

## Attachments







West River Telecommunications Cooperative (Mobridge)

### **Certification of Compliance with Applicable Service Quality Standards and Consumer Protection Rules for Voice and Broadband Services**

Service quality standards and consumer protection rules for broadband are not as defined as the rules for voice services. The Company complies with any service quality standards and consumer protection rules for broadband that are out there now and any that will be defined in the future.

#### Service Quality Standards

For voice services, the Company:

- Provides voice grade access to the public switched network.
- Provides flat rated local exchange service with no additional charge to end users.
- Provides access to the emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911.
- Provides toll blocking and toll limitation services.

For voice and broadband services, the Company:

- Advertises the availability of its services and the charges using media of general distribution and/or on its website.
- Maintains a business office providing customers with access to a customer service representative either in person or via a local telephone call or toll-free telephone number during business hours.
- Directs after hour calls to the Company's help desk.
- Directs trouble reports to the on-call technician.
- Tracks all service orders to ensure they are completed in a timely manner.
- Measures its service connection and service interruption performance on a regular basis.
- Trains employees to:
  - Answer all incoming calls promptly.
  - Respond to all inquiries for information promptly and courteously.
  - Investigate thoroughly all customer complaints and handle appropriately according to the Company's guidelines for resolution of customer complaints.
  - Be knowledgeable about products and service offerings so they can assist the customer with selecting the best service option.
- Has a process for periodic inspection, testing and preventive maintenance of its equipment to permit the rendering of safe, adequate and continuous service at all times.
- Meets or exceeds the standards established by the state commission and provides any reports required in accordance with the state commission's rules.

#### Consumer Protection Rules

The Company has established operating procedures designed to facilitate compliance with applicable consumer protection rules which include compliance with the Customer Proprietary Network Information (CPNI) rules. The operating procedures include:

- Appointment of a compliance officer.
- A manual detailing the specific procedures for protecting consumer information.
- Employee training on an annual basis.
- A disciplinary process for improper use of consumer information.

If complaints are filed with the Company regarding consumer protection rules, the complaint is immediately investigated, the matter tracked and any corrective action noted. This process ensures that problems are addressed and corrections made.

West River Telecommunications Cooperative

**Functionality in Emergency Situations**

Back-Up Power

West River Telecommunications Cooperative has backup power sources for all of its telecommunications equipment. Twenty two of WRT's twenty four Central Office (CO) switching buildings have standby generators as well as standby generators at 11 wireless local loop tower site locations. Every CO and tower site has battery reserves for continued operation of 12 hours or more. The CO's without standby generators have high capacity batteries with power reserves that can maintain continued operation for more than 12 hours. All remote DLC cabinets as well as NIDs have at least 8 hours of battery reserve in case of a power outage. WRT also maintains 15 small portable generators for its DLC nodes and 1 large portable generator on wheels for CO backup power when needed.

Rerouting of Traffic around Damaged Facilities

WRT uses ring/diverse route transport technology between twenty two of its twenty four exchanges for voice, broadband and special access circuits including interexchange, intrastate and interstate traffic to protect from outages due to damaged facilities or equipment failures. All twenty four exchanges have redundant transport components to protect against equipment failure.

Traffic Spikes

WRT engineers its switching and broadband capacity for peak traffic periods and has additional capacity available if required. Three times the current Broadband usage to the internet is available as customer demand requires.

## West River Telecommunications Cooperative

### Description of Tribal Engagement

For Form 481 Line 920 thru Line 929

The Company provides services in two tribal areas, to-wit: Standing Rock Tribe and Three Affiliated Tribes. On January 29, 2015 WRT made an email request to be placed on the agenda for the Standing Rock Sioux Tribe Economics Committee meeting. The request was granted. CEO/GM Bonnie Krause and Plant Manager James Byerley met with the Economics Committee on 2-23-15. In attendance were Econ Chairman Paul Archambault, and committee members Ben Harrison and Duane Claymore. WRT provided an update on the 2014 FTTP project in the Selfridge, ND exchange and discussed plans to install FTTP in the Fort Yates exchange in 2015 as well as plans to install fiber to the entire SRST area in the near future. The 2015 Fort Yates project was explained in detail including the existing FTTP to the Tribal community anchor institutions. The information received a very positive response from the Economics Committee. The committee members indicated that we should continue to work with the Tribal Historical Preservation Office and the BIA pertaining to right of way, permitting, cultural and archeological preservation. No questions or requests were made by the committee pertaining to marketing of services on the reservation. Chairman Archambault indicated that the Econ Committee is the proper committee to meet with related to these matters and the entire committee thanked WRT for the great work being done to upgrade services to the reservation.

In accordance with provisions in the FCC's USF and ICC Transformation Order, paragraphs 636 and 637, and 47 CFR 54.313(a)(9), at the meetings with the Tribal Authorities, the Company will, with tribal input, develop a needs assessment to assist with future service deployments on Tribal lands. In particular, the Company and the Tribal Authority discussions relating to needs and service deployment will be focused on community anchor institutions. The feasibility and sustainability of communications services on tribal lands will be discussed and the Company will, with assistance from the Tribal Authorities, attempt to identify additional steps that can be taken to make essential communications services deployed on Tribal lands both feasible and sustainable. The Company and Tribal Authorities will also discuss and explore ways in which they can coordinate or partner to ensure that services are marketed on tribal lands in a manner that will relate to the community and resonate with consumers, with the aim of increasing service adoption. At such meetings, the Company will also be prepared to discuss the relevant rights-of-way and other permitting and review processes, as well as any challenges associated with these processes. And finally, the Company will come to any such meetings prepared to discuss and engage the Tribal Authorities on any relevant and applicable Tribal business and licensing requirements

West River Telecommunications  
**(1010) Attach Detailed Description for  
Voice Services Rate Comparability Compliance**

WRT's highest local service rate is \$29.99 and includes local service (\$16.45), CIF (\$0.4), 911 (\$1.00), ARC (\$2.00), EAS (\$4.00), and SLC (\$6.50).

## West River Telecommunications Cooperative

### Progress Report of 5 Year Plan – Milestone Certification

To be in compliance with the Milestone Certification of providing upon a reasonable request broadband service at actual speeds of 10 Mbps downstream/1 Mbps upstream:

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

**Year 2015 Federal Universal Service Receipts:**

Interstate Common Line Support	\$ 299,646
Connect America Fund Support	\$ -
High Cost Loop Support	\$ -
Safety Net Additive Support	\$ -
Safety Valve Loop Cost Adjustment	\$ -
CAF-ICC	\$ 110,934
<b>TOTAL</b>	<b>\$ 410,580</b>

**Expenditures For Provision, Maintenance, and Upgrading Of Facilities and Services Supported By Federal Universal Service Funding:**

<b>Plant Specific Operations Expenses</b>	
Network support (Accts 6110-16)	\$ -
General support (Accts 6120-24)	
Central office (Accts 6210-6232)	
Cable and wire facilities (Accts 6410-41)	
Network operations (Accts 6530-35)	
Depreciation and amortization (Accts 6560-65)	
<b>Customer Operations Expenses</b>	
Customer services (Accts 6611-23)	
<b>Corporate Operations Expenses</b>	
Executive and planning (Accts 6710-12)	
General and administrative (Accts 6720-28)	
<b>Total Years Supported Expenses, Before Return on Investment</b>	
<b>Additions/Capx</b>	
Switching (Acct 2210)	
Cable and wire (Acct 2410)	
<b>Total</b>	
<b>Total Supported Expenditures, Before Return on Investment</b>	

It is estimated that █% or \$█ of universal service funding received in 2015 was used to ensure and improve *service quality*. This ensures that the network is maintained and operated to provide telecommunications and information services as well as interexchange services and advanced telecommunications that are reasonably comparable to those services offered in urban areas and are available at rates that are reasonably comparable to rates charged for similar services in urban areas. Expenditures are not tracked at the wire center or census block level and are reported here on a total service area basis. We believe it is reasonable to conclude the same % of universal service funding received in 2015 will be used to ensure and improve service quality in 2016.

It is estimated that █% or \$█ of universal service funding received in 2015 was used improve *service coverage* at wire centers served by our company for telecommunications and information services as well as interexchange services and advanced telecommunications (broadband). Due to these expenditures, 100% of households in our service area will have access to our broadband capable network as of July 1, 2016. Expenditures are not tracked at the wire center or census block level and are reported here on a total service area basis. We believe it is reasonable to conclude the same % of universal service funding received in 2015 will be used to improve service coverage in 2016.

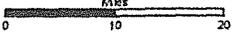
It is estimated that █% or \$█ of universal service funding received in 2015 was used improve *service capacity* at wire centers served by our company for telecommunications and information services as well as interexchange services and advanced telecommunications (broadband). Due to these expenditures, upon request, 99% of households in our service area will have access to our broadband capable network at speeds that meet or exceed 10Mbps/1Mbps as of December 31, 2015. Expenditures are not tracked at the wire center or census block level and are reported here on a total service area basis. We believe it is reasonable to conclude the same % of universal service funding received in 2015 will be used to improve service capacity in 2016.



**WRT**  
**Broadband Availability**

 10 MB/1 MB  
 1 GB/1 GB





**REDACTED - FOR PUBLIC INSPECTION**



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USDA-RUS  <b>OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS</b>	BORROWER DESIGNATION  ND0528
INSTRUCTIONS- See RUS Bulletin 1744-2	PERIOD ENDING  December, 2015

PART B. STATEMENTS OF INCOME AND RETAINED EARNINGS OR MARGINS

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





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INSTRUCTIONS- See RUS Bulletin 1744-2	

**PART D. SYSTEM DATA**

1. No. Plant Employees	2. No. Other Employees	3. Square Miles Served	4. Access Lines per Square Mile	5. Subscribers per Route Mile
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**PART E. TOLL DATA**

1. Study Area ID Code(s)  a. 381637 b. 391671 c. _____ d. _____ e. _____ f. _____ g. _____ h. _____ i. _____ j. _____	2. Types of Toll Settlements (Check one)  Interstate: <input type="checkbox"/> Average Schedule <input checked="" type="checkbox"/> Cost Basis  Intrastate: <input type="checkbox"/> Average Schedule <input checked="" type="checkbox"/> Cost Basis
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**PART F. FUNDS INVESTED IN PLANT DURING YEAR**

1. RUS, RTB, & FFB Loan Funds Expended	
2. Other Long-Term Loan Funds Expended	
3. Funds Expended Under RUS Interim Approval	
4. Other Short-Term Loan Funds Expended	
5. General Funds Expended (Other than Interim)	██████████
6. Salvaged Materials	██████████
7. Contribution in Aid to Construction	
8. Gross Additions to Telecom. Plant (1 thru 7)	██████████

**PART G. INVESTMENTS IN AFFILIATED COMPANIES**

INVESTMENTS	CURRENT YEAR DATA		CUMULATIVE DATA		
	Investment This Year	Income/Loss This Year	Cumulative Investment To Date	Cumulative Income/Loss To Date	Current Balance
	(a)	(c)	(d)	(e)	(f)
1. Investment in Affiliated Companies - Rural Development					
2. Investment in Affiliated Companies - Nonrural Development					

<p>USDA-RUS</p> <p><b>OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS</b></p>	<p>BORROWER DESIGNATION</p> <p>██████████</p> <p>PERIOD ENDING</p> <p>██████████</p>
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**PART H. CURRENT DEPRECIATION RATES**

Are corporation's depreciation rates approved by the regulatory authority with jurisdiction over the provision of telephone services? (Check one)

YES       NO

EQUIPMENT CATEGORY	DEPRECIATION RATE
1. Land and support assets - Motor Vehicles	██████████
2. Land and support assets - Aircraft	
3. Land and support assets - Special purpose vehicles	██████████
4. Land and support assets - Garage and other work equipment	██████████
5. Land and support assets - Buildings	██████████
6. Land and support assets - Furniture and Office equipment	██████████
7. Land and support assets - General purpose computers	██████████
8. Central Office Switching - Digital	██████████
9. Central Office Switching - Analog & Electro-mechanical	
10. Central Office Switching - Operator Systems	
11. Central Office Transmission - Radio Systems	██████████
12. Central Office Transmission - Circuit equipment	██████████
13. Information origination/termination - Station apparatus	██████████
14. Information origination/termination - Customer premises wiring	
15. Information origination/termination - Large private branch exchanges	██████████
16. Information origination/termination - Public telephone terminal equipment	██████████
17. Information origination/termination - Other terminal equipment	██████████
18. Cable and wire facilities - Poles	██████████
19. Cable and wire facilities - Aerial cable - Metal	██████████
20. Cable and wire facilities - Aerial cable - Fiber	
21. Cable and wire facilities - Underground cable - Metal	██████████
22. Cable and wire facilities - Underground cable - Fiber	██████████
23. Cable and wire facilities - Buried cable - Metal	██████████
24. Cable and wire facilities - Buried cable - Fiber	██████████
25. Cable and wire facilities - Conduit systems	██████████
26. Cable and wire facilities - Other	██████████

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USDA-RUS  <b>OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS</b>	BORROWER DESIGNATION ND0528  PERIOD ENDED December, 2015
INSTRUCTIONS – See help in the online application.	
<b>PART I – STATEMENT OF CASH FLOWS</b>	
<b>1. Beginning Cash (Cash and Equivalents plus RUS Construction Fund)</b>	[REDACTED]
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>	
<b>2. Net Income</b>	[REDACTED]
<i>Adjustments to Reconcile Net Income to Net Cash Provided by Operating Activities</i>	
3. Add: Depreciation	[REDACTED]
4. Add: Amortization	[REDACTED]
5. Other (Explain) [REDACTED]	[REDACTED]
<i>Changes in Operating Assets and Liabilities</i>	
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]
<b>13. Net Cash Provided/(Used) by Operations</b>	[REDACTED]
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>	
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]
<b>23. Net Cash Provided/(Used) by Financing Activities</b>	[REDACTED]
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>	
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]	[REDACTED]
<b>28. Net Cash Provided/(Used) by Investing Activities</b>	[REDACTED]
<b>29. Net Increase/(Decrease) in Cash</b>	[REDACTED]
<b>30. Ending Cash</b>	[REDACTED]

REDACTED - FOR PUBLIC INSPECTION

USDA-RUS  <b>OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS</b>	BORROWER DESIGNATION  ND0528
INSTRUCTIONS - See RUS Bulletin 1744-2	PERIOD ENDED December, 2015
<b>NOTES TO THE OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS</b>	

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<p>USDA-RUS</p> <p><b>OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS</b></p>	<p>BORROWER DESIGNATION</p> <p>ND0528</p>
<p>INSTRUCTIONS - See RUS Bulletin 1744-2</p>	<p>PERIOD ENDED</p> <p>December, 2015</p>
<p><b>CERTIFICATION LOAN DEFAULT NOTES TO THE OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS</b></p>	