

Attachments

RT Communications, Inc.
Annual 54.313 Report of High-Cost Recipient

54.313(a)(5) Satisfaction of Consumer Protection and Service Quality Standards

Consumer Protection

Voice and Broadband

RT Communications, Inc. complies with the requirements of 47 CFR Part 64 Subpart U, Customer Proprietary Network Information and the Federal Trade Commission Red Flag rules to prevent identity theft. A manual for each of those programs is in place and is part of the employees' handbook. Employee training is conducted annually and new hires are instructed on the programs as required by their job functions.

Service Quality Standards

Voice

RT Communications, Inc. complies with the service quality standard rules of the Federal Communications Commission and with the State of Wyoming as promulgated in the Wyoming Public Service Commission Rules 501 and 503. New employees are trained on the internal processes designed to meet those standards as required by their job functions. RT Communications, Inc. is committed to providing the highest quality service to its subscribers.

Broadband

RT Communications, Inc. complies with the service standards noted in NECA Tariff #5 and is committed to providing the highest quality service to its subscribers.

Service Quality Standards and Consumer Protection Rules Annual Certification

<u>Gail Rainey</u>	<u>Chief Financial Officer</u>	<u>RT Communications, Inc.</u>
Printed Name of Officer	Title of Officer	Company Name

I am authorized to provide this certification on behalf of the Company. I hereby certify that the Company is in compliance with applicable service quality standards and consumer protection rules.

Executed on

6/8/17

Signature

Gail Rainey

RT Communications

Business Continuity and Disaster Preparedness Plan

I. PURPOSE

The primary purpose of the RT Communications, Inc. (RT) Business Continuity and Disaster Preparedness Plan is to protect RT and its employees from serious injury, property loss, or loss of life in the event of a major disaster. The secondary purpose of the RT Business Continuity and Disaster Preparedness Plan is to assure the continuation of communications service to RT customers in the event of a Disaster or emergency. A Disaster or emergency constitutes any one of the following: fire, severe weather such as tornado, flood, earthquake, blizzard conditions as set forth by community leader, bomb threat, pandemic or hazardous chemical spill.

In the event of any Disaster or emergency listed, this plan describes the responsibilities and actions to be taken to protect all employees and property.

II. GENERAL PROCEDURES

A Disaster or emergency warning may come from any one of the following sources: commercial radio or television, civil defense radio, office alarm system, messenger, General Manager or police.

A. Notification of Emergency Warning

A person receiving notification of a possible Disaster or emergency should immediately notify their immediate supervisor. The type of Disaster or emergency situation should then be conveyed to all employees with the use of the office emergency alarm and/or paging system.

B. Emergency Control Committee (ECC)

The following personnel will constitute the Emergency Control Committee (ECC). In the event of a Disaster or emergency, they are to report to a designated Emergency Control Center unless the prevailing situation dictates otherwise.

VICE PRESIDENT/GENERAL MANAGER

Phone: 307-347-7000
Direct: 307-347-7003
Mobile: 307-431-9070

OPERATIONS MANAGER/ENGINEERING MANAGER

Phone: 307-347-7000
Direct: 307-347-7009
Mobile: 307-431-7497

PLANT MANAGER

Phone: 307-347-7000
Direct: 307-347-7008
Mobile: 307-431-9055
Home: 307-347-2000

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PLANT SUPERVISOR

Phone: 307-347-7000
Direct: 307-347-7062
Mobile: 307-629-0740

CONTROLLER

Phone: 307-347-7000
Direct: 307-347-7005
Mobile: 307-431-9076

C. Safety Supervisor

The **PLANT Manager** has been designated as the Safety Supervisor and serves as the coordinator for all safety and safety training issues.

D. Emergency Control Committee (ECC) Responsibilities

Following is a list of responsibilities assigned to the Emergency Control Committee (ECC):

1. Assess the nature and extent of all emergencies
2. Assume control of all emergency actions.
 - a. Notify and coordinate with Emergency Response, Public Safety Answering (PSAP), Civilian Emergency Response Team (CERT)-County Notification
 - b. Wyoming PSC if necessary 307-777-5722
 - c. Montana PSC if necessary 406-444-6199
3. Communicate emergency to employees
4. Assign tasks to personnel to carry out specific actions
5. Order evacuation if deemed necessary
 - a. Account for all employees
6. Take any other action necessary to protect life
7. Annually review this plan and revise as necessary
8. Plan training exercises to test the evacuation plan
9. Instruct personnel of their duties under this plan

In any Disaster or emergency situation, the ranking member of the Emergency Control Committee (ECC) present shall have final authority to coordinate procedures, and amend, modify or supersede any provisions of this plan in order to ensure employee safety.

E. Emergency Control Center

Emergency actions should be coordinated at the Emergency Control Center, which will be designated as the General Manager's office at 130 S. 9th St, Worland, WY.

If the emergency situation warrants the committee members to meet at the RT Network Operations Center located at 415 Lawson Street, Worland, Wyoming; it will be the General Manager's responsibility or ranking manager to notify, and give the location where members are needed.

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F. First Aid Services

Any member of the Emergency Control Committee (ECC) will administer first aid as needed. He/She will be available to administer first aid in the office, or in the event of a complete evacuation, at a safe assembly area outside the office. In addition, several other RT employees have also successfully completed Basic First Aid and CPR training, and may be called upon by a member of the Emergency Control Committee if the situation warrants. - Notify EMS immediately if First Aid or CPR warranted.

G. Utility Controls

The Emergency Control Committee (ECC) members will notify Gas and/or Electric Utility to have the power and/or gas shut off.

H. News Information

Information to any source of the news media will only be released at the discretion of the General Manager, Chief Financial Officer, Chief Technical Officer or Director of Marketing.

III. EMERGENCY ALARMS

A. Fire Alarm System

In the event of a fire, the alarm system will be activated. In addition, a member of the Emergency Control Committee (ECC) will make an announcement over the paging system stating an emergency exists. Upon hearing the alarm or announcement, employees should, immediately proceed to the designated evacuation site located at the Warehouse Building next to the premises. A roll call using the Fire/Evacuation Plans and Current Employee Roster will be called to ensure employees are safe. In addition, all visitors in the building must be accounted for.

B. Action

When the alarm is activated or an announcement is made, at least one (1) member of the Emergency Control Committee (ECC) shall report to the designated evacuation site outside the office complex. That Committee member should ensure that

outside employees do not re-enter the building. The remaining members of the Emergency Control Committee (ECC) other members should take any necessary actions to ensure safety of the employees and visitors and notify proper agencies for needed services.

C. Office-Wide Evacuation Alarm

With the exception of a fire alarm, employees should not evacuate the building unless authorized by the Emergency Control Committee (ECC). The signal alarm for an office wide evacuation will be a continuous alarm and/or an announcement by a member of the Emergency Control Committee (ECC) over the paging system stating an evacuation is ordered.

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D. Segmented Area Evacuation

The signal/alarm for a segmented area evacuation will also be a continuous alarm and/or an announcement over the paging system by a member of the Emergency Control Committee (ECC), stating a segmented evacuation is ordered. A member of the Emergency Control Committee (ECC) will have the authority to activate this alarm and give appropriate instructions to employees to ensure safety. It is the responsibility of this person to alert all employees as to what type of emergency is occurring and the location of the emergency.

Once at the assembly site, an employee roll call will be conducted and reported to an Emergency Control Committee (ECC) member. In addition, all visitors in the building must be accounted for.

E. Phone Listings

Listings of all emergency telephone numbers are located at the receptionist desk and in the offices of all Emergency Control Committee (ECC) members.

If the emergency occurs during other than normal working hours, the General Manager or Plant Manager will notify the other emergency control team with an announcement of where the control committee will meet. If the business office has not been affected then the conference rooms at the business office, if the office building has been affected then meet at the Warehouse Building location.

IV. EVACUATION SITES

A map of all evacuation sites will be displayed in the **conference room** and throughout the departments. Each map will show the route and exit to take depending on where employees are located in the office. It will be the responsibility of the Safety Supervisor to inform employees of these evacuation routes.

V. EMERGENCY SHUTDOWN PROCEDURE FOR DISASTERS

An emergency shutdown will only be ordered from the highest-ranking member of the Emergency Control Committee. No employee should risk any type of injury to accomplish this task. However, if time permits, the following duties should be performed:

1. All aisles and exit ways should be free of obstructions.
2. The Plant Manager should call Utility to shut off gas lines and the electrical supply. In the event that the Safety Supervisor is unavailable, a member of the Emergency Control Committee (ECC) shall take such action.
3. In the event of a disaster or emergency, the following procedures should be put in effect by the Safety Supervisor or other members of the **Emergency Control Committee (ECC)**:

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V.1 TORNADO

1. Listen for the latest advisories on the radio.
2. Utilize exterior cameras for outside observation.
3. If necessary, initiate applicable emergency shutdown procedure.
4. Make an announcement over the paging system stating “A tornado emergency exits — please proceed to the basement.”
5. Move personnel into the designated tornado safe assembly area within the building – in the basement by the caged area behind the break room. - Once all are assembled, a roll call will be taken.
6. Account for all visitors.
7. After the tornado passes, restore calm and check for injuries.

V.2 SEVERE WEATHER/BLIZZARD

1. Listen; or watch for weather advisories on the radio, television or Internet.
2. Depending on weather severity, e.g., (Mayor shuts down the town for safety reasons etc.), the General Manager will make the determination on whether to initiate emergency office closure.
 - a. Management staff and key office personnel may be required to work remotely (telecommute) if they are equipped to do so. Key employees are defined as those in management and customer contact individuals such as Customer Service Specialists and Plant Technicians including IT. The phones will need to be routed to reach key employees by landline or cell phone.
 - b. For service outages, network personnel will respond when city officials or the Emergency Control committee has deemed it safe to do so.
3. Managers will notify their staff immediately of office closure once the decisions have been made. Each manager should have a copy of all contact names and numbers along with the employee roster.
4. In the event of Department of Transportation (DOT) road closures where the office remains open, staff that are unable to make it to the office will be required to take vacation. In the event that employees do not have accrued vacation they will go negative on the books and future accrual will be used to back fill unavailable vacation balance.

V.3 EARTHQUAKE

An earthquake will usually occur without warning. Due to the suddenness, all personnel should:

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1. Drop to the ground
2. Take Cover
3. Hold On Until the shaking stops
4. Additional information
 - a. If there isn't a table or desk near you, drop to the ground in an inside corner of the building and cover your head and neck with your hands and arms. Do not try to run to another room just to get under a table.
 - b. Studies of injuries and deaths caused by earthquakes in the U.S. over the last several decades indicate you are much more likely to be injured by falling or flying objects (TVs, lamps, glass, bookcases, etc.) than to die in a collapsed building. "Drop, Cover, and Hold On" offers the best overall level of protection in most situations.
 - c. **DO NOT ATTEMPT TO EXIT THE BUILDING - NO ONE SHOULD GO OUTSIDE THE BUILDING.**
5. After an earthquake has stopped, the following procedure should be initiated:
 - a. All employees should help restore calm to fellow employees.
 - b. Emergency Control Committee (ECC) members should check for injuries and provide first aid as needed.
 - c. Evacuate the building immediately following the earthquake. Damage to the structure may have resulted. Proceed to the designated assembly area.
 - d. The Safety Supervisor should check for fires and shut off all gas, electricity, and water at main controls.
 - e. The building should be inspected by a member of the Emergency Control Committee for damage.
 - f. The Emergency Control Committee should then notify proper utility companies or other services as needed.

V.4 FIRE/BOMB THREAT

In the event of a fire, appropriate actions as defined under Section III. A-C. "Office-Wide Evacuation Alarms" shall be taken.

V.5 PANDEMIC

A pandemic is an epidemic disease that spreads to other communities usually beyond national borders. In the event of a pandemic such as Bird Flu or H1N1 the following procedure should be initiated.

1. Listen, or watch for advisories on the radio, television or Internet of an upcoming Pandemic.
2. Once identified the General Manager and/or Control Committee will initiate office closure procedures.
3. The following key employees will have and maintain internet access and phone service so they can telecommute if necessary.
 - a. General Manager
 - b. Operation Manager

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- c. Plant Manager
 - d. Finance & Administration Manager
 - e. Controller
 - f. IT Supervisor
 - g. Central Office Manager
 - h. Customer Service Specialists
 - i. Network Technicians
4. In case of pandemic, all calls will be dispatched to the Plant Manager for call out to the technicians.
 5. If quarantine goes into effect, technicians will not go beyond the demarcation point at any residence or business.
 6. Technicians will wear masks to cover their nose and mouth and can walk away from any trouble where they may be exposed to the virus.
 7. Employees who are sick with the virus or other ailment must report their illness to their department head immediately and take leave.
 8. Once the pandemic is lessened or the quarantine is removed, all employees will be notified to report back to the office.

VI. HOUSEKEEPING

Good housekeeping will be the responsibility of all RT employees and includes the following:

- A. Waste materials are to be discarded in their proper places.
- B. All aisles and exits will be kept clear.
- C. All areas to fire extinguishers will be kept clear for access.
- D. All employees will be instructed and receive an electronic copy on the "RT Communications Business Continuity and Disaster Preparedness Plan."
- E. Emergency telephone numbers will be posted at the front desk and in the lower level break room.
- F. The Safety Supervisor will be responsible for instructing employees on how to handle, store, and maintain hazardous materials properly.

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SECTION 1 EMERGENCY RESPONSE

I. PURPOSE

This Section 1 provides an Emergency Response Plan for restoring communications services following an outage resulting from a disaster or emergency. It also identifies critical communications services requiring immediate restoration to support disaster recovery efforts.

II. DEFINITIONS

In the event of a Disaster or emergency, the warning may come from any one of the following sources: commercial radio or television, civil defense radio, office alarm system, messenger, or police.

A. Disaster or Emergency – A significant event resulting in the partial or entire loss of communications capability within an exchange serving area. A significant event can include any major natural occurrence such as a flood, earthquake, fire, tornado or other severe weather, or an unnatural occurrence such as a bombing, arson, or other terrorist related threat. Other events can include, but not be limited to, an intentional or unintentional fiber or copper cable cut.

B. Emergency Control Committee (ECC) – The RT Emergency Response Team is a group of employees designated and assembled to respond to a Disaster or emergency. The RT Emergency Response Team consists of the following employees:

1. General Manager
2. Operation Manager
3. Plant Manager
4. Plant Supervisor
5. IT Supervisor
6. Controller

III. DISASTER /EMERGENCY RESPONSE

A member of the Emergency Control Committee (ECC) shall be contacted immediately upon the report of a Disaster or emergency and the following actions shall be taken:

- A. The Committee shall immediately establish the Emergency Control Center and reroute communications as appropriate to this location.
- B. Contact Federal, State of Montana, and/or Wyoming PSC, City and County authorities

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- C. In the event of land-line failure, mobile communications shall be arranged at the Emergency Control Center.
- D. The Committee shall use Email and/or mobile text messaging capability (as available) in the event that voice communications are unavailable.
- E. As soon as it is safe to do so, the Committee shall arrange and dispatch the appropriate resources for restoration of any damaged facilities.
- F. Restoration of essential communication services shall be completed in the following order:
 - 1. “Emergency Services” to include 911 service and local law enforcement, fire department and search and rescue departments.
 - 2. “Essential Services” to include hospitals, doctors offices, medical centers, etc., TOLL trunks and trunk circuits to include mobile phone service trunking.
 - 3. “Public Customer Services” to include city, county, state and federal facilities including schools.
 - 4. “Business Customer Services” to include large and small business customers
 - 5. “Residential Customer Services” to include all remaining communication services

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SECTION 2 SERVICE RESTORATION RESPONSE

I. PURPOSE

Section 2 provides a Service Restoration Response in the event of a major outage. A major outage is defined as any event resulting in a simultaneous disruption of service to ten (10) or more communications customers in an exchange area.

II. PERSONNEL

RT personnel within the following departments will be assigned duties as described in Section 2, and are responsible for assuring completion of the Service Restoration Response Process.

ALL	Includes all Personnel
ADMINISTRATION	Includes all Management Personnel
PLANT	Includes all Plant & Engineering Personnel
IT/IS	Includes all Information Technology, Information Services and Internet Personnel
COMMERCIAL	Includes all Finance & Customer Service Personnel

III. RESTORATION RESPONSE AND RESPONSIBLE PERSONNEL

A. Switch Disaster (Voice Switching) - In the event of a loss of circuit switching capabilities due to a disaster or emergency, PLANT shall immediately inform ADMINISTRATION and COMMERCIAL and proceed to contact the Switch Administrator at RT noted on the supplies and contractors list here to attached as Exhibit A, the cause of the outage and coordinate restoration efforts. Both ADMINISTRATION and COMMERCIAL shall be informed upon successful restoration of the Circuit Switch.

B. Trunking and Interconnection Disaster (Transmission Systems) - In the event of a loss of trunking and interconnection services related to a SONET Systems failure caused by a Disaster or emergency, PLANT shall immediately inform COMMERCIAL and proceed to coordinate efforts with the Affiliated Companies listed in attached Exhibit B, to determine the cause of the outage, and take actions as outlined in the "Fiber Optic Network Affiliate Agreement, Attachment B - Operations and Maintenance". COMMERCIAL shall be informed upon successful restoration of the SONET System.

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- C. Trunking and Interconnection Disaster (Cable Systems)** - In the event of a loss of trunking and interconnection services related to a cable systems failure caused by a disaster or emergency, PLANT shall immediately inform COMMERCIAL and proceed to coordinate efforts with the affiliated companies listed in Exhibit C, hereto attached, as defined in the Fiber Facilities Operation and Maintenance Agreement to determine the cause and location of the outage, and take subsequent restoration actions as defined in the Fiber Facilities Restoration Plan. COMMERCIAL shall be informed upon successful restoration of the cable system.
- D. Commercial AC Power Disaster** - In the event of a loss of Commercial Alternating Current (AC) power caused by a disaster or emergency, PLANT shall immediately confirm the functionality of emergency standby generator systems and then inform ADMINISTRATION of the situation, proceeding to contact the appropriate utility company as identified in the Suppliers & Contractors list, as attached as Exhibit B, to determine the cause of the outage. If Commercial power cannot be restored within a reasonable time, emergency standby generator systems shall be monitored regularly to assure continued power to the DC power systems and backup batteries.
- E. DC Power Systems and Backup Battery Disaster** - In the event of a loss of Direct Current (DC) power systems caused by a disaster or emergency, PLANT shall immediately coordinate efforts to determine the cause of the outage. If DC power cannot be restored due to rectifier failure or destruction, PLANT shall contact Thermobond Buildings as noted in the Suppliers & Contractors List attached as Exhibit B to coordinate restoration, repair or replacement with the power equipment vendor.
- F. Off-Net Private Line and Special Circuits Disaster** - In the event of a loss of Private Line and Special Circuits provided by an off-net carrier due to a disaster or emergency, PLANT shall immediately contact the off-net carrier to determine the cause of the outage. Upon determining the cause of the outage and the estimated restoral time, PLANT shall inform COMMERCIAL of the circumstances. COMMERCIAL will relay the appropriate information to the customer or end user.
- G. Long Distance Service Disaster** - In the event of a loss of Long Distance service as a result of a disaster or emergency, RT shall immediately contact ACT, Vision Net, and/or Centurylink as noted in the attached Suppliers & Contractors List to report such outage and to coordinate restoration or repair.

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- H. Internet Service Disaster** - In the event of a loss of Email or web service access due to a disaster or emergency, RT shall immediately contact ACT and/or Vision Net as noted on the Supplies & Contractors List as Exhibit B, to assist in identifying the cause of the loss of Email or Web service and inform COMMERCIAL of the outage and approximate time to restore service. COMMERCIAL will relay the appropriate information to the customer or end user.
- I. Digital Subscriber Line Access Multiplexer (DSLAM) and Digital Loop Carrier Systems (DLC) Disaster** - In the event of a loss of DSL and/or voice services relating to a DSLAM or DLC Disaster or emergency, PLANT shall immediately work to determine the cause of the outage. If determined necessary PLANT shall contact the appropriate vendor as noted on the Supplies & Contractors List, Exhibit B, to repair or replace the damaged equipment, and inform COMMERCIAL of the outage and approximate time to repair. COMMERCIAL will notify the customer or end user.
- J. Operations Support Systems (OSS)** - In the event of a loss of Operations Support Systems relating to a disaster or emergency, IT shall be immediately contacted to determine the cause of the outage. COMMERCIAL and ADMINISTRATION shall be informed of the outage and coordinate with the IT Coordinator to determine how long it will take to repair or replace the damaged OSS equipment or Wide Area Network (WAN) connectivity.

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SECTION 3 COMMUNICATIONS AND COORDINATION

I. PURPOSE

Section 3 provides general guidelines for inter-departmental communications and coordination in the event of a disaster or emergency. These guidelines are intended to complement, not supersede, RT's existing work procedures. All actions outlined in this section are intended to expedite the repair and restoration of communications services to the community affected by the disaster or emergency.

II. COORDINATION AND STAFFING

Emergency staffing needs and employee scheduling will be determined by the Emergency Control Committee who shall coordinate all restorations and repair oversight from the Emergency Control Center.

Emergency Control Committee responsibilities include the following:

1. Establish a temporary 911 Public Safety Answering Point (PSAP), if necessary
2. Coordinate all communications between restoration and repair personnel
3. Direct and dispatch restoration and repair personnel and all other resources as necessary
4. Provide continued updates to RT management personnel and affiliated company management personnel if emergency impacts services delivered in affiliated company areas.
5. Accumulate, evaluate and direct customer trouble reports as necessary to appropriate restoration personnel
6. Inform and update local authorities of communication restoration status.
7. Advise answering service of the nature and estimated duration of the service disruption.
8. Coordinate the availability of mobile communications as required
9. Coordinate the availability of network records as required

A. ADMINISTRATION responsibilities include the following:

1. Assist the Emergency Control Committee as requested
2. Control media and coordinate the delivery of General Manager press releases
3. Notify regulatory agencies as required (Public Service Commission)

B. PLANT responsibilities include the following:

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1. Establish communications between the nearest location to the disaster or emergency and the Emergency Control Center
2. The first responding PLANT employee shall serve as the Field Coordinator and shall be the single point of communications between the location of the disaster or emergency and the Emergency Control Center until a supervisor or manager can be dispatched to the location
3. Perform all restoration and repair work in the affected area(s)

C. IT/IS responsibilities include the following:

1. Establish communications between the nearest location to the disaster or emergency
2. The first responding IT employee shall serve as the Field Coordinator and shall be the single point of communications between the location of the disaster or emergency and the Emergency Control Center until a supervisor or manager can be dispatched to the location
3. Initiate immediate action to restore affected Internet hardware including routers and switches
4. Perform all restoration and repair work in the affected area(s)

D. COMMERCIAL responsibilities include the following:

1. Establish communications between the contract answering service as noted on the Supplies & Contractors List, attached as Exhibit B, and the Emergency Control Center
2. Communicate the status of the disaster or emergency to the contract answering service
3. Communicate the status of the disaster or emergency to customers reporting service outage
4. Record all customer reports on service outage and forward to the Emergency Control Committee for the appropriate action
5. Assist the Emergency Control Committee with customer calls to confirm restoration of service
6. Provide assistance as requested by the Emergency Control Committee

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EXHIBIT A SUPPLIERS & CONTRACTORS

I. PURPOSE

Exhibit A provides contact information for those Suppliers & Contractors providing support services to RT.

Internet Wholesale Suppliers & Contractors

Advanced Communications Technology, Inc.

Operations Manager

Office: 307.675.0922

Mobile: 307.431.9064

Emerg: 307.675.0998

Switching Network Support – Metaswitch

Customer Support Engineer 510.217.5181

Support Manager 510.217.4474

Reston, VA NOC 703.480.0500

Alameda, CA NOC 510.748.8230

Emergency 800.308.8772

Sales Manager 510.748.1829

Supply Chain Management & Contractors

Graybar Electric 800.876.5667

Border States Electric 800.736.6266

Sprint North Supply 800.755.1950

Alamon Telco 800.252.8838

Enterprise Cabling 406.661.4945

Power Suppliers & Contractors

High Plains Power 307.455.2475

Montana Dakota Utilities 800.638.3278

Black Hills Power & Light, Newcastle, WY 307.746.2726

Black Hills Power & Light, Upton, WY 307.468.2409

Black Hills Power & Light After-Hours 800.843.8849

Powder River Energy Corp., Sundance, WY 800.442.3630

Rocky Mountain Power 888.221.7070

Rocky Mountain Power Emergency 800.638.3278

Action Battery Wholesalers, Inc. 715.247.5512

Thermobond (Marconi Power Systems) 800.356.2686

TW Enterprises (Generator Maintenance) 800.995.3795

TW Enterprises Emergency 406.671.5457

Wyoming Electric 307.674.6846

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Wholesale Long Distance Suppliers & Contractors

Envoy Communications/Inteliquent	217.698.1581
Envoy Communications Emergency	866.287.4835
Emergency Pager	877.294.4985

Back Office Internet Support

Vision Net (TAC)	866.624.6462
Vision Net (Office)	406.467.4700

Tier One ISP Connectivity (Transport)

Northeast Route:

Vision Net (NOC)	866.624.6462
Vision Net (Office)	406.467.4700

South Route:

Great Plains Communications	888.343.8015
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East Route:

SDN Communications (NOC)	800.609.1025
SDN Communications (Office)	800.247.1442

ISP/CDN Tier One Peering

Hurricane Electric IP Transit (Chicago NAP) (noc@he.net)	510.580.4100
ZAYO IP Transit (Denver NAP)	503.309.6071
TeliaSonera IP Transit (Chicago NAP)	406.216.4501 (Indatel)
INDATEL Services CDN Peer (Chicago NAP)	406.216.4501

CISCO Routers, Switches and Firewalls

CISCO (TAC)	800.553.2447
CISCO (Office)	425.572.064

Broadband Loop Carrier/Digital Loop Carrier Network Support

Calix (TAC)	777.766.3500
Calix Escalation	612.360.1426
Adtran (TAC)	256.963.8716
Adtran (Office)	888.4ADTRAN

SONET / DWDM Network Support

Fujitsu (TAC)	800.873.3822
Fujitsu Escalation	303.889.9494

Carrier Ethernet Network Support

Ciena/Cyan (TAC)	800.873.3822
Ciena/Cyan Escalation	303.889.9494

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IT & Computer Supplies

Tiger Direct (Scott Cannon) 877.998.8534

Billing Support System/Operations Support System (BSS/OSS)

Jim Klein, IT Supervisor (Office) 406.347.2226

Jim Klein, IT Supervisor (Mobile) 406.351.1944

Alarm Monitoring and After-Hours Customer Support

Vision Net (TAC) 866.624.6462

Vision Net (TAC Manager Mobile) 406.590.4690

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EXHIBIT B AFFILIATED COMPANIES

I. PURPOSE

Exhibit B provides contact information for those companies affiliated with RT Communications, Inc.

Range Telephone Cooperative, Inc.

2325 E. Front Street
Forsyth, Montana 59327

Office:	406.347.2226
Office:	800.927.2643
Fax:	406.347.2401
Emergency:	406.347.2226

Advanced Communications Technology, Inc.

290 N. Brooks Street
Sheridan, Wyoming 82801

Office:	307.673.0910
Office:	888.304.8889
Fax:	307.675.0974
After Hours	307.675.0900

RT Communications, Inc.

130 S. 9th Street
Worland, Wyoming 82801

Office:	307.347.7000
Office:	800.647.9841
Fax:	307.347.9200
After Hours:	307.347.7666

Dubois Telephone Exchange

12 S. First Street
Dubois, Wyoming 82513

Office:	307.455.2341
Office:	800.877.7699
Fax:	307.455.3399
After Hours:	307.455.2341

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EXHIBIT C OTHER CONTACTS

I. PURPOSE

Exhibit C provides contact information for entities that should be or may need to be contacted should an emergency situation arise at RT, **CALL 911!**

Police Department (non-emergency)	347-4253
Chief of Police- Gabe R. Elliott	347-8563
Sergeant - Brad Horath	347-8180
Sergeant - Shawn Duffy	431-1837
Officer Kent Lombard	347-2368
Officer John Core	347-2644
Ordinance Officer George Andy Williams	347-2576
Sheriff Department (non-emergency)	
Sheriff - Steve Rakness	347-8323
Fire (non-emergency)	347-4253
Fire Marshall - Chris Koch	347-6379
Ambulance 3 (non-emergency)	347-4253
Washakie Memorial Hospital	347-3221
Physicians	
Red Rock Family Practice	347-2449
Vernon Miller, M.D.	347-8115
John Thurston, M.D.	347-2525
Neil Treece, M.D.	347-2525
Mark Flinner, M.D	347-2555
Administrator -	347-7835
Pharmacy	
Ricker's Pharmacy	347-2281
Shopko Pharmacy	347-2851
Schools	
School Administration Building	347-9286
High School	347-2412
Middle School	347-3233
East Side School	347-4662
South Side School	347-3306

RT Communications

Business Continuity and Disaster Preparedness Plan

West Side School	347-4298
Wrecker Services	
Washakie Garage – Robert Perry	347-4156
Funeral Homes	
Bryant Funeral Home	347-9890
Veile Mortuary	347-4028
Media	
Northern Wyoming Daily News	347-3241
Radio station KWOR (AM)	347-3271
Ambulance	
Mike Bryant	347-9227
Mayor	
Jim Gill	347-2486 (Ext. 105)
City	
City Hall	347-2486
City Council Members	
WARD 1	
Lisa Fernandez	
Keith Gentzler	347-8429
WARD 2	
Dennis Koch	347-2659
Mandy Horath	347-8180
Bud Callaham	347-3075
WARD 3	
Michele Rideout	347-8953
Loresa Brinkerhoff	
Mike Neuffer	431-8613
School Superintendent	
David Nicholas	347-9286
After-Hours Answering Service and Alarm Network NOCVision Net	
TAC	406.216.4618
TAC Mgr	406.216.4698 (Office)
TAC Mgr	406.590.4690 (Mobile)
Public Service Commission	
Phone:	307-777-5722
FAX:	307-777-5700

RT Communications, Inc.
Annual 54.313 Report of High-Cost Recipient

Voice Services Comparability Report

Pursuant to 47 CFR §54.313(a)(10) RT Communications, Inc., (RT) is in compliance with the requirement that residential voice service is no more than two standard deviations above the national average urban rate for voice service of \$49.51 as specified in Public Notice DA 17-167 issued on February 14, 2017. RT's current total local end-user rates¹ are not above the standard deviation as specified in the USF/ICC Transformation Order.²

¹ Local End User Rate as defined in USF/ICC Transformation Order 26 FCC Rcd at 17751, Para. 238

² USF/ICC Transformation Order, 26 FCC Rcd at 17694, Para. 84 (footnote included) "The standard deviation is a measure of dispersion. The sample standard deviation is the square root of the sample variance. The sample variance is calculated as the sum of the squared deviations of the individual observations in the sample of data from the sample average divided by the total number of observations in the sample minus one. In a normal distribution, about 68 percent of the observations lie within one standard deviation above and below the average and about 95 percent of the observations lie within two standard deviations above and below the average."

RT Communications, Inc.
Annual 54.313 Report of High-Cost Recipient

Broadband Services Comparability Report

Pursuant to 47 CFR §54.313(a)(12) RT Communications, Inc., (RT) is in compliance with the requirement that the price of broadband services are no more than the most recent applicable benchmarks as specified in Public Notice DA 17-167 issued on February 14, 2017. RT's current pricing for each speed option compared with the applicable speed is as follows:

Download Speed (Mbps)	Upload Speed (Mbps)	Usage Allowance	Benchmark	RT Price
10	1	Unlimited	\$77.98	\$45.00
30	10	Unlimited	\$93.49	\$55.00
50	20	Unlimited	\$100.52	\$85.00

RT Communications, Inc.
Annual 54.313 Report of High-Cost Recipient

Lifeline Terms and Conditions

RT Communications, Inc. (RT) offers Lifeline discounts on its residential phone service to qualifying subscribers. Subscribers qualifying for Lifeline discounts receive the same residential service as regular subscribers. This service includes unlimited local minutes. Toll charges are assessed by the long-distance provider selected by the subscriber. RT provides toll blocking service to Lifeline eligible subscribers at no charge. Lifeline eligible subscribers that choose toll blocking service are not required to pay a deposit for their service.



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June 8, 2017

Ms. Marlene H. Dortch, Secretary
Federal Communications Commission
9300 East Hampton Drive
Capitol Heights, MD 20743

RE: WC Docket No. 14-58, 2018 Annual Report, Form 481 for High-Cost Recipients 54.313(f)(1)
"Certification of Public Interest Obligations"

Dear Ms. Dortch:

In compliance with the filing requirements associated with and attached to Form 481, I hereby advise the Commission that RT Communications, Inc. provides high speed Internet service to its customers and:

- has taken reasonable steps to provide, upon reasonable request, broadband speeds of at least 10 Mbps downstream/1 Mbps upstream;
- provides latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to offerings in urban areas; and,
- that reasonable requests for such service are met within a reasonable amount of time.

If you have any questions, I may be contacted at 406-347-2226.

Sincerely,

A handwritten signature in blue ink that reads "Mike Dolezal".

Mike Dolezal
CEO

PO BOX 127 • FORSYTH, MT 59327

RANGETEL.COOP

USDA-RUS

**OPERATING REPORT FOR
TELECOMMUNICATIONS BORROWERS**

This data will be used by RUS to review your financial situation. Your response is required by 7 U.S.C. 901 et seq. and, subject to federal laws and regulations regarding confidential information, will be treated as confidential.

BORROWER NAME

RT Communications, Inc.

(Prepared with Audited Data)

INSTRUCTIONS-Submit report to RUS within 30 days after close of the period.
For detailed instructions, see RUS Bulletin 1744-2. Report in whole dollars only.

PERIOD ENDING
December, 2016

BORROWER DESIGNATION
WY0519

CERTIFICATION

We hereby certify that the entries in this report are in accordance with the accounts and other records of the system and reflect the status of the system to the best of our knowledge and belief.

ALL INSURANCE REQUIRED BY 7 CFR PART 1788, CHAPTER XVII, RUS, WAS IN FORCE DURING THE REPORTING PERIOD AND RENEWALS HAVE BEEN OBTAINED FOR ALL POLICIES.

DURING THE PERIOD COVERED BY THIS REPORT PURSUANT TO PART 1788 OF 7CFR CHAPTER XVII

(Check one of the following)

All of the obligations under the RUS loan documents have been fulfilled in all material respects.

There has been a default in the fulfillment of the obligations under the RUS loan documents. Said default(s) is/are specifically described in the Telecom Operating Report

DATE

PART A. BALANCE SHEET

ASSETS	BALANCE	BALANCE	LIABILITIES AND STOCKHOLDERS' EQUITY	BALANCE	BALANCE
	PRIOR YEAR	END OF PERIOD		PRIOR YEAR	END OF PERIOD
CURRENT ASSETS			CURRENT LIABILITIES		
1. Cash and Equivalents	2,681,877	3,387,906	25. Accounts Payable	1,746,436	206,421
2. Cash-RUS Construction Fund			26. Notes Payable		
3. Affiliates:			27. Advance Billings and Payments	527,208	528,000
a. Telecom, Accounts Receivable			28. Customer Deposits	48,086	38,801
b. Other Accounts Receivable	726,432	28,691	29. Current Mat. L/T Debt	5,153,354	4,980,381
c. Notes Receivable			30. Current Mat. L/T Debt-Rur. Dev.		
4. Non-Affiliates:			31. Current Mat.-Capital Leases		
a. Telecom, Accounts Receivable	956,083	901,189	32. Income Taxes Accrued	(54,391)	
b. Other Accounts Receivable	230,242	877,122	33. Other Taxes Accrued	127	234
c. Notes Receivable			34. Other Current Liabilities	204,460	243,064
5. Interest and Dividends Receivable			35. Total Current Liabilities (25 thru 34)	7,625,280	5,996,901
6. Material-Regulated	822,662	876,177	LONG-TERM DEBT		
7. Material-Nonregulated	8,958	12,879	36. Funded Debt-RUS Notes	970,987	1,488,756
8. Prepayments	123,708	78,961	37. Funded Debt-RTB Notes	683,583	158,905
9. Other Current Assets			38. Funded Debt-FFB Notes	16,676,724	15,336,762
10. Total Current Assets (1 Thru 9)	5,549,962	6,162,925	39. Funded Debt-Other	2,844,167	3,124,258
NONCURRENT ASSETS			40. Funded Debt-Rural Develop. Loan		
11. Investment in Affiliated Companies			41. Premium (Discount) on L/T Debt		
a. Rural Development			42. Reacquired Debt		
b. Nonrural Development			43. Obligations Under Capital Lease		
12. Other Investments			44. Adv. From Affiliated Companies		
a. Rural Development			45. Other Long-Term Debt		
b. Nonrural Development	2,057,612	1,946,108	46. Total Long-Term Debt (36 thru 45)	21,175,461	20,108,681
13. Nonregulated Investments			OTHER LIAB. & DEF. CREDITS		
14. Other Noncurrent Assets			47. Other Long-Term Liabilities	2,101,378	77,154
15. Deferred Charges			48. Other Deferred Credits	5,396,306	5,823,688
16. Jurisdictional Differences			49. Other Jurisdictional Differences		
17. Total Noncurrent Assets (11 thru 16)	2,057,612	1,946,108	50. Total Other Liabilities and Deferred Credits (47 thru 49)	7,497,684	5,900,842
PLANT, PROPERTY, AND EQUIPMENT			EQUITY		
18. Telecom, Plant-in-Service	153,815,849	153,255,706	51. Cap. Stock Outstand. & Subscribed	100	100
19. Property Held for Future Use			52. Additional Paid-in-Capital	11,099,900	11,099,900
20. Plant Under Construction	1,149,496	1,153,136	53. Treasury Stock		
21. Plant Adj., Nonop. Plant & Goodwill	21,135,751	21,135,751	54. Membership and Cap. Certificates		
22. Less Accumulated Depreciation	133,791,895	137,388,210	55. Other Capital		
23. Net Plant (18 thru 21 less 22)	42,309,201	38,156,383	56. Patronage Capital Credits		
24. TOTAL ASSETS (10+17+23)			57. Retained Earnings or Margins	2,518,350	3,158,992
	49,916,775	46,265,416	58. Total Equity (51 thru 57)	13,618,350	14,258,992
			59. TOTAL LIABILITIES AND EQUITY (35+46+50+58)	49,916,775	46,265,416

Total Equity = 30.82% % of Total Assets

USDA-RUS

BORROWER DESIGNATION

**OPERATING REPORT FOR
TELECOMMUNICATIONS BORROWERS**

WY0519

PERIOD ENDING

December, 2016

INSTRUCTIONS- See RUS Bulletin 1744-2

PART B. STATEMENTS OF INCOME AND RETAINED EARNINGS OR MARGINS

ITEM	PRIOR YEAR	THIS YEAR
1. Local Network Services Revenues	4,761,972	4,881,438
2. Network Access Services Revenues	10,983,692	11,124,971
3. Long Distance Network Services Revenues		
4. Carrier Billing and Collection Revenues	85,438	71,551
5. Miscellaneous Revenues	381,684	391,598
6. Uncollectible Revenues	(383)	(1,348)
7. Net Operating Revenues (1 thru 5 less 6)	16,213,169	16,470,906
8. Plant Specific Operations Expense	4,289,839	4,156,520
9. Plant Nonspecific Operations Expense (Excluding Depreciation & Amortization)	1,471,186	1,277,617
10. Depreciation Expense	5,812,775	7,438,476
11. Amortization Expense		
12. Customer Operations Expense	985,034	1,068,924
13. Corporate Operations Expense	1,707,855	1,821,882
14. Total Operating Expenses (8 thru 13)	14,266,689	15,763,419
15. Operating Income or Margins (7 less 14)	1,946,480	707,487
16. Other Operating Income and Expenses		
17. State and Local Taxes	104,853	99,860
18. Federal Income Taxes	742,925	493,248
19. Other Taxes		
20. Total Operating Taxes (17+18+19)	847,778	593,108
21. Net Operating Income or Margins (15+16-20)	1,098,702	114,379
22. Interest on Funded Debt	828,388	836,868 ✓
23. Interest Expense - Capital Leases		
24. Other Interest Expense	758	773
25. Allowance for Funds Used During Construction	37,302	9,120
26. Total Fixed Charges (22+23+24-25)	791,844	828,521
27. Nonoperating Net Income	17,958	14,133
28. Extraordinary Items		
29. Jurisdictional Differences		
30. Nonregulated Net Income	1,107,635	1,661,023
31. Total Net Income or Margins (21+27+28+29+30-26)	1,432,451	961,014 ✓
32. Total Taxes Based on Income	1,439,352	625,974
33. Retained Earnings or Margins Beginning-of-Year	1,397,143	2,518,350 ✓
34. Miscellaneous Credits Year-to-Date		
35. Dividends Declared (Common)		
36. Dividends Declared (Preferred)		
37. Other Debits Year-to-Date	311,244	320,372
38. Transfers to Patronage Capital		
39. Retained Earnings or Margins End-of-Period [(31+33+34) - (35+36+37+38)]	2,518,350	3,158,992 ✓
40. Patronage Capital Beginning-of-Year		
41. Transfers to Patronage Capital		
42. Patronage Capital Credits Retired		
43. Patronage Capital End-of-Year (40+41-42)	0	0
44. Annual Debt Service Payments	4,779,964	5,361,824 ✓
45. Cash Ratio [(14+20-10-11) / 7]	0.5737	0.5414
46. Operating Accrual Ratio [(14+20+26) / 7]	0.9811	1.0434
47. TIER [(31+26) / 26]	2.8090	2.1599
48. DSCR [(31+26+10+11) / 44]	1.6814	1.7211

USDA-RUS OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS		BORROWER DESIGNATION WY0519
INSTRUCTIONS – See help in the online application.		PERIOD ENDED December, 2016
PART I – STATEMENT OF CASH FLOWS		
1. Beginning Cash (Cash and Equivalents plus RUS Construction Fund)		2,681,877 ✓
CASH FLOWS FROM OPERATING ACTIVITIES		
2. Net Income		961,014
<i>Adjustments to Reconcile Net Income to Net Cash Provided by Operating Activities</i>		
3. Add: Depreciation		7,438,476
4. Add: Amortization		0
5. Other (Explain)		
<i>Changes in Operating Assets and Liabilities</i>		
6. Decrease/(Increase) in Accounts Receivable		105,755
7. Decrease/(Increase) in Materials and Inventory		(57,436)
8. Decrease/(Increase) in Prepayments and Deferred Charges		44,747
9. Decrease/(Increase) in Other Current Assets		0
10. Increase/(Decrease) in Accounts Payable		(1,540,015)
11. Increase/(Decrease) in Advance Billings & Payments		792
12. Increase/(Decrease) in Other Current Liabilities		93,102
13. Net Cash Provided/(Used) by Operations		7,046,435
CASH FLOWS FROM FINANCING ACTIVITIES		
14. Decrease/(Increase) in Notes Receivable		0
15. Increase/(Decrease) in Notes Payable		0
16. Increase/(Decrease) in Customer Deposits		(9,285)
17. Net Increase/(Decrease) in Long Term Debt (Including Current Maturities)		(1,239,753)
18. Increase/(Decrease) in Other Liabilities & Deferred Credits		(1,596,842)
19. Increase/(Decrease) in Capital Stock, Paid-in Capital, Membership and Capital Certificates & Other Capital		0
20. Less: Payment of Dividends		0
21. Less: Patronage Capital Credits Retired		0
22. Other (Explain) Change in Pension Liability		(311,244)
23. Net Cash Provided/(Used) by Financing Activities		(3,157,124)
CASH FLOWS FROM INVESTING ACTIVITIES		
24. Net Capital Expenditures (Property, Plant & Equipment)		556,503
25. Other Long-Term Investments		111,504
26. Other Noncurrent Assets & Jurisdictional Differences		0
27. Other (Explain) Additional Capital Expense		(3,851,289) ✓
28. Net Cash Provided/(Used) by Investing Activities		(3,183,282)
29. Net Increase/(Decrease) in Cash		706,029
30. Ending Cash		3,387,906 ✓

Revision Date 2010