

REPORT OF WHIDBEY TELEPHONE COMPANY UNDER THE  
WASHINGTON UNIVERSAL COMMUNICATIONS SERVICES PROGRAM  
IN COMPLIANCE WITH WAC 480-123-130

July 1, 2021

Docket No. UT-200714

File electronically

1. WAC 480-123-130(1)(a) - Access Lines Served [NECA 1.3 working loops]

	January 1, 2020	December 31, 2020
Residential	961	934
Business	436	385

Broadband Connections Served

Residential	7735	7,829
Business	863	818

2. WAC 480-123-130(1)(b) - Use of Support

The funds received by the Company from the universal communication services program are contributing to the Company's ongoing provision of high-quality basic telecommunications service to customers residing in the area the Company serves. The Company has a robust build out program to extend and enhance the network; the Company is continuing to build out the broadband network for locations that will be added in future years.

In December 2020, the Company received \$981,109 from the universal communications services program for the fiscal period July 1, 2020 through June 30, 2021.

During the program year 2020 through 2021, the Company continued its major fiber to the street project. Total capital spend for those projects has been \$890,000 in 2020 and \$1,753,000 in 2021. The company is also expanding its fiber network in Pt. Roberts, with capital spend totaling over \$230,000. Fiber to the street is strategically important because all voice services will be transported through the fiber, which improves the quality of the services, allows for increased bandwidth requirements, allows for easy provisioning of additional telecommunication services, and over the long term will reduce the operating costs that are currently experienced with a copper-based plant while insuring greater reliability. The company also continues to focus on normal telecom drop

work and customer orders which accounted for approximately \$450,000 in spend. This includes drop work for new customers as well as changes to services or facilities of existing customers. The company had operating expenditures of \$4,060,000 for the second half of 2020 and first half of 2021. These expenditures include material and labor expenses for a variety of purposes including, but not limited to, equipment repair and maintenance, service order fulfillment, customer service requests, company equipment monitoring, equipment service/testing, technical support both at the premise and remotely, and service calls. The funds received from the universal communications services program can be viewed as contributing to the Company's ability to perform those projects, including, without limitation, the repayment of loan funds.

3. WAC 480-123-130(1)(c) – Broadband Buildout Deployment

The Company falls into criterion three of WAC 480-123-110 and as a result has constructed broadband infrastructure throughout all its service territory. This means that the company is using program support to allow it to provide a high level of telecommunications services and broadband services at the levels that are provided today, and with enhancements becoming available where appropriate.

Please see attached excel spreadsheet for 3,887 broadband locations reported by March 1, 2021 to Universal Service Administrative Company for deployment. The Company has surpassed its FCC broadband buildout obligation of 2,239 locations along with the additional 1,139 buildout location obligation required with the State Universal Communications Services program.

4. WAC 480-123-130(1)(d) – Unfilled Consumer Request for New Basic Telecommunications Service\*

None

\*Service requests that are ongoing but still within normal processing times are not counted as unfulfilled.

5. WAC 480-123-130(1)(h) - Report on Operational Efficiencies/Business Plan Modifications

The Company continually reviews its operations to determine if efficiencies can be achieved. The Company already has a plan in place to concentrate on improving broadband service while continuing to provide high-quality basic telecommunications service to the customers that are located within the area that the Company serves. The company is continuing to build out strategic areas of Pt Roberts, WA with fiber along with expanding the fiber network of its Whidbey Island service area. The company is also

continuing to solidify the redundancy of its network which will improve the reliability of its services. The funds received from the universal communications services program can be viewed as assisting in the Company's efforts to obtain operational efficiencies.

The company continues to look for ways to diversify our services portfolio in order to reduce reliance on support. The company completes annual departmental budgets, reviews results and creates forecasts against these budgets monthly, and continues to strive for additional ways to maintain service quality in the most cost-effective manner possible. An example of this is the new NISC OSS/BSS platform the Company implemented in the fall of 2020, which has provided greater efficiencies in its provisioning of services to the customer. The Company also developed a new website which allows customers the ability to see and learn about available products and choose the services they want online.

6. WAC 480-123-130(1)(i) – FCC Form 477

This form was previously filed on or about March 1, 2021, under Docket UT-210002.

7. WAC 480-123-120(1)(j) – Other efforts

In several areas or neighborhoods, the Company has built out fiber to the pedestal. This allows the Company to offer broadband speeds substantially in excess of 25/3; the current FCC broadband speed standard.

8. WAC 480-123-130(1)(k) – Other Information

Not Applicable.

Certified Statement as required by WAC 480-123-130(1)(e)(f)(g):

I, Gary W. Ricketts, am an officer of Whidbey Telephone Company, and upon personal knowledge and with responsibility therefor, hereby certify under penalty of perjury, that Whidbey Telephone Company materially complied with Commission rules under Chapter 480-120 WAC that are applicable to the Company and its provision of service within the area for which the Company received universal communications services program support. The Company has met the requirement of WAC 480-123-120 (5) for broadband availability data as required by the commission.

Signed at Langley, Washington this 1st day of July, 2021.

  
Secretary & Treasurer