ANNUAL PERFORMANCE PROGRESS REPORT FOR BROADBAND INFRASTRUCTURE PROJECTS

General Information

1. Federal Agency and Organizational Element to Which Report is Submitted	2. Award Identification Number	3. DUNS Number
Department of Commerce, National Telecommunications and Information Administration	NT10BIX5570093	175409010

4. Recipient Organization

Citizens' Telephone Co-operative 220 Parkway Ln S, Floyd, VA 24091-4170

5. Current Reporting Period End Date (MM/DD/YYYY)	6. Is this the last Annual Report of the Award Period?
12-31-2013	⦿ Yes ◯ No

7. Certification: I certify to the best of my knowledge and belief that this report is correct and complete for performance of activities for the purposes set forth in the award documents.

7a. Typed or Printed Name and Title of Certifying Official	7c. Telephone (area code, number and extension)
Chris Bond	X
	7d. Email Address
	chrisbond@citizens.coop

7b. Signature of Certifying Official	7e. Date Report Submitted (MM/DD/YYYY):
Submitted Electronically	12-10-2013

OVERALL PROJECT PERFORMANCE INDICATORS

1. Please provide the following average cost figures for your project. Please review the instructions to determine how to calculate these figures. Write "0" in the second column and "N/A" in the third column if your project does not yet have this information. Depending on whether your project contains Middle Mile and/or Last Mile components, some metrics may not apply. Please provide a narrative description if the total is different from the target provided in your baseline plan (600 words or less).

Cost Indicator	Average Cost / Speed	Narrative (describe your reasons for any variance from the baseline plan or any other relevant information)
Average cost per new mile (Middle Mile)	49,914	Average cost per new mile is less than the baseline amount of $52,791 due to the fact that Citizens was able to complete the project and come in under budget. Construction was originally budgeted for $9,819,064 and the actual construction expense was $9,283,920.
Average cost per household passed (Last Mile)	0	N/A
Average cost per subscriber (Last Mile)	0	N/A
Maximum broadband speed advertised (Middle Mile)	10G	No Variance
Maximum broadband speed advertised (Last Mile)	0	N/A
Average broadband speed provided (Middle Mile)	1G	No Variance
Average broadband speed provided (Last Mile)	0	No Variance

2. Please provide each facility name and type, the county where the facility is located, and census tract information for any facilities funded by your project during this annual reporting period. Report only facilities for which construction has been completed.

Facility Identifier / Name	Facility Type	County	Census Tracts
Christiansburg Hut Site	Prefab Building	Montgomery County	51121021100 Block 1043
Pulaski Hut Site	Prefab Building	Pulaski County	51155210202 Block 3022

Add Facility	Remove Facility

3. Please identify (1) the total number of interconnection, peering, and/or transit agreements entered into during this annual reporting period; (2) the total number of agreements of each type that you are currently negotiating; and (3) whether you have denied any request for interconnection and if so, why. If you have not entered into any agreements, please write "N/A."

Interconnection Agreements (600 words or less)

No new Interconnection Agreements were entered into during this annual reporting period. We are continuing and extending the eight existing agreements we have with Bristol Virginia Utility (BVU), Mid Atlantic Broadband (MBC), Shentel, Cox Communications, Windstream, Lumos, Surry Telephone Membership Corporation, and Skyline Telephone Membership Corporation, that were in place before the NTIA Grant was awarded.

No Interconnection Agreements are currently being negotiated.

No Interconnection requests have been denied.

Peering and Transit Agreements (600 words or less)

No new Peering and/or Transit Agreements were entered into during this annual reporting period, but we are continuing and extending the three existing agreements we have with Virginia Tech, Radford University, and New River Community College.

No Peering and/or Transit Agreements are currently being negotiated.

CAPACITY, UTILIZATION, AND CAPABILITY INDICATORS

4. Community Anchor Institutions: In the chart below, please provide information on the types of community anchor institutions capable of receiving service (i.e., anchor institutions connected to your network plus those passed by your network) as a result of BTOP funds.

Type of Community Anchor Institution	Total Number Within Service Area	Type of Community Anchor Institution	Total Number Within Service Area
Schools (K-12)	37	**Public Housing**	0
Libraries	1	**Other Institutions of Higher Education**	2
Medical and Healthcare Providers	4	**Other Community Support Organizations**	0
Public Safety Entities	4	**Other Government Facilities**	7
Community Colleges	2	**Total Community Anchor Institutions**	57

5. Please indicate the average increase in broadband speed provided to the community anchor institution customers as a result of your project, including a description of how this increase was calculated (600 words or less).

There are 17 CAI's that have been connected using BTOP funding that had a symmetrical broadband connection of 1.5Mbps replaced by a symmetrical 1Gbps (1,000Mbps) broadband connection. This resulted in a 66566.67% increase in broadband speed.

There are 4 CAI's that have been connected using BTOP funding that had a symmetrical broadband connection of 10.0Mbps replaced by a symmetrical 1Gbps (1,000Mbps) broadband connection. This resulted in a 9900.00% increase in broadband speed.

There are 2 CAI's that have been connected using BTOP funding that had a symmetrical broadband connection of 45.0Mbps replaced by a symmetrical 1Gbps (1,000Mbps) broadband connection. This resulted in a 2122.22% increase in broadband speed.

There are 5 CAI's that have been connected using BTOP funding that had a symmetrical broadband connection of 100.0Mbps replaced by a symmetrical 1Gbps (1,000Mbps) broadband connection. This resulted in a 900.00% increase in broadband speed.

There is 1 CAI that has been connected using BTOP funding that had a symmetrical broadband connection of 768.0Kbps (0.768Mbps) replaced by a symmetrical 3.0Mbps broadband connection. This resulted in a 290.63% increase in broadband speed.

The increases in speeds above were calculated using the following formula: (increase = (new amount - original amount)/original amount.

6. What retail services are being provided by this project? Please describe below. (600 words or less). As an attachment to this report, please provide pricing plans (in $ per month) associated with each retail service. Retail services description:

See Attachment for services offered and pricing plan.

7a. What network management policies (e.g., bandwidth limitations, traffic prioritization) are in place for the services provided by your project? 7b. Have you ever limited or blocked consumers from accessing any lawful content, service, service provider, or application, or prevented any consumers from attaching any legal device to the network? If so, please explain why (300 words or less)?
a) No bandwidth limitations or traffic prioritization are being used. Our Network Management Policy and policy regarding compliance with the Digital Millennium Copyright Act (DMCA) are all posted on our website under Terms and Conditions. http://citizens.coop/terms/
b) No

8. If applicable, please provide the total number and the percentage of subscribers who have dropped the broadband service provided through this project (total number of households and/or businesses and the "churn rate") and the subscribers' reasons for discontinuing their service (600 words or less).
N/A

9. Please provide the following information regarding the number of fiber strand-miles:

Total Number of Strand-miles	Total Number of Active Fiber Strand-miles Used by Recipient	Total Number of Leased Fiber Strand-miles	Total Number of Dark Fiber Strand-miles	Total Number of Strand-miles Being Built		
				Active	**Leased**	**Dark**

41,997	40,743	0	1,254	0	0	0

10. If you wholesale dark fiber, please list your wholesale customers and the number of fiber miles you currently are leasing to those customers:

Radford University - 93.40 Miles
Virginia Department of Transportation - 200

11. Please provide the following information regarding the facility collocation capacity:

Total Facility (total square feet for all facilities)	Number of Square Feet Used by Recipient	Number of Square Feet Leased	Number of Square Feet Available
480	240	0	240

12. If you do not own collocation space, please describe how and where other network providers and/or customers interconnect with your network (600 words or less).

N/A

13. To the extent that you have made any subcontracts or sub grants, please provide the number of subcontracts or sub grants that have been made to socially and economically disadvantaged small business (SDB) concerns as defined by section 8(a) of the Small Business Act, 15 U.S.C. 647, as modified by NTIA's adoption of an alternative small business size standard for use in BTOP. Please also provide the names of these SDB entities (150 words or less).

N/A

14. Please describe any best practices/lessons learned that can be shared with other similar BTOP projects (900 words or less).

None at this time.

15. Using the Excel spreadsheet template titled "Annual PPR CCI Addendum", please provide an updated list of Community Anchor Institutions (CAIs) that you have connected and plan to connect to your network.

16. Using the Excel spreadsheet template titled "Annual PPR CCI Addendum", please provide a list of community pairs that are receiving new or improved broadband service as a result of BTOP grant funds.

17. Please provide up-to-date network route maps in a single file, in a Google Earth compatible format (e.g., KMZ file).