

August 5, 2022

Electronically Filed in TPUC Docket
Room on August 5, 2022 at 2:53 p.m.

Docket Manager Ectory (Tory) Lawless
Tennessee Public Utility Commission
502 Deaderick Street, 4th Floor
Nashville, TN 37243

RE: Application for Renewal and Amendment of State-Issued Certificate of Franchise Authority
Docket Number 12-00023

Dear Ms. Lawless,

Enclosed for filing, please find the Application of West Kentucky & Tennessee Telecommunications Cooperative Corporation, Inc. for renewal and amendment of State-Issued Certificate of Franchise Authority.

The application fee of \$500.00 is being remitted in the mailed copies of this Application.

If you have any questions or concerns or require any additional information, please feel free to contact me directly at (270) 804-4110 or via email to tmyers@mywkt.coop.

Sincerely,



Tiffany Myers
C.F.O.
West Kentucky & Tennessee Telecommunications Cooperative

Electronically filed via email to tpuc.docketroom@tn.gov
4 copies and check via mail to Docket Manager

CC (email): Tiffany Myers, Karen Jackson-Furman

BEFORE THE TENNESSEE PUBLIC UTILITY COMMISSION
NASHVILLE, TENNESSEE

IN RE:

APPLICATION OF WEST
KENTUCKY & TENNESSEE
TELECOMMUNICATIONS
COOPERATIVE CORPORATION,
INC. FOR RENEWAL AND
AMENDMENT OF STATE-ISSUED
CERTIFICATE OF FRANCHISE
AUTHORITY

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DOCKET NO. 12-00023

AFFIDAVIT OF TREVOR R. BONNSTETTER

STATE OF KENTUCKY

COUNTY OF Graves

I, Trevor Bonnstetter, having been duly sworn in accordance with the law, state as follows.

1. Name of Applicant.

I, Trevor Bonnstetter, do hereby attest to be the Chief Executive Officer ("CEO") of West Kentucky & Tennessee Telecommunications Cooperative Corporation, Inc. ("WK&T"). I am authorized to make this affidavit on behalf of WK&T, the Applicant in this matter. WK&T is the holder of a State-Issued Certificate of Franchise Authority, granted by the Tennessee Regulatory Authority on May 2, 2012 in Docket No. 12-00023 (hereinafter the "*2012 Franchise Order*").

2. Application Fee (Tenn. Code Ann. § 7-59-305(b)(1)).

WK&T submits the application fee of \$500 with this application based on a service area population less than 50,000, as reflected by the most recent decennial census.

3. Compliance with Applicable Laws (Tenn. Code Ann. § 7-59-305(c)(1)).

As it has since the issuance of the *2012 Franchise Order*, WK&T agrees to continue 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 Tennessee Code Annotated Title 7, Chapter 59, Part 3 or other applicable law, and will timely file with the Federal Communications Commission (“FCC”) all forms required by the FCC in advance of offering video services or cable services.

4. Description of Municipalities and/or Unincorporated Areas Within Counties to be Served (Tenn. Code Ann. § 7-59-305(c)(2)).

In addition to the existing service areas authorized in the *2012 Franchise Order*, namely the City of Puryear and portions of Henry, Dyer, Weakley, Gibson and Obion Counties pursuant to the maps attached to the March 2012 Application of West Kentucky Rural Telephone Cooperative Corporation, Inc. for a State-Issued Certificate of Franchise Authority, WK&T seeks to expand its service areas in Weakley and Henry Counties to include the areas shown in the maps attached hereto as **Exhibit 1**. As shown in **Exhibit 1**, the expansion areas include portions of Elkhorn and Springville in Henry County and portions of Dukedom, Palmersville, Martin, Dresden and Pillowville in Weakley County. Parts of the Pillowville service area also extends into Carroll County.

5. Provision of cable service to service areas (Tenn. Code Ann. § 7-59-305(c)(3)).

WK&T currently offers, pursuant to its existing state or local franchise authority, or intends to begin to offer, video or cable services and/or provide new broadband Internet service in accordance with Tenn. Code Ann. § 7-59-311(d), in each of the municipalities and unincorporated areas of each county described in Section 4 within twenty-four (24) months of the date of the renewal and expansion of a state-issued certificate of franchise authority.

6. Indemnification (Tenn. Code Ann. § 7-59-305(c)(4)).

WK&T agrees to indemnify and hold harmless, in accordance with Tenn. Code Ann. § 7-59-318, 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 Tenn. Code Ann. § 7-59-318 as the “indemnatee.”

7. Applicant Contact Information (Tenn. Code Ann. § 7-59-305(c)(5)).

WK&T’s principal place of business is:

West Kentucky & Tennessee Telecommunications Cooperative Corporation, Inc.
100 WK&T Technology Drive
Mayfield, KY 420066
Tel: (270) 856-9980

The principal executive officers are:

Trevor R. Bonnstetter, CEO
Tony Goodman, President
Ricky Littleton, Vice-President
Karen Jackson-Furman, Chief Operating Officer
Tiffany Myers, Chief Financial Officer

The following people are authorized to represent WK&T before the Tennessee Public Utility Commission:

Trevor R. Bonnstetter, CEO
West Kentucky & Tennessee Telecommunications Cooperative Corporation, Inc.
100 WK&T Technology Drive
Mayfield, KY 420066
Tel: (270) 856-9980
Email: tbonn@wk.net

Melvin Malone
Butler Snow LLP
150 Third Avenue South, Suite 1600
Nashville, TN 37201
Tel: (615) 651-6705
Email: melvin.malone@butlersnow.com

8. **Managerial, Financial and Technical Qualifications to Provide Cable or Video Service (Tenn. Code Ann. §§ 7-59-305(c)(6) and (d)(2)).**

As recognized in TPUC Docket No. 12-00023 and since that time, WK&T continues to have the managerial, financial and technical qualifications to provide cable or video service as required by Tenn. Code Ann. §§ 7-59-305(c)(6) and (d)(2). Pursuant to the Certificate of Franchise Authority granted in TPUC Docket No. 12-00023, WK&T currently provides cable or video service to certain customers. Moreover, WK&T has been providing telephone services in Tennessee as a cooperative since 1951 and has been providing a full range of telecommunications since May 2018 pursuant to a statewide Certificate of Convenience and Necessity from the Tennessee Public Utility Commission (“Commission” or “TPUC”) in TPUC Docket No. 18-00013 (hereinafter the “*2018 Statewide CCN Order*”).

In its *2018 Statewide CCN Order*,¹ the Commission determined that WK&T had the managerial, financial and technical qualifications to provide a full range of telecommunications services. Based on its experience and success providing these telecommunications services, WK&T has the managerial, financial and technical qualifications to continue and to expand its provision of cable and video services.

a. **Managerial Qualifications.** WK&T has been providing telecommunications services in Tennessee since 1951, primarily in six (6) counties in Kentucky and five (5) counties in Tennessee. Pursuant to the *2018 Statewide CCN Order*, WK&T offers services in the following Tennessee counties: Henry, Weakley, Obion, Dyer and Gibson. It will soon offer services in Carroll County as well. Under its *2012 Franchise Order*, WK&T offers cable and video services in the following Tennessee counties: Henry, Dyer, Weakley, Gibson and Obion. It will soon offer services in Carroll County as well. WK&T has gained valuable experience as a telecommunications provider. Since 2012, WK&T has successfully provided cable and video services in its authorized services area.

¹ *In Re: Application of West Kentucky & Tennessee Telecommunications Cooperative Corporation for a Certificate of Public Convenience and Necessity to Provide Intrastate Telecommunications Services Statewide*, Initial Order Granting Certificate of Public Convenience and Necessity, TPUC Docket No. 18-00013 (May 17, 2018).

WK&T is managerially qualified to renew and to expand its provision of cable and video services in its current service area. WK&T is led by Trevor R. Bonnsetter, CEO, and he is supported by highly qualified and competent directors and staff. Attached hereto as **Exhibit 3** is a list of the names of the Applicant's principal company officers and staff and a description of each officer's and staff member's background and experience. As shown in **Exhibit 3**, the staff of the company have substantial managerial experience in the areas of utility operations, utility customer service and utility marketing.

b. Financial Qualifications. Before issuing the *2012 Franchise Order and its 2018 Statewide CCN Order*, the Commission reviewed, among other things, WK&T's financial ability to provide telecommunications services.

c. Technical Qualifications. Based in part on its experience since 1951 as a telecommunications service provider, and its experience since 2012 as a cable and video service provider, coupled with its demonstrated managerial experience, WK&T possesses the necessary technical qualifications to renew and to expand its provision of cable and video services. WK&T has successfully serviced its telecommunications customers since 1951 and has successfully provisioned cable and video services since 2007. WK&T has been providing broadband services for over twenty (20) years. Therefore, the technical staff and senior management team have extensive broadband experience as well. Information concerning the technical expertise of WK&T's senior management team is included in **Exhibit 3**.

For the foregoing reasons, WK&T has the managerial, financial and technical fitness to provide the applied-for services in the State of Tennessee, and WK&T respectfully requests that the Commission grant its renewal and amendment/expansion application for State-Issued Certificate of Franchise Authority.

9. Customer Service Complaint Handling Process (Tenn. Code Ann. § 7-59-305(c)(7)).

Customers who have questions or complaints regarding their cable or video service or questions or disputes concerning their bills may contact WK&T's Customer Service at 1-877-954-8748 or 1-888-897-8521. Customer Service representatives are available by phone Monday through Friday, from 8:00 a.m. to 5:30 p.m. and Saturday from 8:00 a.m. to 4:00 p.m. Customers may write to WK&T at its main office address in Mayfield. Additionally, WK&T provides after-hours technical support that is available 24 hours per day, 7 days per week. It is WK&T's policy

to take prompt action to address any customer question or complaint. Finally, internet inquiries are available at: <https://www.mywkt.net/support-service/>.

10. Notice to Affected Local Governing Authorities (Tenn. Code Ann. § 7-59-305(c)(8)).

WK&T has provided notice and a copy of this Affidavit to each local government that would be affected by the State-Issued Certificate of Franchise Authority at the addresses set forth in **Exhibit 4**. **Exhibit 1** includes a map of the existing and amended service area. WK&T will comply with any applicable local ordinance or resolution requiring notice to other entities with facilities in the rights of way.

11. Non-discrimination and Service Deployment Requirements (Tenn. Code Ann. § 7-59-305(c)(9)).

WK&T agrees to comply with the requirements of Tennessee Code Annotated Title 7, Chapter 59, Part 3, expressly including the applicable non-discrimination and service deployment requirements of Tenn. Code Ann. § 7-59-311. WK&T hereby acknowledges the provisions of Tenn. Code Ann. §§ 7-59-311 and 312 relevant to enforcement of non-discrimination and deployment requirements. WK&T certifies that at least twenty-five percent (25%) of the households that will have access to its cable or video service in the areas identified in Section 4 are low-income households. A copy of WK&T's deployment plan has previously been provided to the Commission. WK&T's actions since the submission of that deployment plan are consistent with that plan.

12. Notice to Affected Local Government Entities (Tenn. Code Ann. § 7-59-305(c)(10)).

Following issuance of the renewed State-Issued Certificate of Franchise Authority, WK&T will provide notice to any affected local governing authority ten (10) days prior to providing service in that jurisdiction, if that jurisdiction has not previously been provided service.

13. Minority-Owned Business Plan (Tenn. Code Ann. § 7-59-305(c)(11)).

WK&T agrees to comply with its Minority-Owned Business Plan, which is attached as Exhibit 2.

FURTHER AFFIANT SAYETH NOT.


Trevor R. Bonnstetter, CEO

STATE OF KENTUCKY

COUNTY OF Graves

Sworn to and subscribed before me this
5 day of August, 2022.


Notary Public

My Commission Expires: 9-20-2025



EXHIBIT 1

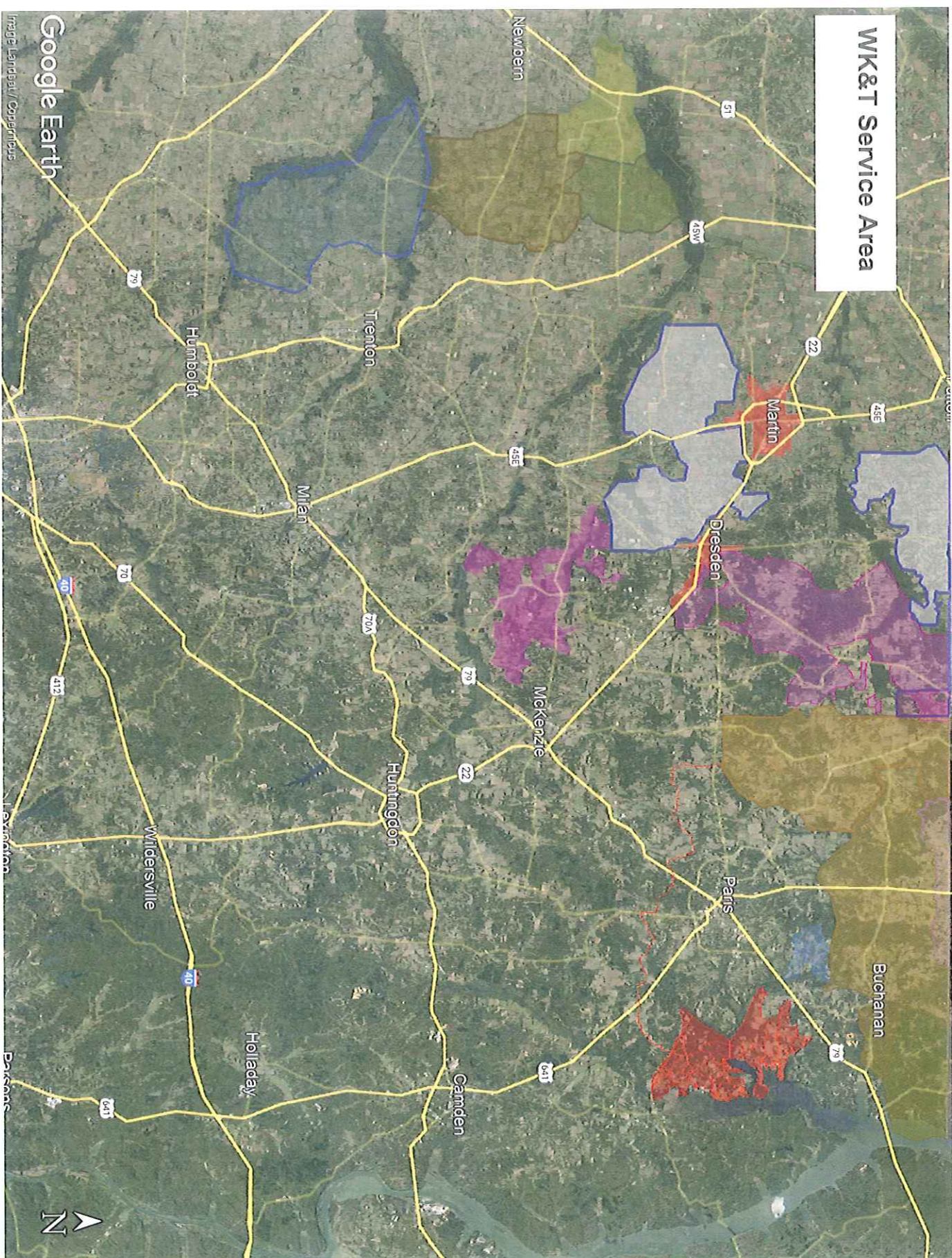


EXHIBIT 2

WEST KENTUCKY RURAL TELEPHONE COOPERATIVE
CORPORATION, INC.
dba WK&T

SMALL AND MINORITY – OWNED
TELECOMMUNICATIONS
BUSINESS PARTICIPATION PLAN

Pursuant to T.C.A. 65-5-112, as amended, West Kentucky Rural Telephone Cooperative Corporation, Inc. submits this small and minority-owned Telecommunications business participation plan (the "Plan").

I. PURPOSE

The purpose of 65-5-112 is to provide opportunities for small and minority-owned businesses to provide goods and services to Telecommunications service providers. WK&T is committed to the goals of 65-5-112 and to taking steps to support the Telecommunications industry. WK&T will endeavor to provide opportunities for small and minority-owned Telecommunications businesses to compete for contracts and subcontracts for goods and services. As part of its procurement process, WK&T will make efforts to identify and inform minority-owned and small businesses that are qualified and capable of providing goods and services to WK&T. WK&T will seek to increase awareness of such opportunities so that companies will have sufficient information to participate in the procurement process.

II. DEFINITIONS

As defined in 65-5-112.

Minority-Owned Business. Minority-owned business shall mean a business which 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 daily operations of such business, and who is impeded from the normal entry into the economic mainstream because of race, religion, sex or national origin and such business has annual gross receipts of less than four million dollars (\$4,000,000).

Small Business. Small Business shall mean a business with annual gross receipts of less than four million dollars (\$4,000,000).

III. ADMINISTRATION

WK&T's Plan will be overseen and administered by the individual named below, hereinafter referred to as the Administrator, who will be responsible for carrying out and promoting full efforts to provide equal opportunities for small and minority-owned businesses. The Administrator of the Plan will be:

Karen Jackson-Furman, COO
West Kentucky Rural Telephone Cooperative Corporation, Inc. (dba WK&T)
100 WK&T Technology Dr.
Mayfield, Kentucky 42066
Telephone: 877.954.8748

The Administrator's responsibilities will include:

- (1) Maintaining an updated Plan in full compliance with 65-5-112 and the rules and orders of the Tennessee Regulatory Authority.
- (2) Establishing and developing policies and procedures necessary for the successful implementation of the Plan.
- (3) Preparing and submitting such forms as may be required by the Tennessee Regulatory authority, including the filing of required annual updates.
- (4) Serving as the primary liaison to and cooperate with the Tennessee Regulatory Authority, other agencies of the State of Tennessee, and small and minority-owned businesses to locate and use qualified small and minority-owned businesses as defined in 65-5-112.
- (5) Searching for and developing opportunities to use small and minority-owned businesses and encouraging such businesses to participate in and bid on contracts and subcontracts.
- (6) Providing records and reports and cooperate in any authorized surveys as required by the Tennessee Regulatory Authority.
- (7) Establishing a record-keeping system to track qualified small and minority-owned businesses and efforts to use such businesses.

In performance of these duties, the Administrator will utilize a number of resources, including,

Chambers of Commerce
The Tennessee Department of Economic and Community Development
The United States Department of Commerce
 Small Business Administration
 Office of Minority Business
The National Minority Supplier Development Counsel
The National Association of Women Business Owners
The National Association of Minority Contractors
Historically Black Colleges, Universities and Minority Institutions

The efforts to promote and ensure equal opportunities for small and minority-owned businesses are primarily spelled out in the Administrator's duties above. Additional efforts to provide opportunities to small and minority-owned businesses will include offering, where appropriate and feasible, small and minority-owned businesses assistance with technical, insurance, bonding, licensing, production, and deadline requirements.

IV. RECORDS AND COMPLIANCE REPORTS

WK&T will maintain records of qualified small and minority-owned business and efforts to use the goods and services of such businesses. In addition, WK&T will submit records and reports required by the Tennessee Regulatory Authority concerning the plan. Moreover, WK&T will cooperate fully with any surveys and studies required by the Tennessee Regulatory authority.

West Kentucky Rural Telephone Cooperative Corporation, Inc.

By: 

Karen Jackson-Furman
Chief Operating Officer

EXHIBIT 3

BIOGRAPHIES OF OFFICERS, BOARD MEMBERS AND STAFF

(SEE ATTACHED)

Trevor Ray Bonnstetter
304 Canterbury Court
Mayfield, KY 42066
Cell: (270) 832-2080
Work: (270) 856-9980

DETAILED EXPERIENCE:

February 1998 – Present: Chief Executive Officer, West Kentucky Rural Telephone Cooperative and Telecom Management Services: Mayfield, Kentucky, Ardmore Telephone: Ardmore, AL.

Manage the telecommunication businesses which include telephone, Internet fiber-to-the-home, video and security systems. Manage approximately 20,000 telephone customers and approximately 80 employees.

Oversees financial stability of all companies; \$38.8M in total revenue and \$168.8M in total assets.

WK&T was awarded a \$123.8 million grant and loan through RUS in the fall of 2010; this being the largest award in the nation. Our fiber spans more than 2,000 miles in Kentucky and Tennessee.

May 2012 – May 2014 Mid Continent University: Mayfield, KY.

Served as Chairman of expansion of religious facilities on campus.

Taught classes in areas of economics and served as adjunct member.

Worked with administration as assistant to President Robert Imhoff and Interim President Ken Winters.

Served as President, as required, for a short period of time.

February 1995 – February 1998 General Manager, River Valley Telephone Cooperative: Graettinger, Iowa.

Managed a telephone cooperative with telephone, cellular, wireless cable television, cable television, Internet and long distance services.

Developed marketing strategies for the competitive communications world of providing communications to customers in Minnesota and Iowa to retain our customers and acquire new customers. Set in motion an aggressive plan to compete with the major existing cable television provider in the region. Upon completion took over 85% of the market share in one of the towns served. Oversaw the acquisition of the wireless cable television company serving Minnesota and Iowa.

Managed the day to day running of business with a staff of eleven full time and up to five seasonal, part time employees.

January 1991 - February 1995 Central Office Foreman, Green Hills Telephone Cooperative: Breckenridge, Missouri.

Managed the daily activities of the central office staff and equipment including maintenance and trouble shooting of: DMS 10 host with 11 remotes and DMS 10 stand alone 1 NEC 135 Mega Bit Fiber Terminal, 25 Northern Telecom FMT 150 Mega Bit Fiber Terminals.

Served as project coordinator on receiving state grants for our district schools to receive new computers to interface with the Internet, which will provide a vast amount of new resources for small schools with limited budgets.

Provided support to a consortium of 11 schools in our area to receive a \$500,000 dollar grant for distance learning. The concept is that schools will be able to teach more advanced classes in addition to the existing programs.

Identified and researched new developments in technology for the purpose of providing a variety of communication services to our customers and also to strengthening our position as a telecommunications provider.

**October 1988 - January 1991 Network Control Center/Switch Technician
MCI/Telecom*USA: Cedar Rapids, Iowa.**

Served as shift foreman directing maintenance actions and providing technical guidance to the network control staff over Telecom*USA's switching, microwave and fiber optical network.

Identified test requirements and performed test procedures utilizing various test measurement diagnostic equipment on special circuits. Analyzed switch system information problem reports and performed periodic maintenance on Digital Switch Corp. Dex 400 and 600.

Directed and audited the installations of Telecom*USA's NE 21sv/MA-RA alarm network and management system throughout the United States.

August 1987 - October 1988 Northern Telecom, Southern/Overseas Division: Dallas, Texas.

Directed the installation of DSM 10's and completed test and acceptance for Canadian District of Northern Telecom, serving as Technical Consultant at management level, overseeing projects in the Caribbean and Central America.

Installed and Supervised installation of Northern Telecom's DMS 10's throughout various regions in the United States; including Texas, Oklahoma, New Mexico, and Missouri.

May 1987 - August 1987 Sunmount Corporation, Dallas, Texas.

Worked as an assistant in the engineering department on a major interstate project.

EDUCATION AND PROFESSIONAL TRAINING:

Walden University, Minneapolis, MI: PhD, 2011: Management

William Woods University, Fulton, Missouri: Master of Business Administration.
Graduated Cum Laude; 2006

Mid-Continent University, Mayfield, Kentucky: Bachelor of Science in Organizational Leadership. Graduated Cum Laude; 2001.

North Central Missouri College, Trenton, Missouri: General Studies

Kirkwood Community College, Cedar Rapids, Iowa: One year of study in the field of business management.

Digital Switch Corporation, Arlington, Texas, Dex 600 Tandem Access Switch Certified
Jan. 1989.

Des Moines Area Community College, Ankeny, Iowa, Diploma in Telephony, May 1987.

Webster City High School, Webster City, Iowa: Diploma, May 1986.

BOARDS AND COMMITTEE SERVICE:

ANPI; National IP Network that transports voice, data and video for hundreds of carriers, thousands of businesses and over 9 million end users; Served As Officer

National Rural Telecommunications Cooperative (NRTC), Past President; NRTC represents technology interests of 1,500 rural utilities and affiliates in 48 states
<https://www.nrtc.coop>

National Exchange Carrier Association (NECA); NECA has more than 1,300 members; Vice Chair <https://www.neca.org>

Tennessee Telecommunications Association Board (TTA), Past President: TTA has 131 members <https://www.tenntel.org>

Kentucky Telecommunications Association Board (KTA), Past President; KTA has 114 members <https://www.ktaoffice.org>

Service Management Corp., Arlington Va. National Telecommunications Coop Association; SMC is the service arm that oversees business operations at NTCA

IRIS Network, Nashville Tn., Statewide Telecommunications Company, Member of the Founding Board of Directors and Past Chairman: IRIS connects 5,000 miles of fiber over 250 communities across 4 states; \$21M Revenue www.istransport.com

Iowa Telecommunications Association Legislation Board www.iacommunicationsall.org

Kentucky Board of Education, Appointed by the Governor in 2013 and Served until 2015 Until Relocated Primary Residence to Tennessee www.education.ky.gov

Local and State Boards of Directors for Economic Development: In Missouri, Iowa and Kentucky

Mayfield and Graves County Chamber of Commerce Board, Past President
www.mayfieldgraveschamber.com

Graves Growth Alliance www.gravescountyed.com

CHARITY AND COMMUNITY INVOLVEMENT:

Founder and Chair of "All Kids In" Charity

Fancy Farm-Lowes Elementary School-Assistant Football Coach

Mayfield YMCA Board, Past President

Church Boards in Graettinger Ia., and Mayfield Ky.

Breaker's Resort Community HOA Board, Buchanan, Tn.

Professional Profile

Chief Operating Officer with 25 years of telecommunications experience. Broad skill set including management of multiple departments inside multiple companies. Team leader with decision making acumen. Strong communications skills within all levels of the organization. Previous C-level positions held include Chief Financial Officer and Chief Information Officer.

Skills Summary

- Financial statements preparation, interpretation, and presentation
- Investment portfolio management
- Budgeting
- Set direction and motivate employees
- Network design and technology selection
- Project management
- Identifying and implementing product opportunities/marketing initiatives
- Customer service management, including retail store operations
- Sales management
- Customer billing management
- Experience working with NECA, USAC, FCC and other regulatory bodies
- Experience leading the companies through a variety of audits, including but not limited to annual audits, USAC audits, NECA reviews, federal and state 1120 audits, state sales and use tax audits, and federal and state excise tax audits
- Work closely with external consultants, attorneys, and Board of Directors

Professional Experience

Telecom Management Services (TMS) June 1, 2017 – Present

- Chief Operating Officer
 - Provide direction and assist in the management of one Kentucky company (West Kentucky and Tennessee Telecommunications Cooperative) and one Tennessee company (Ardmore Telephone Company), both managed by Telecom Management Services.
 - Operations management with oversight of all customer-facing business functions for two TMS managed companies (West Kentucky and Tennessee Telecommunications Cooperative and Ardmore Telephone Company).
 - Manage the billing and customer service functions.
 - Implement strategies that foster a positive sales environment.
 - Identify opportunities to better serve the member/customer while controlling costs.
 - Manage the sales and marketing operations.
 - Lead and/or participate with other team members in the evaluation of business opportunities, measurement of regulatory risk, and financial analysis.

Telecom Management Services (TMS) January 1, 2016 – May 31, 2017

- Chief Financial Officer (April 29, 2016 to February 13, 2018) and Chief Information Officer (January 1, 2016 to May 31, 2017)
 - Managed all financial matters of West Kentucky and Tennessee Telecommunications Cooperative and Ardmore Telephone Company.

Karen Jackson-Furman

- Led and/or participated with other team members in the evaluation of business opportunities, measurement of regulatory risk, and financial analysis.
- Evaluated acquisition opportunities.
- Managed the billing, customer service, and retail operations.
- Identified synergies and implemented procedures to leverage the individual resources of the TMS and ComTech managed companies to realize positive change across all organizations.

ComTech Solutions, LLC January 1, 2003 – August 31, 2018

- Managed the accounting, marketing, billing, customer service and Internet functions of both Egyptian Telephone Cooperative and subsidiaries and Flat Rock Telephone Cooperative and subsidiary.
 - Identified efficiencies and took action to eliminate overlap, resulting in cost savings and streamlined operations.
 - Negotiated a three year contract for seven Illinois companies to jointly engage an accounting firm to provide audit and tax return preparation services, resulting in a cost savings of more than 29%.
 - Assisted in the joint negotiation for consulting services for five Illinois companies, resulting in a cost savings of more than 20%.
 - Successfully negotiated the joint use of a shared operational support system between three separate companies in the state.
- Initiated and served as the project manager for database conversions, software upgrades, and implementation of new operational support system (OSS) modules.
 - Successfully led the conversion to a new OSS solution that fully integrated accounting, end user billing, carrier access billing, customer service, plant mapping, trouble management, facilities management, customer self-serve, and electronic document storage.
- Served as the main contact and coordinator for all audits.
 - Successfully led the company through two USAC audits.
 - Successfully led the company through a Federal 1120 audit, ultimately resulting in a favorable finding by the United States Tax Court.
- Worked with the Illinois Independent Telephone Association to launch the Grow Illinois Alliance campaign (GIA).
 - Played a key role in the development of a marketing campaign to increase awareness and demonstrate the value proposition of the GIA member companies to both end-users and legislative audiences.
 - Led the development of a members' only website where all companies can share internally developed marketing materials.

Egyptian Telephone Cooperative June 7, 1998 – December 31, 2002

- Director of Finance
 - Managed all day to day operations of the accounting function, including end user billing and carrier access billing.
 - Prepared and presented the annual operating budget and five year capital budget.
 - Created business plans and evaluated the profit potential of new products, markets, etc.
 - Collected all data for cost study preparation and access rate development.

Karen Jackson-Furman

Egyptian Telephone Cooperative July 23, 1993 – June 6, 1998

- Accountant
 - Monthly financial statement preparation
 - Accounts payable
 - Continuing property records
 - Annual allocation to members' capital credit accounts
 - General retirement of capital credits
 - Account reconciliations

Education

Southeast Missouri State University – Cape Girardeau, MO
Bachelor of Science in Business Administration, Accounting Emphasis, 1993

Southern Illinois University Edwardsville – Edwardsville, IL
Master of Business Administration, 1999

Professional Designation

Certified Public Accountant, 1996

Tiffany Garrison Myers, CPA

404 County Line Road, Kevil, KY 42053

270-832-0463 | ktmyers@brtc.net

Summary

- Demonstrated achiever with exceptional knowledge of accounting in all financial sectors.
- Independently motivated, organized, and manages time well.
- Skilled at learning new concepts quickly, working well under pressure, and communicating ideas clearly and effectively.
- Extensive computer training, including knowledge of multiple networking environments and business software packages.
- Enthusiastic and eager for new challenges.
- Enjoys community and leadership roles.

Career History & Accomplishments

Chief Financial Officer, West Kentucky & Tennessee Telecommunications

May 2017 - Current

- Contacted by WK&T CEO upon hearing of the sale of NES Rentals, to fill a vacated leadership role in the accounting department.
- Promoted to Chief Financial Officer assuming responsibility for financing, investing, financial reporting, budget, projections and special projects.

Director, Internal Audit, NES Rentals, Inc.

October 1998 to May 2017

- Worked with Pricewaterhouse Coopers in the purchase of Falconite, Inc.
- Upon Falconite purchase, hired by NES as Controller of Falconite, Inc.
- Assisted in the purchase of the following companies: Grand Hi Reach of Byron Center, MI, Mayer-Hammant of Harvey, LA, Tropical Ladder of West Palm, FL and Cormier Equipment of Oakland, ME, transitioning to the title of Regional Financial Manager.
- After numerous company purchases throughout the United States and Canada, NES consolidated accounting functions in Chicago, IL; at which time, identified the need of an Internal Audit Department.
- Developed the NES Internal Audit Department, Standardized Policy and Procedure and implemented the Internal Audit Program, responsible for auditing all areas of NES, Branch Locations, Shared Service Center and Back Office Functions. Communicated regularly with the CEO and reported to the Board of Directors.

Staff Accountant, Williams, Williams and Lentz, LLP

September 1995 to October 1998

- Assisted Falconite, Inc. in preparing to sell to NES Rentals, Inc.
- Audited many public corporations, partnerships, private companies, non-profit and governmental entities as well as financial institutions.
- Compiled financial statements for clients.
- Prepared tax returns for businesses and individuals.

Controller, Computer Services, Inc.

January 1993 to September 1995

- Managed Accounts Receivable and Accounts Payable Departments.
- Prepared General Ledger entries and compiled company financial statements.
- Completed Purchase Accounting for entity in Valparaiso, Indiana.
- Responsible for inventory of all company assets and managed the company car program, purchasing and selling of vehicles.

Education

Master of Information Systems, *University of Phoenix, On-line 2010*

Bachelor of Science, Area in Accounting, *Murray State University, 1992*

Memberships & Affiliations

- Certified Public Accountant, Kentucky State Board of Accountancy
- Member, Kentucky Society of CPA's
- Member, American Institute of Certified Public Accountants Organization
- Member and Treasurer, Bethel Cumberland Presbyterian Church
- Outside Director, River Valley Ag Credit
- Committee Chair, Ballard County Relay for Life

BOARD MEMBERS

William (Bill) Hainaut

750 Palestine Road, Hardin KY 42048

Mr. Hainaut joined the Board of Directors in July 2018. He is employed as an Engineer.

Jeff Davis

200 County Road 1068, Cunningham KY 42035

Mr. Davis joined the Board of Directors in October 1988. He is a self-employed Farmer and Entrepreneur.

Jerry Holloway

274 State Route 339 East, Mayfield KY 42066

Mr. Holloway joined the Board of Directors in July 1997. He is a self-employed Farmer.

Joe Thompson

PO Box 164, Hazel KY 42049

Mr. Thompson joined the Board of Directors in November 1981. He is a retired employee of the USPS.

Anthony (Tony) Goodman

5553 State Route 131, Hickory KY 42051

Mr. Goodman joined the Board of Directors in March 2000. He manages a Family-Owned Business.

Ricky Littleton

13 Tate Road, Kenton TN 38233

Mr. Littleton joined the Board of Directors in June 2006. He is a self-employed Farmer.

David Griffo

140 Breakers Bent Drive, Buchanan TN 38222

Mr. Griffo joined the Board of Directors in February 2022. He is the VP, Finance of a Local Business.

Stacey N. Riley

2272 Rule Shack RD, Mayfield, KY
42066 | 270.970.0848 | sriley@mywkt.coop

Education

GRAVES COUNTY HIGH SCHOOL-MAY 1987

- General Studies

Skills & Abilities

- ETHERNET TRANSPORT
- SWITCHING & TRANSLATIONS
- ETHERNET TROUBLESHOOTING
- TDM NETWORK
- BASIC IP NETWORKING
- Fiber to the Home installation

Experience

MAYFIELD CONCRETE & SEPTIC | 05/1986-10/1993

- Delivered septic tanks , concrete & blocks
- Formed and poured septic tanks

WK&T | 10/1993- PRESENT

- Grounds & Maintenance 10/1993- 05/1994
 - Cleaned offices, mowed grass, replaced lighting & painted
- Installer & Repair 05/1994-01/2003
 - Installed telephone & DSL in the home
 - Configured DSL modem and home wireless
 - Repaired copper lines from shorts, opens and grounds
- Central Office 01/2003-04/2008
 - Maintained and configured the Central Office Switch
 - Installed & configured AFC and Occam equipment
 - Trunking and translations in EWSD
 - Assisted in the Launch of Video
- Central Office Supervisor 04/2008- 03/2015
 - Supervised 7 employees

- Evaluate new technologies and equipment.
- During Stimulus I was in charge of getting all the FTTH equipment installed & configured.
- Assisted OSP supervisor with installation contractors.
- Outside Plant Manager 03/2015- Present
 - Oversee all the operations of the central Office, Outside Plant & Engineering
 - Oversee operations at Ardmore Telephone
 - Analyze new potential fiber builds
 - Calculate the cost for the fiber builds
 - Work on the construction side of grants and loans
 - Oversee maintenance of buildings and property

ELLEN K. THOMAS, SHRM-CP

50 CYPRESS HILL LANE • FANCY FARM, KY 42039
PHONE/270-970-0281 • E-MAIL ETHOMAS@WK.NET

EMPLOYMENT

2004-Present **West Kentucky Rural Telephone Cooperative, Inc.** Mayfield, Ky
Director of Human Resources/Safety Director/Project Manager

- Coordinate and manage all corporate sponsored employee benefit programs including pension, 401(k), and medical insurance benefits.
- Direct all employment-related activities including recruiting, hiring, orientation, disciplinary actions and terminations to ensure compliance with State and Federal regulations affecting employment.
- Maintain employee records including salary and benefits data, performance and disciplinary action records, and other information in accordance with regulations. Monitor worker's compensation claims and coordinates correspondence and contact between employee and insurance carrier
- Responsible for personnel development by arranging training programs for all levels.
- Formulates general safety policies and procedures to be followed by company or plant personnel in compliance with local, state, and federal Occupational Safety and Health Administration (OSHA) rules and regulations.
- Establishes and promotes the maintenance of a safe, accident free and healthy work environment by organizing meetings and e-mail correspondence to employees.
- Supervises and coordinates the upkeep of the maintenance and repair work needed on building structures and grounds.
- Manages compliance aspects of WK&T Telecommunications and Ardmore Telephone Company home security product.
- Responsible for coordination and completion of liability insurance coverage for TMS and Synergy.

2007-2008 **Graves Growth Alliance, Inc.** Mayfield, Ky
Interim Executive Director & Human Resources Consultant

- Responsible for duties regarding the economic development of Mayfield and Graves County and reported progress to board members on a monthly basis.
- Direct all Human Resources functions regarding the recruitment of new Executive Director.

1993 – 2004 **West Kentucky Rural Telephone Cooperative, Inc.** Mayfield, Ky
Customer Service Consultant

- Handle large volume of incoming customer service calls
- Dispatch service calls to repairmen
- Complete and type service orders
- Responsible for entering all data to main switch
- Responsible for training new employees in customer service tasks

- Receive payments on accounts

1987 – 1993 **Exchange Bank (1st Kentucky Bank)**

Mayfield, Ky

Customer Service Representative

- Established and reconciled certificate of deposits
- Opened new checking and savings accounts
- Trained new employees
- Lock Box Attendant
- Worked in bookkeeping department responsible for reconciliation of the banks general ledger accounts and customer deposits.
- Assisted in Home Mortgage Department

EDUCATION

2008 **Villanova University** Villanova, Pa

4.0 hrs of Continuing Education-emphasis Human Resource Management

2005-2006 **William Woods University** Fulton, Mo

Master of Business Administration Cum Laude

2001 - 2003 **Mid-Continent University** Mayfield, Ky

Bachelor of Science in Business Administration Cum Laude

1987 - 1993 **Paducah Community College** Paducah, Ky

General Education

1986-1987 **Murray State University** Murray, Ky

General Education

CERTIFICATIONS

2008 **Society of Human Resources Management (SHRM) Professional in Human Resources Certification**

2004 **OSHA 30-HR. General Industry Compliance Course**

EXHIBIT 4

Local County Governments Provided Notice and Map of Service Area

Puryear

Kenny Paschall, Mayor
110 N. Sycamore Street
Puryear, TN 38251
731-247-5362

Henry County

John Penn Ridgeway, Mayor
P.O. Box 7
Paris, TN 38242
731-642-5212

Dyer County

Chris Young, Mayor
101 West Court Street
Dyersburg, TN 38024
731-286-7800

Weakley County

Jake Bynum, Mayor
116 West Main Street, Room 106
Dresden, TN 38225
731-364-5414

Martin

Randy Brundige, Mayor
Martin City Hall
109 University Street
Martin, TN 38237
731-587-3126

Dresden

Jeff Washburn, Mayor
117 West Main Street
Dresden, TN 38225
731-364-2270

Gibson County

Tom Witherspoon, Mayor
1 Courtsquare, Suite 200
Trenton, TN 38382
731-855-7613, x6

Obion County

Benny McGuire, Mayor
316 S. Third Street
P.O. Box 236
Union City, TN 38281
731-885-9611

Carroll County

Joseph Butler, Mayor
625 High Street, Suite 101
Huntingdon, TN 38344
731-986-1936