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February 19, 2019

John Hutton
Utility Division
Tennessee Public Utility Commission
502 Deaderick Street, 4th Floor
Nashville, Tennessee 37243

Re: Docket No. 09-00016

Dear Mr. Hutton:

Enclosed you will find the following:

1. Renewal Application and Application for Amendment of Service Area of Highland Telephone Cooperative, Inc. with attached exhibits;
2. Check in the amount of \$500 representing the fee for the renewal application;
3. Check in the amount of \$250 representing the fee for the amendment of the service area.

Thank you for your assistance and if you have any questions feel free to contact me at your convenience.

Very truly yours

Stephen A. Marcum

cc: Mark Patterson

BEFORE THE TENNESSEE REGULATORY AUTHORITY

NASHVILLE, TENNESSEE

In Re: Renewal Application and Application for Amendment of Service Area of Highland Telephone Cooperative, Inc., on behalf of itself and its wholly owned subsidiary, Highland Holdings Corporation and its subsidiaries, Highland Media LLC and Highland Communications LLC, for a State-Issued Certificate of Franchise Authority

Docket No. 09-00016

STATE OF TENNESSEE)

)

COUNTY OF SCOTT)

AFFIDAVIT OF MARK PATTERSON

I, Mark Patterson, in accordance with the requirements of the Tennessee Competitive Cable and Video Services Act, Tenn. Code Ann. §7-59-301 et seq. (the "Act"), state as follows:

1. Name of Applicant

I, Mark Patterson, do hereby attest to being General Manager of Highland Telephone Cooperative, Inc. and furthermore am authorized to make this affidavit on behalf of Highland Telephone Cooperative, Inc. and its wholly owned subsidiary, Highland Holdings Corporation and its subsidiaries, Highland Communications LLC and Highland Media LLC (hereinafter collectively referred to as "Applicant").

2. Application Fee for Service Area Up To and Including 50,000 Population (Section 305(b)(1) of the Act)

An application fee of \$500 is submitted with this application consistent with Section 305(b)(1) of the Act and based on the population of the service area(s) as reflected in the most recent decennial census applied for in this application. Such service areas are described and illustrated in Exhibit A.

3. Application Fee for Amendment.

An application fee of \$250 is submitted with this request for amendment of the service area consistent with Section 305(b)(2) of the Act and based on the population of the service areas as reflected in the most recent decennial census applied for in this application. Such amended service area is described and illustrated in Exhibit A.

4. Compliance with Applicable Laws (Section 305(c)(1) of the Act)

Applicant agrees to comply with all applicable federal and state laws and regulations to the extent that such state laws and regulations are not in conflict with or superseded by the provisions of this part or other applicable law and will timely file with the FCC all forms required by the FCC in advance of offering video services or cable services.

5. Description of Municipalities and Unincorporated Areas to be Served (Section 305(c)(2) of the Act)

Exhibit A to this application lists the municipalities and unincorporated areas within counties to be served, in whole or in part, by the Applicant. Applicant currently provides cable service in the incorporated and unincorporated areas described in Exhibit A under existing local franchise agreements. The amended service area extends eastwardly from Scott County, Tennessee into rural unincorporated areas of Campbell County, Tennessee. Exhibit A is incorporated by reference into this Affidavit.

6. Intent to Begin to Offer Cable or Broadband Internet Service (Section 305(c)(3) of the Act)

Applicant is already offering service in the current service area and intends to begin to offer cable service for purchase and/or provide broadband Internet service in each of the municipalities and unincorporated areas within they county identified in the amended service area described in Exhibit A within twenty-four (24) months of the date of issuance of a state-issued certificate of franchising authority.

7. Indemnification (Section 305(c)(4) of the Act)

Applicant agrees to indemnify and hold harmless, in accordance with Section 318 of the Act, the state, municipality, county and any employee or representative of the state, municipality or county, as well as any political subdivision of the state and any employee or representative of the

political subdivision, individually and collectively, referred to in Section 318 of the Act as the "indemnatee."

8. Applicant Contact Information (Section 305(c)(5) of the Act)

- a. Applicant's principal place of business is located at 7840 Morgan County Highway, Sunbright, TN 37872.
- b. Contact telephone number is 428-628-2121.
- c. The principal executive officers of the Applicant are as follows:

Highland Telephone Cooperative, Inc.

James E. Terry, President
David Freytag, Vice President
Loma Denney, Secretary/Treasurer
Mark Patterson, General Manager
Steve Armes, Chief Financial Officer

Highland Holdings Corporation

Shelva Jo Jones, President
John Tate, Vice President
Donald Jones, Secretary/Treasurer

Highland Communications LLC

Mark Patterson, General Manager

Highland Media LLC

Mark Patterson, General Manager

- d. The following persons are authorized to represent the Applicant before the Tennessee Regulatory Authority:
 - i. Mark Patterson, General Manager
 - ii. Stephen A. Marcum, General Counsel
 - iii. Daniel S. Cohen, Legal Counsel

9. Applicant Meets the Requirements of Having the Managerial, Financial, and Technical Qualifications of to Provide Cable Service (Sections 305(c)(6) and 305(d)(3) of the Act)

Section 305(d)(3) of the Act provides that incumbent cable service providers, including their subsidiaries and affiliates, are deemed by operation of law to have the managerial, financial and technical qualifications to obtain a state-issued certificate of franchising authority. Applicant is an incumbent cable service provider as defined by Section 303 (13) of the Act. In addition, Applicant is not seeking a new service area which would double its current size of operations and does have cable assets of at least ten million dollars (\$10,000,000) in the state.

10. Customer Service Complaint Handling Process (Section 305(c)(7) of the Act)

Policies on addressing customer service issues, billing adjustments and communications with government officials regarding customer complaints:

Subscribers who have questions or complaints regarding their subscriptions to Highland services may contact Highland at 7840 Morgan County Highway, Sunbright, TN 37872 or www.highlandtel.net or www.highland.net. Highland will address customer questions or complaints in a timely manner. Should a customer believe that his/her request was not properly handled, he/she may contact the Tennessee Regulatory Authority.

Local or toll-free telephone number at which a customer may contact the Applicant:

1-888-458-3030

11. Notice to Affected Local Governing Authority (Section 305(c)(8) of the Act)

Notice has been provided to the affected local governing authorities as identified in Exhibit A of their right to receive a franchise fee consistent with the Act. Notice will also be provided to other entities with facilities in the rights-of-way consistent with any non-discriminatory and generally applicable local ordinances or resolutions requiring such notice.

12. Non-discrimination and Service Deployment Requirements (Section 305(c)(9) of the Act)

Applicant agrees to comply with the requirements of the Act, expressly including the applicable non-discrimination and service deployment requirements of Section 311 of the Act. In addition, the Applicant acknowledges the provisions of Section 312 of the Act relative to enforcement of non-discrimination and deployment requirements.

13. Notice to Affected Local Governing Authority (Section 305(c)(10) of the Act)

Applicant is an incumbent cable service provider pursuant to Section 303 (13) of the Act and has provided notice to those local governing authorities in whose jurisdictions Applicant is currently providing service. Additionally, contemporaneously with this application notice is being provided to those local governing authorities in the service sought in this Amendment.

Applicant will provide notice to the other affected local governing authorities at least ten (10) days prior to providing new service in those jurisdictions.

14. Minority Owned Business Participation Plan (Section 305(c)(11) of the Act)

Exhibit B to this Application is Applicant's Minority Owned Business Participation Plan and Applicant agrees to comply with the provisions of the Plan in accordance with Section 313 of the Act and is incorporated by reference into this Affidavit.

FURTHER AFFIANT SAYETH NOT

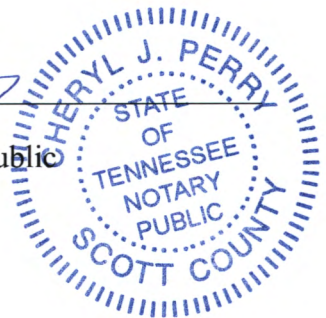


Mark Patterson, General Manager

Sworn and subscribed before me, this 18 day of Feb, 2019.



Notary Public



My Commission Expires: 4-24-19

EXHIBIT A

HIGHLAND TELEPHONE COOPERATIVE, INC.

CURRENT TENNESSEE SERVICE AREA

- a. Morgan County, Tennessee
Morgan County Mayor
Brian Langley
P.O. Box 387
Wartburg, Tennessee 37887

Municipalities in Morgan County

- (1) Wartburg
Mayor Jonathan Dagley
P.O. Box 386
Wartburg, Tennessee 37887-0386

- (2) Sunbright
Mayor Teresa Ryon
P.O. Box 188
Sunbright, Tennessee 37872

- (3) Oakdale
Mayor Buddy Miller
P.O. Box 116
Oakdale, Tennessee 37829-0116

Unincorporated areas in Morgan County

- a. Lancing
- b. DeerLodge
- c. Burrville
- d. Petros

- b. Scott County, Tennessee
Scott County Mayor
Jeff Tibbals
P.O. Box 180
Huntsville, Tennessee 37756

Municipalities in Scott County

- (1) Oneida
Mayor Jack Lay

P.O. Box 4237
Oneida, Tennessee 37841

- (2) Huntsville
Mayor Dennis Jeffers
P.O. Box 150
Huntsville, Tennessee 37756

- (3) Winfield
Mayor Opal Anderson
P.O. Box 38
Winfield, Tennessee 37892

Unincorporated areas in Scott County

- (1) Pioneer
- (2) Helenwood
- (3) Robbins
- (4) Elgin

Amended Tennessee Service Area

Portions of Rural Unincorporated Areas of the following counties as described on the attached maps:

- (1) Anderson County
Mayor Terry Frank
100 N. Main Street, Room 208
Clinton, Tennessee 37716-3617
- (2) Cumberland County
Mayor Allen Foster
2 North Main Street
Suite 203
Crossville, Tennessee 38555
- (3) Campbell County
Mayor E. L. Morton
570 Main Street
P.O. Box 435
Jacksboro, Tennessee 37757
- (4) Roane County
Mayor Ron Woody
P.O. Box 643
Kingston, Tennessee 37763

Anderson County

Amended HTC service area



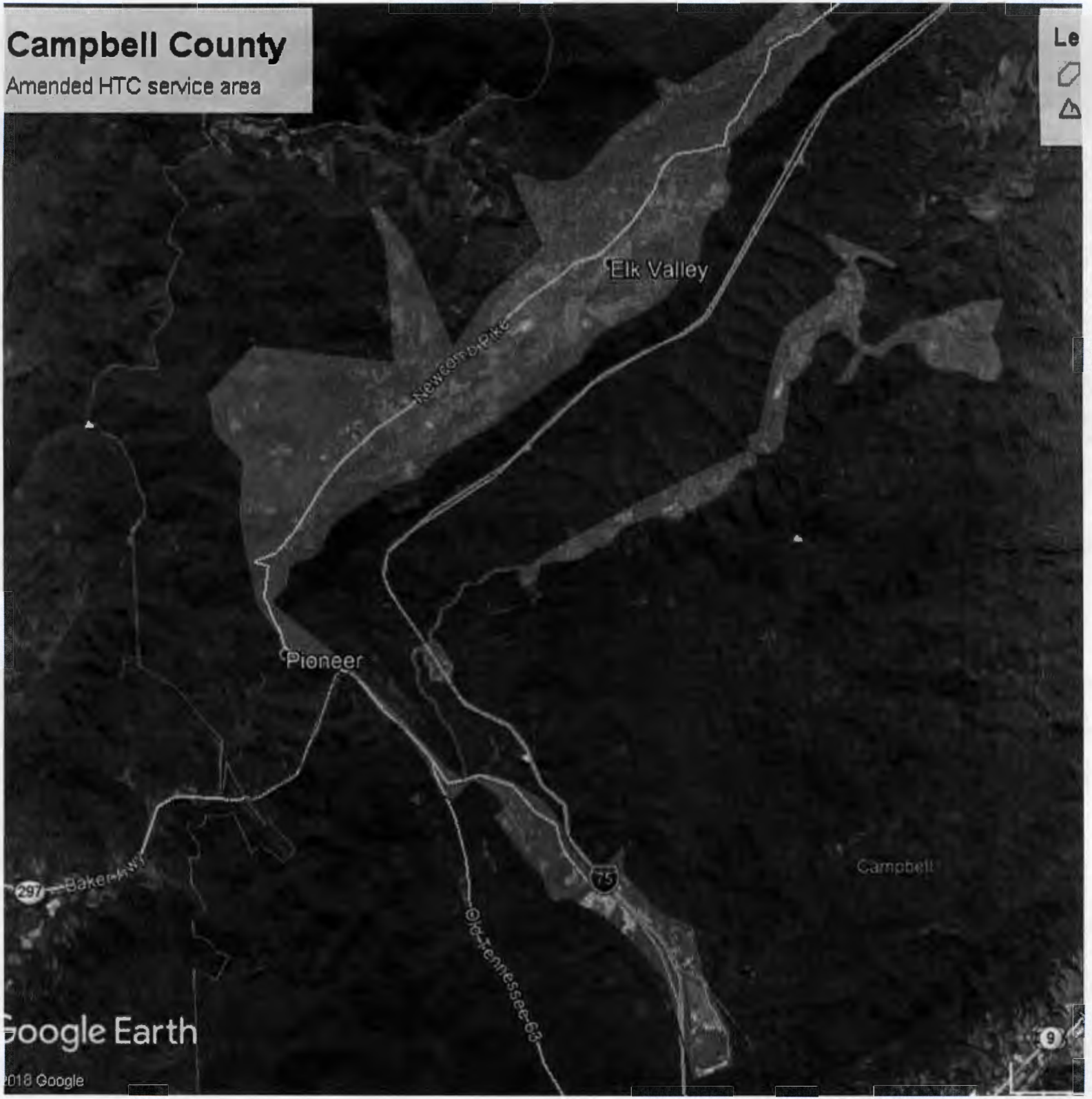
Campbell County

Amended HTC service area



Campbell County

Amended HTC service area



Google Earth

©2018 Google

Cumberland County

Amended HTC service area



Roane County

Amended HTC service area



Google Earth

©2018 Google

EXHIBIT B

HIGHLAND TELEPHONE COOPERATIVE, INC.

MINORITY OWNED BUSINESS PARTICIPATION PLAN

Pursuant to Section 313 of the Tennessee Competitive Cable and Video Services Act ("Act"), Tenn. Code Ann. §7-59-313, Highland Telephone Cooperative, Inc. ("Highland") submits this Minority Owned Business Participation Plan ("Plan") as an exhibit to its Application for a State-Issued Certificate of Franchising Authority ("Application").

I. OBJECTIVES

Highland is committed to the objectives stated in Section 313 of the Act with respect to minority-owned business participation. Highland will endeavor to promote participation of minority-owned businesses through business contracting opportunities. In addition, Highland will attempt to identify and inform minority-owned businesses that are qualified and capable of providing goods and services to Highland of such opportunities.

II. DEFINITIONS

For the purposes of this Plan, the following terms shall have the following meanings:

- A. "Minority-Owned Business" means a business that is solely owned, or at least fifty-one percent (51%) of the assets or outstanding stock of which is owned, by an individual who personally manages and controls the daily operations of such business and who is impeded from normal entry into the economic mainstream because of:
 - 1. Past practices of discrimination based on race, religion, ethnic background, or sex including, but not limited to, women;
 - 2. A disability as defined in Tenn. Code Ann. §4-26-102 including, but not limited to, disabled veterans; or
 - 3. Past practices of racial discrimination against African-Americans.
- B. "Minority-Owned Business Participation Plan" means a business plan for actively soliciting bids from minority-owned businesses and letting contracts to such businesses when establishing, providing or expanding cable or video services and related support facilities. Such plan shall include the following information:

1. A proposal for purchasing goods and services from minority-owned businesses;
2. Information on programs to provide technical assistance to such businesses; and
3. A statement of intent to follow its minority-owned business participation plan.

III. ADMINISTRATION

The Plan will be overseen by the individual named below, hereinafter referred to as the Administrator. The Administrator of the Plan will be:

G. Mark Patterson
General Manager
Highland Telephone Cooperative, Inc.
7840 Morgan County Highway
P. O. Box 116
Sunbright, TN 37872

The Administrator's responsibilities will include:

1. Maintaining and updating the Plan in full compliance with Section 313 of the Act and the rules and orders of the Tennessee Regulatory Authority ("TRA").
2. Ensuring that policies and procedures necessary for the successful implementation of the Plan are in place.
3. Preparing and submitting such forms as may be required by the TRA, including the filing of required annual updates.
4. Serving as the primary liaison with the TRA, other applicable agencies of the State of Tennessee, and minority-owned businesses.
5. Monitoring opportunities to use minority-owned businesses and encourage qualified minority-owned businesses to participate in and bid on contracts and subcontracts.
6. Managing a record keeping system to track qualified minority-owned businesses and efforts to engage such businesses.
7. Overseeing informational and educational activities within and outside Highland to identify, encourage and promote the use of minority-owned businesses.

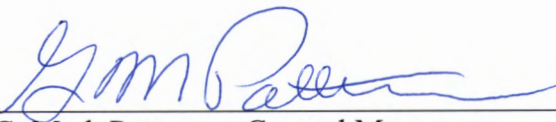
In performance of such duties, the Administrator will utilize a number of resources, including, but not limited to, the following:

009-00016

Chambers of Commerce
Tennessee Department of Economics and Community Development
Tennessee Department of Labor and Workforce Development
Small Business Administration, Office of Women's Business Ownership
Tennessee Minority Supplier Development Council
National Association of Minority Contractors, Memphis, TN
National Association of Women Business Owners, Nashville, TN

Highland will maintain records of qualified minority-owned businesses and efforts to use the goods and services of such businesses. In addition, Highland will maintain records of informational and educational activities with respect to minority-owned businesses. Highland will submit a report to the TRA by January 31 of each year concerning Highland's minority-owned business participation plan and its compliance with such plan. Highland will cooperate fully with any additional informational requests by the TRA. Finally, it is Highland's intent to follow the Plan as described herein.

HIGHLAND TELEPHONE COOPERATIVE, INC.

By: 
G. Mark Patterson, General Manager

Date: 2-18-19