

CTL-T

ANNUAL REPORT

OF

CTC Telecom, Inc.

NAME

ADDRESS

TO THE

IDAHO PUBLIC

UTILITIES COMMISSION

FOR THE

YEAR ENDED 2018

IDAHO PUBLIC
UTILITIES COMMISSION

2019 APR 17 PM 3:14

RECEIVED

**ANNUAL REPORT OF SMALL TELEPHONE COMPANIES TO
THE IDAHO PUBLIC UTILITIES COMMISSION
FOR THE YEAR ENDING DECEMBER 31, 2017**

COMPANY INFORMATION

Exact name of utility: CTC Telecom, Inc.
 Address of principal office: P.O. Box 69, 130 Superior St., Cambridge, ID 83610
 Telephone Number Area Code (208) 257-3314 Email address: rwiggin@ctctele.com
 Cities or towns served: Hidden Springs and Boise

Name and title of officer having custody of the general corporate books of account: _____
Richard Wiggins, President

Address of office where corporate books are kept and phone number: _____
P.O. Box 69, 130 Superior St., Cambridge, ID 83610, (208) 257-3314

Organized under the laws of the State of: Idaho

Date of organization: 17-Feb-98

Form of organization (proprietorship, association, corporation): Corporation

If a Subchapter S Corporation, please specify: _____

Name and address of controlling company, if any: Cambridge Telephone Company, Inc.
P.O. Box 69, 130 Superior St., Cambridge, ID 83610

Names of affiliated companies. Give address and description of business: Cambridge Telephone Company, Inc.
P.O. Box 69, 130 Superior St., Cambridge, ID 83610-Telecommunications Service;
CTC Construction, LLC P.O. Box 88, Cambridge, ID 83610-Construction Services

OFFICERS

Report below the title, name and office address of each general officer of the utility at the end of the year. If there were any changes during the year, show the name, title, and address of the previous officer and the date of change.

Title	Name	Address
President	Richard Wiggins	1745 Fairview Ave., Weiser, ID 83672
Vice President	Kermit Wiggins	P.O. Box 69, Cambridge, ID 83610
Secretary	Kristie Kanady	P.O. Box 353, Cambridge, ID 83610
Treasurer	Joana Wiggins	P.O. Box 69, Cambridge, ID 83610

DIRECTORS

List the name of each person who was a member of the Board of Directors at any given time during the year: (Fees related to meetings only.)

Name and Address	Term Expired or Current Term Will Expire	Meetings Attended This year	Fees Paid During Year
Richard Wiggins P.O. Box 69, Cambridge, ID 83610	Indefinite	1	None
Kermit Wiggins P.O. Box 69, Cambridge, ID 83610	Indefinite	1	None
Kristie Kanady P.O. Box 353, Cambridge, ID 83610	Indefinite	1	None
Joana Wiggins P.O. Box 69, Cambridge, ID 83610	Indefinite	1	None
Name of Chairman of the Board: <u>Richard Wiggins</u>			
Name of Secretary (or Clerk) of Board: <u>Kristie Kanady</u>			
Number of Meetings of the Board during the year: <u>1</u>			

MANAGERS

List the name of each person who performed management duties for the Company during the year, and the total wages and bonuses paid to those persons: (Do not include Director fees in these amounts.)

Name	Title	Wages and Bonuses Paid

These financial statements have not been subjected to an audit, review or compilation engagement, and no assurance is provided for them.

BALANCE SHEET
Assets and Other Debits

Title of Account	Balance Beginning of Year	Balance at End of Year	Increase or (Decrease)
Current Assets			
1120 Cash and Equivalents			
1130 Cash	103,561	132,298	28,737
1140 Special Cash Deposits			-
1150 Working Cash Advances			-
1160 Temporary Investments			-
1180 Telecommunications Accts. Receivable	213,404	281,801	68,397
1181 Accts. Rec. Allow. -Telecommunications			-
1190 Other Accounts Receivable	65,490	67,050	1,560
1191 Accounts Receivable Allow. - Other			-
1200 Notes Receivable			-
1201 Notes Receivable Allowance			-
1210 Interest & Dividends Receivable			-
1220 Material and Supplies	124,421	143,199	18,778
1280 Prepayments			-
1290 Prepaid Rents	5,931	5,931	-
1300 Prepaid Taxes			-
1310 Prepaid Insurance			-
1320 Prepaid Directory Expenses			-
1330 Other Prepayments	10,078	42,630	32,552
1350 Other Current Assets			-
Noncurrent Assets			
1401 Investment in Affiliated Companies	-		-
1402 Investment in Nonaffiliated Companies	71,735	60,925	(10,810)
1406 Nonregulated Investments			-
1407 Unamortized Debt Issuance Expense			-
1408 Sinking Funds			-
1410 Other Noncurrent Assets	70,278	70,278	-
1438 Deferred Maintenance & Retirements			-
1439 Deferred Charges	7,900	7,900	-
1500 Other Jurisdiction Assets - Net			-
Property, Plant and Equipment			
2001 Telecommunications Plants in Service	5,262,240	5,919,430	657,190
2002 Prop. Held for Future Telecom. Use			-
2003 Telecom. Plant under Constr. - Short Term	318	787,551	787,233
2004 Telecom. Plant under Constr. - Long Term			-
2005 Telecom. Plant Adjustment			-
2006 Nonoperating Plant			-
2007 Goodwill			-
Depreciation and Amortization Accounts			
3100 Accumulated Depreciated	3,110,545	3,509,316	398,771
3200 Accum. Depr. - Held for Future Use			-
3300 Accumulated Depreciation - Nonoperating			-
3400 Accumulated Amortization - Tangible			-
3410 Accum. Amort. - Capitalized Leases			-
3420 Accum. Amort. - Leasehold Improvements			-
3500 Accumulated Amortization - Intangible			-
3600 Accumulated Amortization - Other			-
TOTAL ASSETS	2,824,811	4,009,677	1,184,866

BALANCE SHEET
Liabilities & Stockholders' Equity

Title of Account	Balance Beginning of Year	Balance at End of Year	Increase or (Decrease)
Current Liabilities			
4010 Accounts Payable	431,779	1,194,178	762,399
4020 Notes Payable	-	-	-
4030 Advance Billings and Payments	182,788	182,549	(239)
4040 Customer Deposits	-	-	-
4050 Current Maturities - Long -Term Debt	101,951	107,000	5,049
4060 Current Maturities - Capital leases	-	-	-
4070 Income Taxes - Accrued	-	-	-
4080 Other Taxes - Accrued	9,483	8,892	(591)
4100 Net Current Defer. Oper. Income Taxes	-	-	-
4110 Net Current Defer. Nonoper. Income Taxes	-	-	-
4120 Other Accrued Liabilities	-	-	-
4130 Other Current Liabilities	-	-	-
Long-Term Debt			
4210 Funded Debt	484,205	376,831	(107,374)
4220 Premium on Long-Term Debt	-	-	-
4230 Discount on Long-Term Debt	-	-	-
4240 Reacquired Debt	-	-	-
4250 Obligations Under Capital Leases	-	-	-
4260 Advances from Affiliated Companies	-	-	-
4270 Other Long-Term Debt	-	-	-
Other Liabilities & Deferred Credits			
4310 Other Long-Term Liabilities	-	-	-
4320 Unamort. Oper. Invest. Tax Credits - Net	-	-	-
4330 Unamort. Nonoper. Invest. Tax Credits - Net	-	-	-
4340 Net Noncurrent Defer. Oper. Income Taxes	298,615	438,698	140,083
4350 Net Noncur. Defer. Nonoper. Income Taxes	(21,369)	(21,369)	-
4360 Other Deferred Credits	-	-	-
4370 Other Juris. Liab. & Def. Credits - Net	-	-	-
Stockholders' Equity			
4510 Capital Stock	100,000	100,000	-
4520 Additional Paid-In Capital	1,900,000	1,900,000	-
4530 Treasury Stock	-	-	-
4540 Other Capital	-	-	-
4550 Retained Earnings	(662,641)	(277,102)	385,539
TOTAL LIAB. & OTHER CREDITS	2,824,811	4,009,677	1,184,866

ANALYSIS OF TELECOMMUNICATIONS PLANT IN SERVICE

TOTAL Company Basis

	Balance Beginning of Year	Additions During year	Plant Retired or Sold	Transfers and Adjustments	Balance End of Year
Analysis of Telecommunications Plant in Service					
2111 Land	57,586				57,586
2112 Motor Vehicles	145,373		(21,515)		123,858
2113 Aircraft	-				-
2114 Special Purpose Vehicles	-				-
2115 Garage Work Equipment	-				-
2116 Other Work Equipment	-				-
2121 Buildings	404,342				404,342
2122 Furniture	12,797				12,797
2123 Office Equipment	-				-
2124 General Purpose Computers	8,064	10,375			18,439
2211 Analog Electronic Switching	-				-
2212 Digital Electronic Switching	536,153	38,480			574,633
2215 Electro-Mechanical Switching	-				-
2220 Operator Systems	-				-
2231 Radio Systems	-				-
2232 Circuit Equipment	1,254,504	230,156		74,482	1,559,142
2311 Station Apparatus	-				-
2321 Customer Premises Wiring	-				-
2341 Large Private Branch Exchanges	-				-
2351 Public Telephone Terminal Equipment	-				-
2362 Other Terminal Equipment	-				-
2411 Poles	-				-
2421 Aerial Cable	-				-
2422 Underground Cable	-				-
2423 Buried Cable	2,793,430	318,274			3,111,704
2424 Submarine Cable	-				-
2426 Intra-building Network Cable	-				-
2431 Aerial Wire	-				-
2441 Conduit Systems	13,365				13,365
2681 Capital Leases	-				-
2682 Leasehold Improvements	-				-
1410 Internet	36,626	6,938			43,564
TOTAL PLANT ACCOUNTS	5,262,240	604,223	(21,515)	74,482	5,919,430

These financial statements have not been subjected to an audit, review or compilation engagement, and no assurance is provided for them.

ANALYSIS OF TELECOMMUNICATIONS PLANT ACCOUNTS
IDAHO Operations Only

	Balance Beginning of Year	Additions During Year	Plant Retired or Sold	Transfers and Adjustments	Balance End of Year
Analysis of Telecommunications Plant in Service					
2111 Land		SAME AS TOTAL COMPANY			
2112 Motor Vehicles					
2113 Aircraft					
2114 Special Purpose Vehicles					
2115 Garage Work Equipment					
2116 Other Work Equipment					
2121 Buildings					
2122 Furniture					
2123 Office Equipment					
2124 General Purpose Computers					
2211 Analog Electronic Switching					
2212 Digital Electronic Switching					
2215 Electro-Mechanical Switching					
2220 Operator Systems					
2231 Radio Systems					
2232 Circuit Equipment					
2311 Station Apparatus					
2321 Customer Premises Wiring					
2341 Large Private Branch Exchanges					
2351 Public Telephone Terminal Equipment					
2362 Other Terminal Equipment					
2411 Poles					
2421 Aerial Cable					
2422 Underground Cable					
2423 Buried Cable					
2424 Submarine Cable					
2426 Intrabuilding Network Cable					
2431 Aerial Wire					
2441 Conduit Systems					
2681 Capital Leases					
2682 Leasehold Improvements					
2690 Intangibles					
TOTAL PLANT ACCOUNTS					

These financial statements have not been subjected to an audit, review or compilation engagement, and no assurance is provided for them.

ANALYSIS OF ENTRIES IN ACCUMULATED DEPRECIATION
Account 3100

	TOTAL Company Basis				
	Balance Beginning of Year	Depreciation Rate*	Credits During Year	Retirements and Adjustments	Balance End of Year
Analysis of Entries in Accumulated Depreciation					
2112 Motor Vehicles	82,421	20.00%	30,668	(21,515)	91,574
2113 Aircraft	-				-
2114 Special Purpose Vehicles	-				-
2115 Garage Work Equipment	-				-
2116 Other Work Equipment	-				-
2121 Buildings	268,362	3.00, 5.00%	17,412		285,774
2122 Furniture	4,699	12.50%	1,600		6,299
2123 Office Equipment	-				-
2124 General Purpose Computers	561	20.00%	2,800		3,361
2211 Analog Electronic Switching	-				-
2212 Digital Electronic Switching	406,653	12.00%	112,597		519,250
2215 Electro-Mechanical Switching	-				-
2220 Operator Systems	-				-
2231 Radio Systems	-				-
2232 Circuit Equipment	535,735	9.00, 12.50%	137,554		673,289
2311 Station Apparatus	-				-
2321 Customer Premises Wiring	-				-
2341 Large Private Branch Exchanges	-				-
2351 Public Telephone Terminal Equipment	-				-
2362 Other Terminal Equipment	-				-
2411 Poles	-				-
2421 Aerial Cable	-				-
2422 Underground Cable	-				-
2423 Buried Cable	1,778,023	5.00, 6.5%	157,962	(47,292)	1,888,693
2424 Submarine Cable	-				-
2426 Intrabuilding Network Cable	-				-
2431 Aerial Wire	-				-
1410 Internet	20,726	33.33%	6,985		27,711
2441 Conduit Systems	13,365	6.50%			13,365
TOTAL	3,110,545		467,578	(68,807)	3,509,316

*Please list individual depreciation rate for each account.

ANALYSIS OF ENTRIES IN ACCUMULATED DEPRECIATION
Account 3100

IDAHO Operations Only

Analysis of Entries in Accumulated Depreciation

	Balance Beginning of Year	Depreciation Rate*	Credits During Year	Retirements and Adjustments	Balance End of Year
2112 Motor Vehicles		SAME AS TOTAL COMPANY			
2113 Aircraft					
2114 Special Purpose Vehicles					
2115 Garage Work Equipment					
2116 Other Work Equipment					
2121 Buildings					
2122 Furniture					
2123 Office Equipment					
2124 General Purpose Computers					
2211 Analog Electronic Switching					
2212 Digital Electronic Switching					
2215 Electro-Mechanical Switching					
2220 Operator Systems					
2231 Radio Systems					
2232 Circuit Equipment					
2311 Station Apparatus					
2321 Customer Premises Wiring					
2341 Large Private Branch Exchanges					
2351 Public Telephone Terminal Equipment					
2362 Other Terminal Equipment					
2411 Poles					
2421 Aerial Cable					
2422 Underground Cable					
2423 Buried Cable					
2424 Submarine Cable					
2426 Intrabuilding Network Cable					
2431 Aerial Wire					
2441 Conduit Systems					
TOTAL					

*Please list individual depreciation rate for each account.

These financial statements have not been subjected to an audit, review or compilation engagement, and no assurance is provided for them.

INVESTMENTS

Report below the investments in Accounts 1401, 1402 and 1406. Identify each investment as to the account in which included. Minor amounts in Account 1406 may be grouped by classes.

<u>Description</u>	<u>Date Acquired</u>	<u>Book Cost of Investments Disposed of This year</u>	<u>Book Cost of Investments Held at End of Year</u>
CoBank patronage	various		25,325
Allcom Stock	11/27/2002		29,600
RINA	2016		6,000
Totals			60,925

RECEIVABLES

Itemize amounts show in Accounts 1180, 1190 and 1200. For notes receivable list each note separately and include the maturity date and interest rate. Minor amounts in Account 1210 may be combined.

<u>Name of Company</u>	<u>Amount at End of Year</u>	
	<u>Notes Receivable</u>	<u>Accounts Receivable</u>
Customer accounts receivable		319,702
Interexchange carriers		2,769
USAC		10,651
Miscellaneous		15,729
Totals		348,851

NOTES PAYABLE

For Notes Payable, list each note separately and include the maturity date and interest rate.

<u>Name of Creditor</u>	<u>Date of Note</u>	<u>Interest Rate</u>	<u>Due Date</u>	<u>Face Amount</u>
Totals				

ACCOUNTS PAYABLE

Report below all Accounts Payable amounting to more than \$100.00

<u>Name of Creditor</u>	<u>Amount</u>
Cambridge Telephone Company	1,100,854
ADA County 911	1,756
Bankcard	6,360
Dasco of Idaho	9,689
ESPN Inc. Affiliate	712
Idaho Power Company	1,634
Intel	118
Other Miscellaneous	33,443
Neonova Network Services	4,206
Power & Tel	4,544
Strata Networks	134
Universal Service Administration	30,730
Totals	1,194,178

These financial statements have not been subjected to an audit, review or compilation engagement, and no assurance is provided for them.

INCOME & RETAINED EARNINGS STATEMENT

Item	Total Company	Idaho Only
Total Operating Income (from page 15)	803,217	Same as
Total Operating Expenses (from page 17)	2,299,901	total company
7100 Other Operating Income and Expense		
7210 Operating Investment Tax Credits-Net	13,804	
7220 Operating Federal Income Taxes	(58,907)	
7230 Operating State and Local Income Taxes	19,352	
7240 Operating Other Taxes	19,384	
7250 Provision for Deferred Operating Income Taxes-Net	140,083	
7200 Operating Taxes (Total)	133,716	
7310 Dividend Income		
7320 Interest Income		
7330 Income from Sinking and Other Funds		
7340 Allowance for Funds Used During Construction		
7350 Gains/Losses from the Disposition of Certain Property	9,000	
7360 Other Nonoperating Income	-	
7370 Special Charges	(7,569)	
7300 Nonoperating Income and Expense	1,431	
7410 Nonoperating Investment Tax Credits-Net		
7420 Nonoperating Federal Income Taxes		
7430 Nonoperating State and Local Income Taxes		
7440 Nonoperating Other Taxes		
7450 Provision for Deferred Nonoperating Income Taxes-Net		
7400 Nonoperating Taxes		
7510 Interest on Funded Debt	26,796	
7520 Interest Expense-Capital Leases		
7530 Amortization of Debt Issuance Expense		
7540 Other Interest Deductions		
7500 Interest and Related Items	26,796	
7610 Extraordinary Income Credits		
7620 Extraordinary Income Charges		
7630 Current Income Tax Effect of Extraordinary Items-Net		
7640 Provision for Deferred Income Tax Effect of Extraordinary Items-Net		
7600 Extraordinary Items		
7910 Income Effect of Jurisdictional Ratemaking Differences-Net		
7990 Nonregulated Net Income	2,041,305	
AMOUNT TRANSFERRED TO RETAINED EARNINGS	385,540	

OPERATING REVENUES

Item	Total Company	Idaho Only
Local Network Services Revenues		
5001 Basic Area Revenue	89,247	Same as
5002 Optional Extended Area Revenue		total company
5003 Cellular Mobile Revenue		
5004 Other Mobile Services Revenue		
5010 Public Telephone Revenue		
5040 Local Private Line Revenue		
5050 Customer Premises Revenue		
5060 Other Local Exchange Revenue	7,076	
5069 Other Local Exchange Settlements	67,236	
Network Access Services Revenues		
5081 End User Revenue (SLC)	38,016	
5082 Switched Access Revenue (Interstate)	12,069	
5083 Special Access Revenue		
5084 State Access Revenue (Intrastate)	72,844	
Long Distance Network Services Revenues		
5100 Long Distance Message Revenue - All	253,306	
Miscellaneous Revenues		
5230 Directory Revenue	2,320	
5240 Rent Revenue	240,269	
5250 Corporate Operations Revenue		
5261 Special Billing Arrangements Revenue		
5262 Customer Operations Revenue		
5263 Plant Operations Revenue		
5264 Other Incidental Regulated Revenue	20,392	
5269 Other Revenue Settlements		
5270 Carrier Billing & Collection Revenue		
Uncollectible Revenues		
5301 Uncollectible Revenue - Telecommunications	442	
5302 Uncollectible Revenue - Other		
TOTAL OPERATING REVENUES	803,217	

Please identify the following revenues:

USAC USF \$ 67,236. To what account were they booked? Account # 5069.1C

State USF \$ NONE. To what account were they booked?

OPERATING REVENUES

Item	Total Company	Idaho Only
Plant Specific Operations Expense		
6110 Network Support Expenses		Same as
6112 Motor Vehicle Expense	21,248	total company
6113 Aircraft Expense		
6114 Special Purpose Vehicles Expense		
6115 Garage Work Equipment Expense		
6116 Other Work Equipment Expense		
6120 General Support Expenses		
6121 Land and Building Expenses	79,666	
6122 Furniture and Artworks Expense		
6123 Office Equipment Expense		
6124 General Purpose Computers Expense	5,166	
6210 Central Office Switching Expenses		
6211 Analog Electronic Expense		
6212 Digital Electronic Expense	88,950	
6215 Electro-Mechanical Expense		
6220 Operators System Expense		
6230 Central Office Transmission Expenses		
6231 Radio Systems Expense		
6232 Circuit Equipment Expense	614,073	
6310 Information Origination/Termination Expense		
6311 Station Apparatus Expense		
6341 Large Private Branch Exchange Expense		
6351 Public Telephone Terminal Equipment Expense		
6362 Other Terminal Equipment Expense		
6410 Cable and Wire Facilities Expenses		
6411 Pole Expense		
6421 Aerial Cable Expense		
6422 Underground Cable Expense		
6423 Buried Cable Expense	98,549	
6424 Submarine Cable Expense		
6425 Deep Sea Cable Expense		
6426 Intrabuilding Network Cable Expense		
6431 Aerial Wire Expense		
6441 Conduit Systems Expense		
TOTAL PLANT SPECIFIC OPERATIONS EXPENSE	907,652	

OPERATING REVENUES

Item	Total Company	Idaho Only
Plant Nonspecific Operations Expense		
6510 Other Property/Plant/Equipment Expenses		Same as
6511 Property Held for Future Telecomm. Use Expenses		total company
6512 Provisioning Expense		
6530 Network Operations Expense		
6531 Power Expense		
6532 Network Administration Expense	121,823	
6533 Testing Expense		
6534 Plant Operations Administration Expense		
6535 Engineering Expense	3,627	
6540 Access Expense	336,742	
6560 Depreciation and Amortization Expenses		
6561 Depreciation Expense-Telecom. Plant in Service	420,286	
6562 Depreciation Expense-Property Held for Future Use		
6563 Amortization Expense - Tangible		
6564 Amortization Expense - Intangible		
6565 Amortization Expense - Other		
Total Plant Nonspecific Operations Expenses	882,478	
Customer Operations Expense		
6610 Marketing		
6611 Product Management		
6612 Sales		
6613 Product Advertising	188,350	
6620 Services		
6621 Call Completion Services		
6622 Number Services	2,269	
6623 Customer Services	179,630	
Total Customer Operations Expense	370,249	
Corporate Operations Expense		
6710 Executive and Planning		
6711 Executive	8,504	
6712 Planning		
6720 General and Administrative		
6721 Accounting and Finance	61,207	
6722 External Relations		
6723 Human Resources		
6724 Information Management		
6725 Legal	9,518	
6726 Procurement		
6727 Research and Development		
6728 Other General and Administrative	60,293	
6790 Provision for Uncollectible Notes Receivable		
Total Corporate Operations Expense	139,522	
TOTAL OPERATING EXPENSES	2,299,901	

CENTRAL OFFICE DATA
as of December 31, 2017 (unless otherwise indicated)

Name of Central Office: Boise-Meridian
Prefix (es): 229

Central Office Switch Type: T-7000

Check all that apply:
Stand Alone X **Check one:** Electronic X
Host _____ Analog _____ Electro-Mechanical _____
Remote _____ Other: _____

Access Line Capacity
Design: 10,000
Access Lines in Use
Customer Lines: _____
(Include Centrex, PAL, Semi-Pub.)

Installed/Equipped: _____
Public Telephone Lines _____
Company Official Lines _____
Company Test Lines _____

Classification of Customer Access

	Residence			Business			Total Residence & Business
	Multi-Line 1-Party	Single Line 1-Party	Multi-Party	Multi-Line 1-Party	Single Line 1-Party	Multi-Party	
Beginning of Year	640	640	Subtotal Residence	Centrex N.A.R.	72	Subtotal Business	712
New Connects	79	79	640		4	4	83
Disconnects	111	111			20	20	131
End of Year	608	608	608		56	56	664

Foreign Exchange:
Dial Tone from this C.O.: 0
Dial Tone from another C.O.: 0
Directory Listings:
Number of Customers with Nonpublished or Nonlisted: _____

Custom Calling:
Number of customers with at least one feature: 664
Total number of features subscribed to: 37

These financial statements have not been subjected to an audit, review or compilation engagement, and no assurance is provided for them.

NUMBER OF CALLS COMPLETED BY CUSTOMERS DURING (Year) 2017

Local Exchange	Average # of Customer Lines in Use	Local Calls		Toll Calls Originated (Total of all Carriers)			Avg./ Line
		Number (1000s)	Avg./ Line	Intrastate	Interstate	Total	
1 229	664			7,615	91,959	99,574	149.96
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							

These financial statements have not been subjected to an audit, review or compilation engagement, and no assurance is provided for them.

ANNUAL REPORT FOR SMALL TELEPHONE COMPANIES
YEAR ENDED DECEMBER 31, 2017.

CUSTOMER RELATIONS RULES COMPLIANCE

Rule IDAPA 31.21.01.603
Rule IDAPA 31.41.01.105

Please provide copies of:

Summary of Customer Relations Rules for Telephone Corporations

Idaho Telephone Solicitation Act Notification

Method of Notification:

Mailed separately to customers Yes X No

Included in directory Yes No X

Date of notification 12/1/2018

Alternate method of notification N/A

Rule IDAPA 31.41.01.403.02

Record of Complaints:

Number received by Company 6

Category of complaints (if known):

Deposit Disputes

Charges on Bill 3

Denial/Termination

Quality or Availability
of Service

Carrier Selection/Assignment

Miscellaneous 3

Rev 3/02

CERTIFICATE

State of Idaho)
) ss
County of Washington)

WE, the undersigned RICHARD WIGGINS

and _____

of the CTC TELECOM, INC. utility,

on our oath do severally say that the foregoing return has been prepared under our direction, from the original books, papers, and records of said utility; that we have carefully examined same, and declare the same to be a correct statement of the business affairs of said utility for the period covered by the return in respect to each and every matter and thing therein set forth, to the best of our knowledge, information and belief.

Richard Wiggins
(Chief Officer)

Richard Wiggins
(Officer in Charge of Accounts)

Subscribed and Sworn to Before Me this 15 day of April, (Year) 2019.

Dana Lynne Munden
Notary Public

My Commission expires 2-2, (Year) 2022.

