

Computer 5, Inc. d/b/a/ LocalTel Communications (“hereinafter referred to as LocalTel Communications”) (SAC 529026) Annual Eligible Telecommunications Carrier Report for 2021 Annual Plan

LocalTel Communications, study area code (“SAC”) 529026,¹ submits its Annual Eligible Telecommunications Carrier Report for 2021 (“2021 Report”) and Annual Plan for 2021 in accordance with WAC 480-123-060 to WAC 480-123-080.

I. LOCALTEL COMMUNICATIONS ETC REPORT FOR 2021

A. Annual Certification of Eligible Telecommunications Carriers

With this filing LocalTel Communications requests continued certification as an eligible telecommunications carrier (“ETC”) in Washington. In accordance with WAC 480-123-060, LocalTel Communications **Exhibit A** contains the certification that all federal high-cost universal service support was used in the preceding calendar year (2020) and will be used in the coming calendar year’s (2021-2026) for the “provision, maintenance, and upgrading of facilities and services for which the support is intended.”

B. Report as Required by WAC 480-123-070 for Calendar Year 2020

Computer 5 Inc. d/b/a LocalTel Communications, used federal high-cost CAF II support funds to purchase equipment, build towers, install antenna’s and backhauled predominately in Lincoln, Adams, Douglas, Chelan and Grant Counties in Washington State. These towers allowed Computer 5 to bring its Wireless SkyFi network closer to our CAF II targeted locations in the five counties mentioned herein. Computer 5 will continue to upgrade its backhauled and older tower sites, at the same time targeting new potential tower sites to bring our network services even closer to CAF II target areas throughout the five county area.

1. Report on use of federal universal service funds and benefits to consumers (WAC 480-123-160 (1), WAC 480-123- 070(1)(a) and (b))

Field service work was completed to identify CAF II census tracts and locations within each tract. Data management resulted in the input and labeling of 1800 CAF II locations into our database and mapping systems. Targeted CAF II locations will be analyzed in conjunction with existing and proposed tower sites using path analysis and strength of signal indicators to place tower locations to be developed. Upgrades and expansion of the LocalTel wireless network, known as “SkyFi” is bringing fixed wireless internet service, voice service and limited streaming video services to rural area consumers in Washington State, including CAF II locations and adjacent properties, at speeds and service levels these areas have not been able to experience previously. For details on how CAF II funds were used in 2020 see attached **Confidential Exhibit B**. LocalTel continues to offer voice and broadband services un urban areas at rates that are less than rates for such services in urban as areas as certified in company filings of Form 481 with Universal Service Administration Company, which thereby benefits Washington State consumers.

2. Local Service Outage Reports (WAC 480-123-070(2))

NONE. LocalTel had no service outages of at least 30 minutes in duration which may have affected:

- (i) Ten percent of the LocalTel end users
- (ii) A 911 special Facility

3. Report on failure to provide service (WAC 480-123-070(3))

LocalTel Communications had no (0) unfulfilled requests for service in calendar year 2020.

4. Report on complaints per one thousand connections (WAC 480-123-070(4))

LocalTel Communications reports that during calendar year 2020, the Company did not receive form the Federal Communications Commission or the Consumer Protection Division of the Office of Attorney general of the State of

Washington any Complaints against the Company concerning the services provided to customers that are either subject to the regulatory jurisdiction of the Washington Utilities and Transportation Commission or among the services supported by the federal high-cost fund.

5. Compliance with applicable service quality standards (WAC 480-123-070(5))

For wireline carriers the rule requires a commitment to comply with applicable consumer protection and service standards of chapter 480-120 WAC. Included in **Exhibit A** is LocalTel Communications certification of substantial compliance with this requirement.

6. Certification of the ability to function in emergency situations (WAC 480-123-070(6))

To comply with this requirement an ETC must certify that it has adhered to the requirements in WAC 480-123-030(1)(g) and outlined in WAC 480-120-411. Per WAC 480-123-030(1)(g) LocalTel Communications central office has permanently installed emergency power facilities. LocalTel Communications central office is equipped with an automatic start generator with an automatic transfer switch. In addition, LocalTel Communications has six hours of reserve battery capacity. The required minimum for central offices equipped with automatic start generators is three hours of reserve battery. LocalTel has redundant Network Equipment in key locations, with redundant routing in place, redundant backhauls to most Tower sites and battery backup at key tower sites and at network edge locations.

7. Advertising certification, including advertisements on Indian reservations (WAC 480-123- 070(7)).

The certification for this section is included in **Exhibit A**.

LocalTel Communications is committed to publicizing the availability of its Lifeline Service in a manner that is reasonably designed to reach those likely to qualify for the service. In that regard, during 2020 LocalTel Communications engaged in the activities listed below to support its Lifeline Service program.

- Designated Customer Service Representatives have been trained to assist customers who inquire about the Lifeline Program or indicate the need for financial assistance.
- Links to information about the Lifeline Program and National Verifier are on the LocalTel.com website. Exhibit #3
- Notification of the availability of the Lifeline Program has been included in customer statements. Exhibit #4
- Notice of Lifeline Benefit availability included on both English and Spanish flyers mailed to residences in the LocalTel Communications service area. Exhibit #5

LocalTel Communications service area does not include Indian Reservations/Tribal Lands.

II. Annual Plan for Universal Service Support Expenditures as Required by WAC 480-123-080

Confidential Exhibit C contains LocalTel Communications projected receipt of federal high cost support in 2022 and its plans to utilize such support.

Exhibit A

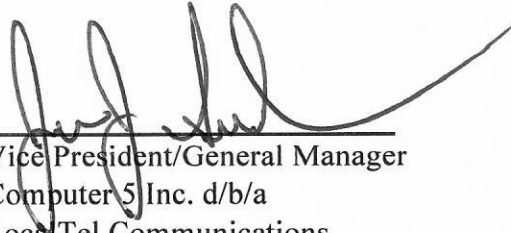
**Computer 5 Inc. A Washington Corporation
d/b/a LocalTel Communications
2021 ANNUAL ETC AFFIDAVIT AND CERTIFICATION**

I, John J Seabeck, being of lawful age and duly sworn, state that I serve as Vice President and General Manager for Computer 5 Inc. d/b/a/ LocalTel Communications.

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 to the best of my knowledge:

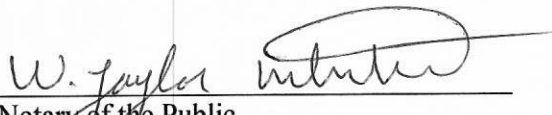
1. The Commission designated LocalTel Communications as an eligible telecommunications carrier ("ETC") in certain areas in Washington by Order dated January 31, 2019 in Docket UT-180763.
2. Federal high-cost CAF II support received by LocalTel Communications was used in 2020 and will also be used in 2021 & 2022 only for the provision, maintenance, and upgrading of the facilities and services to deliver high speed broadband internet access for which the support is intended in accordance with WAC 480-123-060.
3. During calendar year 2020, LocalTel Communications provided the supported high-cost services to areas identified in its Connect America Fund Phase II Authorized Support Winning Bid as awarded in FCC Docket DA 19-1030 and has provided detailed information on the use of funds in accordance with WAC 480-123-070.
4. During calendar year 2020, LocalTel Communications met the applicable service quality standards and consumer protection rules by complying substantially with the consumer protection and service standards of chapter 480-120 WAC as required by WAC 480-123-070(5).
5. During calendar year 2020, LocalTel Communications had the ability to function in an emergency situation and meet the applicable requirements as required by WAC 480-123-070(6) as described in the **LocalTel Communications Annual ETC Report for 2021 Annual Plan.**

6. During calendar year 2020, LocalTel Communications **did** publicize the availability of its Lifeline Service in a manner reasonably designed to reach those likely to qualify for service in accordance with WAC 480-123-070(7). Therefore, LocalTel Communications did service Lifeline Program subscribers during 2020.



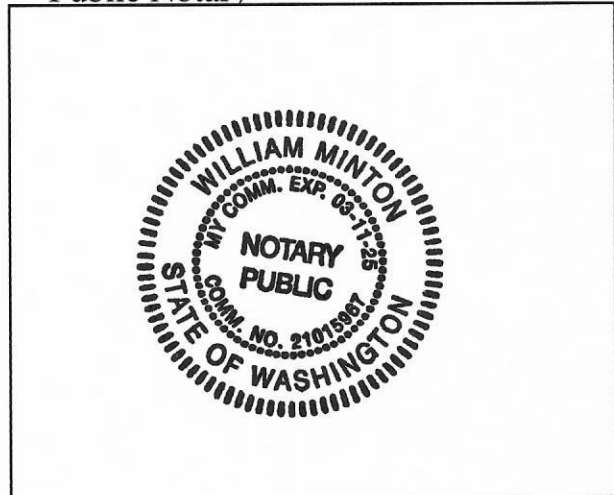
Vice President/General Manager
Computer 5 Inc. d/b/a
LocalTel Communications
June 29th, 2021

Subscribed and sworn to before me
this 29th day of June, 2021.



Notary of the Public

Public Notary



Redacted Per WAC 480-07-160

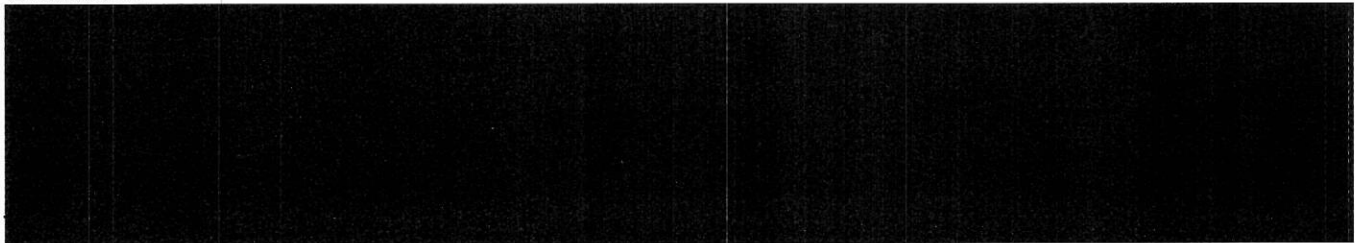
Per WAC 480-123-160(1), WAC 480-123-070(1)(a)(b)

Confidential Exhibit "B"


Report of LocalTel Communications use of ETC CAF II Support in 2020

Tower Site Name	Equipment + Tower	Licenses	New Callsigns	Total License Cost	Est. Labor Days	Est. Labor Cost	Total
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CHELAN COUNTY



DOUGLAS COUNTY



GRANT COUNTY



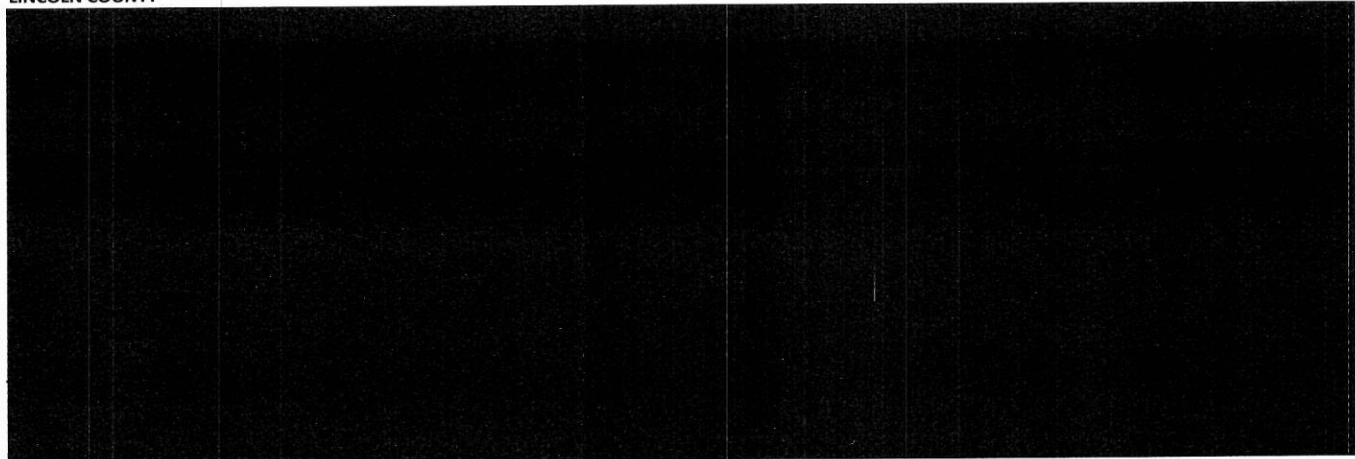
ADAMS COUNTY



FRANKLIN COUNTY



LINCOLN COUNTY



Redacted Per WAC 480-07-160

Per WAC 480-123-160(1), WAC 480-123-070(1)(a)(b)

Confidential Exhibit "C"

Report of LocalTel Communications projected use of CAF II Support in 2022

CAF II Project	Adams	Douglas	Chelan	Grant	Lincoln	Total Annual Costs	Annual High-cost CAF II Support
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Tower Site Acquisition

Tower Site Structure costs

Tower Site Equipment

Labor

Spectrum Licenses

Engineering fees

Vehicle costs

Leasehold costs

Monthly Admin Cost average per tower

Management costs

Admin Costs

Total annual costs **\$ 684,709.00**

Exhibit #3: Website Statement



You May Qualify for

FREE INTERNET!

More households are eligible than you think!

LocalTel is a provider for the Emergency Broadband Benefit Program (EBB)



Helping Households Connect During the Pandemic

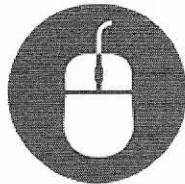
Haga clic aquí para más detalles...

CLICK for more details...

Get it all from LocalTel



See Our EBB Page



Internet



Television



Phone



Security

WELCOME

▶ INTERNET

▶ TV

▶ PHONE

▶ SECURITY

▶ BUSINESS

Welcome to LocalTel

Home of the Fastest Fiber Internet in Washington State!

LocalTel is Washington's #1 service provider of the Fastest Fiber Internet along with Television, Phone, and Security services for homes and businesses over the Chelan, Douglas, and Grant County PUD Fiber Optic Networks.

LocalTel is the One Local Source that can take care of all of your technology needs.

Award Winning Technical Support



Call us today!

509-888-8888

Click To Order Now →

to the questions you have. We know technology can be frustrating at times and that is why Customer Service means everything to us.

Whether it's an issue with your router, email, web access or more, we are here to assist you, 24 hours a day, 7 days a week (limited service between Midnight and 6am) — call **509-888-5700** for Internet Support or **509-888-9111** for TV and Phone Repair.

Refer a Friend and get up to \$200 in Credit!

If you are pleased with our Services and the Support that we offer, don't hesitate to **Refer a Friend** and you can receive up to \$50 per service (Internet, TV, Phone, or Security) on your account when your friend signs up with us. That is our way of saying "Thank You" for being a valued customer.



Top 3 Fastest Internet Providers in Washington
Mid-Sized Provider Category
LocalTel Communications

LocalTel is now a Lifeline Program provider.

For more information about the Lifeline Benefit go to:
<https://www.lifelinesupport.org/>.

To see if you qualify for the Lifeline Program Benefit go to:
<https://nationalverifier.servicenowservices.com/lifeline>

If you qualify, please call customer service at LocalTel, (509) 888-8888.

LocalTel is now an Emergency Broadband Benefit provider.

LocalTel is now an Emergency Broadband Benefit provider. The program begins May 12th, 2021. More information coming soon.

For more information about the Emergency Broadband Benefit (EBB) go to [HTTPS://getemergencybroadband.org](https://getemergencybroadband.org)

Why Choose Us?

Location, Location, Location!

We are located here in North Central Washington. We live here, work here and are a part of the local community. Our ownership is local, growing up in the area, and we are committed to offering the best services and support for the residents and businesses we serve.

The Very Best In Technology

What Our Customers Say

"I'm just dropping you this note to express praise for your installation service personnel. We moved to Chelan in April of 2013 and have had 3 installations at the residences we have occupied (the last one is our new home). All have had different challenges that were met efficiently and courteously by the

Exhibit #4: Statement notice



Summary of Account History

Previous Balance of Last Statement	\$48.94
Payment Received: 01/31/2020	Payment #:62164353798
Previous Charges Due	\$48.94
	\$.00

New Charges

Services	\$25.31
Taxes & Fees	\$19.50
Total Call Charges	\$.00
Prorated Charges	\$-1.75
Total New Charges	\$43.06

Total Amount Due **\$43.06**
Due date for new charges: 03/12/2020

Please note: Payments received after 02/12/2020 will not be reflected on this statement.

To contact us, please call 1-800-992-2112 between the hours of 8:30 - 5:30 pm Monday - Friday.

LocalTel is now a Lifeline Program provider
For more information and to see if you qualify for the Lifeline Program subsidy, go to <https://www.checklifeline.org/lifeline> or <https://nationalverifier.service-now.com/lifeline>
If you qualify, please call customer service at LocalTel, (509) 888-8888

Service fees: Service charge fees will be applied to accounts that: a) do not make a payment by the account's scheduled due date; b) for any check, draft or other negotiable instrument your bank returns unpaid; c) for declines on your automatic payment attempted by credit or debit card. Notification will be sent to you promptly in each instance to allow you to correct the issue. For full terms, conditions and fees see our Terms and Conditions of Service located on our website: www.localtel.net

Detach and return this portion with your payment.

Please remit to

LocalTel Communications
343 Grant Road
East Wenatchee, WA 98802
(509)888-8888
1-800-992-2112
www.LocalTel.com

Exhibit #5: Flyer

FIBER INTERNET *LITE!*

30x5

Un paquete de internet
con uso limitado,
características reducidas
a un costo reducido.

Internet por solo
30Mbps X 5Mbps

\$29.95*

al mes*

LOCALTEL

*No Taxes, Fees or Surcharges for Fiber Internet. - Call for Details



Servicios Residenciales solamente para el Condado de Chelan.

INCLUYE...

- \$29.95 al mes
- Velocidades 30 mbps de bajada x 5mbps de subida
- Limite de 200 GB Monthly
(Cobro de 20 centavos por cada GB sobre permitido)
- Instalacion gratis de LocalTel con un acuerdo de un ano
- Ningun cobro adicional de PUD
- Correo Electronico requerido para proveer notificaciones y factura mensual
- Servicio Telefonico disponible con cobros adicionales
- Television Basica o Extendida disponible
(se pueden aplicar algunas restricciones)
- Pregunte si usted califica para un descuento de \$9.25 al mes, por medio del Programa LifeLife
- Uso de su Internet esta disponible en mylocatel.net
- Verificacion de Credit requerido



**Descuento de servicio disponibles para suscriptores de bajos ingresos!

- Visite LocalTel.com para mas detalles.**

Servicio al cliente y soporte tecnico ganador!



LOCALTEL

COMMUNICATIONS

888-8888
localtel.com
Se Habla Español

Instalacion gratis de LocalTel con un acuerdo de un ano.
Llame para mas detalles.

Please see a LocalTel customer service rep for details.

341 Grant Road, East Wenatchee

*No Taxes, Fees or Surcharges for Fiber Internet. Internet Service required for VoIP. For more information about TV or Phone service call 888-8888

FIBER INTERNET *LITE!*

30x5



**An Internet Package with
Reduced Bandwidth,
Reduced Features
at a Reduced Cost.**

Internet Only - 30Mbps X 5Mbps

\$29.95*

Per Month*

LOCALTEL

*No Taxes, Fees or Surcharges for Fiber Internet. - Call for Details

Chelan County Fiber Residential Services Only.

INCLUDES...

- \$29.95/Month
- 30 Mbps down x 5 Mbps up Fiber Internet
- 200 GB Monthly Data Transfer (MDT)
(Charge of 20 cents per GB over allowed MDT cap)
- Free LocalTel installation with 1 year agreement
- PUD, Provisioning and CPE installation fees are waived
- Customer must supply a valid email address for overage notifications & emailed monthly statements
- VoIP Phone Service available as add-on
- Basic/Expanded service available (some restrictions may apply)
- Ask if you qualify for Lifeline Discount: \$9.25 monthly credit
- Internet usage report available at mylocaltel.net
- Credit Check Required



** Lifeline Service discounts are available to qualified low income subscribers! **

- Visit LocalTel.com for more details.

Award Winning Customer Service and Technical Support!



LOCALTEL

COMMUNICATIONS

888-8888
localtel.com
Se Habla Español

Free installation with
a one year agreement,
and approved credit.
Call for Details

Please see a LocalTel customer service rep for details.

341 Grant Road, East Wenatchee

*No Taxes, Fees or Surcharges for Fiber Internet. Internet Service required for VoIP. For more information about TV or Phone service call 888-8888