

RECIPIENT NAME:Troy Cablevision, Inc.

AWARD NUMBER: NT10BIX5570128

DATE: 03/31/2014

OMB CONTROL NUMBER: 0660 0037

EXPIRATION DATE: 6/30/2015

## ANNUAL PERFORMANCE PROGRESS REPORT FOR BROADBAND INFRASTRUCTURE PROJECTS

### General Information

<b>1. Federal Agency and Organizational Element to Which Report is Submitted</b> Department of Commerce, National Telecommunications and Information Administration	<b>2. Award Identification Number</b> NT10BIX5570128	<b>3. DUNS Number</b> 153589288
<b>4. Recipient Organization</b>  Troy Cablevision, Inc. 1006 S Brundidge St, Troy, AL 36081-3121		
<b>5. Current Reporting Period End Date (MM/DD/YYYY)</b> 12-31-2013	<b>6. Is this the last Annual Report of the Award Period?</b>  <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>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.</b>		
<b>7a. Typed or Printed Name and Title of Certifying Official</b>	<b>7c. Telephone (area code, number and extension)</b>	
	<b>7d. Email Address</b>	
<b>7b. Signature of Certifying Official</b>	<b>7e. Date Report Submitted (MM/DD/YYYY):</b>	

**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)	█	Based on route miles deployed █ █
Average cost per household passed (Last Mile)	0	Not Applicable.
Average cost per subscriber (Last Mile)	0	Not Applicable.
Maximum broadband speed advertised (Middle Mile)	100Gbps	Subscribers are capable of receiving a maximum speed of 100Gbps.  Switched Ethernet: Third Party Service Provider (1) █@█ (2) █  Troy Cable is currently reviewing its pricing as the market structure has changed since the Southeast Alabama SmartBand Project was awarded.  █ Internet Access: Business = █ Anchor = █; Third Party Service Provider = █
Maximum broadband speed advertised (Last Mile)	0	Not Applicable.
Average broadband speed provided (Middle Mile)	58.43Mbps	1 Mbps 10 Gbps are available.  Average Speed provided (Middle Mile) █ however Troy Cable offers speeds between 1 Mbps and 10 Gbps to anchor institutions and other broadband providers in Alabama.
Average broadband speed provided (Last Mile)	0	Not Applicable.

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
█	Hub Site	Crenshaw	█
█	Hub Site	Pike	█
█	Hub Site	Dale	█
█	Hub Site	Coffee	█
█	Hub Site	Coffee	█
█	Hub Site	Coffee	█
█	Hub Site	Crenshaw	█

[REDACTED]	Hub Site	Dale	[REDACTED]
[REDACTED]	Hub Site	Dale	[REDACTED]
[REDACTED]	Hub Site	Pike	[REDACTED]

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)**

Troy Cable has entered into signed agreements for Wholesale and Last Mile Providers to include:

- 1 [REDACTED] as a Wholesale Provider.
- 2 [REDACTED] as a Wholesale Provider.
- 3 [REDACTED] as a Last Mile Provider and Wholesale Provider for [REDACTED]
- 4 [REDACTED] as a Last Mile Provider and Wholesale Provider for [REDACTED] to [REDACTED]
- 5 [REDACTED] as a Wholesale Provider.
- 6 [REDACTED] as a Last Mile Provider.
- 7 [REDACTED] as a Last Mile and Wholesale Provider.
- 8 [REDACTED] as a Wholesale Provider.

Those physically connected and with secured Interconnection Agreements are as follows: [REDACTED], a Service Provider as a Carrier Neutral Hotel; [REDACTED] as a Tier 1 Internet Service Provider to [REDACTED], a Dark Fiber Agreement paid for by non federal funds; [REDACTED] a Wholesale Provider and Local Exchange Carrier to [REDACTED] and [REDACTED] a Wholesale Provider and Local Exchange Carrier to [REDACTED]. Troy Cable anticipates selling services in the near future. In negotiations for one (1) Interconnection or Transport Agreements with [REDACTED]

Troy Cable has not denied any requests for Interconnection.

**Peering and Transit Agreements (600 words or less)**

Wholesale services are being provided by this Project by the following:

- 1 [REDACTED] for [REDACTED] per month [REDACTED]
  - 2 [REDACTED] fiber connections to [REDACTED] racks in Headend & Hub [REDACTED] for [REDACTED] per month. Pricing structure determined by [REDACTED] required bid for [REDACTED] traffic is delivered to [REDACTED] on non BTOP funded connection, traffic is transported from [REDACTED] to [REDACTED]
  - 3 [REDACTED] LM & Wsle Provider for [REDACTED] for [REDACTED] per month;
  - 4 [REDACTED] LM & Wsle Provider for [REDACTED] for [REDACTED] per month. Metro Ethernet Connection for a business, which resides in [REDACTED] delivered to [REDACTED] over a non BTOP funded interconnection and then delivers the traffic to [REDACTED] LM Provider to [REDACTED]
  - 5) [REDACTED] Wsle Provider which provides transport to [REDACTED]
  - 6 [REDACTED] LM Provider,
- Troy Cable has a Buy/Sell Agreement in place but has not purchased services yet;
- 7 [REDACTED] LM & Wsle Provider [REDACTED] mth delivered to [REDACTED]
  - 8 [REDACTED], Wsle Provider
  - 9 [REDACTED] @ [REDACTED] /mth;
  - 10 [REDACTED] in [REDACTED] @ [REDACTED] and
  - 11 [REDACTED] @ [REDACTED] mth.

**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)	62	Public Housing	5
Libraries	10	Other Institutions of Higher Education	1
Medical and Healthcare Providers	15	Other Community Support Organizations	16
Public Safety Entities	68	Other Government Facilities	16

Community Colleges	5	Total Community Anchor Institutions	198
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**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).**

The actual increase per customer would be difficult to calculate because SmartBand would only increase speed based on customer request. Additionally, previous bandwidth speeds are not always known.

The biggest improvement is the physical connection itself. Previously most of the physical connections in our service area were limited to 100 Mbps per second. Today all new connections and any upgraded connections will have capacity to receive 1 Gbps or 10 times most previous connections.

Listed below are the known broadband speed increases since the CAI's direct connection to the network:

	Original SB Connection	Upgraded
[REDACTED]	[REDACTED]	[REDACTED]

**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:**

Service offerings include:  
 -Switched Ethernet 10 Mbps to 10,000 Mbps  
 -Internet Access 1 Mbps to 10,000 Mbps

See attached pricing schedule.

**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)?**

7a. SmartBand provides Internet services to Community Anchor Institutions (CAI's - organizations such as schools, community colleges, other institutions of higher education, and community support organizations) in an open, non-discriminatory manner. Any CAI within the SmartBand service area is eligible to connect at reasonable rates and terms. As a Middle Mile provider, SmartBand uses multiple upstream Internet Service Providers that provide full access to the public Internet. SmartBand does not make any distinction in its treatment of customer traffic based on application or content.

In some areas, SmartBand also provides lit capacity and other Middle Mile services to private-sector, Middle Mile operators and wholesalers in an open, provider-neutral and non-discriminatory fashion. Any Middle or Last Mile provider or wholesaler within the SmartBand service area is eligible to connect at reasonable rates and terms, at locations where available.

Bandwidth Limitations - Customer Bandwidth is capped based on the level of service or package purchased. For example, SmartBand does not limit Bandwidth based on application type.

Traffic Prioritization - Voice Traffic is given priority in order to ensure quality of service for lifeline services as required by applicable regulatory requirements.

7b. 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).**

[REDACTED] have dropped services or have been disconnected for nonpayment.

**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
74,830	19,712	2,037	53,081	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:**  
 Not Applicable.

**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
3,340	2,348	18	974

**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).**  
 Not Applicable.

**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).**

The Project contracted with [REDACTED] that meets all criteria to be a Socially and Economically Disadvantaged Business (SDB). In addition, the Project has procured materials and services totaling [REDACTED] from firms that are socially disadvantaged, but annual sales preclude them from being considered a Socially and Economically Disadvantaged Business (SDB).

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

Under the subject best practices/lessons learned Troy Cable found the following issues and resolutions:

Lesson 1 - start early, plan extensively, build in expected and unexpected obstacles and develop a plan to resolve any issues that may arise;

Lesson 2 – during the Request for Proposal phase, develop a grading or rating system to include the following: contract price, references and past experience, financial availability, company attributes, or product lead time and warranty;

Lesson 3 – incorporate the potential for categorical awards into your Request for Proposal. Categorical awards will provide an opportunity for the Grant Recipient to award multiple contracts to potential vendors and will provide a backup plan for the Grant Recipient for those Vendors who do not follow through with their bid;

Lesson 4 – construction planning is critical to the overall success of the Project, there is never enough planning. When planning, make sure you incorporate the permitting process and lead times into your construction schedule;

Lesson 5 – secure the bid pricing with a bond for the length of your Grant, review the fine print of a Vendors proposal and anticipate how that will affect the outcome of your overall project and budget;

Lesson 6 – order materials in advance to allow for extended lead times or delays in delivery, at least 10 – 12 weeks prior to scheduled construction start;

Lesson 7 – create job segments for your construction project to track the progress, material and equipment costs, and cost of goods associated with all areas of your project;

and finally, Lesson 8 – create a strong Project Team to develop, implement, maintain, manage, review, and execute all aspects of the Project.

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**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).**