



FILED
January 26, 2021
INDIANA UTILITY
REGULATORY COMMISSION

STATE OF INDIANA
INDIANA UTILITY REGULATORY COMMISSION

IN THE MATTER OF THE EXPANSION)
OF THE DESIGNATED SERVICE AREA)
OF PERRY SPENCER RURAL TELEPHONE)
COOPERATIVE, INC. AS AN ELIGIBLE)
TELECOMMUNICATIONS CARRIER IN)
THE STATE OF INDIANA)

CAUSE NO. 41052-ETC 32-S2

IURC
PETITIONER'S
EXHIBIT NO. 2
3-30-21
DATE REPORTER AT

**DIRECT TESTIMONY OF JAMES M. DAUBY IN SUPPORT OF THE EXPANSION
OF THE DESIGNATED SERVICE AREA OF PERRY SPENCER RURAL TELEPHONE
COOPERATIVE, INC. AS AN ELIGIBLE TELECOMMUNICATIONS CARRIER**

Q1. PLEASE STATE YOUR FULL NAME AND TITLE.

A1. My name is James M. Dauby. I am the president and chief executive officer of Perry
Spencer Rural Telephone Cooperative, Inc. ("PSRTC").

Q2. WHAT ARE YOUR JOB RESPONSIBILITIES FOR PSRTC?

A2. As president and chief executive officer of PSRTC, I make major corporate decisions,
oversee the overall operations and resources of the cooperative, and report directly to the
cooperative's members and Board of Directors.

**Q3. PLEASE PROVIDE INFORMATION ON YOUR PROFESSIONAL
BACKGROUND.**

A3. My professional resume is attached hereto as Exhibit JMD-1, along with the
professional resumes of other executives and individuals within PSRTC who maintain
and grow the business and who will be responsible for implementing and overseeing all
aspects of the services to be provided by PSRTC using support from the Rural Digital
Opportunity Fund ("RDOF") Phase I.

**Q4. PLEASE PROVIDE BACKGROUND INFORMATION ON PSRTC, INCLUDING
THE SERVICES IT PROVIDES.**

A4. PSRTC is an Indiana rural communications cooperative organized under Ind. Code § 8-1-17-1 *et seq.* and registered with the Indiana Secretary of State. A copy of PSRTC's Certificate of Existence is attached hereto as **Exhibit JMD-2**. Its principal place of business is located at 11877 E. State Road 62, St. Meinrad, Indiana 47577. PSRTC is a member-owned telecommunications cooperative that has provided state-of-the-art services for more than 65 years. PSRTC's history is rooted in telephone service, providing dial-tone voice services to several communities in Perry, Spencer and Dubois counties in Indiana. Since 1995, PSRTC has provided internet services to its subscribers. Since 2007, it has been deploying fiber-to-the-premises ("FTTP") technologies for ultra-high-speed broadband services.

Q5. WHAT CERTIFICATIONS DOES PSRTC CURRENTLY HOLD FROM THE INDIANA UTILITY REGULATORY COMMISSION ("COMMISSION")?

A5. The Commission recognizes PSRTC as an incumbent local exchange carrier ("ILEC") authorized to provide local exchange service in portions of Perry, Spencer, Dubois, Pike and Warrick counties in Indiana. On February 18, 2019 in Cause No. CSP1812-10, the Commission officially acknowledged a change to PSRTC's authorized service area in Indiana to include certain additional areas within the Dale, Chrisney and Tell City ILEC exchanges of AT&T of Indiana, all of which were located in Spencer County. In that Cause, the Commission also acknowledged PSRTC's authorized services to include both facilities-based local exchange service and broadband service within its service area. On June 4, 2019 in Cause No. CSP1904-9, the Commission officially acknowledged a further change to PSRTC's authorized service area in Indiana to include certain additional areas within the Dale, Chrisney, Rockport and Sandridge ILEC exchanges of AT&T of Indiana, all of which were located in Spencer County. On January 18, 2021,

PSRTC filed a Notice of Change to its authorized service area to add the Expanded Service Area.

By order approved on December 16, 1997 in Cause No. 41052-ETC-32, the Commission designated PSRTC as an ETC for its entire study area identified by Study Area Code 320807. On February 20, 2019 in Cause No. 41052-ETC 32 S1, the Commission designated PSRTC as an ETC in certain areas outside of its ILEC study area for the purpose of receiving support from the FCC's Connect America Fund ("CAF") Phase II auction. In addition to the Expanded Service Area requested in the Verified Petition, the ETC service area of PSRTC previously designated in Cause No. 41052-ETC 32 S1 is identified on Exhibit A attached to the Verified Petition.

Q6. PLEASE SUMMARIZE PSRTC'S REQUEST IN THIS PROCEEDING.

A6. Pursuant to Section 214(e)(2) of the Communications Act of 1934 (the "Act") and Section 54.201 of the FCC's rules, PSRTC requests the Commission's approval of the Expanded Service Area in which PSRTC seeks to be designated as an ETC in order to receive federal support from the RDOF Phase I. PSRTC was allocated RDOF Phase I support through its participation in the Rural American Broadband Consortium (the "Consortium"). The Consortium was provisionally awarded RDOF Phase I support from the FCC on December 7, 2020, and has allocated the awarded support and census block groups to its members, including PSRTC. PSRTC will be eligible to receive this support subject to completing certain requirements, such as being designated as an ETC in the Expanded Service Area. Pursuant to Section 54.101(d) of the FCC's rules, any ETC, including an ETC designated to receive high-cost support, must offer Lifeline service in its designated service area. Accordingly, to the extent necessary, PSRTC also requests

designation as a Lifeline provider within the Expanded Service Area. PSRTC respectfully requests that the Commission grant this petition on or before June 7, 2021 to ensure that PSRTC meets the FCC's June 7, 2021 deadline for designation as an ETC in the Expanded Service Area in order to receive the RDOF Phase I support allocated to PSRTC.

Q7. PLEASE PROVIDE A BRIEF OVERVIEW OF THE RDOF PHASE I AUCTION.

A7. On August 2, 2019, the FCC proposed the RDOF to provide an additional \$20.4 billion in support through a reverse auction to bring broadband service to areas that lack access to both fixed voice and 25/3 Mbps broadband services.¹ The minimum supported speed under RDOF is 25/3 Mbps, but the auction rules gives priority to faster broadband speeds of up to a gigabit per second and lower latency service. RDOF Phase I support recipients must offer the required voice and broadband service to *all* eligible homes and small businesses within the awarded areas. RDOF Phase I support will be disbursed over a 10-year period. While RDOF Phase I targeted census blocks that are *wholly* unserved with broadband at speeds of 25/3 Mbps, the FCC reserved some of the funding for Phase II, which will target census blocks that are only partially served, as well as census blocks unawarded in the Phase I auction.²

The FCC used a two-step application process for the RDOF Phase I auction. Potential bidders, including the Consortium, were required to submit a short-form application to establish eligibility to participate in the auction. The Bureau of Wireline Competition reviewed the short-form applications and approved bidders, including the

¹ *In the Matter of Rural Digital Opportunity Fund et al., Notice of Proposed Rulemaking*, 34 FCC Rcd 6778 (August 1, 2019) (“*Rural Digital Opportunity Fund NOPR*”).

² *In the Matter of Rural Digital Opportunity Fund et al., Report and Order*, 35 FCC Rcd 686 (January 20, 2020) (“*Rural Digital Opportunity Fund Order*”).

Consortium, as qualified to participate in the auction. Winning bidders in RDOF Phase I must file a long-form application that demonstrates the bidder is legally, technically and financially qualified to receive support. The long-form application includes ownership disclosure, financial and technical capability certification, public interest obligations certification, an extensive description of technology and system design, available funds certification and ETC eligibility and documentation.³ Winning bidders must also provide an irrevocable standby letter of credit to ensure that awarded funds can be recovered if the recipient does not comply with the RDOF Phase I deployment and service requirements.

Q8. PLEASE DESCRIBE THE CONSORTIUM’S SHORT-FORM APPLICATION FOR THE RDOF PHASE I AUCTION.

A8. Following the procedure established in the Auction 904 Notice,⁴ the Consortium submitted its FCC Form 183 short-form application prior to the July 15, 2020 deadline. This application provided identification, operations and financial information of the Consortium’s members and described their proposed networks using RDOF Phase I funding. Specifically, PSRTC’s proposed deployment in the Expanded Service Area will utilize its existing internet backbone connection and voice services networks, including its existing data network routers, internet uplinks and ISP services. These redundant connections ensure highly reliable broadband data and voice communications services. Redundant uplinks from the proposed fiber-to-the-premises (“FTTP”) aggregation points will be used to PSRTC’s existing softswitch to facilitate voice services. Utilization of the

³ See, generally, *Rural Digital Opportunity Fund Order*, 35 FCC Rcd 686.

⁴ *In the Matter of Rural Digital Opportunity Fund et al., Rural Digital Opportunity Fund Phase I Auction Scheduled for October 29, 2020, Notice and Filing Requirements and Other Procedures for Auction 904*, 35 FCC Rcd 6077 (June 11, 2020) (“*Auction 904 Notice*”).

existing internet backbone, middle mile network and switching network will allow PSRTC to provide services in the most cost-effective manner to the awarded locations. Based upon its Form 183 short-form application, the FCC determined that the Consortium members, including PSRTC, met the legal, technical and financial qualifications to participate in Auction 904 and to meet the service requirements associated with the performance tier and latency combination(s) on which the Consortium bid during Auction 904.

Q9. PLEASE DESCRIBE THE CONSORTIUM’S AUCTION 904 WINNING BIDS.

A9. On December 7, 2020, the FCC announced the winning bidders of Auction 904, including the Consortium, which was awarded \$1,186,542.80 in RDOF Phase I funding over 10 years.⁵ The Consortium was the successful bidder for 565 locations in Indiana and participated in the FCC’s Divide Winning Bids procedure to allocate to PSRTC \$118,654.28 in RDOF Phase I funding for the census block groups identified on **Exhibit B** attached to the Verified Petition in this Cause. PSRTC intends to utilize gigabit passive optical network (“GPON”) electronics to provide service with speeds up to 1 Gbps to each location within the eligible census block groups. Future electronics upgrades are anticipated to enable even greater data speeds to these customer locations. The GPON solution manufactured by Calix that will be utilized for this proposed FTTP deployment has been proven for years to support gigabit speeds and low latency.

Q10. PLEASE DESCRIBE PSRTC’S SUBSEQUENT AUCTION 904 LONG-FORM APPLICATION.

⁵Rural Digital Opportunity Fund Phase I Auction (Auction 904) Closes; Winning Bidders Announced; FCC Form 683 Due January 29, 2021, AU Docket No. 20-34; WC Docket No. 19-126; WC Docket No. 10-90 (December 7, 2020) (“Winning Bidders Announcement”).

A10. Winning bidders of Auction 904 must submit the FCC Form 683 long-form post-auction application for support by no later than January 29, 2021 in order to become authorized by the FCC to receive the support awarded during Auction 904.⁶ PSRTC will submit its Form 683 long-form application within the timeframe prescribed by the FCC and, following its submission, will make portions of said application available to the Commission upon request as the Commission considers the Verified Petition and in accordance with the Commission's rules on confidential filings, if applicable. As part of the long-form application, PSRTC will acknowledge that it must be designated by the Commission as an ETC for all of the eligible census block groups allocated to it. PSRTC has 180 days from the release of the Auction 904 closing public notice (until June 7, 2021) to obtain ETC designation in the Expanded Service Area and to provide documentation of the same to the FCC.⁷ PSRTC will not be authorized to receive RDOF Phase I support, nor will any such support be released to PSRTC, if it does not obtain the appropriate ETC designation in the Expanded Service Area.

Q11. PLEASE DESCRIBE THE SERVICES AND PLANS THAT PSRTC INTENDS TO OFFER IN THE EXPANDED SERVICE AREA USING RDOF PHASE I SUPPORT.

A11. PSRTC will offer service plans within the Expanded Service Area that include voice and broadband services that meet the RDOF Phase I tier/latency requirements of PSRTC's winning bids. A description of the voice and broadband service plans to be offered is attached hereto as **Exhibit JMD-3**.

⁶ *Auction 904 Notice*, 35 FCC Rcd 6077.

⁷ *Auction 904 Notice*, 35 FCC Rcd 6077. The FCC indicated that if a long-form applicant is unable to obtain the necessary ETC designation within the 180-day timeframe, it would be appropriate to waive the 180-day timeframe if the long-form applicant is able to demonstrate that it has engaged in good faith efforts to obtain an ETC designation, but the proceeding is not yet complete. The FCC will presume that a long-form applicant acted in good faith if it files its ETC application with the state commission within 30 days of the release of the Auction 904 closing public notice.

Q12. IS PSRTC MANAGERIALLY, FINANCIALLY AND TECHNICALLY CAPABLE OF PROVIDING THE SERVICES TO BE PROVIDED USING RDOF PHASE I SUPPORT?

A12. Yes. The Board of Directors and management team of PSRTC are familiar with the managerial, financial and technical needs of a communications company. The resumes of PSRTC's CEO, Vice President/COO, Vice President of Business Development, Vice President of Accounting, and Customer Relations Manager are attached hereto as **Exhibit JMD-1** and demonstrate the experience and capabilities of these individuals to ensure PSRTC provides all required services. In addition, PSRTC owns and operates various network facilities and back office, billing and customer support functions to provide the services required as an ETC. Additionally, PSRTC will provide to the FCC, pursuant to the Auction 904 procedure, audited financial statements, including balance sheets, net income and cash flow, which have been audited by an independent certified public accountant. As evidenced by the FCC's selection of the Consortium as a winning bidder in Auction 904, the FCC is satisfied, based upon the financial information provided, that the members of the Consortium, including PSRTC, are financially capable of providing the required services.

Q13. WHAT IS THE SERVICE AREA IN WHICH PSRTC SEEKS DESIGNATION AS AN ETC IN THIS PROCEEDING?

A13. In the *Winning Bidders Announcement*, the Consortium was named the winning bidder for 565 locations in Indiana and participated in the FCC's Divide Winning Bids procedure to allocate to PSRTC \$118,654.28 in RDOF Phase I funding for the census block groups identified in **Exhibit B** to the Verified Petition. Thus, PSRTC is requesting designation as an ETC in the associated census block groups in Indiana listed in **Exhibit B** attached to the Verified Petition. A map of the Expanded Service Area was attached as

Exhibit A to PSRTC's Verified Petition. All of the awarded census block groups are within the ILEC study area of AT&T, Inc., which is not a rural telephone company as defined in 47 CFR § 51.5.

Q14. IF DESIGNATED AS AN ETC, WILL PSRTC PROVIDE THE REQUIRED VOICE AND BROADBAND SERVICES THROUGHOUT THE ENTIRE EXPANDED SERVICE AREA?

A14. Yes. PSRTC intends to provide all of the required services in the Expanded Service Area.

PSRTC will provide state-of-the-art broadband services via an FTTP network that will be constructed with GPON architecture with sufficient fiber to serve 100 percent of locations within the Extended Service Area. PSRTC will provide voice grade access to the public switched telephone network by utilizing an existing centrally located, redundantly configured Ribbon C15 Class 5 softswitch. Voice standards such as H.248 and SIP are used to communicate between the softswitch and the endpoint locations. Communication flows over a geo-diverse, carrier-grade, packet-optical transport system, and each transport and access network element is engineered and configured with redundancy in mind.

Q15. IS PSRTC A COMMON CARRIER PURSUANT TO 47 USC § 153(11)?

A15. Yes. The term "common carrier" includes any person engaged as a common carrier for hire in interstate or foreign communication by wire or radio.⁸ PSRTC will offer communication services for sale to the public by wire and transmits communications both interstate and intrastate, making it a "common carrier" for purposes of being designated at an ETC and receiving universal service support.

Q16. WILL PSRTC PROVIDE SERVICES REQUIRED TO BE PROVIDED BY AN ETC USING ITS OWN FACILITIES OR VIA RESALE OF ANOTHER CARRIER'S SERVICES?

⁸ 47 USC § 153(11).

A16. Consistent with the requirements of Section 214(e)(1) of the Act and sections 54.101 through 54.207 of the FCC's rules, PSRTC will provide all services required in order to be eligible for high-cost universal service support using its own facilities. Specifically, PSRTC will use its existing internet backbone connection, including data network routers, internet uplinks and ISP services, and voice services networks to provide services to end users in the Expanded Service Area.

Q17. WILL PSRTC PROVIDE VOICE GRADE ACCESS TO THE PUBLIC SWITCHED TELEPHONE NETWORK OR ITS EQUIVALENT?

A17. As set forth in the Verified Petition, PSRTC will provide voice grade access to the public switched telephone network or its equivalent by utilizing an existing centrally located, redundantly configured Ribbon C15 Class 5 softswitch and voice standards such as H.248 and SIP to communicate between the softswitch and the endpoint locations. Communication flows over a geo-diverse, carrier-grade, packet-optical transport system, and each transport and access network element is engineered and configured with redundancy in mind.

Q18. WILL PSRTC PROVIDE MINUTES OF USE FOR LOCAL SERVICE AT NO ADDITIONAL CHARGE TO END USERS?

A18. As part of the voice grade access to the public switched telephone network, an ETC must provide minutes of use for local service at no additional charge to end users.⁹ The FCC has yet to specify a minimum amount of local usage to be offered by an ETC, but PSRTC will offer rate plans that provide subscribers with minutes of use for local service at no additional charge.

Q19. WILL PSRTC PROVIDE ACCESS TO EMERGENCY SERVICES?

⁹ 47 CFR § 54.101(a)(1).

A19. PSRTC will provide access to emergency services for its customers in the requested ETC service area, including access to both 911 and enhanced 911 service from local public service answering points (“PSAPs”). Specifically, PSRTC will provide 911 and enhanced 911 services via joint provisioned facilities to AT&T of Indiana, which provides the PSAPs to the Spencer County 911/E911 dispatch center.

Q20. WILL PSRTC PROVIDE TOLL LIMITATION SERVICES TO QUALIFYING LOW-INCOME CUSTOMERS?

A20. PSRTC will offer toll limitation to qualifying low-income customers at no additional charge within the Expanded Service Area. Specifically, it will provide toll-blocking services upon customer request.

Q21. WILL THE BROADBAND SERVICES PROVIDED BY PSRTC IN THE EXPANDED SERVICE AREA BE CAPABLE OF TRANSMITTING AND RECEIVING DATA FROM ALL OR SUBSTANTIALLY ALL INTERNET ENDPOINTS?

A21. Pursuant to 47 CFR § 54.101(a)(2), PSRTC will provide broadband services with the capability to transmit data to and receive data from all or substantially all internet endpoints, including any capabilities that are incidental to and enable the operation of communications service, but excluding dial-up service. PSRTC will not prioritize among endpoints, and there is no plan or intent to limit connectivity within or outside the network.

Q22. HOW WILL PSRTC ADVERTISE THE AVAILABILITY OF THE VOICE AND BROADBAND SERVICES REQUIRED TO BE PROVIDED BY AN ETC?

A22. PSRTC will advertise the availability and rates for the voice telephony and broadband access services to be offered within the Expanded Service Area using media of general distribution, as required by Section 54.201(d)(2) of the FCC’s rules.¹⁰ Specifically,

¹⁰ 47 CFR § 54.201(d)(2).

PSRTC will advertise its broadband and voice services primarily on its website, which includes a portal for customer to sign up for service, direct mail and social media channels. PSRTC intends to follow the FCC's Lifeline advertising guidelines in establishing an advertising program for its Lifeline services to reach eligible households that do not currently receive service. These guidelines suggest posting notices at public transportation stops and agencies, shelters and soup kitchens; running public service announcements; providing information booths at central locations; providing customer service to disabled program participants on an equal basis by using telecommunications relay services ("TRS"), text telephone ("TTY"), and speech-to-speech ("STS") services; and providing outreach materials in Braille. Additionally, the guidelines suggest developing advertising that can be read by members of any sizeable non-English speaking populations and coordinating outreach efforts with governmental agencies that administer relevant government assistance programs.

Q23. WHAT INFORMATION HAS PSRTC PROVIDED THE FCC THAT SATISFIES THE REQUIREMENTS OF A FIVE-YEAR IMPROVEMENT PLAN WITH RESPECT TO THE SERVICES PROVIDED USING RDOF PHASE I SUPPORT?

A23. In accordance with the ETC designation requirements applicable to winning bidders in Auction 904 adopted by the FCC, PSRTC requested in its Verified Petition that the Commission waive the requirement in the Commission's General Administrative Order 2019-5 that PSRTC file a five-year improvement plan.¹¹ As an Auction 904 winning

¹¹ General Administrative Order of the Indiana Utility Regulatory Commission 2019-5 (December 27, 2019) ("GAO 2019-5"); *WCB Reminds Connect America Fund Phase II Auction Applicants of the Process for Obtaining a Federal Designation as an Eligible Telecommunications Carrier*, WC Docket Nos. 09-197, 10-90 (July 10, 2018) ("*Federal ETC Procedural Guidance*"). The Federal ETC Procedural Guidance was released during the CAF Phase II Auction and provided guidance for CAF Phase II recipients seeking federal ETC designation. However, the Federal ETC Procedural Guidance was re-released during the RDOF Phase I Auction, and its justification for waiving the five-year plan requirement remains true with respect to RDOF Phase I recipients. *See* RDOF Phase I (Auction 904) releases: <https://www.fcc.gov/auction/904/releases>.

bidder, PSRTC will provide the FCC with audited financials, cost estimates and descriptions of proposed improvements to its network throughout the Expanded Service Area. In addition, as part of its Form 683 long-form application, PSRTC will provide the FCC with a project schedule describing the major milestones associated with the project and defining a plan to complete the network deployment within the timeframe prescribed by the FCC.

Q24. EXPLAIN THE CAPABILITY OF PSRTC TO REMAIN FUNCTIONAL IN EMERGENCY SITUATIONS.

A24. PSRTC provides access to a reasonable amount of back-up power to ensure functionality without an external power source, the ability to reroute traffic around damaged facilities, and the capability of managing traffic spikes resulting from emergency situations. In its Verified Petition, PSRTC described its capabilities of remaining functional in emergency situations for the Expanded Service Area.

Q25. EXPLAIN HOW PSRTC INTENDS TO COMPLY WITH APPLICABLE CONSUMER PROTECTION AND SERVICE QUALITY STANDARDS WITH RESPECT TO THE SERVICES PROVIDED USING RDOF PHASE I SUPPORT.

A25. PSRTC commits to satisfying all applicable state and federal requirements related to consumer protection and service quality standards with respect to the services provided using RDOF Phase I support. For example, PSRTC has policies regarding customer proprietary network information and Red Flag Rules. Additionally, PSRTC's policy on customer rights and responsibilities is attached hereto as **Exhibit JMD-4**.

Q26. HOW WILL PSRTC'S SERVICE OFFERINGS RECEIVING RDOF PHASE I SUPPORT BENEFIT INCREASED CONSUMER CHOICE?

A26. The Expanded Service Area is generally considered unserved or underserved by communication providers. PSRTC's service offerings will provide services to some

customers who currently do not have access to such services. To the extent some customers within the ETC areas already have access to some level of service, PSRTC's service offerings in the requested Expanded Service Area will promote increased competitive choice, thereby increasing innovation and incentivizing other carriers to improve their existing networks to remain competitive. This will ultimately result in greater access to high-speed broadband and voice services, as well as improved service quality for customers in the requested ETC service area.

Q27. PLEASE EXPLAIN THE UNIQUE ADVANTAGES OF PSRTC'S SERVICE OFFERINGS RECEIVING RDOF PHASE I SUPPORT.

A27. As fully set forth in the Verified Petition, PSRTC's use of the RDOF Phase I support in the awarded census block groups will directly advance the Act's principal goals of securing lower prices and higher quality services for consumers and encouraging the rapid deployment of new technology to all citizens regardless of location or income.¹² Not only will PSRTC's service offerings in the Expanded Service Area provide critical high-speed and reliable connectivity to consumers and promote economic growth and competition, it also has been determined by the FCC, in awarding RDOF Phase I support to PSRTC, that said service offerings would promote the public interest. PSRTC is one of the top 10 employers in Spencer County and has a favorable and well-established reputation among residents and businesses. Within Perry and Spencer Counties, PSRTC has existing business offices conveniently located in St. Meinrad, Indiana (home office) and Tell City, Indiana. It is anticipated that as part of the plan to service and support existing build efforts (including RDOF), another location will likely be opened in 2021 to support customers in the southern part of Spencer County. In these offices, customers can

¹² *Telecommunications Act of 1996*, Pub. L. No. 104-104, 110 Stat. 56.

stop by to pay their bills, talk with a customer service representative about service offerings, or view live demonstrations of technology. In addition, the majority of PSRTC's staff live and work within this region. This provides customers with a personal touch and local service that an outside company would find difficult to replicate.

Q28. PLEASE EXPLAIN HOW PSRTC'S USE OF RDOF PHASE I SUPPORT WILL IMPACT THE UNIVERSAL SERVICE FUND.

A28. As set forth in the Verified Petition, the funds awarded to PSRTC pursuant to Auction 904 have already been set aside by the FCC for that specific purpose; thus, PSRTC's use of said funds will have no *per se* impact on the Universal Service Fund. The use of Auction 904 to award the funds ensured that funding went to bidders who could provide services to unserved or underserved areas for the lowest possible cost to the Universal Service Fund. Additionally, as set forth in the Verified Petition, permitting PSRTC to provide services in previously unserved areas will increase the contributions that PSRTC makes to the Universal Service Fund based upon a portion of its revenues.

Q29. IS THE DESIGNATION OF PSRTC AS AN ETC IN THE EXPANDED SERVICE AREA IN THE PUBLIC INTEREST?

A29. Yes. As explained herein, PSRTC's designation as an ETC in the Expanded Service Area and subsequent provision of services in this area would benefit increased consumer choice, provide unserved and underserved areas with critical communications infrastructure and promote economic development without having a detrimental impact upon the Universal Service Fund. Such designation furthers the goals of the Act and subsequent FCC rules.

Q30. PLEASE DESCRIBE PSRTC'S PLANNED LIFELINE SERVICE OFFERINGS IN THE EXPANDED SERVICE AREA.

A30. PSRTC will provide Lifeline voice and broadband service throughout the Expanded Service Area to qualifying low-income consumers pursuant to the Lifeline program rules.¹³ The terms and conditions of PSRTC's Lifeline offering will be posted on PSRTC's website at <http://newweb.psci.net/>. They include details on the number of minutes provided as part of the plan, additional charges (if any) for toll calls, and rates for each plan. Additionally, customers will be provided with these terms after completion of enrollment. Annually, PSRTC will complete income verifications based on information provided by Lifeline.

Q31. HOW WILL PSRTC ADVERTISE AND DISCLOSE THE TERMS OF ITS LIFELINE SERVICE OFFERINGS TO QUALIFYING CUSTOMERS?

A31. PSRTC will advertise the availability of Lifeline services and charges through media of general distribution in a manner reasonably designed to reach potential Lifeline customers and make them aware of such offerings, as required by 47 CFR § 54.405(b), including by disclosing PSRTC's name, that the service is a Lifeline service, that it is a government assistance program, that the service is non-transferable, and that it is available only to eligible consumers and limited to one discount per household. PSRTC will advertise the availability of Lifeline services using the same media outlets as described herein for the advertisement of telephone and internet services and including all required statements pertaining to the availability of Lifeline services. Guidelines for participation in Lifeline will be available on PSRTC's website and printed materials.

Q32. DOES THIS CONCLUDE YOUR TESTIMONY?

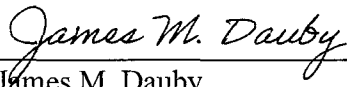
A32. Yes.

¹³ See 47 CFR §§ 54.101(c), (d); 54.405(a); 47 CFR Subpart E; *Lifeline and Link Up Reform and Modernization et al.*, Third Report and Order et al., WC Docket No. 11-42 et al., 31 FCC Rcd 3962 (2016).

VERIFICATION

I, James M. Dauby, president and chief executive officer of Perry Spencer Rural Telephone Cooperative, Inc., affirm under penalties of perjury that the foregoing representations are true to the best of my knowledge, information and belief.

Dated: January 26, 2021



James M. Dauby
President/CEO
Perry Spencer Rural Telephone Cooperative,
Inc.

CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing Direct Testimony of James M. Dauby in Support of the Expansion of the Designated Service Area of Perry Spencer Rural Telephone Cooperative, Inc. as an Eligible Telecommunications Carrier has been electronically served upon the following this 26th day of January, 2021:

Indiana Office of Utility Consumer Counselor
115 W. Washington Street, Suite 1500 South
Indianapolis, Indiana 46204
infomgt@oucc.in.gov

/s/ Jeremy L. Fetty

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1597218

Exhibit JMD-1

James M. Dauby, CEO

PERSONAL SUMMARY

A passionate leader with excellent communication skills and a distinguished track record of successful management in the telecommunications industry. A customer-focused and performance-driven senior executive, achieving year-after-year revenue, profit, and business growth objectives. A proven ability in developing the vision of an organization and motivating and leading staff toward making that vision a reality.

Areas of expertise include:

- ☐ Strategy, Vision & Mission Planning
- ☐ Sales & Marketing Leadership
- ☐ Public Speaking
- ☐ Services & Product Development
- ☐ Billing, Collections & Cash Management
- ☐ Contract Negotiations & Strategic Alliances
- ☐ State and National Industry Leadership
- ☐ Finance, Budgeting & Cost Management
- ☐ Public & Community Relations
- ☐ Policy & Procedure Development
- ☐ Government Regulations & Relations
- ☐ Human Resources Management
- ☐ Team Building & Staff Development

WORK EXPERIENCE

Perry-Spencer Rural Telephone Cooperative, Inc. d/b/a PSC 1993 – Present
St. Meinrad, Indiana

A member-owned cooperative providing local broadband telecommunication services to its members and customers throughout four (4) southern Indiana counties. PSC is the regional leader in voice, Internet/data and IPTV service offerings.

President and CEO 2001 – Present

Assistant General Manager 1997 – 2000

Controller/Office Manager 1993 – 1996

Notable accomplishments since assuming role of President and CEO:

- ☐ Diversified and grown company significantly. Revenues and customer counts have tripled mainly through growth outside cooperative territory. Reliance on regulated revenues such as access and USF support greatly reduced.
- ☐ Maintained and increased company profitability throughout this period of rapid growth.
- ☐ Initiated cooperative-wide Fiber-to-the-Home (FTTH) project. Project 80% complete, with remainder slated to be finished in next two (2) years.
- ☐ Creation of fixed-wireless high speed Internet offering, serving customers in southern Indiana's

most unserved/underserved broadband areas.

- ☐ Creation of IPTV service offering.
- ☐ Construction of regional 10Gb fiber optic network. Connecting major cities throughout a four county area, offering high-speed Internet and gigabit Ethernet services to businesses, healthcare facilities, schools and libraries.
- ☐ Construction of three (3) successful Competitive Local Exchange Carrier (CLEC) operations in neighboring communities. Service offering penetration rates as high as 70%.
- ☐ Instrumental in formation of Indiana Fiber Network (IFN), Indiana's largest statewide fiber optic network. Founding member.
- ☐ Instrumental in formation of Indiana Video Network (IVN), a partnership of broadband carriers sharing a head-end in order to offer IPTV. Founding member.
- ☐ Creation and formation of Cooperatives ONE, LLC. A partnership consisting of PSC and two neighboring electric cooperatives providing high-speed satellite Internet service.

Ramsey Financial, Inc. 1987 - 1993

Louisville, Kentucky

A privately held investment corporation.

Chief Financial Officer

Assisted with creation and growth of investment company which expanded from a two-man operation to a successful and diverse corporation managing over \$150 million in domestic and offshore portfolios. Investments involved allocating funds to investment advisors (money managers) whom globally traded in equity, fixed income, currency and futures markets.

Coopers & Lybrand, LLC (Price Waterhouse - Coopers) 1985 - 1987

Louisville, Kentucky

A leading international accounting, tax and consulting firm.

Staff Accountant

INDUSTRY AND ORGANIZATIONAL INVOLVEMENT

- ☐ NTCA - The Rural Broadband Association – Past President of the Board, Current Northeast Region Cooperative Director
- ☐ Service Management Corporation (SMC) – Former Board Member
- ☐ Foundation for Rural Service (FRS) - Former Board Member and Officer
- ☐ Indiana Broadband and Technology Association (IBTA) – Board Member and Former Chairman of the Board
- ☐ Indiana Exchange Carrier Association (INECA) - Board Member and Former President
- ☐ Indiana Telephone Political Action Committee Organization (TELPAC) - Board Member
- ☐ Indiana Fiber Network, LLC (IFN) - Board Member
- ☐ Indiana Video Network, LLC (IVN) - President of the Board
- ☐ Cooperatives ONE, LLC - President of the Board
- ☐ Perry County Community Foundation - Former Board President

□ Tri-County YMCA - Former Board Member

□ Perry County Development Corporation - Entrepreneur Committee Member

EDUCATION AND PROFESSIONAL ACCREDITATION

Indiana University

Bloomington, Indiana

BS in Business, summa cum laude

Certificate of Public Accounting (CPA), Commonwealth of Kentucky

REFERENCES – Available on request.

3215 Mozart Street, Tell City, Indiana - (812) 547-7592 - jdauby@psci.net

Daren Brown, Vice President/Chief Operating Officer

Daren Brown began his career with Perry-Spencer Rural Telephone Cooperative, Inc. d/b/a PSC in May 1980 as an Outside Plant Technician and became experienced in all phases of outside plant construction, installation, and maintenance. In July 1992, Daren was promoted to Central Office Technician, where he received training and experience in digital switching, transmission, and fiber optic/lightwave transmission.

In July 1997, Daren was promoted to Inside Plant Working Foreman. The position responsibilities were to organize and coordinate activities relative to the maintenance of deployed equipment and the deployment of new equipment and technology in the inside plant and central office. In 1999, he was promoted to Central Office Supervisor, expanding the supervision role in the inside plant, central office, and switching and transport network.

In March 2003, Daren was named to the position of Plant Manager. The Plant Manager is responsible for the oversight of both the inside and outside plant facilities and related support facilities in both the ILEC (regulated) and CLEC (deregulated) operations. There are 23 full time technicians and support staff in the Plant department. The Plant department supports thousands of miles of copper and fiber aerial and buried facilities. The Plant department provides support of voice, video, and data services. During this time, PSC began its fiber-to-the-home ("FTTH") project to bring fiber to 70% of its regulated ILEC cooperative members with a \$30,000,000 cost. It also began its growth in its CLEC deregulated business and expanded its network and services in the communities of Jasper, Ferdinand, Tell City, and Huntingburg.

In August 2011, Daren was promoted to Vice President of Network Operations and expanded the oversight of PSC's voice, video, data, and broadband network. This included oversight of its Broadband Operations department with five additional staff, bringing the staff total to 28. In July 2015, Daren was named Vice President/Chief Operating Officer. PSC has completed its initial FTTH project, has begun building FTTH to the remaining 30% of its cooperative serving area, and has set goals to complete this in four years. In 2018, PSC participated in the CAF II Auction 903. It bid on and won two census block groups with 359 locations in Spencer County, Indiana. Daren coordinated and had a lead role in this project.

Daren attended Wabash Valley College in Mt. Carmel, Illinois, where he studied telecommunications. He has attended many technical training courses and seminars and has witnessed and experienced a vast change in this industry from a technology, regulatory, competition, and revenue perspectives. Daren has extensive experience working with RUS 515, 397 contracts, and working with consulting engineering firms and staff. He has extensive project management and coordination experience. Daren has experience with various agencies relative to right of ways, permitting, and environmental requirements. Daren is a lifelong resident of Spencer County, Indiana and is active in the local community, having served on various boards and organizations.

Wayne Blake, VP Business Development

(812) 489-4661 – blake@psci.net
www.linkedin.com/in/dataman

PROFESSIONAL SUMMARY

26 years of progressive experience in channel sales, direct sales, business development, and marketing within highly competitive segments of the IT industry. Proven sales leader with demonstrated ability to create and drive mutually profitable win-win solutions for employers, customers and partners. Hands-on problem solver with a passion for team building, leveraging resources and adopting best practices to achieve and exceed business objectives.

CORE COMPETENCIES

- Channel and Direct Sales Client Acquisition & Retention Business/MDF Planning
- Sales Budgeting & Forecasting WAN/LAN/WLAN/DC Architecture Sales & Technical Training
- Managing “Virtual Teams” Multi-level Positioning Mediating Channel Conflict
- Strategic Business Planning Cloud Computing Demand Generation

EXPERIENCE

PSC – Jan. 2019-present

VP Business Development – St. Meinrad, IN

Oversees Customer Care, Product Marketing and New Market Development. Responsibilities include strategic planning, ensuring the efficiency of business operations, establishing business goals and plans with the goal of maintaining PSC’s current customer base, acting as a community liaison, and identifying and pursuing opportunities for future growth to ensure long-term success.

Verizon Enterprise Solutions – Sept. 2013-Dec. 2019

Client Executive – Louisville, KY

Consultative field sales position with responsibility to sell and market Verizon's full suite of “wireline” services to a named base of ~25 accounts in the areas of professional services (network, cloud), security services (assessments, pen tests, MSS, DDOS, etc.), advanced transport services (SD-WAN, cloud interconnect, cloud based security, WAN optimization, content delivery networks), advanced communications services (VOIP, virtual contact center, collaboration, conferencing) and basic data transport (MPLS, Internet). Achieved 113% revenue growth in 2017.

Windstream Communications – June-August 2013

Account Executive – Evansville, IN

Sell IP-based voice and data services, MPLS networking, cloud services, managed services and communication systems to enterprises and government agencies, both directly and in conjunction with select referral partners.

Hewlett-Packard Company – 2008-2012

Partner Business Manager, National and Regional Roles – HP Networking – \$3 Billion subsidiary of HP responsible for data center and campus switching, routing, wireless, network management and security products.

Revenue and Market Share

- Managed HP Networking Channel partners in the Ohio Valley (IN/OH/KY) before being promoted to national role in 2009. Managed Insight for 1 year before moving to the lead PBM

role on PC Mall/Sarcom in 2010. Insight and PC Mall are among the top 5 partner producers within HP Networking. Picked up coverage for MoreDirect in 2012.

- Achieved 81% YOY Rev. Growth in H1'12 and 129.4% of quota (~11M in revenue). Closed fiscal 2012 at \$21.4M in revenue representing sales growth of 42% YoY. Growth stemmed from successful planning and execution of multi-segment sales strategy (SMB, Enterprise, Healthcare and Government).
- Q4'11 and Q2'12 were best revenue quarters on record. In addition to several large enterprise wins in Q2'12, a focused effort on SMB growth resulted in PC Mall exceeding \$1M for the first time in Q4'11.
- Increased PC Mall's market share within HPN's Direct Reseller Channel from 10% to 14%, a new record. Also doubled HPN's 2012 market share within PC Mall from 15% to 30%.
- In the HP business unit previously referred to as "HP ProCurve," grew 10M territory (IN/OH/KY) to 16M in 1 ½ years (2009) by focusing on partner development and recruitment.

Value-Add

- Awarded "Borderless Networking Vendor of the Year" at PCM's 2011 Vision Event.
- Wrote and managed quarterly/annual business and marketing plans, conducted stewardship reviews with executive management, and solicited support for major initiatives with key sales executives across SMB, Gov and Enterprise Business units.
- Excellent oral/written communications skills. Routinely assisted supervisor in preparation/review of presentations and business reviews.
- Successfully implemented a rigorous pipeline/forecasting methodology with PC Mall in early 2011. Doubled number of opportunities, increased average deal size, and significantly improved forecast accuracy.
- Conducted frequent training sessions for both new hires and experienced sales executives in call centers, branch office environments and partner events.
- Supported partner demand generation initiatives by providing top level technical and marketing resources for both on-site events and webinars. Worked with vendor partners (i.e. Microsoft Lync, Apple BYOD, etc.) to co-sponsor where appropriate.
- Arranged and facilitated briefing events at HP locations to provide a more immersive experience for clients looking to make major investment in HPN technology and cloud computing solutions.
- Managed "virtual team" of BDM resources to successfully accelerate the achievement of revenue goals in 2012. Proposed and solicited funding approval to get partner-badged BDM team established, identified candidates and interviewed finalists.
- Championed financial and operational support within partner and HPN business unit for participation in a multi-vendor sales configuration portal (Exalt) which is expected to significantly accelerate SMB sales and market share in 2013, as well as drive performance and productivity improvement.
- Acted as a key intermediary between category marketing and a highly decentralized sales organization. Developed close relationships with all executive stakeholders and delivered key messaging and program updates to maintain close alignment of sales, marketing and services teams.
- Added significant value to the partner relationship by providing regional sales VPs with qualified job candidates by leveraging an external network of contacts developed after 17 years of working with channel partners in the IT industry.

AT&T Corp. – 2002-2008**Channel Manager – Indiana/Ohio/Michigan/Kentucky**

- Winner of several annual and quarterly sales awards, most notably Leaders Council in 2006 (top 2% of sales force nationwide).
- Primarily a territory role until moving to exclusively managing AT&T's largest agent partner at the time, DP Sciences in Cincinnati, OH (last 2 years). Provided leadership in the oversight of 13 branch locations and alignment of AT&T field sales with partner sales and technical resources to create unified sales approach in closing enterprise opportunities.
- Wrote and managed quarterly business and marketing plans, conducted monthly and quarterly stewardship reviews with strategic partners.
- In support of strategic partner accounts, conducted numerous training sessions (product and sales) for HQ and branch office sales personnel.
- Supported partner demand generation initiatives by providing top level technical and marketing resources for both on site events and webinars.

AT&T Corp. – 1994-2002**Strategic Account Manager, Data and Voice Services – S. Indiana/S. Illinois/Kentucky**

- 1995 and 2000 Gold Club Winner (top 25% nationwide)
- Primarily a technical, consultative sales role specializing in TCP/IP (MPLS and IP-SEC VPN's, dedicated hosting services, VOIP solutions, remote access) as well as legacy circuit-based architectures (private line, BRI/PRI) and pre-Internet packet-based services (frame relay, ATM, X.25).
- Successfully championed bringing in integration partners to drive total solutions at a time when most sales were made in a direct sales motion.
- Demonstrated complex business to business sales capabilities across multiple customer verticals, particularly to leading corporations in the areas of financial services, manufacturing and retail. Scope of responsibilities included customer retention and customer acquisition.

KEY PARTNER RELATIONSHIPS (not all-inclusive)

- National: *PC Mall Sarcom Insight MoreDirect DP Sciences Pomeroy*
- Ohio Valley: *Logos Matrix Integration CBTS Blue Granite Adcom Electronic Strategies Keller Schroeder Pride Technologies*

EDUCATION/CERTIFICATIONS

- Ball State University Masters of Business Administration, Muncie, IN
- Indiana State University Bachelor of Science - Marketing, Terre Haute, IN
- HP Networking Accredited Sales Professional 2011
- HP Networking Accredited Sales Consultant 2011
- VMWare Sales Professional 5 2013
- Citrix Sales Professional 2013

Kate L. Heeke, VP of Accounting

18236 Huffman Road

Troy, IN 47588

Kate L. Heeke is PSC's Vice President of Accounting. She began her career with Perry-Spencer Rural Telephone Cooperative, Inc. on November 2, 1987. She hired on as the Accountant and was subsequently named Director of Finance & Accounting in October 2000. In May 2009, she was named the company's Accounting Manager, and in June 2018 was named the Vice President of Accounting. From April 2009 to March 2019, she served as the Recording Secretary for the monthly Board of Directors meetings.

Kate is responsible for directing the company's financial and accounting operations for PSRTC and PSC, which includes handling all audits, tax payments, quarterly and annual returns, and the annual cost study. She currently supervises the accounting department, along with the billing department. Under her supervision, the accounting department has expanded from accounting for the cooperative to accounting for Perry-Spencer Rural Telephone Cooperative's subsidiary formed in 1995. In 2003, the accounting department became responsible for accounting for affiliated entities.

Kate has been instrumental in helping the accounting department grow through many software conversions over the past several years. The accounting system was just being converted to Part 32 accounting when she started with the company in 1987. This required a whole new chart of accounts being created. Throughout the years, the demand for more advanced accounting software required researching new accounting software vendors. In 1994, the accounting software was converted from Mid-America Computer Corp. to Martin & Associates, Inc., which involved gathering numerous accounting records and entering them into the new Martin & Associates system. In 1998, the accounting software was upgraded to MAFS, a new enhanced accounting product offered by Martin & Associates, Inc. In 2006, the accounting system was converted from Martin & Associates, Inc to National Information Solutions Cooperative (NISC). The NISC software allows the accounting department to separate the different services into divisions, thus making it easier to track income and expenses through the different divisions. This conversion gave the accounting department the advantage of having separate financial statements for the cooperative, the subsidiary and each division within the subsidiary, namely internet, fixed wireless, video, CLEC, and long-distance services. The breakdown of the different divisions allows the accounting department to report revenues and expenses more efficiently.

Kate has an Associate Degree in Business from Vincennes University. She has previously worked for B&LS Contracting as an assistant office manager and was an Accountant for Harding, Shymanski & Company, a public CPA firm. Kate is an alumni member of the Leadership Perry County class, a graduate of the Dale Carnegie course, a member of the Friends of the Huffman Covered Bridge, and is active in her church assisting with various duties.

LORI A. CASSIDY, Customer Relations Manager

4530 Sulphur Valley Road
Tell City, IN 47586

Home: (812) 836-2093
Cell: (812) 719-1279

CAREER SUMMARY

Dedicated and experienced employee with proven ability to deliver quality work performance. Demonstrated ability to achieve targeted goals, meet deadlines, and excel in challenging situations. Successful in making positive changes for betterment of organization and staff.

PROFESSIONAL EXPERIENCE

PSC

St. Meinrad, Indiana

Customer Relations Manager, June 2018 – present

Oversee and direct customer care operations, cooperative membership functions, customer and public relations, and all marketing and social media functions.

Director of Human Resources, October 2011-June 2018

Benefits Administrator, April 2009-October 2011

Responsible for all human resources activities for the organization, including administering compensation and benefits, employee relations, recruiting and hiring staff, developing personnel policies and procedures, maintaining personnel records, and ensuring compliance with federal, state, and local employment laws.

- ***Safety Director***

Plan, establish and coordinate all safety activities in accordance with OSHA, DOT, EPA and State and Federal regulations. Develop and maintain all written safety programs. Complete new hire safety orientation. Maintain DOT files and administer random drug testing consortium of CDL drivers. Serve as member of PSC Safety Committee and PSC Disaster Planning Committee.

- ***Wellness Coordinator***

Administer PSC wellness programs. Maintain employee wellness hours, gym membership reimbursements, and NTCA Rally Portal site. Oversee annual health screening event.

- ***Commercial Insurance Administrator***

Complete annual renewal of all commercial property, liability insurance policies. Work closely with commercial insurance provider on all insurance coverage needs. File all claim information – property, auto, general liability, workers comp., directors and officers, excess liability, cyber liability and flood. Maintain Sub-Contractor Agreements and all Certificate of Insurance forms. Attend annual Risk Management Conference.

Plant Support Representative, January 1995 – April 2009

Assist in daily support functions of PSC's plant department. Receive and dispatch service troubles and cable locates, coordinate service order completion with ISP and OSP technicians, provide assistance to ISP and OSP technicians regarding plant information and service orders, and assist with mapping activities when necessary.

Stewart Warner

Troy, Indiana

Production Control Scheduler, October 1989 – January 1995

Responsible for the planning, scheduling, production and shipment of products. Thorough understanding of MRP process. Worked extensively to develop and implement JIT scheduling.

American General
Evansville, Indiana

Customer Service Supervisor/Representative, June 1986 – October 1989

Coordinate daily customer service functions for American General's credit card division. Responsible for numerous weekly management reports. Started with company as a customer service representative and was able to advance into a supervisory position.

EDUCATION

Indiana State University 1982-1986

Terre Haute, Indiana

BS in Marketing

CIVIC INVOLVEMENT

Perry County Chamber of Commerce, Past Board Member

Education Pays, Board Member

**State of Indiana
Office of the Secretary of State**

CERTIFICATE OF EXISTENCE

To Whom These Presents Come, Greeting:

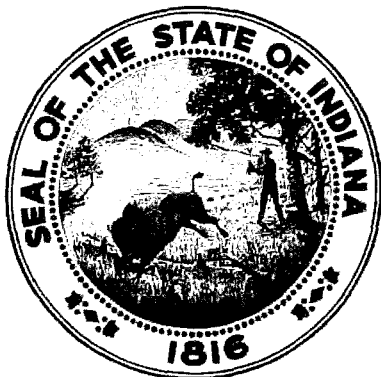
I, CONNIE LAWSON, Secretary of State of Indiana, do hereby certify that I am, by virtue of the laws of the State of Indiana, the custodian of the corporate records and the proper official to execute this certificate.

I further certify that records of this office disclose that

PERRY SPENCER RURAL TELEPHONE COOPERATIVE INC

duly filed the requisite documents to commence business activities under the laws of the State of Indiana on February 13, 1953, and was in existence or authorized to transact business in the State of Indiana on January 04, 2021.

I further certify this Domestic Nonprofit Corporation has filed its most recent report required by Indiana law with the Secretary of State, or is not yet required to file such report, and that no notice of withdrawal, dissolution, or expiration has been filed or taken place. All fees, taxes, interest, and penalties owed to Indiana by the domestic or foreign entity and collected by the Secretary of State have been paid.



In Witness Whereof, I have caused to be affixed my signature and the seal of the State of Indiana, at the City of Indianapolis, January 04, 2021

Connie Lawson

CONNIE LAWSON
SECRETARY OF STATE

193061A086 / 20211785342

All certificates should be validated here: <https://bsd.sos.in.gov/ValidateCertificate>

Expires on February 03, 2021.

Exhibit JMD-3

Service Plans and Pricing

FIBER SPEED	PRICE
<input type="checkbox"/> up to 50M/10M	\$49.95
<input type="checkbox"/> up to 100M/25M	\$54.95
<input type="checkbox"/> up to 300M/50M	\$59.95
<input type="checkbox"/> up to 1GIG/100M*	\$79.95

*Includes SmartChoice Managed Wi-Fi service.

Add PSC Phone Service

Save \$10/month!

(Not applicable on Gig service)

INSTALLATION FEE -- \$89

Installation is to a customer provided router.
Customer is responsible for router configuration.

PLEASE NOTE: Fiber Drop Installation charge will apply if no fiber drop is established at location.

SmartChoice Managed Wi-Fi Service - \$5.95/month*

(Owned/Maintained by PSC. See SmartChoice flyer for info.)

*Included with Gig fiber Broadband.

☐ Yes

☐ No If NO, customer must
provide and configure own router.

OPTIONAL

Voice & Data Protection Plan - \$2.95/month

- \$40 Trip Charge is waived
- \$90/hour Labor Rate is waived
- Troubleshoot voice and data service
- Repair or replacement of faulty voice and data wiring and jacks, including damages due to lightning or power surges
- Up to three (3) Trip Charges are waived in any 12-month period

☐ Add the PSC Voice & Data Protection Plan.

PSC **2** SERVICES BUNDLE

Phone & Internet

Phone Essentials Bundle (1 line) \$27⁴⁵

Long Distance at \$.07/minute

Internet - up to 50M/10M \$39⁹⁵

Phone & Internet TOTAL **\$67⁴⁰**

Monthly Savings of \$14²⁰

Annual Savings of \$170⁴⁰

.....

Exhibit JMD-4

PSC is governed by corporate bylaws that set rules and standards by which we operate, as well as the rights and responsibilities of our customers.

If you are an applicant for service...

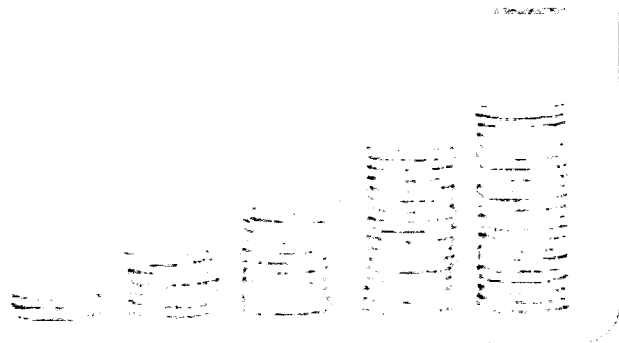
We will not ask for a deposit if you have a satisfactory credit rating from your credit report. This information is confidential and cannot be discussed with you. However, if you have questions about said report, an 800 number will be provided for you to call.

If you are asked to pay a deposit, the amount will be determined by the credit report findings.

If you are a present customer...

You may be asked for a new or an additional deposit if you have been mailed disconnect notices for two consecutive months or for any three months in a preceding twelve-month period, or if your service has been disconnected for nonpayment.

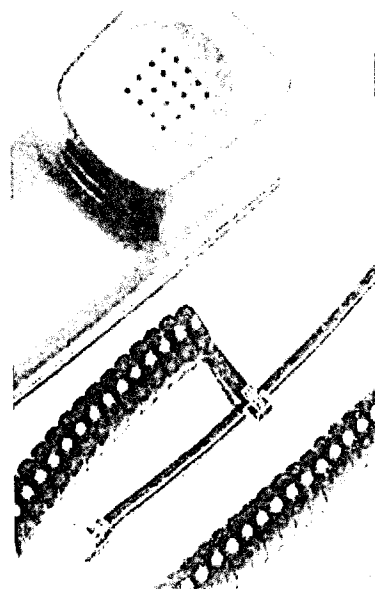
You may be asked to make a deposit or additional deposit if your long distance usage exceeds the amount estimated and considered by the company in initially providing service.



Deposits are refundable after 12 months if your bills are paid on time and you maintain a "good" credit rating. To maintain a "good" credit rating, we must receive satisfactory payment for nine of the 12 months and you must not have been disconnected for nonpayment or have an insufficient fund check. The deposit is held as security if credit has not yet been established. If telephone service is disconnected, your deposit will be applied to your final bill if there is an unpaid balance.

At your request...

If you desire to disconnect your telephone service, you should notify the telephone company at least three days ahead of time. You are responsible for all charges until the service is disconnected. Customers may not charge service or authorize the charging of service to any account which has been disconnected.



Other than at your request...

The company may disconnect service only by providing proper notification, except in usual circumstances (for example a court order or fraudulent use).

When the company is required to give prior notice of a service disconnection, two ten-day postponements can be granted, if, for each request, separate statements are provided to the company from a doctor or public health officer stating that disconnecting telephone service would be a serious and immediate threat to the health and safety of a person in the customer's household.

The company will not disconnect service:

- Because a previous occupant of the service location has an unpaid bill.
- If you show just cause for your inability to pay the full amount, or if you are unable to pay an unusually high bill that is the result of an error by the company. In such instances, payment arrangements will be offered by service representatives of the company.

No service will be disconnected for nonpayment until five days after the date of mailing a written notice. The notice will include the date of proposed disconnection, the reason for the proposed disconnection, a telephone number you may call for any additional information, and a reference to your rights and responsibilities.

continued on next page

psc

Service will be disconnected for nonpayment only between the hours of 8:00 a.m. and 3:00 p.m. on a working day. We will not disconnect service for nonpayment on a day immediately preceding any day when company offices will be closed.



We will charge a reasonable reconnection charge, not to exceed the amount noted in our local tariff. We will reconnect service to you as soon as reasonably possible after it is requested to do so, if you have satisfied the requirements of these rules.

In all cases, your service representative will try to answer your questions and resolve your problems. If you're not satisfied, feel free to ask for a supervisor.



If you are then not satisfied, you may file a formal complaint or a request for a conference with the company in person, by telephone or by letter. The company will promptly investigate your complaint and contact you regarding its solution. No service will be disconnected for at least 10 days after the company has notified you of its proposed disposition.

We want to be sure you have as much information as possible about your telephone service. So, if you have service questions, consult the general information pages of your directory or call a customer service representative.

The final date for payment of your PSC bill is the 17th of the month. If the 17th falls on a holiday, Saturday or Sunday, we do not give the 18th as the final day without penalty. This also includes the payments received by mail. Envelopes postmarked the 18th will indicate that your bill will be penalized. There is a late charge.

Any bill for PSC service not paid by the due date of the 17th of the month is to be paid directly to one of the business offices listed on the front of this directory, either by mail or in person.



Consumer Rights and Responsibilities

Perry-Spencer Rural Telephone Cooperative, Inc. d/b/a PSC provides the following basic telecommunications services throughout its "cooperative" designated serving area:

- Single-party voice-grade service with connectivity to the public switched network;
- Local exchange service including local usage free of per-minute charges;
- Dual tone multi-frequency signaling;
- Single party reverive calling;
- Access to emergency services;
- Access to operator services;
- Access to directory assistance;
- Toll blocking and 900 number blocking options without charge to qualified low income customers.

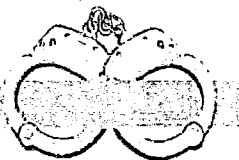
Basic services are offered at the following rates:

Single-Party Residence Service	\$17.45/month*
Single-Party & Multi-Line Business Service	\$18.60/month*
Residential & Business Federal Subscriber Line Charge – Single Line	\$6.50/month
Business Federal Subscriber Line Charge – Multi-Line	\$9.20/month
Residential Touch Tone Service	No Charge
Business Touch Tone Service	No Charge

*The above rates do not include charges for long distance, operator services, Directory Assistance, 911 emergency services, or other taxes, fees and surcharges.

Discounts are available to low-income customers who qualify for participation in the Lifeline telephone assistance program. For information concerning these programs, please call PSC at 812-357-2123, 812-536-3344, 812-772-2222, 812-843-5951 or 800-511-4899.

The address for PSC is: 11877 E State Rd 62, PO Box 126, St. Meinrad, IN 47577.



Section 1: Any individual, corporation, or other person, who, with intent to defraud any individual, corporation, or other person, or the lawful charge, in whole or in part, for any telecommunications service, shall obtain, or attempt to obtain, or aid or abet another to obtain or to attempt to obtain, any telecommunications service:

- a. by charging such service to an existing telephone number or calling card number without the authority of subscriber thereto or the legitimate holder thereof; or
- b. by charging such service to a nonexistent, false, fictitious, or counterfeit telephone number or calling card number

- or to a suspended, terminated, expired, cancelled, or revoked telephone number or calling card number; or
- c. by use of a code, prearranged scheme, or other similar stratagem or device whereby said person, in effect, sends or receives information; or
- d. by installing, rearranging, or tampering with any facilities or equipment, whether physically, inductively, acoustically, or electronically; shall be deemed guilty of a misdemeanor, and shall, upon conviction thereof, be imprisoned not exceeding one year or fined not exceeding one thousand dollars, or both, at the discretion of the court.

(See page 12 for Customer Originated Trace (COT))

If you receive obscene, harassing or threatening calls, follow these suggestions:

1. **HANG UP** at the first obscene word or if the caller doesn't say anything the second time you say hello.
2. **GIVE NO INFORMATION** such as your name and address until the caller has been identified.
3. **ADVISE YOUR CHILDREN** to give no information to strangers. If you're not home, they should say "Mother/Father can't come to the phone right now."
4. **IF CALLS PERSIST** call your Business Office or your Police Department.

It is a crime under both Indiana and Federal Law for anyone to make obscene or harassing phone calls. These laws impose fines of up to \$1,000 and imprisonment for up to 180 days.



psc

You can't stop all of them, but there are ways to at least slow down the telephone calls and the junk mail.

The Federal Communications Commission (FCC) has rulemaking authority over telemarketing practices. One set of such rules requires that telemarketers making live calls must maintain do-not-call lists of any consumers who ask not to receive any future telephone solicitations.

To be added to any telemarketer's do-not-call list, simply state in a clear manner: "I want to be added to your do-not-call list." Another FCC rule requires that such requests be honored for 10 years. Do-not-call requests apply only to the company that you were dealing with at that time. It will not prevent others from calling. If you begin the habit of making the do-not-call request each time you receive a telemarketing call, you should begin to see a decrease in future calls.

The Direct Marketing Association (DMA) has available a service which can list your name, home address and home telephone number on a "do-not-call" list with the Telephone Preference Service (TPS). Registering with TPS will not eliminate all telemarketing calls, but you should notice a decrease approximately two months after your name is entered into their "delete" files.

A similar service is also offered by DMA, which deals with "junk mail." When you send your name and home address to the Mail Preference Service (MPS), your name is placed in a "delete" file which is made available to companies four times each year. Approximately three months after registering, you should see a decrease in unsolicited materials.

As stated earlier, these services will not eliminate all of the calls and junk mail. If the company that is telemarketing or mass mailing chooses not to use the TPS or MPS, they will still call or send information to you. You will also continue to either receive calls or mail from companies you do business with on a regular basis. Some that will also probably continue are: local merchants and organizations, political candidates, and religious and charitable organizations.

To register for the Telephone Preference Service or the DMA Mail Preference Service, go online to www.dmaresponsibility.org. Or, you can register by mail by doing the following:

Mail a postcard with your name, home address, home telephone number (including area code) and your signature to:

Telephone Preference Service

P.O. Box 1559
Carmel, NY 10512

Mail a written request including your name, complete home address, and signature to:

DMA Mail Preference Service

P.O. Box 643
Carmel, NY 10512-0643

The Direct Marketing Association has additional information helpful to consumers regarding these issues. You can write them at the above addresses or visit www.dmachoice.org

Instructions to register by telephone:

Call the Indiana Attorney General's Office at
1-888-834-9969

Or Online:

Enter www.in.gov/attorneygeneral
in the URL Address Line.

Click on **Register for Do Not Call**.

Submit the registration.

It is a crime under federal law for any person, including a telephone subscriber, to wiretap or otherwise intercept a telephone call, unless that person has first obtained the consent of one of the parties actually participating in the call. Properly authorized law enforcement officers can engage in interceptions without the consent of either party when proceeding under court orders issued pursuant to applicable provisions of federal law. The penalty for illegal wiretapping can be imprisonment for five (5) years, a \$10,000 fine, or both.