification and affidavit are provided to the Commission to certify to the FCC that federal universal service support received by the eligible carriers in the state will be used in a manner consistent with Section 254(e) of the Telecommunications Act.


Michael R. Kennedy, President & CEO

6-28-2021
Date

ATTACHMENT 2

Newmax, LLC



Reason for Outage (RFO) Report

Incident Details

On January 27, 2021 at approximately 11:40 am (PST), Intermax Networks experienced a power outage at a core service center (TierPoint, Spokane Valley, Washington) that caused an interruption of service for customers for approximately 35 minutes. A new server was being added to the rack, and when it was plugged in a power circuit breaker failed, causing the rack to go dark.

Service was restored by powering down the new server and resetting tripped breakers. After power — and Intermax service — was fully restored at approximately 12:15 pm (PST), technicians continued to monitor the systems until the situation was deemed stable.

On February 5, 2021 at approximately 2:00 pm (PST), a related incident occurred at the same core service center that caused an interruption of approximately 9 minutes. While working to remove a retired server because of the Jan 27 incident, power was once again lost, causing a brief interruption of service across the entire Intermax network. It was determined that a formerly normal and stable Power Distribution Unit (PDU) had failed completely.

System redundancies picked up the outage and power shifted to working circuits, restoring service by 2:10 pm (PST).

Between the two incidents, technicians engaged the team at the core service center, and ordered a review of the electric circuits. Though our belief is that we had proper power and backup, we ordered new and larger circuits to be installed.

Because this second outage occurred while removing a server from power and not increasing it, and before the new electrical circuits were able to be installed, technicians determined that the PDU was flawed and unstable and finally failed. On February 8, 2021 at 2:00 am (PST), technicians transferred equipment to a new PDU.

Intermax sincerely apologizes for any inconvenience that this incident has caused. As a method to maximize uptime and further reduce the time it takes to switchover to backup and redundant circuits, our engineers are reviewing all power conditions and working to increase redundancies at that site.