

ETC ANNUAL REPORT PER WAC 480-123-070 AND WAC 480-123-080  
Contains Certifications Required by WAC 480-123-060 and 070

Consolidated Communications of Washington Company, LLC (the "Company") hereby submits the following reports in accordance with WAC 480-123-070 and WAC 480-123-080.

Report 1: Report on use of funds: WAC 480-123-070(1)(a):

The Company used support from the federal high-cost fund in 2021 as follows:

In 2020, the Company met its CAF II broadband deployment obligations in Ellensburg, Kittitas, Rainier and Yelm. However, in 2021 the Company had capital expenditures of [REDACTED] towards the Washington USF requirement. It invested [REDACTED] to expand and upgrade its existing outside plant network, providing more reliable local and advanced telecommunications services to customers throughout its footprint. Additionally, the company invested [REDACTED] in its IP and core infrastructure in order to provide additional network capacity.

For 2021 the Company's total gross capital expenditures were [REDACTED]. The Company's 2021 operating expenses were [REDACTED].

Report 2: WAC 480-123-070(1)(b): The Company reports that the investments and expenses report under Report 1, above, benefited the customers as follows:

The customers served by the Company benefited from the use of high-cost fund support by continuing to receive high quality telecommunications services.

Through the expenditure of these funds, the Company was able to continue to provide services at a level that the Company believes meets the intent set forth in 47 U.S.C. § 254 of providing quality telecommunications services to customers in the service area for which the Company is designated as an ETC<sup>1</sup>. The Company has made substantial investments over the past several years which allow it to provide quality telecommunications services to its customers in its designated ETC service area. Those expenditures and investments, including those reflected in Report 1 above, generally benefit all customers receiving the federal high-cost fund supported services from the Company within its designated ETC service area. The Company continues to expand its network to be better capable of providing access to broadband services throughout most of the Company's designated ETC service area. The Company offers services that are comparable to services offered in urban area at rates that are comparable to rates for such services in urban areas.

---

<sup>1</sup> The term "ETC" is used in the same sense as the term is used in Chapter 480-123 WAC.

Report 3: Local Services Outage Report: WAC 480-123-070(2):

None

Report 4: Report on Failure to Provide Service: WAC 480-123-070(3):

None

Report 5: Report on Complaints per 1000 Connections: WAC 480-123-070(4):

Consolidated Communications of Washington Company, LLC had the following complaints in 2021:

Attorney General (1)

- Residential, customer upset over price increase, explained that the increase was company wide and that notification was included in the previous bill message.

WUTC (2)

- Residential, customer having difficulty canceling phone service for deceased customer, service cancelled and account credited to zero.
- Residential, customer unable to get phone service, resolved by adding new cable.

FCC (6)

- Residential, customer overpaid bill, issued refund for overpayment
- Residential, internet issues, resolve by on-site technician
- Residential, confused by first month bill, explained proration for starting service in the middle of a bill cycle.
- Residential, customer disputed ETF, compromised and offered reduced fee
- Residential, customer wanted to upgrade BB speed, unable to offer higher speed
- Residential, customer dissatisfied with BB service, cancelled service per customer request.

Report 6: Annual Plan: WAC 480-123-080(1):

As they are known to the Company at the date of this Report, the planned investment and expenses related to Washington State for the period January 1, 2022, through December 31, 2022 are [REDACTED]. Of the total, [REDACTED] is related to new investment and [REDACTED] is related to replacement of existing facilities.

The Company expects that levels of expenses will remain relatively the same as those it experienced in past calendar years, subject to the effects of inflation, other commonly experienced changes in cost and availability of labor and materials, and increased depreciation on new investment placed in service. The Company does not anticipate major

adjustments in staffing levels for the relevant period, even considering the continuing impacts of the COVID-19 pandemic.

Report 7: Plan of Investments and Expenditures: WAC 480-123-080(2):

Detail of planned capital expenditures by category may be found in Table A, attached. The Company expects that the remaining receipt of federal high-cost support will allow the Company to continue to provide the supported services at rates that are comparable to the rates for such services in urban areas for its designated ETC service area. Consolidated continues to evaluate opportunities that would facilitate the deployment of additional high-speed broadband services in its Washington markets. Consolidated has continued conversations with the Washington State Broadband Office, the Washington Independent Telecommunications Association and local government entities about possible public/private partnerships to expand/improve service and support.

**Consolidated Communications of Washington Company, LLC  
WAC 480-123-080**

**TABLE A**

<b>Parent Category Description</b>	<b>2022 Budget</b>
<b>NEW INVESTMENT</b>	
WA DSL Additions	[REDACTED]
WA Access Equip Contingency	[REDACTED]
WA DSL Additions Total	[REDACTED]
WA IPC MPLS Port Exp	[REDACTED]
WA Area Growth	[REDACTED]
WA FTTH Fiber Drops	[REDACTED]
WA Area Drop Contingency	[REDACTED]
WA ILEC COE ICB's	[REDACTED]
WA Dereg OSP ICB's	[REDACTED]
WA Facilities Total	[REDACTED]
WA Field Ops Test Equip	[REDACTED]
WA Stationary Generators	[REDACTED]
WA Battery Replacements	[REDACTED]
WA FTTH Installs	[REDACTED]
2021 Washington USF	[REDACTED]
WA Dereg Growth Total	[REDACTED]
<u>WA FTTH RDOF+ Total</u>	[REDACTED]
<b>REPLACEMENT OF FACILITIES</b>	[REDACTED]
WA Area Capitalized Repairs	[REDACTED]
WA Area Mandates - Road Move	[REDACTED]
<u>WA Fleet</u>	[REDACTED]
 Construction / Deployment	