· 一个人还是一个人的一个	rm 481 - Carrier Annual Reporting ollection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	522452	
<015>	Study Area Name	WHIDBEY TEL CO.	
<020>	Program Year	2014	ř.
<030>	Contact Name: Person USAC should contact with questions about this data	Trish Mason	
<035>	Contact Telephone Number: Number of the person identified in data line <030	3603210013 >	
<039>	Contact Email Address: Email of the person identified in data line <030>	trish.mason@whidbeytel.com	
ANNUA	AL REPORTING FOR ALL CARRIERS		54.313 54.422 Completion Completion Required Required
<100>	Service Quality Improvement Reporting	(complete attached wa	(check box when complete) rksheet) ✓
<200> <210>	Outage Reporting (voice)	(complete attached we	rksheet)
<310>	Unfulfilled Service Requests (voice) Detail on Attempts (voice) Unfulfilled Service Requests (broadband) Detail on Attempts (broadband)	(attach descriptive da	
<400> <410> <420> <430> <440> <450>	Number of Complaints per 1,000 customers (voice Fixed 0.28404 Mobile Number of Complaints per 1,000 customers (broate) Fixed Mobile		
<500> <510> <600> <610> <700> <710> <800> <1000> <1000> <1110> <1110>	Service Quality Standards & Consumer Protection 522452wa510 Functionality in Emergency Situations 522452wa610 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	Rules Compliance (check to indicate certificate descriptive do (check to indicate certificate) (check to indicate certificate) (complete attached wo (complete attached wo (complete attached wo (check to indicate certificate) (if yes, complete attached wo (check to indicate certificate) (if not, check to indicate certificate) (complete attached wo (complete attached wo (complete attached wo	cument)
<2000> <2005>	Price Cap Carriers, Proceed to <u>Price Cap Additional</u> Including Rate-of-Return Carriers affiliated with Price Cap Additional Rate of Return Carriers, Proceed to <u>ROR Additional</u>	ice Cap Local Exchange Carriers (check to indicate certi (complete attached wo	rksheet)
<3005>		(complete attached wo	2 7 7 7 7

	ervice Quality Improvement Reporting Dilection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code 522452	
<015>	Study Area Name WHIDBE	Y TEL CO.
<020>	Program Year 201	4
<030>	Contact Name - Person USAC should contact regarding this data	Trish Mason
<035>	Contact Telephone Number - Number of person identified in data line <030	> 3603210013
<039>	Contact Email Address - Email Address of person identified in data line <03	> trish.mason@whidbeytel.com
<110>	Has your company received its ETC certification from the FCC?	(yes / no) O
<111>	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) O O
	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.	f
<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 you CETC which only receives frozen support, your progress report is only	ir company is a
	required to address voice telephony service.	
	Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.	
<113>	Maps detailing progress towards meeting plan targets	
<114>	Report how much universal service (USF) support was received	 -
:115>	How (USF) was used to improve service quality	 -
116>	How (USF)was used to improve service coverage	
117>	How (USF) was used to improve service capacity	
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.	

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	522452		
<015>	Study Area Name	WHIDBEY TEL CO.		
<020>	Program Year	2014		
<030>	Contact Name - Person USAC should contact regarding this data	Trish Mason		
<035>	Contact Telephone Number - Number of person identified in data line <030> 3603210013			
<039>	Contact Email Address - Email Address of person identified in data line <030> trish.mason@whidbeytel.com			

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	NORS									Did This Outage		
	Reference		Outage Start		Outage End	Number of	5535 965 100609 9666 96	911 Facilities	Service Outage	Affect Multiple		
	Number	Date	Time	Date	Time	Customers Affected		Affected	Description (Check	Study Areas	Service Outage	Preventative
-							Customers	(Yes / No)	all that apply)	(Yes / No)	Resolution	Procedures
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	Section Control (Newson)											
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	ce Offerings including Voice Rate Data lection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013				
<010>	Study Area Code	522452					
<015>	Study Area Name	WHIDBEY TEL CO.	WHIDBEY TEL CO.				
<020>	Program Year	2014	2014				
<030>	Contact Name - Person USAC should contact regarding this data	Trish Mason					
<035>	Contact Telephone Number - Number of person identified in data line <0	030> 3603210013					
<039>	Contact Email Address - Email Address of person identified in data line <	030> trish.mason@whidbeytel.com					
<701> <702>	Residential Local Service Charge Effective Date Single State-wide Residential Local Service Charge	2013					

>	<a1></a1>	<a2></a2>	<a3></a3>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<bs></bs>	<⇔
	State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fe
							Sec. 4. 311. Sec. 4. 3. 3. 3. 3. 3. 3. 3. 3. 3. 3. 3. 3. 3.		
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					See att	ached worksheet			
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(710) Broadband Price Offerings	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
。 第二章 1987年 - 19	July 2013

<010>	Study Area Code	522452
<015>	Study Area Name	WHIDBEY TEL CO.
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Trish Mason
<035>	Contact Telephone Number - Number of person identified in data line <03	9> 3603210013
<039>	Contact Email Address - Email Address of person identified in data line <03	0> trish.mason@whidbeytel.com

<711>	<a1></a1>	<a2></a2>	<b1></b1>	<b2></b2>	«»	<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 (<i>select</i>)
			 						
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	erating Companies lection Form			FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code		522452	
<015>	Study Area Name		WHIDBEY TEL CO.	
<020>	Program Year		2014	
<030>	Contact Name - Person	USAC should contact regarding this data	Trish Mason	
<035>	Contact Telephone Nur	mber - Number of person identified in data line	2 <030> 3603210013	
<039>	Contact Email Address	- Email Address of person identified in data lin	e <030> trish.mason@whidbeytel.com	
<810>	Reporting Carrier	Whidbey Telephone Company		
<811>	Holding Company			
<812>	Operating Company	Whidbey Telephone Company		

.3>	<a1></a1>	<a2></a2>	<a3></a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
		See attached workshee	9t
-			

	bal Lands Reporting lection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	522452	
<015>	Study Area Name	WHIDBEY TEL CO.	
<020>	Program Year	2014	
<030>	Contact Name - Person USAC should contact regarding this data	Trish Mason	
<035>	Contact Telephone Number - Number of person identified in data line	2 < 030 > 3603210013	
<039>	Contact Email Address - Email Address of person identified in data line	e <030> trish.mason@whidbeytel.com	
<910>	Tribal Land(s) on which ETC Serves		
<920>	Tribal Government Engagement Obligation		
		Name of Attached Document (.)	odf)
	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		
<927> <928>	Compliance with Environmental Review processes Compliance with Cultural Preservation review processes		

	o Terrestrial Backhaul Reporting lection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	522452	
<015>	Study Area Name	WHIDBEY TEL CO.	
<020>	Program Year	2014	
<030>	Contact Name - Person USAC should contact regarding this data	Trish Mason	
<035>	Contact Telephone Number - Number of person identified in data line <03)> 3603210013	
<039>	Contact Email Address - Email Address of person identified in data line <03	0> trish.mason@whidbeytel.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)		

ifeline	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		522452	
<015>	Study Area Name		WHIDBEY TEL CO.	
<020>	Program Year		2014	
<030>	Contact Name - Person USAC should contact regarding this data		Trish Mason	
<035>	Contact Telephone Number - Number of person identified in data I	ine <030>	3603210013	
<039>	Contact Email Address - Email Address of person identified in data	line <030>	trish.mason@whidbeytel.com	
<1210> <1220>	Terms & Conditions of Voice Telephony Lifeline Plans Link to Public Website		ame of attached document (.pdf)	ervices/voice-services/local-voice-service
	"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,	1		
<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.	/		

Data Col	rice Cap Carrier Additional Documentation lection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819
including	Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers		July 2013
<010>	Study Area Code 5224	2	
<015>		BEY TEL CO.	
<020>	Program Year 2014	BET TEB CO.	
<030>		Mason	
<035>		03210013	
<039>		rish.mason@whidbeytel.com	
Ka			
MARKANIA			
CHECK t	ne boxes below to note compliance as a recipient of Incremental Connect America	Phase I support, frozen High Cost support, High Cost support to offset acc	cess charge reductions, and Connect America Phase II
		ne information reported on this form and in the documents attached beli	
	harmonial Committee of the Rhoman Committee of the Rho		
<2010>	Incremental Connect America Phase I reporting 2nd Year Certification {47 CFR § 54.313(b)(1)}		
<2010>	3rd Year Certification (47 CFR § 54.313(b)(2))		
\2011>	Sid real Certification (47 CFK & 54.515(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		
0.0000000000000000000000000000000000000	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 recip		
	of CAF Phase II support shall provide the number, names, and addresses o		
	community anchor institutions to which began providing access to broadb	and	
2024	service in the preceding calendar year.		
<2021>	Interim Progress Community Anchor Institutions	Name of Attached Document Listing Required Information	S
			2

(3000) R	ate Of Return Carrier Additional Documentation		FCC Form 481
Data Col	lection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
	是一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个		July 2013
<010>	Study Area Code 522452		
<015>	Study Area Name WHIDBEY	TEL CO.	
<020>	Program Year 2014		
<030>	Contact Name - Person USAC should contact regarding this data Tri	ish Mason	
<035>	Contact Telephone Number - Number of person identified in data line <030>	3603210013	
<039>	Contact Email Address - Email Address of person identified in data line <030>	trish.mason@whidbeytel.com	
CHECK t	the boxes below to note compliance on its five year service quality plan (pursus CFR § 54.313(f)(2). I further certify that t	ant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring the information reported on this form and in the documents attac	compliance with the financial reporting requirements set forth in 4 hed below is accurate.
	Progress Report on 5 Year Plan		
(3010)	$\label{eq:milestone} \begin{tabular}{ll} Milestone Certification \{47 CFR \S 54.313\{f\}\{1\}\{i\}\} \\ Please check this box to confirm that the attached PDF , on line 3012, \\ \end{tabular}$	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)(iii)) 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)	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)	If the response is yes on line 3014, attach your company's RUS annual		
(3018)	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,		
(3023)	Underlying information subjected to a review by an independent certified public accountant		
(3024)	Underlying information subjected to an officer certification.		H
(3025)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		522452wa3026
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	22222200000

Certification - Reporting Carrier Data Collection Form			FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	
<010>	Study Area Code	522452	\$4°	
<015>	Study Area Name	WHIDBEY TEL CO.		
<020>	Program Year	2014		
<030>	Contact Name - Person USAC should contact regarding this data Trish Mason			
<035>	Contact Telephone Number - Number of person identified in data line <030> 3603210013			
<039>	Contact Email Address - Email Address of person identified in data line <030> trish.mason@whidbeytel.com			

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

I certify that I am an officer of the reporting carrier; my responsibilitie recipients; and, to the best of my knowledge, the information reporte	is include ensuring the accuracy of the annual reporting requirements for universal service support Id on this form and in any attachments is accurate.
Name of Reporting Carrier: WHIDBEY TEL CO.	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 10/15/2013
Printed name of Authorized Officer: Bruce Russell	
Title or position of Authorized Officer: COO	
Telephone number of Authorized Officer: 360/321-0086	
Study Area Code of Reporting Carrier: 522452	Filing Due Date for this form: 10/15/2013

	ion - Agent / Carrier ection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	522452	
<015>	Study Area Name	WHIDBEY TEL CO.	
<020>	Program Year	2014	
<030>	Contact Name - Person US	AC should contact regarding this data Trish Mason	
<035>	Contact Telephone Number - Number of person identified in data line <030> 3603210013		

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

<039> Contact Email Address - Email Address of person identified in data line <030> trish.mason@whidbeytel.com

certify that (Name of Agent) is authorized to submit the information reported on behalf of the reporting carrie iso 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 gent; 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 b	shed by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment er Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent	thorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier
	ted to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provi orting 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 Agen	
Telephone number of Authorized Agent or Employee of Ag	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form	be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under T 18 of the United States Code, 18 U.S.C. § 1001.

Attachments

(800) Op	perating Companies	FCC Form 481	
Data Collection Form			OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	522452	
<015>	Study Area Name	WHIDBEY TEL CO.	
<020>	Program Year	2014	
<030>	Contact Name - Person USAC should contact regarding this data	Trish Mason	
<035>	Contact Telephone Number - Number of person identified in data lin	e <030> 3603210013	
<039>	Contact Email Address - Email Address of person identified in data lin	ne <030> trish.mason@whidbeytel.com	

<810>	Reporting Carrier	whichey Telephone Company	
<811>	Holding Company		
<812>	Operating Company	Whidbey Telephone Company	

<813> <a1></a1>	<a2></a2>	<a3></a3>
Affiliates	SAC	Doing Business As Company or Brand Designation
2012 George T.F. Henny Trust	522452	Whidbey Telephone Company
2012 George T.F. Henny Trust	522452	Whidbey Telecom
2012 George T.F. Henny Trust	522452	WhidbeyTV
2012 George T.F. Henny Trust	522452	Bayview Storage
2012 George T.F. Henny Trust.	522452	Whidbey Telecom Internet & Broadband
2012 George T.F. Henny Trust.	522452	WiFire
2012 Julia Henny DeMartini Tru	st 522452	Whidbey Telephone Company
2012 Julia Henny DeMartini Tru	st 522452	Whidbey Telecom
2012 Julia Henny DeMartini Tru	st 522452	WhidbeyTV
2012 Julia Henny DeMartini Trus	st 522452	Bayview Storage
2012 Julia Henny DeMartini Trus	st 522452	Whidbey Telecom Internet & Broadband
2012 Julia Henny DeMartini Trus	st 522452	WiFire
2012 Mark P. Henny Trust	522452	Whidbey Telephone Company
2012 Mark P. Henny Trust	522452	Whidbey Telecom
2012 Mark P. Henny Trust	522452	WhidbeyTV
2012 Mark P. Henny Trust	522452	Bayview Storage
2012 Mark P. Henny Trust	522452	Whidbey Telecom Internet & Broadband
2012 Mark P. Henny Trust	522452	WiFire
Western Long Distance, Inc.	522452	Western Long Distance
Western Long Distance, Inc.	522452	Whidbey Telecom Long Distance
Western Long Distance, Inc.	522452	Point Roberts Long Distance
Western Long Distance, Inc.	522452	Hat Island Long Distance
Watercrest, Inc.	522452	Watercrest, Inc.

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

Study Area Code	5	522452
Study Area Name	p.	WHIDBEY TEL CO.
Program Year		2014
Contact Name - Person US	AC should contact regarding this data	Trish Mason
Contact Telephone Numbe	er - Number of person identified in data line <030>	3603210013
Contact Email Address - Er	nail Address of person identified in data line <030>	trish.mason@whidbeytel.com
Reporting Carrier	Whidbey Telephone Company	
Holding Company		
Operating Company	Whidbey Telephone Company	
SPC	tudy Area Name rogram Year ontact Name - Person US ontact Telephone Numbo ontact Email Address - Er eporting Carrier olding Company	tudy Area Code tudy Area Name rogram Year ontact Name - Person USAC should contact regarding this data ontact Telephone Number - Number of person identified in data line <030> ontact Email Address - Email Address of person identified in data line <030> whidbey Telephone Company folding Company

813>	<a1></a1>	<a2></a2>	<93>
	Affiliates	SAC	Doing Business As Company or Brand Designation
_	FiberCloud, Inc.	522452	FiberCloud
	FiberCloud, Inc.	522452	Cloud City Hosting
	American Alarm Systems, Inc.	522452	Whidbey Telecom Security & Alarms
-	Hat Island Telephone Company	522452	Hat Island Telephone Company
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Whidbey 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 Whidbey 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 needed.

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 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 issues involved in the matter are addressed and corrections made, if needed.

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

SUMMARY

Whidbey Telephone Company (the "Company") has a long-standing tradition of providing reliable voice telephony services. Since 1961, it has been and continues to be the Company's policy to bury all local distribution cable and wire. It is also the Company's policy and standard operating procedure to install, and use when necessary, back-up power systems at all network node installation sites. In regard to the Company's overall network design, the Company's practices are consistent with Rural Utility Service ("RUS") telecommunications industry best practices.

The Company operates and maintains transport transmission equipment of only the highest grade. Equipment specifications, which are consistent with the RUS specifications, require both redundant power and redundant circuit interfaces. All of the Company's transport and switching equipment is monitored 7x24x365(366) by trained staff located at the Company's network operations center.

NETWORK REDUNDANCY

The Company is a provider of voice telephony services to two geographically non-contiguous exchanges: the South Whidbey Exchange and the Point Roberts Exchange. The area of the Company's South Whidbey Exchange service area is more than 67 square miles, and the Company's Point Roberts Exchange service area includes approximately 6 square miles.

The Company operates two central office switches (each a "CO"): an access tandem and host switch at South Whidbey and a remote switch at Point Roberts. These switches are manufactured and supported by their manufacturer. The Point Roberts CO is connected to the Company's South Whidbey CO via multiple diversely routed redundant facilities and is configured to maintain service in the event of a facility failure to the South Whidbey CO. The primary paths consist of a diversely routed optical fiber ring utilizing Synchronous Optical Network ("SONET") technology. In addition the Company operates two diversely routed microwave transmission paths between South Whidbey and Point Roberts each of which provides multiple DS-3s capacity and which offer additional back-up capability.

The Company's voice telephony network has diversely routed paths to multiple points of interconnection with the networks of other voice telephony carriers. The Company also operates a Multiprotocol Label Switching ("MPLS") optical ring that connects its South Whidbey network with collocation facilities utilized by the Company outside its service area. The combination of the optical ring architecture and the DWDM capability of the Company's core transport equipment provides a highly reliable circuit network for voice telephony communications with substantial opportunity for augmentation, if demand volumes were to so require.

The Company's presence in collocation facilities allows for multiple points of interconnection with both local and regional carriers, giving the Company the flexibility to route traffic to multiple carriers. During service impairment created by physical damage or extraordinarily high traffic, the Company has the capability to reroute voice telephony traffic through any of those collocation facilities.

The network architecture within the Company's South Whidbey service area is comprised of a host CO and a number of core aggregation points, or Optical Remote Sites ("ORSs"). All of the ORS locations are connected by a physically diverse optical DWDM ring, with any of those locations being capable of maintaining service in the event of a failure of that physical fiber cable.

Connectivity to the end-user customer base is accomplished by the placement of a number of Broadband Loop Carrier remote terminals ("BLCs") that subtend the ORSs or host CO. Each of these BLCs has optical diversity between the main CO and serving ORS. Some of the BLCs also have physical route diversity connected to the CO or ORS that they subtend.

The Company's employees are trained to operate, maintain and/or repair the Company's network facilities. Qualified Company personnel are available for call-out 24x7x365(366) in the event of a service outage. The Company maintains an inventory of critical spare electronic/optronic cards, as well as cabinets, cable and other related materials necessary for restoration on site at both South Whidbey and Point Roberts.

BACK-UP POWER

The Company maintains a power plant at each CO, ORS, BLC and microwave site with batteries capable of carrying the power load for several hours with the load typically transitioning more immediately to a generator back-up power generation.

In addition, the Company has installed back-up power generation at its COs, as well as at each of its ORSs, BLCs, and microwave installations. These generators range in size from 750kw to 5kw. Each generator has a dedicated fuel tank onsite designed to carry the power load for multiple days. All of these sites are equipped with automatic transfer switches and have monitoring equipment that provides monitoring visibility with respect to loss of external commercial power and transfer switch status. Upon recognition of loss of the commercial power source, the relevant automatic transfer switch is designed to automatically start the back-up generator and transfer the selected power source. Alarm messages are automatically reported to key personnel, as well as to the Company's 7x24x365(366) network operations center.

The Company has in-house staff trained to perform all maintenance of the power plant and has contract services available for support. Power distribution equipment within the Company's COs is inspected from time to time by vendor representatives to ensure proper maintenance. It is the Company's policy that all power plant maintenance be recorded and stored for future reference.

(3005a) Operating Report for Privately-Held Rate of Return C	arriers				FCC Form 481	802
Balance Sheet - Data Collection Form					OMB Control No.	3060-0986
balance sheet - Data Conection Form						
					OMB Control No.	3060-0819
Page 1 of 3					- July 2013	
<010: Study Area Code	=:	522452				
<015: Study Area Name		WHIDBEY TEL CO.				
<020: Program Year		2014				
<030: Contact Name - Person USAC should contact regarding this da	ta	Trish Mason				
<035: Contact Telephone Number - Number of person identified in c		360-321-0013			***************************************	
	St. Very Jesubeth	170 0 7000				
<039: Contact Email Address - Email Address of person identified in	data line <030>	trish.mason@whidb	eytel.com			
Filed as reviewed single company				Filed as audited single company	х	
Filed as reviewed consolidated company				Filed as audited consolidated company		
Filed as subsidiary of reviewed consolidated company				Filed as subsidairy of audited consolidated company		
		CEDTIE	ICATION	***************************************		
We hereby certify that the entries in this report are in accordance w	ith the accounts and			reflect the status of the system to the best of our knowled	ge and belief.	
Booking		10/14/12				
Signature		Date	•			
	D. LANCE SOUCE	PART A. BA	LANCE SHE	ET		
ASSETS	BALANCE PRIOR YEAR	BALANCE END OF PERIOD		LIABILTIES AND STOCKHOLDERS' EQUITY	BALANCE PRIOR YEAR	BALANCE END OF PERIOD
CURRENT ASSETS			CURRENT	LIABILITIES	HHIIII	THINING THE
Cash and Equivalents	Redacted	Redacted	25.	Accounts Payable	Redacted	Redacted
2. Cash-RUS Construction Fund	Redacted	Redacted	26.	Notes Payable	Redacted	Redacted
3. Affiliates:			27.	Advance Billings and Payments	Redacted	Redacted
a. Telecom, Accounts Receivable	Redacted	Redacted	28.	Customer Deposits	Redacted	Redacted
b. Other Accounts Receivable	Redacted	Redacted	29.	Current Mat. L/T Debt	Redacted	Redacted
c. Notes Receivable	Redacted	Redacted	30.	Current Mat. L/T Debt-Rur. Dev.	Redacted	Redacted
4. Non-Affiliates:			31.	Current MatCapital Leases	Redacted	Redacted
a. Telecom, Accounts Receivable	Redacted	Redacted	32.	Income Taxes Accrued	Redacted	Redacted
b. Other Accounts Receivable	Redacted	Redacted	33.	Other Taxes Accrued	Redacted	Redacted
c. Notes Receivable	Redacted	Redacted	34.	Other Current Liabilities	Redacted	Redacted
5. Interest and Dividends Receivable	Redacted	Redacted	35.	Total Current Liabilities (25 thru 34)	Redacted	Redacted
6. Material-Regulated	Redacted	Redacted	LONG-TE		arananan a	anninin.
7. Material-Nonregulated	Redacted	Redacted	36.	Funded Debt-RUS Notes	Redacted	Redacted
8. Prepayments	Redacted	Redacted	37.	Funded Debt-RTB Notes	Redacted	Redacted
Other Current Assets Total Current Assets (1 Thru 9)	Redacted Redacted	Redacted Redacted	38.	Funded Debt-FFB Notes Funded Debt-Other	Redacted Redacted	Redacted Redacted
b. Total current Assers (1 Till 2)	Nedacted	THIIIIIII	40.	Funded Debt-Rural Develop. Loan	Redacted	Redacted
NONCURRENT ASSETS		HHHHH	41.	Premium (Discount) on L/T Debt	Redacted	Redacted
Investment in Affiliated Companies	Redacted		42.	Reacquired Debt	Redacted	Redacted
a. Rural Development	Redacted	Redacted	43.	Obligations Under Capital Lease	Redacted	Redacted
b. Nonrural Development	Redacted	Redacted	44.	Adv. From Affiliated Companies	Redacted	Redacted
2. Other Investments	Redacted		45.	Other Long-Term Debt	Redacted	Redacted
a. Rural Development	Redacted	Redacted	46.	Total Long-Term Debt (36 thru 45)	Redacted	Redacted
b. Nonrural Development	Redacted	Redacted	OTHER LI	AB. & DEF. CREDITS		
3. Nonregulated Investments	Redacted	Redacted	47.	Other Long-Term Liabilities	Redacted	Redacted
4. Other Noncurrent Assets	Redacted	Redacted	48.	Other Deferred Credits	Redacted	Redacted
5. Deferred Charges	Redacted	Redacted	49.	Other Jurisdictional Differences	Redacted	Redacted
6. Jurisdictional Differences	Redacted	Redacted	50.	Total Other Liabilities and Deferred Credits (47 thru 49)	Redacted	Redacted
7. Total Noncurrent Assets (11 thru 16)	Redacted	Redacted	EQUITY			
			51.	Cap. Stock Outstanding & Subscribed	Redacted	Redacted
PLANT, PROPERTY, AND EQUIPMENT			52.	Additional Pald-in-Capital	Redacted	Redacted
8. Telecom, Plant-in-Service	Redacted	Redacted	53.	Treasury Stock	Redacted	Redacted
9. Property Held for Future Use	Redacted	Redacted	54.	Membership and Cap. Certificates	Redacted	Redacted
0. Plant Under Construction	Redacted	Redacted	55.	Other Capital	Redacted	Redacted
Plant Adj., Nonop. Plant & Goodwill Less Accumulated Depreciation	Redacted	Redacted	56.	Patrionage Capital Credits	Redacted	Redacted
Less Accumulated Depreciation Net Plant (18 thru 21 less 22)	Redacted Redacted	Redacted Redacted	57. 58.	Retained Earnings or Margins Total Equity (51 thru 57)	Redacted Redacted	Redacted Redacted
130110111111111111111111111111111111111	neudeteu	THITTING.	30.	some educid for min out	THE PROPERTY OF	THINING STATES
4. TOTAL ASSETS (10+17+23)	Redacted	Redacted	59.	TOTAL LIABILITIES AND EQUITY (35+46+50+58)	Redacted	Redacted

(3005b) Operating Report for Privately-Held Rate of Return Carriers	FCC Form 481
Income Statement - Data Collection Form	OMB Control No. 3060-0986
	OMB Control No. 3060-0819
Page 2 of 3	July 2013

<010> Study Area Code	522452	
<015> Study Area Name	WHIDBEY TEL CO.	
<020> Program Year	2014	
<030> Contact Name - Person USAC should contact regarding this data	Trish Mason	
<035> Contact Telephone Number - Number of person identified in data line <030>	360-321-0013	
<039> Contact Email Address - Email Address of person identified in data line <030>	trish.mason@whidbeytel.com	

	PART B. STATEMENTS OF INCOME AND RETAINED EARINGS OR MARGINS		
10005	ITEM	PRIOR YEAR	THIS YEAR
1.	Local Network Services Revenues	Redacted	Redacted
2.	Network Access Services Revenues	Redacted	Redacted
3.	Long Distance Network Services Revenues	Redacted	Redacted
4.	Carrier Billing and Collection Revenues	Redacted	Redacted
5.	Miscellaneous Revenues	Redacted	Redacted
6.	Uncollectible Revenues	Redacted	Redacted
7.	Net Operating Revenues (1 thru 5 less 6)	Redacted	Redacted
8.	Plant Specific Operations Expense	Redacted	Redacted
9.	Plant Nonspecific Operations Expense (Excluding Depreciation & Amortization)	Redacted	Redacted
10.	Depreciation Expense	Redacted	Redacted
11.	Amortization Expense	Redacted	Redacted
12.	Customer Operations Expense	Redacted	Redacted
13.	Corporate Operations Expense	Redacted	Redacted
14.	Total Operating Expenses (8 thru 13)	Redacted	Redacted
15.	Operating Income or Margins (7 less 14)	Redacted	Redacted
16.	Other Operating Income and Expenses	Redacted	Redacted
17.	State and Local Taxes	Redacted	Redacted
18.	Federal Income Taxes	Redacted	Redacted
19.	Other Taxes	Redacted	Redacted
20.	Total Operating Taxes (17+18+19)	Redacted	Redacted
21.	Net Operating Income or Margins (15+16-20)	Redacted	Redacted
22.	Interest on Funded Debt	Redacted	Redacted
23.	Interest Expense - Capital Leases	Redacted	Redacted
24.	Other Interest Expense	Redacted	Redacted
25.	Allowance for Funds Used During Construction	Redacted	Redacted
26.	Total Fixed Charges (22+23+24-25)	Redacted	Redacted
27.	Nonoperating Net Income	Redacted	Redacted
28.	Extraordinary Items	Redacted	Redacted
29.	Jurisdictional Differences	Redacted	Redacted
30.	Nonregulated Net Income	Redacted	Redacted
31.	Total Net Income or margins (21+27+28+29+30-26)	Redacted	Redacted
32.	Total Taxes Based on Income	Redacted	Redacted
33.	Retained Earnings or Margins Beginning-of-Year	Redacted	Redacted
34.	Miscellaneous Credits Year-to-Date	Redacted	Redacted
35.	Dividends Declared (Common)	Redacted	Redacted
36.	Dividends Declared (Preferred)	Redacted	Redacted
37.	Other Debits Year-to-Date	Redacted	Redacted
38.	Transfers to Patronage Capital	Redacted	Redacted
39.	Retained Earnings or Margins end-of-Period [(31+33+34)-(35+36+37+38)]	Redacted	Redacted
40.	Patronage Capital Beginning-of-Year	Redacted	Redacted
41.	Transfers to Patronage Capital	Redacted	Redacted
42.	Patronage Capital Credits Retired	Redacted	Redacted
43.	Patronage Capital End-of-Year (40+41-42)	Redacted	Redacted
44.	Annual Debt Service Payments	Redacted	Redacted
45.	Cash Ratio [(14+20-10-11)/7]	Redacted	Redacted
46.	Operating Accrual Ratio [(14+20+26)/7]	Redacted	Redacted
47.	TIER [(31+26)/26]	Redacted	Redacted
48.	DSCR [(31+26+10+11)/44]	Redacted	Redacted

(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	522452	
<015> Study Area Name	WHIDBEY TEL CO.	
<020> Program Year	2014	
<030> Contact Name - Person USAC should contact regarding this data	Trish Mason	
<035> Contact Telephone Number - Number of person identified in data line <030>	360-321-0013	
<039> Contact Email Address - Email Address of person identified in data line <030>	trish.mason@whidbeytel.com	

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