



# COMPETITIVE CABLE & VIDEO SERVICE ACT MINORITY OWNED BUSINESS PARTICIPATION PLAN REPORT FOR 2015



TENNESSEE REGULATORY AUTHORITY  
JULY 2016



# TENNESSEE REGULATORY AUTHORITY



500 Deaderick Street, 4<sup>th</sup> Floor  
Nashville, Tennessee 37242-0001

July 29, 2016

The Honorable Bill Haslam  
Governor  
Joe McCord  
Chief Clerk of the House  
Russell Humphrey  
Chief Clerk of the Senate

Gentlemen:

Transmitted herewith is the annual report required by the General Assembly concerning Minority Owned Business Participation Plans set forth in the Competitive Cable and Video Services Act ("CCVSA") codified as Tenn. Code Ann. § 7-59-301 through § 7-59-318. The report is based on information provided by companies that received state-issued certificates of franchise authority under the CCVSA from 2008 through 2015. Please feel free to contact me with any questions.

Sincerely,

A handwritten signature in cursive script that reads "Earl Taylor".

Earl R. Taylor  
Executive Director

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# Background

Public Chapter 932 of 2008, known as the Competitive Cable and Video Services Act, (“CCSVA”), became law on July 1, 2008 and is codified as Tenn. Code Ann. § 7-59-102 through § 7-59-318. The CCSVA opened markets for cable and video services to competition by allowing providers to receive state-issued certificates of franchise authority. Applicants must provide a plan to facilitate the participation of minority owned businesses when establishing, providing or expanding cable or video services and related support facilities pursuant to § 7-59-313(c).<sup>1</sup> Tenn. Code Ann. § 7-59-313(a)(1) defines a minority owned business as:

...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 the business and who is impeded from normal entry into the economic mainstream because of:

- (A) Past practices of discrimination based on race, religion, ethnic background or sex, including, but not limited to, women;
- (B) A disability as defined in § 4-26-102, including, but not limited to, disabled veterans; or
- (C) Past practices of racial discrimination against African-Americans.

Tenn. Code Ann. § 7-59-313(a)(2) defines a minority owned business plan as:

...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. The plan shall include the following information:

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

The goals of a minority owned business participation plan are “...to maximize participation of minority owned businesses through both prime and second tier business contracting opportunities and shall strive to achieve a level of minority owned business participation representative of the population demographics of this state.”<sup>2</sup>

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<sup>1</sup> Tenn. Code Ann. § 7-59-313(c) states, “Notwithstanding any provision of this part to the contrary, a state-issued certificate of franchise authority shall not be issued by the department to any applicant that fails to include a minority owned business participation plan in the applicant’s application. The department shall review each application to confirm that the minority owned business participation plan includes all information required pursuant to this section.”

<sup>2</sup> Tenn. Code Ann. § 7-59-313(b).



# Annual Review

Tenn. Code Ann. § 7-59-313(d) requires the Tennessee Regulatory Authority to conduct an annual review of the plans:

Notwithstanding any provision of this part to the contrary, the department shall annually review each holder of a state-issued certificate of franchise authority to determine compliance with the holder's minority owned business participation plan. In conjunction with the review, by January 31 of each year, each holder of a state-issued certificate of franchise authority shall prepare and submit an annual report to the department concerning the holder's minority owned business participation plan and compliance with the plan. The department shall annually prepare a compliance report to be delivered to the governor and the clerks of the senate and the house of representatives. The compliance report shall also be posted on the web site of the department.<sup>3</sup>

By the end of 2015, the Tennessee Regulatory Authority had granted seventeen state-issued certificates of franchise authority. Each franchise holder has submitted its report certifying compliance with its small and minority owned business participation plan. Below are some highlights.

1. BellSouth Telecommunications, Inc. d/b/a AT&T Tennessee provided a copy of its Small and Minority Owned Business Plan.
2. Charter Communications submitted a copy of its Minority Vendor outreach program, which includes a qualifying form sent to 459 vendors, 90 of which met Minority status. Charter also supplied a letter that it is sending to certified Minority vendors that was supplied by the Tennessee Department of Economic & Community Development.
3. Knology spent approximately \$22,000 during 2015 with ten minority-owned Tennessee vendors.
4. Cable One indicated that it spent a total of \$8405 with four minority-owned vendors in Tennessee.
5. Highland Telephone Cooperative provided a copy of its Minority Owned Business Participation Plan and indicated that its plan continues in force and effect as a policy of the Cooperative.
6. Comcast indicates that it continues to comply with its plan and notes that it spent 12.5% of its total supplier expenditures with diverse vendors.
7. The Electric Power Board of Chattanooga ("EPB") indicated that its Fiber Optics Division conducted business with four minority-owned Tennessee companies and spent in excess of \$1.4 million with these companies.
8. Twin Lakes Communications, Inc. attests that it continues to comply with its Minority-Owned Telecommunications Business Participation Plan, a copy of which it submitted with its response.

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<sup>3</sup> Tenn. Code Ann. § 7-59-313(d).

9. North Central Telephone Cooperative states that it continues to adhere to the Minority-Owned Business Participation Plan that it filed with its franchise application.
10. TDS Telecom Service Corporation submitted a copy of the Minority-Owned Business Participation Plan.
11. Spring City Cable TV, Inc. submitted a copy of the Minority-Owned Business Participation Plan that it filed with its initial application.
12. United Communications submitted a copy of its Minority-Owned Business Participation Plan.
13. West Kentucky Rural Telephone Cooperative Corporation submitted a copy of its Minority-Owned Business Participation Plan.
14. Millington CATV indicates that it will continue to comply with its Minority-Owned Business Participation Plan and look for ways to increase its contacts and partnerships with Minority-Owned suppliers.
15. Community Television Company ("CTC") states that it implemented the Minority-Owned Business Participation Plan included in its application for a state issued certificate of franchise authority. CTC states that it is in compliance with the plan.
16. InfoStructure Inc. supplied a letter that it is sending to certified Minority vendors that was supplied by the Tennessee Department of Economic & Community Development.
17. Google Fiber states that it continues to comply with the Minority-Owned Business Participation Plan filed in its initial application.

# Appendix 1

## AT&T





**Dennis Wagner**  
External & Legislative Affairs

AT&T Tennessee  
333 Commerce Street  
Suite 2102  
Nashville, TN 37201-1800

T: 615.214.4066  
F: 615.214.8867  
[dennis.wagner@att.com](mailto:dennis.wagner@att.com)  
[www.att.com](http://www.att.com)

January 27, 2016

Mr. Jerry Kettles  
Tennessee Regulatory Authority  
502 Deaderick Street  
Nashville, TN 37238

Re: *Small and Minority-Owned Telecommunications Business Participation Plan*

Dear Mr. Kettles:

In response to your email of January 21, 2016, attached is the Small and Minority-Owned Telecommunications Business Plan for the following AT&T entities:

BellSouth Telecommunications, LLC d/b/a AT&T Tennessee  
BellSouth Long Distance, LLC  
SBC Long Distance, LLC  
AT&T Corp (f/k/a AT&T Communications of the South Central States)  
Teleport Communications America, LLC (f/k/a TCG MidSouth, Inc.)

Please feel free to contact me if you have any questions.

Very truly yours,

Dennis Wagner

1128591

AT&T Tennessee's  
Minority Owned Business Participation Plan

AT&T Tennessee hereby sets forth its 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.

I. Definitions

A. For the purposes of this plan, unless the context otherwise requires:

1. "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:
  - a. Past practices of discrimination based on race, religion, ethnic background, or sex including, but not limited to, women;
  - b. A disability as defined in T.C.A. § 4-26-201 including, but not limited to, disabled veterans; or
  - c. Past practices of racial discrimination against African-Americans; and
2. "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:
  - a. A proposal for purchasing goods and services from minority owned businesses;
  - b. Information on programs to provide technical assistance to such businesses; and
  - c. A statement of intent to follow its minority owned business participation plan.

## II. AT&T's Supplier Diversity Policy Statement

It is the policy of AT&T to promote, increase and improve the quality of the overall participation of minority, women and service-disabled veteran owned business enterprises in its purchases of materials and services.

Maximum practicable opportunity shall be given to minority, women and disabled veteran-owned business enterprises to participate as suppliers of materials and services to AT&T.

AT&T also encourages subcontracting opportunities for minority, women and disabled veteran-owned businesses by requiring Supplier Diversity Participation Plans from its prime suppliers.

## III. AT&T's Proposal For Purchasing Goods And Services From Minority Owned Businesses

AT&T promotes the purchasing of goods and services from minority owned businesses through its extensive AT&T Supplier Diversity Program. Supplier Diversity Program staff at AT&T assist current and potential diversity suppliers in identifying and developing business opportunities with the company.

AT&T Supplier Diversity Programs are designed to promote, increase and improve the quality of the overall participation of small, minority, women and disabled veteran business enterprises in AT&T's supply chain. AT&T looks for opportunities to work with diversity suppliers in all aspects of its business – from advertising to central office engineering, computers, outside plant construction and network provisioning. Promoting the participation of a diverse supplier base not only provides better business solutions, it also cultivates greater customer loyalty, bidding advantages, and public policy support in the communities AT&T serves.

AT&T's diversity program has three main components – a program to encourage minority suppliers; a program to encourage minority hiring by AT&T's prime suppliers; and participation in diversity organizations.

Specifically, AT&T has a specific program pursuant to which it seeks to hire diverse suppliers. As part of the program, AT&T provides potential suppliers with information and contacts to assist those firms seeking to do business with AT&T. AT&T's Supplier Diversity Managers and Strategic Sourcing Managers work closely with minority suppliers to find opportunities to do business with AT&T. AT&T provides coaching and mentoring to its strategic diversity firms to ensure they continue to meet AT&T's supplier requirements. AT&T encourages diversity suppliers to gain quality certifications such as ISO 9000 and TL9000 to remain on the competitive edge.



Another of the essential efforts within the AT&T Supplier Diversity Programs is AT&T's Prime Supplier Participation Program. AT&T's Prime Supplier Program helps its prime suppliers increase the utilization of minority, women and disabled-veteran owned businesses in its supply chain through subcontracting and value added reseller arrangements. The program specifically helps prime suppliers (a) establish or enhance their own supplier diversity programs; (b) develop an annual plan with AT&T outlining how the supplier can provide better business solutions by working with diverse companies; and (c) report quarterly results to AT&T showing progress towards the supplier's diversity goals.

AT&T also is an active corporate member in important organizations such as the National Minority Supplier Development Council, the Women's Business Enterprise National Council and the Association for Service Disabled Veterans. AT&T also holds memberships with numerous minority Chambers of Commerce that work to promote supplier diversity. AT&T also provides funding to support several executive management training programs for minority owned businesses. The programs funded are among the most highly-regarded, graduate-level executive training programs in the country, providing valuable coaching and tangible business benefits to suppliers.

IV. Information On Programs To Provide Technical Assistance To Such Businesses

AT&T provides information for minority owned businesses on its website at [www.att.com](http://www.att.com). In addition, as set forth above, AT&T has an active mentoring process to encourage minority owned businesses to become suppliers of AT&T.

V. Statement Of Intent To Follow Its Minority Owned Business Participation Plan

Pursuant to this plan, AT&T Tennessee shall strive to maximize participation of minority owned businesses through both prime and second tier business contracting opportunities and shall strive to achieve a level of minority owned business participation representative of the population demographics of the state of Tennessee.

By January 31 of each year, AT&T Tennessee will prepare and submit an annual report to the Tennessee Regulatory Authority concerning AT&T Tennessee's minority owned business participation plan and compliance with such plan.

# Appendix 2

## Charter Communications



January 22, 2016

Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243

To whom it may concern:

Enclosed is Charter Communications Minority Vendor outreach program for 2015.

- Exhibit A represents the document we sent to existing vendors to identify Minority Vendors. To date, 459 vendors received the document, 193 have responded, and 90 of those met the Minority status.
- Exhibit B represents the letter we are sending to certified Minority Vendors supplied to us by the Tennessee Department of Economic and Community Development. Our hope is they will respond and become part of our bid process.

Should you have any questions do not hesitate to contact me @273-2712.

Regards,

A handwritten signature in black ink that reads "Nick Pavlis".

Nick Pavlis  
Director of Government Relations  
Tennessee/Louisiana Operations

Enclosure: Exhibit A, B



Exhibit A



**Charter**  
COMMUNICATIONS\*

A WIRED WORLD COMPANY

10417 Wallace Alley St. Kingsport, TN 37663

**VENDOR INFORMATION**

Vendor Name

Address

City, State, Zip

Phone #

Email Address

Remit to Address  
if different:

Remit to  
City, State, Zip:

Fax #

Do you have an Internet Website? If so, please provide below:

Parent or Subsidiary?  Yes  No If Yes, please provide info below:

Type of Business:

- Corporation
- Government
- Limited Liability Company (LLC)
- Partnership
- Sole Proprietorship (Individual)

Minority Status:  
\*Please make sure  
this section is  
marked.

- African American Female
- African American Male
- Asian Indian Female
- Asian Indian Male
- Asian Pacific Female
- Asian Pacific Male

# Exhibit A

- Hispanic Female
- Hispanic Male
- Native American Female
- Native American Male
- Non Minority
- White Female

Signature

Printed Name

Exhibit B



January 22, 2016

Dear Potential Vendor,

Charter Communications values doing business with vendors both large and small. We are also committed to doing business with as many vendors as possible located in Tennessee. With the assistance of the Department of Economic and Community Development we received your name as a vendor that Charter could potentially utilize for future services. If you have interest in becoming an approved vendor then please complete the attached documents and submit to:

Charter Communications  
Accounts Payable  
Charter Communications  
10417 Wallace Alley St.  
Kingsport, TN 37663

If your companies credentials match our qualifications we will contact you to participate in our bid process as your services are needed.

Thank you in advance for your interest and we look forward to your response and doing business with you in the future.

Regards,

Debbie Cassell  
Business Manager  
Tennessee/Louisiana Operations



# Appendix 3

## Knology



January 26, 2016

*Via Electronic Mail*  
*jerry.kettles@tn.gov*

Mr. Jerry Kettles  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, Tennessee 37243

**Re: Annual Report on Compliance with Minority Business  
Participation Plan**

Dear Mr. Kettles:

Pursuant to §7-59-313 of the Tennessee Code, please find Knology's (dba WOW! Internet, Cable and Phone) Minority Owned Business compliance status report. As always, thank you in advance for your courtesies in this matter. Should you have any questions about the enclosed material, please don't hesitate to call me at (706) 645-3966.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Bruce Schoonover, Jr.", with a long horizontal flourish extending to the right.

Bruce Schoonover, Jr.  
Director – Regulatory Compliance  
WOW! Internet, Cable and Phone

Enclosures

**Knology of Tennessee, Inc. dba WOW! Internet, Cable and Phone**

**MINORITY OWNED BUSINESS PARTICIPATION PLAN**

Pursuant to the Competitive Cable and Video Services Act, Public Chapter 932 (The "ACT" § 14, Knology of Tennessee, Inc. dba WOW! Internet, Cable and Phone ("WOW!")) submits this minority owned business participation plan (the "Plan").

**I. PURPOSE**

The purpose of the Competitive Cable and Video Services Act, Public Chapter 932 (the "Act") § 14 is to provide opportunities for minority-owned businesses to provide goods and services to video service providers. WOW! is committed to the goals of § 14 of the Act and to taking steps to support the participation of minority-owned businesses in the video-cable industry. WOW! will continue to work to provide opportunities for minority-owned businesses to compete for contracts and subcontracts for goods and services. WOW! will make efforts in its procurement process to identify and inform minority-owned businesses that are qualified and capable of providing goods and services to WOW! of such opportunities. WOW! will also seek to increase awareness of such opportunities so that companies not otherwise identified will have sufficient information to participate in the procurement process.

**II. DEFINITIONS**

*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 normal entry into the economic mainstream because of race, religion, sex, or national origin and such business has annual gross receipts of less than \$4,000,000.

**III. ADMINISTRATION**

The WOW! Plan will be overseen by the individual named below, hereinafter referred to as the Administrator. The Administrator of the Plan will be: Mr. Ross Fischer.

The Administrator's responsibilities will include:

- 1) Maintaining an updated Plan in full compliance with § 14 of the Act and the rules and orders of the Tennessee Regulatory Authority.
- 2) Ensuring 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 Tennessee Regulatory Authority, including the filing of required annual updates.
- 4) Serving as the primary liaison to the Tennessee Regulatory Authority, other agencies of the State of Tennessee, and small and minority-owned businesses to locate and use qualified minority-owned businesses.
- 5) Monitor development opportunities to use minority-owned business and encourage such businesses to participate in and bid on contracts and subcontracts.
- 6) Providing records and reports in any authorized surveys as require by the TRA.
- 7) Reviewing a record-keeping system to track qualified minority-owned businesses and efforts to use such businesses.
- 8) Reviewing information and educational activities within WOW! to seek, encourage, and promote the use of minority-owned businesses.

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

Chambers of Commerce  
The Tennessee Department of Economics and Community Development  
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, minority-owned businesses assistance with technical, insurance, bonding, licensing, production, and deadline requirements.

WOW! will maintain records of qualified minority-owned businesses and efforts to use the goods and services of such businesses. In addition, WOW! will maintain records of educational and training activities conducted or attended and of the internal procurement procedures adopted to support this Plan.

WOW! will submit records and reports required by the Tennessee Regulatory Authority concerning the Plan. Moreover, WOW! will cooperate fully with any surveys and studies required by the Tennessee Regulatory Authority.

**2015 MINORITY OWNED BUSINESS PARTICIPATION PLAN**  
**ACTIVITY UPDATE**

WOW! currently uses ten small or minority-owned businesses as vendors. WOW! spent approximately twenty two thousand (\$22,000) with these vendors during 2015. WOW! will continue to stay in touch with the agencies listed in paragraph 8 of our plan as opportunities for contracts and subcontracts with our company arise.

WOW! Internet, Cable and Phone

By:  \_\_\_\_\_

Dated: 1/27/15 \_\_\_\_\_



# Appendix 4

## Cable One



210 E. EARLL DRIVE  
 PHOENIX, ARIZONA 85012  
 PH: 602 • 364 • 6195  
 FAX: 602 • 364 • 6013  
 EMERSON.YEARWOOD@CABLEONE.BIZ

EMERSON G. YEARWOOD  
 ASSISTANT GENERAL COUNSEL

January 27, 2016

*Via First Class Mail and email  
 jerry.kettles@tn.gov*

Tennessee Regulatory Authority  
 ATTN: Jerry Kettles  
 502 Deaderick Street  
 Nashville, TN 37243

Re: Annual Report on Compliance With Minority Business Participation Plan

Dear Mr. Kettles:

Pursuant to its state-issued Certificate of Franchise Authority, Cable One, Inc hereby submits the following report on compliance with its Minority-Owned Business Participation Plan. During the 2014 calendar year, Cable One did business with the following minority- owned businesses in the State of Tennessee.

<u>Vendor</u>	<u>Expenditure (\$)</u>
<b>Daylight Donuts</b> 1442 Hwy 51 Dyersburg, TN 38024 Phone: 731-285-9740 Owner: Rita Plewa (female)	<b>\$65.00</b>
<b>SEZ SEW, Inc.</b> P. O. Box 707 325 S. Mill Ave. Dyersburg, TN 38025 Phone 737-285-2120 Owners: Betty Dennis/Kim Bingham (female)	<b>\$1500.00</b>
<b>Private Cleaning Services</b> 3766 Sharpsferry Rd Newbern, TN 38059 Phone: 731-627-0078 Owner: Terry Douglas (female)	<b>\$6,600.00</b>

**Green & Sons Detail**

**\$240.00**

180 US Highway 51 ByPass S  
Dyersburg, TN 38024  
Phone: 731-287-8866  
Owner: John Green (male minority)

In addition to local purchasing efforts, most Cable One purchasing is centrally managed from the company's Phoenix, AZ headquarters. A list of minority and female vendors used company-wide is also attached. Please do not hesitate to contact me at (602) 364-6195 if you require additional information on this matter.

Sincerely,



Emerson Yearwood  
Associate General Counsel--Regulatory Affairs

Copy: B. Burchill

# Appendix 5

## Highland Telephone Cooperative



7840 Morgan County Hwy.  
P.O. Box 119  
Sunbright, TN 37872

EMAIL  
highland@highlandtel.net

voice 423/628 2121  
423/663 3939  
606/376 5311

Fax 423/628 2409

January 28, 2016

Mr. Jerry Kettles  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243

**RE: *Response of Highland Telephone Cooperative, Inc.  
Minority Owned Business Participation Plan***

Dear Mr. Kettles:

Please find enclosed the Minority Owned Business Participation Plan previously established by Highland Telephone Cooperative, Inc. This Plan was enacted to conform to the requirements of *Tennessee Code Annotated 7-59-301* through *7-59-318* in 2009 and continues in force and effect as a policy of the Cooperative.

If you have any questions, please do not hesitate to contact me.

Sincerely,

HIGHLAND TELEPHONE COOPERATIVE, INC.

G. Mark Patterson  
General Manager

GMP/slj  
Enclosure

## **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 119  
Sunbright, TN 37872

The Administrator's responsibilities will include:

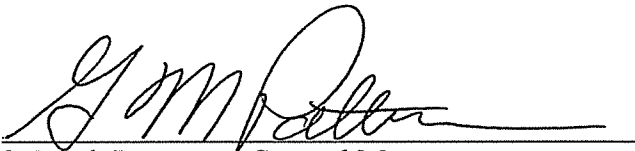
1. Maintaining and updating the Plan in full compliance with Section 313 of the Act and the rules and orders of the Tennessee Regulatory Authority ("TRA").
2. Ensuring that policies and procedures necessary for the successful implementation of the Plan are in place.
3. Preparing and submitting such forms 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:

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: 1/28/16

# Appendix 6

## Comcast



March 21, 2016

Via Email & U.S. Mail

Mr. Jerry Kettles  
Chief, Economic Analysis and Policy Division  
Tennessee Regulatory Authority  
60 James Robertson Parkway  
Nashville, Tennessee 37243

*Re: Minority-Owned Business Plan Annual Report – 2015*

Dear Mr. Kettles:

In accordance with the Competitive Cable & Video Services Act, Tenn. Code § 7-59-313(d), Comcast Cable Communications Management, LLC, on behalf of its affiliates (“Comcast”), submits this annual report of compliance with its Minority-Owned Business Participation Plan (“Plan”).

Enclosed is a copy of the Plan filed as Exhibit E to Comcast’s application for a state-issued certificate of franchise authority, contained in Docket No. 09-00137.

Comcast continues to comply with the Plan. For 2015, 12.5% of the total supplier expenditures made by Comcast operating entities in the areas covered by its state-issued franchise certificate, as amended, went to diverse vendors.

Sincerely,

Scott McDonald  
Director of Government Affairs

6200 The Corners Parkway, Suite 200  
Norcross, Georgia 30092

Scott\_McDonald1@cable.comcast.com  
770.559.2130

Enclosure

cc: Andy Macke

# Appendix 7

## Electric Power Board of Chattanooga



February 19, 2016

Tennessee Regulatory Authority  
Attn: Jerry Kettles  
502 Deaderick Street  
4<sup>th</sup> Floor  
Nashville, TN 37243

RE: Annual Report on Compliance with Minority Owned Business Participation Plan

Dear Mr. Kettles:

Pursuant to the requirements of Tenn. Code Ann. § 7-59-313, please find enclosed EPB Fiber Optics' report regarding compliance with the minority owned business plan during calendar year 2015. The plan has not changed since last year's submission.

I have enclosed EPB's 2015 report discussing EPB's plan to support minority owned businesses.

If you have any questions or concerns, please do not hesitate to call me at (423) 648-1356 or email me at [presleyrd@epb.net](mailto:presleyrd@epb.net).

Sincerely,

A handwritten signature in blue ink that reads 'Robbie D. Presley'. The signature is written in a cursive style with a large, looping 'P' at the end.

Robbie D. Presley, Paralegal II  
EPB, Legal Services Division



**2015 Annual Report**

**Minority Business Participation Plan Compliance**

**Competitive Cable and Video Services Act**

**P.O. Box 182255  
Chattanooga, TN 37422**

EPB is proud to support minority and women owned companies within the Tennessee area for many years. EPB's purchasing policy is committed to supporting minority and women-owned businesses and has developed a Minority and Women Owned Business Development Program ("MWOB"). This program has five (5) key objectives:

1. Identify goods and services for which minority and women owned businesses have the capability of becoming a source of supply;
2. Seeking out minority and women owned businesses capable of supplying goods and services for EPB's operations;
3. Using minority and women owned business whenever possible in order to increase the volume of expenditures into the minority business community;
4. Nurturing minority and women owned businesses and help them to become competitive, viable and self-sustaining enterprises; and
5. Foster relationships within the minority and women owned business community.

EPB has designated Michael Jones, Senior Manager, to oversee its Minority and Women Owned Business Development Program. Our MWOB Senior Manager works closely with the Purchasing Department and members of leadership to ensure the continued success of the program.

In 2015, EPB's Fiber Optics Division conducted business with four (4) minority owned companies in Tennessee and spent in excess of \$1,493,527.34 with these companies.

Additionally, EPB participated in outreach to continue developing and building relationships with minority and women owned businesses. These outreach efforts included:

- Hosting a number of M&WOB networking events at EPB throughout 2015;
- Continued partnerships with CACC, AABD Board, City of Chattanooga Multi-Cultural Development Department and Chattanooga Minority Connection Group to encourage minority and women-owned businesses to bid on EPB projects;
- Participation by EPB's Minority Business Manager and Purchasing Manager in development events hosted by the TVA, Erlanger, Volkswagen Expo and AABE National for vendors of M&WO businesses.

As always, EPB Fiber Optics will continue to seek out qualified minority and women owned businesses to supply products and services through EPB's purchasing policy and committed to increase opportunities for minority and women owned businesses going forward.



# Appendix 8

## Twin Lakes Communications, Inc.



January 12, 2016

Tennessee Regulatory Authority  
Attn: Jerry Kettles  
460 James Robertson Parkway  
Nashville, Tennessee 37243

Dear Mr. Kettles:

In Re: Minority Owned Business Plan Annual Report

As required in the Competitive Cable & Video Services Act, Twin Lakes Communications, Inc., provides this annual report concerning Twin Lakes Communications' Minority Owned Business Plan and Twin Lakes Communications' compliance with that plan. The Plan, which was provided as part of Twin Lakes Communications' franchise application is attached.

Twin Lakes Communications continues to comply with the Minority Owned Business Plan.

If you have any questions or concerns, please do not hesitate to contact me.

Very truly yours,

TWIN LAKES COMMUNICATIONS, INC.

  
Jonathan West,  
General Manager/CEO

JW/ef

Attachment

## **SMALL AND MINORITY-OWNED TELECOMMUNICATIONS BUSINESS PARTICIPATION PLAN**

Pursuant to T.C.A. §65-5-112, as amended, Twin Lakes Communications, Inc. ("Twin Lakes Communications") 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. Twin Lakes Communications is committed to the goals of §65-5-112 and to taking steps to support the participation of small and minority-owned Telecommunications businesses in the Telecommunications industry. Twin Lakes Communications 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, Twin Lakes Communications will make efforts to identify and inform minority-owned and small businesses that are qualified and capable of providing goods and services to Twin Lakes Communications of such opportunities. Twin Lakes Communications' representatives have already contacted the Department of Economic and Community Development and the administrator of the Small and Minority-Owned Telecommunications Assistance Program, to obtain a list of qualified vendors. Moreover, Twin Lakes Communications will seek to increase awareness of such opportunities so that companies not otherwise identified 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 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

Twin Lakes Communications' 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 Twin Lakes Communications' full efforts to provide equal opportunities for small and minority-owned businesses. The Administrator of the Plan will be:

Jonathan West  
Twin Lakes Communications, Inc.  
200 Telephone Lane  
Gainesboro, Tennessee 38562  
Telephone: (931) 268-2151  
Facsimile: (931) 268-2734

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 cooperating 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 cooperating 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.
- (8) Providing information and educational activities to persons within Twin Lakes Communications and training such persons to seek out, encourage, and promote the use of small and minority-owned 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 Council  
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**

Twin Lakes Communications will maintain records of qualified small and minority-owned business and efforts to use the goods and services of such businesses. In addition, Twin Lakes Communications will maintain records of educational and training activities conducted or attended and of the internal procurement procedures adopted to support this plan. Twin Lakes Communications will submit records and reports required by the Tennessee Regulatory Authority concerning the Plan. Moreover, Twin Lakes Communications will cooperate fully with any surveys and studies required by the Tennessee Regulatory Authority.

Twin Lakes Communications, Inc.

By:   
Administrator

Dated: January 12, 2016

# Appendix 9

## North Central Telephone Cooperative



January 22, 2016

Tennessee Regulatory Authority  
ATTN: Jerry Kettles  
502 Deaderick Street, 4<sup>th</sup> Floor  
Nashville, Tennessee 37243

Via US Mail

Re: Annual report on compliance with minority and business participation plan

Dear Mr. Kettles:

Please accept this letter as a report of North Central Communications, Inc., ("NCC") compliance with its minority owned business participation plan required under T.C.A. §7-59-313.

NCC was granted its certificate of public convenience and necessity on November 23, 2010. A copy of the company's minority and business participation plan was filed as part of that application and is included here.

NCC continues to adhere to the plan and remains confident that our plan meets the expectations of T.C.A. §7-59-313.

Should you have any questions, please contact Johnny McClanahan at 615-666-2151.

Sincerely,

A handwritten signature in blue ink that reads "Nancy J. White".

Nancy J. White, President/CEO

Enclosures



Pursuant to T.C.A. §7-59-313, as amended, North Central Telephone Cooperative (“NCTC”) submits this minority-owned business participation plan (the “Plan”) along with its Application of North Central Telephone Cooperative for a State-Issued Certificate of Franchise Authority in Tennessee.

## **I. Purpose**

The purpose of §7-59-313 is to provide opportunities for minority-owned businesses to provide goods and services to video and cable service providers. NCTC is committed to the goals of §7-59-313 and to taking steps to support the participation of minority-owned businesses in the video and cable industry. NCTC will endeavor to provide opportunities for minority-owned businesses to compete for contracts and subcontracts for goods and services. As part of its procurement process, NCTC will make efforts to identify and inform minority-owned businesses that are qualified and capable of providing goods and services to NCTC of such opportunities to do so. NCTC will seek to increase awareness of such opportunities so that companies not otherwise identified will have sufficient information to participate in the procurement process.

## **II. Definitions**

### **As defined in §7-59-313.**

*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 normal entry into the economic mainstream because of race, religion, sex, national origin, or disability.

## **III. Administration**

NCTC’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 NCTC’s full efforts to provide equal opportunities for small and minority-owned businesses. The Administrator of the Plan will be:

Mr. Kevin Driver, Human Resources Manager  
North Central Telephone Cooperative  
872 Highway 52 By Pass East, PO Box 70  
Lafayette, TN 37083  
Telephone: 615-666-2151; fax: 615-666-6244

The Administrator’s responsibilities will include:

1. Maintaining an updated Plan in full compliance with §7-59-313 and the rules and orders of the Tennessee Regulatory Authority.

### **III. Administration (continued)**

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 updates as may be required.
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 §7-59-313.
5. Searching for and developing opportunities to use minority-owned businesses and encouraging such businesses to participate in and bid on contracts and subcontracts.
6. Providing records and reports and cooperating in any authorized surveys as required by the Tennessee Regulatory Authority.
7. Establishing a record-keeping system to track qualified minority-owned businesses and efforts to use such businesses.
8. Providing information and educational activities to persons within NCTC and training such persons to seek out, encourage, and promote the use of small and minority-owned 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**

NCTC will maintain records of qualified minority-owned business and efforts to use the goods and services of such businesses. In addition, NCTC will maintain records of educational and training activities conducted or attended and of the internal procurement procedures adopted to support this plan.

NCTC will submit records and reports required by the Tennessee Regulatory Authority concerning the Plan when requested. Moreover, NCTC will cooperate fully with surveys and studies required by the Tennessee Regulatory Authority.

# Appendix 10

## TDS Telecom Service Corporation

**TDS Telecom Service Corporation – Tennessee  
January 2016**

**MINORITY-OWNED  
BUSINESS PARTICIPATION PLAN**

**MINORITY-OWNED  
BUSINESS PARTICIPATION PLAN**

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7.0 PLAN REPORTING

## **MINORITY – OWNED BUSINESS PARTICIPATION PLAN**

### **1.0 PLAN**

- 1.1 This Minority –Owned Business Participation Plan (“Plan”) is submitted by TDS Telecom (“TDS” as required by the Competitive Cable & Video Service Act of 2008, codified as T.C.A 7-59-313
- 1.2 The Administration of this Plan is the responsibility of TDS. It is the policy of TDS to provide an opportunity for Minority Owned Businesses to compete for subcontracts awarded by TDS on a fair and equitable basis with certified suppliers and contractors.
- 1.3 This plan is a state of objectives and is not intended to create any legal obligation of TDS of any person or organization.

### **2.0 DEFINITIONS**

- 2.1 Minority Business – For the purpose of this Plan, “minority business” means a business that is solely owned, or at least fifty-one (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 non entry into the economic mainstream per T.C.A 7-59-313(1)(A-C)

### **3.0 PLAN RESPONSIBILITY AND POLICY STATEMENT**

- 3.1 It is the policy of TDS to afford Minority –Owned Businesses an opportunity to participate in the performance of contracts in accordance with T.C.A 7-59-313(b).
- 3.2 As a purchaser of goods and services, it is TDS – responsibility to:
  - Identify and maintain a pool of qualified suppliers
  - Provide opportunities for Minority Owned Businesses to bid in those solicitations for products or services which they are capable of providing, and which meet RUS (Rural Utility Service) standards.

#### **4.0 PLAN PERIOD OF EFFECTIVENESS**

4.1 TDS is committed to providing affirmative access to contracting opportunities for Minority-Owned Businesses. TDS is proactive and will move toward inclusion of such firms in the supplier base. This plan represents an on-going commitment by the Company, and has no fixed time period for effectiveness.

#### **5.0 PLAN ADMINISTRATION**

5.1 TDS Plan Administrator is:  
Mr. Jon Finseth  
Manager – Procurement  
525 Junction Road  
Madison, WI 53717  
Telephone: 608-664-4067  
FAX: 608-664-4519

5.2 The Administrator manages the Plan as described below.

5.3 The Administrator's specific job duties, as they related to this Plan are as follows:

- (a) Develops and maintains policies and procedures to ensure that Minority-Owned Businesses have an equitable opportunity to be awarded contracts.
- (b) Establishes and maintains policies and procedures to ensure that Minority-Owned Businesses have an equitable opportunity to be awarded contracts.
- (c) Ensures inclusion of Minority – Owned Businesses in those solicitations for products or services which they are capable of providing, and which meet United States Department of Agriculture Rural Utility Service (RUS) standards.
- (d) Maintains Minority – Owned Businesses related correspondence and record keeping.
- (e) Coordinates activities during the conduct of any compliance review by the Tennessee state agencies.
- (f) Attends or arranges for attendance by appropriate members of management at, Minority Business Enterprise Seminars, Trade Fairs, and Conventions.



## **6.0 PLAN TO ASSURE EQUITABLE OPPORTUNITY**

6.1 The Administrator shall ensure that appropriate source listings and services are properly utilized in support of the Plan. Sources / listings include, but are not limited to the following:

- (a) The TDS approved Master Supplier list.
- (b) Information received from the Small Business Administration Procurement Automated Source System (PASS).
- (c) Information sources received from the TN Department of Economic Development's Office of Minority Business Enterprise and Small Business Office.
- (d) Information received from the local Chamber of Commerce.

6.2 Outreach efforts will be made as follows:

- (a) The Administrator shall cultivate and maintain relationships with Small Business trade associations and business development organizations in an effort to locate and qualify capable Minority – Owned Businesses for participation in contracting opportunities.
- (b) The Administrator shall ensure that TDS assists Minority – Owned Businesses by arranging solicitations, time for the preparation of bids, quantities, specifications, and delivery schedules so as to facilitate the participation by such concerns.
- (c) The Administrator shall ensure that TDS provides adequate and timely consideration of the potentialities of Minority – Owned Businesses in “make or buy” decisions.
- (d) Appropriate members of management will attend seminars and trade fairs in order to develop sources.

## **7.0 PLAN REPORTING**

7.1 TDS will submit such periodic reports and cooperate in those studies or surveys as may be required to determine the extent of compliance with this Plan.

7.2 TDS will maintain, if required, the following types of records:

- (a) Source lists, guides, and other data that identify Minority-Owned Businesses.
- (b) Lists of organizations contacted in an attempt to locate sources that are Minority - Owned Businesses.
- (c) Records of any outreach efforts to contact trade associations, business development organizations, and conferences and trade fairs attended.

7.3 TDS's Supplier Master List identifies Minority-Owned Businesses. The Supplier List shall be utilized in identifying potential contractors. A Summary Sheet shall be maintained in each suppliers file and shall be reviewed and evaluated by the Plan Administrator.

Appendix 11  
Spring City Cable TV, Inc.

# SPRING CITY CABLE

making connections >

January 28, 2016

Tennessee Regulatory Authority  
ATTN: Jerry Kettles\  
502 Deaderick St. 4<sup>th</sup> Floor  
Nashville, TN 37243

Dear Mr. Kettles:

In accordance with T.C.A. Section 7-59-313 which requires holders of state-issued Certificates of Franchise Authority to submit an annual report each year to the Tennessee Regulatory Authority, please find the minority business participation plan for Spring City Cable TV, Inc. attached hereto.

If you should have any questions, please do not hesitate to contact me.

Very truly yours,



Walter E. Hooper III  
President  
Spring City Cable TV, Inc.

## **MINORITY-OWNED BUSINESS PARTICIPATION PLAN**

### **1.0 PLAN**

- 1.1 This Minority-Owned Business Plan (“Plan”) is submitted by Spring City Cable TV, Inc. (“Spring City Cable”) as required by the Competitive Cable & Video Service Act of 2008, codified as T.C.A. § 7-59-313.
- 1.2 The Administration of this Plan is the responsibility of Spring City Cable. It is the policy of Spring City Cable to provide an opportunity for Minority Owned Businesses to compete for subcontracts awarded by Spring City Cable on a fair and equitable basis with certified suppliers and contractors.
- 1.3 This plan is a state of objectives and is not intended to create any legal obligation of Spring City Cable of any person or organization.

### **2.0 DEFINITIONS**

- 2.1 **Minority Business** – For the purpose of this Plan, “minority business” means a business that is solely owned, or at least fifty-one percent (51%) of the assets of 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 non-entry into the economic mainstream per T.C.A. § 7-59-313(1)(A-C).

### **3.0 PLAN RESPONSIBILITY AND POLICY STATEMENT**

- 3.1 It is the policy of Spring City Cable to afford Minority-Owned Businesses an opportunity to participate in the performance of contracts in accordance with T.C.A. § 7-59-313(b).
- 3.2 As a purchase of goods and services, it is Spring City Cable’s responsibility to:
  - Identify and maintain a pool of qualified suppliers.
  - Provide opportunities for Minority Owned Businesses to bid in those solicitations for products or services which they are capable of providing, and which meet RUS (Rural Utility Service) standards.

### **4.0 PLAN PERIOD OF EFFECTIVENESS**

- 4.1 Spring City Cable is committed to providing affirmative access to contracting opportunities for Minority-Owned Businesses. Spring City Cable is proactive and will move toward inclusion of such firms in the supplier base. This Plan represents an ongoing commitment by Spring City Cable and has no fixed time period for effectiveness.

## **5.0 PLAN ADMINISTRATION**

### **5.1 Spring City Cable Plan Administrator is:**

Walter Hooper  
President & CEO  
Spring City Cable TV, Inc.  
140 Ellis Street  
Spring City, Tennessee 37381  
Telephone: (423) 365-7288  
Fax: (423) 799-0900  
Walter3@springcitycable.com

### **5.2 The Administrator manages the Plan as described below.**

### **5.3 The Administrator's specific job duties, as they related to this Plan, are as follows:**

- (a) Develop, establish and maintain policies and procedures to ensure Minority-Owned Businesses have an equitable opportunity to be awarded contracts.**
- (b) Ensure inclusion of Minority-Owned Businesses in those solicitations for products or services which they are capable of providing and which meet United States Department of Agricultural Rural Utility Service (RUS) standards.**
- (c) Maintain Minority-Owned Businesses related correspondence and record keeping.**
- (d) Coordinate activities during the conduct of any compliance review by Tennessee state agencies.**
- (e) Attend or arrange for attendance by appropriate members of management at Minority Business Enterprise Seminars, Trade Fairs and Conventions.**

## **6.0 PLAN TO ASSURE EQUITABLE OPPORTUNITY**

### **6.1 The Administrator shall ensure appropriate source listings and services are properly utilized in support of the Plan. Sources/listings include, but are not limited to, the following:**

- (a) The Spring City Cable approved Master Supplier List.**
- (b) Information received from the Small Business Administration Procurement Automated Source System (PASS).**
- (c) Information sources received from the Tennessee Department of Economic Development's Office of Minority Business Enterprise and Small Business Office.**
- (d) Information received from the local Chamber of Commerce.**

**6.2 Outreach efforts will be made as follows:**

- (a) The Administrator shall cultivate and maintain relationships with Small Business trade associations and business development organizations in an effort to locate and qualify capable Minority-Owned Businesses for participation in contracting opportunities.**
- (b) The Administrator shall ensure Spring City Cable assists Minority-Owned Businesses by arranging solicitations, time for the preparation of bids, quantities, specifications, and delivery schedules so as to facilitate the participation by such concerns.**
- (c) The Administrator shall ensure Spring City Cable provides adequate and timely consideration of the potentialities of Minority-Owned Businesses in “make or buy” decisions.**
- (d) Appropriate members of management will attend seminars and trade fairs in order to develop sources.**

**7.0 PLAN REPORTING**

**7.1 Spring City Cable will submit periodic reports and cooperate in those studies or surveys as may be required to determine the extent of compliance with this Plan.**

**7.2 Spring City Cable will maintain, if required, the following types of records:**

- (a) Source lists, guides and other data that identify Minority-Owned Businesses.**
- (b) Lists of organizations contacted in an attempt to locate sources that are Minority-Owned Businesses.**
- (c) Records of any outreach efforts to contact trade associations, business development organizations, and conferences and trade fairs attended.**

**7.3 Spring City Cable’s Supplier Master List identifies Minority-Owned Businesses. The Supplier Master List shall be utilized in identifying potential contractors. A summary sheet shall be maintained in each supplier’s file and shall be reviewed and evaluated by the Plan Administrator.**

# Appendix 12

## United Communications





January 28, 2016

Tennessee Regulatory Authority  
Attn: Mr. Jerry Kettles  
Chief, Compliance Division  
502 Deaderick Street, 4<sup>th</sup> Floor  
Nashville, TN 37243

Via email ([jerry.kettles@tn.gov](mailto:jerry.kettles@tn.gov))

Re: Minority Owned Business Participation Plan Annual Report

Dear Mr. Kettles:

Please find the attached Minority Owned Business Participation Plan previously adopted by United Telephone Company (d/b/a United Communications) its wholly-owned subsidiary, United Communications, Inc. (formerly UTC Video Concepts, LLC), and its sister company UTC Long Distance, LLC.

Per our discussions with you last summer, this updated plan combines the previous individual plans we had for each company and names me as the Administrator.

Please let me know if you have any questions or need any additional information. I can be reached at 931.364.4329.

Best regards,

A handwritten signature in purple ink that reads 'Lisa Hedgepeth'.

Lisa Hedgepeth  
Warehouse/ Purchasing Agent

UNITED COMMUNICATIONS

120 Taylor Street | Chapel Hill, TN 37034

1.800.779.2227 | [www.united.net](http://www.united.net)



# SMALL & MINORITY OWNED BUSINESS PARTICIPATION PLAN

Updated: June 2015

**SMALL AND MINORITY-OWNED BUSINESS  
PARTICIPATION PLAN**

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- 1.0 PURPOSE
- 2.0 DEFINITIONS
- 3.0 POLICY STATEMENT AND ADMINISTRATION
- 4.0 RECORDS AND COMPLIANCE REPORTS

## 1.0 PURPOSE

- 1.1 United is committed to promoting and maintaining the purchase of goods and services from qualified small and minority-owned businesses, as defined herein. As a locally operated small business, we recognize the challenges of building and growing a small business and want to do our part to support other businesses serving our industry.
- 1.2 United is committed to meeting the obligations required by Section 16 of the Tennessee Telecommunications Act of 1995, codified as T.C.A. § 65-5-112. 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. United is committed to the goals of § 65-5-112 and to taking steps to support the participation of small and minority-owned Telecommunications businesses in the Telecommunications industry. United 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, United will make efforts to identify and inform minority-owned and small businesses that are qualified and capable of providing goods and services to United of such opportunities. Moreover, United will seek to increase awareness of such opportunities so that qualified companies not otherwise identified will have sufficient information to participate in the procurement process.
- 1.3 United is committed to meeting the obligations required by Public Chapter 932 of 2008, known as the Competitive Cable and Video Services Act (the “Act”), codified as T.C.A. § 7-59-318. Pursuant to T.C.A. § 7-59-313, as amended, United maintains a minority-owned business participation plan. The purpose of T.C.A. § 7-59-313 is to provide opportunities for minority-owned businesses to provide goods and services to video and cable service providers, United is committed to the goals of § 7-59-313 and to taking steps to support the participation of minority-owned businesses in the Telecommunications industry. United will endeavor to provide opportunities for minority-owned businesses to compete for contracts and subcontracts for goods and services. As part of its procurement process, United will make efforts to identify and inform minority-owned and small businesses that are qualified and capable of providing goods and services to United of such opportunities. Moreover, United will seek to increase awareness of such opportunities so that qualified companies not otherwise identified will have sufficient information to participate in the procurement process.
- 1.4 The Administration of this Plan is the responsibility of United. It is the policy of United to provide an opportunity for small and minority-owned businesses, as defined herein, to compete for subcontracts awarded by United on a fair and equitable basis with qualified suppliers and contractors.
- 1.5 This plan is a state of objectives and is not intended to create any legal obligations of United or any other person.

## 2.0 DEFINITIONS

- 2.1 **“United”** – For the purpose of this Plan, United shall include United Telephone Company, its wholly-owned subsidiary, United Communications, Inc. (formerly UTC Video Concepts, LLC) and UTC Long Distance, LLC.
- 2.2 **“Minority Owned Business”** – (as defined in T.C.A. § 65-5-112) “Minority-Owned Business” shall mean a business which is solely owned, or at least fifty-one percent (51%) of the outstanding stock of which is owned, by an individual who personally manages and controls daily operations of such business, and who is impeded from 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).

– (as defined in T.C.A. § 7-59-313) “Minority-Owned Business” additionally shall mean a business which is solely owned, or at least fifty-one percent (51%) of the outstanding stock of which is owned, by an individual who personally manages and controls daily operations of such business, and who is impeded from normal entry into the economic mainstream because of:

- A. Past practices of discrimination based on race, religion, ethnic background, or sex, including, but not limited, women;
- B. A disability as defined in T.C.A. § 4-26-102, including, but not limited to, disabled veterans; or
- C. Past practices of racial discrimination against African-Americans.

2.3 “**Small Business**” – (as defined in T.C.A. § 65-5-112) For the purpose of this Plan, “Small Business” means a business with annual gross receipts of less than four million dollars (\$4,000,000).

### 3.0 POLICY STATEMENT & ADMINISTRATION

- 3.1 It is the policy of United to afford Small Businesses and Minority-Owned Businesses and opportunity to participate in the performance of contracts in accordance with T.C.A. § 65-5-112 and T.C.A. § 7-59-313.
- 3.2 United’s Plan will be overseen and administered by the individual named below, which may change from time-to time, hereinafter referred to as the Administrator, who will be responsible for carrying out and promoting United’s full efforts to provide equal opportunities for Small Business and Minority-Owned Businesses.
- 3.3 The Administrator of the Plan will be:

Mrs. Lisa Hedgepeth  
Purchasing Agent  
120 Taylor Street  
P. O. Box 38  
Chapel Hill, Tennessee 37034  
Telephone: 931.364.4329: Fax: 931.364.7202

- 3.4 The Administrator’s specific job duties, as they relate to this Plan are as follows:
  - A. Maintaining an updated plan in full compliance with T.C.A. § 65-5-112 and T.C.A. § 7-59-313 and the rules and orders of the Tennessee Regulatory Authority.
  - B. Establishing and developing policies and procedures for the successful implementation of the Plan.
  - C. Preparing and submitting such forms as may be required by the Tennessee Regulatory Authority, including the filing of required annual updates.
  - D. Serving as the primary liaison to and cooperate with the Tennessee Regulatory Authority, other agencies of the State of Tennessee, and

Small Businesses and Minority-Owned Businesses to locate and use qualified businesses as defined in T.C.A. § 65-5-112 and T.C.A. § 7-59-313.

- E. Searching for and developing opportunities to use Small Businesses and Minority-Owned Businesses and encouraging such businesses to participate in and bid on contracts and subcontracts.
- F. Providing records and reports and cooperate in any authorized surveys as required by the Tennessee Regulatory Authority.
- G. Establishing a record-keeping system to track qualified Small Businesses and Minority-Owned Businesses and efforts to use such businesses.
- H. Providing information and educational activities to persons within United and training such persons to seek out, encourage, and promote the use of Small Businesses and Minority-Owned 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 Business and Minority-Owned Business are primarily spelled out in the Administrator's duties above. Additional efforts will include offering technical assistance, where appropriate and feasible, to Small Businesses and Minority-Owned Businesses.

#### **4.0 RECORDS AND COMPLIANCE REPORTS**

- 4.1 United will maintain records of qualified Small Businesses and Minority-Owned Businesses and efforts to use such goods and services of such businesses. In addition, United will maintain records of educational and training activities conducted or attended and of the internal procurement procedures adopted to support this plan.
- 4.2 United will submit records and reports required by the Tennessee Regulatory Authority concerning the Plan. United will cooperate fully with any surveys and studies required by the Tennessee Regulatory Authority.

Appendix 13  
West Kentucky Rural Telephone  
Cooperative



January 27, 2016

Jerry Kettles  
Tennessee Regulatory Authority  
502 Deaderick Street, 4<sup>th</sup> Floor  
Nashville, TN 37243

Subject: Small and Minority-Owned Telecommunications Business Participation Plan

Dear Mr. Kettles:

Pursuant to §7-59-313 of the Tennessee Code, attached is the updated Small and Minority-Owned Telecommunications Business Participation Plan for West Kentucky Rural Telephone Cooperative Corporation, Inc. d/b/a/ WK&T.

Sincerely,

A handwritten signature in black ink, appearing to read 'Todd Crandall', is written over a light blue background.

Todd Crandall  
Chief Financial Officer



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

**SMALL AND MINORITY – OWNED**  
**TELECOMMUNICATIONS**  
**BUSINESS PARTICIPATION PLAN**

Pursuant to T.C.A. 65-5-212, 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 65-5-212 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 65-5-212 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 65-5-212.

**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:

Todd Crandall, CFO  
West Kentucky Rural Telephone Cooperative Corporation, Inc. (dba WK&T)  
237 North 8<sup>th</sup> Street  
Mayfield, Kentucky 42066  
Telephone: 270-674-1000  
Facsimile: 270-856-3035

The Administrator's responsibilities will include:

- (1) Maintaining an updated Plan in full compliance with 65-5-212 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 65-5-212.
- (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: \_\_\_\_\_

Todd Crandall  
Chief Financial Officer

January 2016

# Appendix 14

## Millington CATV

January 28, 2016

Tennessee Regulatory Authority  
ATTN: Jerry Kettles  
502 Deadrick Street, 4<sup>th</sup> Floor  
Nashville, TN 37243

RE: Minority-Owned Business Participation Plan

Dear Mr. Kettles:

Millington CATV, Inc., dba Ritter Communications (Company) hereby submits this original and one copy of its Minority Owned Business Participation Plan in accordance with Tenn. Code Ann. § 7-59-313.

The Company maintains a list of qualified suppliers, and has identified among them, those suppliers which are Minority-Owned or Woman-Owned. Those qualified suppliers are afforded the opportunity to bid, in an equitable manner, on solicitations for which the supplier is qualified to provide the goods or services in question.

The Plan Administrator, Jeff Shipman is involved in outreach activities to identify qualified suppliers by utilizing many resources, including local Chambers of Commerce, the Tennessee Department of Economics and Community Development, National Associations for Women and Minority Business owners, and local and regional trade events. In 2015, the Company paid Minority-Owned businesses \$66,000 dollars.

The Company will comply with this Plan and look for ways to increase its contacts and partnerships with Minority-Owned suppliers.

If you have any questions, feel free to contact me at 870-336-2345 or [john.strode@rittercommunications.com](mailto:john.strode@rittercommunications.com).

Sincerely,

Ritter Communications Holdings



John Strode  
Vice President

**Millington CATV, Inc.**

**MINORITY-OWNED  
BUSINESS PARTICIPATION PLAN**

Millington CATV, Inc.

**MINORITY-OWNED  
BUSINESS PARTICIPATION PLAN**

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**MINORITY-OWNED BUSINESS  
PARTICIPATION PLAN**

**1.0 PLAN**

- 1.1 This Minority-Owned Business Participation Plan (“Plan”) is submitted by Millington CATV, Inc. (“Millington”), as required by the Competitive Cable & Video Service Act of 2008, relevant provisions of which are codified at Tenn. Code Ann. § 7-59-313.
- 1.2 The Administration of this Plan is the responsibility of Millington. It is the policy of Millington to provide an opportunity for Minority-Owned Businesses to compete for subcontracts awarded by Millington on a fair and equitable basis with certified suppliers and contractors.
- 1.3 This Plan is a statement of objectives and is not intended to create any legal obligation on behalf of Millington or any person or organization

**2.0 DEFINITIONS**

- 2.1 Minority Business: For the purpose of this Plan, “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 non-entry into the economic mainstream as defined in Tenn. Code Ann. § 7-59-313(a)(1)(A-C).

**3.0 PLAN RESPONSIBILITY AND POLICY STATEMENT**

- 3.1 It is the policy of Millington to afford Minority-Owned Businesses an opportunity to participate in the performance of contracts in accordance with T.C.A. 7-59-313(b).
- 3.2 As a purchaser of goods and services, it is Millington’s responsibility to:
  - (a) Identify and maintain a pool of qualified suppliers.
  - (b) Provide opportunities for Minority-Owned Businesses to bid in those solicitations for products or services which they are capable of providing, and which meet RUS (Rural Utility Service) standards.

**4.0 PLAN PERIOD OF EFFECTIVENESS**

- 4.1 Millington is committed to providing affirmative access to contracting opportunities for Minority-Owned Businesses. Millington is proactive and will move toward inclusion of such firms in the supplier base. This plan represents an ongoing commitment by Millington, and has no fixed time period for effectiveness.

## **5.0 PLAN ADMINISTRATION**

- 5.1 Millington's Plan Administrator is:

Mr. Jeff B. Shipman  
PO Box 17040  
Jonesboro, AR 72403  
Phone: 870-336-3480

- 5.2 The Administrator manages the Plan as described below.

- 5.3 The Administrator's specific job duties, as they relate to this Plan are as follows:

- (a) Develops and maintains policies and procedures to ensure that Minority-Owned Businesses have an equitable opportunity to be awarded contracts.
- (b) Establishes and maintains policies and procedures to ensure that Minority-Owned Businesses have an equitable opportunity to be awarded contracts.
- (c) Ensures inclusion of Minority-Owned Businesses in those solicitations for products or services which they are capable of providing.
- (d) Maintains Minority-Owned Business related correspondence and record keeping.
- (e) Coordinates activities during the conduct of any compliance review by the Tennessee state agencies.
- (f) Attends or arranges for attendance by appropriate members of management at Minority Business Enterprise Seminars, Trade Fairs, and Conventions.

## **6.0 PLAN TO ASSURE EQUITABLE OPPORTUNITY**

- 6.1 The Administrator shall ensure that appropriate source listings and services are properly utilized in support of the Plan. Sources/listings include, but are not limited to the following:

- (a) The Millington-approved Master Supplier list.

- (b) Information received from the Small Business Administration Procurement Automated Source System (PASS).
- (c) Information sources received from the TN Department of Economic Development's Office of Minority Business Enterprise and Small Business Office.
- (d) Information received from the local Chamber of Commerce.

6.2 Outreach efforts will be made as follows:

- (a) The Administrator shall cultivate and maintain relationships with Small Business trade associations and business development organizations in an effort to locate and qualify capable Minority-Owned Businesses for participation in contracting opportunities.
- (b) The Administrator shall ensure that Millington assists Minority-Owned Businesses by arranging solicitations, time for the preparation of bids, quantities, specifications, and delivery schedules so as to facilitate the participation by such concerns.
- (c) The Administrator shall ensure that Millington provides adequate and timely consideration of the potentialities of Minority-Owned Businesses in "make or buy" decisions.
- (d) Appropriate members of management will attend seminars and trade fairs in order to develop sources.

## **7.0 PLAN REPORTING**

- 7.1 Millington will submit such periodic reports and cooperate in those studies or surveys as may be required to determine the extent of compliance with this Plan.
- 7.2 Millington will maintain, if required, the following types of records:
  - (a) Source lists, guides, and other data that identify Minority-Owned Businesses.
  - (b) Lists of organizations contacted in an attempt to locate sources that are Minority-Owned Businesses.
  - (c) Records of any outreach efforts to contact trade associations, business development organizations, and conferences and trade fairs attended.

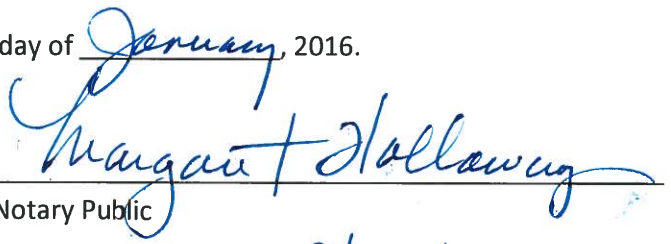
7.3 Millington's Supplier Master List identifies Minority-Owned Businesses. The Supplier List shall be utilized in identifying potential contractors. A Summary Sheet shall be maintained in each supplier's file and shall be reviewed and evaluated by the Plan Administrator.

**FURTHER AFFIANT SAYETH NOT.**

  
\_\_\_\_\_  
Jeff B. Shipman

State of Tennessee     )  
County of Shelby     )

Sworn to and subscribed before me, this 28 day of January, 2016.

  
\_\_\_\_\_  
Notary Public



My Commission Expires: 2/25/20

# Appendix 15

## Community Television Company

- Ellijay Telephone Company
- Community Television Company
- ETC Communications, LLC



P.O. Box O  
224 Dalton Street  
Ellijay, Georgia 30540

706-276-2271  
Fax. 706-276-9888

800-660-6826  
www.northganow.com

January 12, 2016

***Via USPS Certified Mail***

Tracking Number: 9590 9401 0031 5071 5252 39

Tennessee Regulatory Authority  
Economic Analysis and Policy Division  
Attn: Jerry Kettles  
460 James Robertson Parkway  
Nashville, TN 37243-0505

**RE: Community Television Company (CTC);  
2015 Annual Report on Minority-Owned Business Participation Plan as  
required by the Competitive Cable and Video Services Act,  
Tenn. Code Ann. § 7-59-301, et seq. (Act)**

Dear Mr. Kettles:

In accordance with section 7-59-313(d) of the Competitive Cable and Video Services act, we submit this annual report concerning CTC's Minority-Owned Business Participation Plan and compliance with that plan.

CTC received its state-issued certificate of franchise authority in August, 2013. See *In Re: Application of Community Television Company for a State-Issued Certificate of Franchise Authority*, Certificate of Franchise Authority, Docket No. 13-00101 (Aug. 2, 2013). As required by the Act, CTC's application contained its Minority-Owned Business Participation Plan. Tenn Code Ann. § 7-59-305(c)(11).

CTC implemented that plan and is in compliance with it. For your records, we enclose a copy of the plan, which has not changed since we submitted it.

Warm Regards,

A handwritten signature in blue ink that reads "Darrell J. Harper".

Darrell J. Harper  
Vice President of Finance & Administration

Enclosure

**Community Television Company (CTC)  
Minority-Owned Business Participation Plan**

Pursuant to Section 7-59-313 of the Competitive Cable and Video Services Act, this Minority-Owned Business Participation Plan (Plan) sets forth CTC's plan to actively solicit bids from, and let contracts to, minority-owned businesses when establishing, providing, or expanding cable services and related support facilities.

- 1) **Minority-Owned Business.** "Minority-Owned Business" means a business that is solely owned, or at least 51% of the assets or outstanding stock of which is owned, by an individual who personally manages and controls the daily operations of the business and who is impeded from normal entry into the economic mainstream because of:
  - (a) Past practices of discrimination based on race, religion, ethnic background, or sex, including, but not limited to, women;
  - (b) A disability as defined in T.C.A. § 4-26-102, including, but not limited to, disabled veterans; or
  - (c) Past practices of racial discrimination against African-Americans.
  
- 2) **CTC Supplier Diversity Policy Statement.** It is the policy of CTC to promote the purchase of goods and services from Minority-Owned Businesses. Maximum practicable opportunity shall be given to Minority-Owned Businesses to participate as suppliers of material and services to CTC. CTC also encourages subcontracting opportunities for Minority-Owned Businesses.
  
- 3) **CTC's Promotion of Opportunities for Minority-Owned Businesses.** CTC's management, procurement, and human resources personnel work to identify goods and services that may be supplied by Minority-Owned Businesses. When possible, CTC seeks proposals, and makes purchases, from qualified Minority-Owned Businesses. CTC also seeks to foster relationships within Minority-Owned Business communities.
  
- 4) **Information on Programs to Provide Technical Assistance to Minority-Owned Businesses.** CTC provides information for Minority-Owned Businesses upon request.
  
- 5) **Statement of Intent to Follow this Plan.** Under the plan, CTC shall: (i) endeavor to maximize participation of Minority-Owned Businesses and (ii) aim to achieve a level of Minority-Owned Business participation representative of the population of the demographics of the state of Tennessee.

By January 31 of each year, CTC will prepare and submit an annual report to the TRA concerning CTC's Minority-Owned Business Participation Plan and compliance with the Plan.

# Appendix 16

## ClickOne.Net





January 27, 2016

Mr. Jerry Kettles  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243

Dear Mr. Kettles,

Enclosed is InfoStructure Inc.'s (dba Click1.net) Minority Vendor Outreach program for 2016.

1. We will send the Minority Status Request Form to existing vendors to determine their Minority status.
2. We will contact the local agencies identified in the attached Outreach List to ask for their assistance in identifying minority vendors and suppliers.
3. We will send the Minority Vendor Program Letter to certified Minority vendors supplied to us by the Tennessee Department of Economic and Community Development and other local agencies.

If you have any questions regarding these documents please feel free to call me @ 731-217-0666

Sincerely,

A handwritten signature in black ink, appearing to read "Dustin Twyman", with a long, sweeping underline.

Dustin Twyman  
General Manager  
314 N 22<sup>nd</sup> Ave  
Humboldt, TN 38343

Attachments:   Minority Status Request Form  
                  Outreach List  
                  Minority Vendor Program Letter  
                  Local Agency Outreach Program Cover Letter

## Vendor Information

---

**Physical Address:**

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

Zip \_\_\_\_\_

Phone # \_\_\_\_\_

Email Address \_\_\_\_\_

**Briefly Descibe Services Offered by Vendor**


**Type of Business (check one):**

Individual \_\_\_\_\_

Partnership \_\_\_\_\_

Corporation \_\_\_\_\_

**Minority Status:**

African American

Asian Indian

Asian Pacific

Hispanic

Native American

Caucasian

Male

Female

Male	Female
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
N/A	_____

**Signature:** \_\_\_\_\_

**Printed Name** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Date** \_\_\_\_\_



Infostructure, Inc. (dba Click1.net) Minority Vendor Outreach Program  
Local Agency Outreach List

1. Tennessee Department of Economic and Community Development  
312 8<sup>th</sup> Ave N Nashville TN 37243
2. Humboldt Chamber of Commerce 1200 Main St. Humboldt, TN 38343
3. Greater Gibson County Area Chamber of Commerce 200 E. Eaton Street  
Trenton, TN 38382
4. NAACP in Humboldt/Jackson 27 Brentshire Square Jackson, TN 38301
5. African-American Chamber of Commerce 351 N. Royal St. Jackson, TN  
38301
6. Morning Star Missionary Baptist Church 1111A W Mitchell St. Humboldt,  
TN 38343
7. St James Baptist Church 701 Main St. Humboldt, TN 38343

# CLICK1.NET

**Broadband Now.**

Date

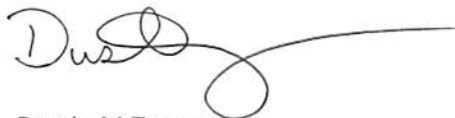
Dear [Future Vendor/Supplier],

InfoStructure Inc. (DBA Click1.net) desires to conduct business with a diverse range of qualified vendors and suppliers in our community. Your company has been identified to us as a minority/female-owned business who may be a potential vendor/supplier for Click1.net. If you are interested in being considered as a potential vendor/supplier, please fill out the enclosed form and documents and return it to:

Click1.net  
Attn: Dustin Twyman  
General Manager  
314 N 22<sup>nd</sup> Ave  
Humboldt, TN 38343

We look forward to your response.

Sincerely,



Dustin M Twyman  
Technical Operations Manager  
InfoStructure Inc. (DBA Click1.net)

# CLICK1.NET

**Broadband Now.**

Dear Sir,

InfoStructure has developed an outreach plan for minority vendors and suppliers in accordance with the State of Tennessee Competitive Cable and Video Services Act T.C.A. § 7-59-313(d). As an element of this plan InfoStructure is contacting you to request information regarding minority vendors and suppliers in our area. We respectfully request your assistance in completing and returning the enclosed documents at your earliest convenience.



InfoStructure Inc.

Dustin Twyman

General Manager

314 N 22<sup>nd</sup> Ave

Humboldt, TN 38343

# Appendix 17

## Google Fiber

January 11, 2016

Mr. Jerry Kettles  
Tennessee Regulatory Authority  
Jerry Kettles  
502 Deaderick Street 37243  
Nashville, TN 37243

RE: Google Fiber Tennessee, LLC's Minority-Owned Business Participation Plan Annual Report

Dear Mr. Kettles,

In accordance with Tennessee Code Annotated § 7-59-305(11), Google Fiber provides this annual report on its Minority-Owned Business Participation Plan and compliance with this plan.

Google Fiber continues to comply with the Minority-Owned Business Participation Plan filed with its initial application.

Sincerely,

A handwritten signature in black ink, appearing to read 'DK', written in a cursive style.

Dennis Kish

## Exhibit A

### Compliance of Minority-Owned Business Participation Plan

Google Fiber is reviewing, revising and developing policies and procedures necessary for successful implementation of the plan. Google Fiber is maximizing participation of minority-owned businesses through both prime and second-tier business contracting opportunities by:

1. Identifying a pool of minority-owned businesses through the Governor's Office of Diversity Business and Google Inc.'s supplier diversity database and encouraging minority-owned businesses to participate in bids on contracts and subcontracts.
2. Encouraging prime suppliers to increase minority-owned business participation in their subcontractor selection process, promotion of minority-owned business opportunities, and use of goods and services supplied by minority-owned businesses.
3. Developing opportunities to partner with or utilize the services of minority-owned businesses by leveraging Google Inc.'s established Small Business Supplier Diversity Program for minority-, women-, veteran- and LGBT-owned small businesses of \$15M or less and fewer than 50 employees. Further details regarding this program can be found at <https://www.google.com/diversity/suppliers/>
4. Tracking qualified minority-owned business participation by requesting prime suppliers to provide reporting on minority-owned Tier 2 and subcontract engagements.



Exhibit B  
Google Fiber Tennessee, LLC's  
Minority-Owned Business Participation Plan

Pursuant to T.C.A. § 7-59-305(11), Google Fiber Tennessee, LLC ("Google Fiber") submits this minority-owned business participation plan for actively soliciting bids from minority-owned businesses and letting contracts to such businesses when establishing, providing, or expanding video services and related support facilities. As addressed in more detail below, Google Fiber will strive to maximize participation of minority-owned businesses through both prime and second-tier business contracting opportunities and will strive to achieve a level of minority-owned business participation representative of the population demographics of the state.

**Definitions**

For the purposes of this plan, unless the context otherwise requires:

1. "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 the business and who is impeded from normal entry into the economic mainstream because of:
  - A. Past practices of discrimination based on race, religion, ethnic background or sex, including, but not limited to, women;
  - B. A disability as defined in T.C.A. § 4-26-102, including, but not limited to, disabled veterans; or
  - C. Past practices of racial discrimination against African Americans; and
2. "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<sup>1</sup> or video services and related support facilities. The plan shall include the following information:
  - A. A proposal for purchasing goods and services from minority-owned businesses;
  - B. Information on programs to provide technical assistance to such businesses; and

---

<sup>1</sup> Google Fiber will provide video services, not cable services.

- C. A statement of intent to follow its minority-owned business participation plan.

### **Google Fiber's Diversity Policy Statement**

Google Fiber is a second-level (through Google Fiber Inc.), wholly-owned subsidiary of Google Inc., a Fortune 500 company. Google Inc. is one of the leading technology companies in the world. Google Inc. has a longstanding commitment to provide and expand opportunities for minorities and minority-owned businesses. For example, Google Inc. has established training programs to teach minority-owned businesses how to market themselves and generate business leads. Additionally, it also offers internships and scholarships for minority students to train them in various technology fields, including computer science, and offers additional programs to expose students to the technology industry. A major objective of these internships and programs is to increase diversity within Google Inc. and its subsidiaries and the technology industry as a whole.

Google Fiber, like Google Inc., is committed to affording opportunities for minority-owned businesses. Specifically, Google Fiber is committed to the goals of T.C.A. § 7-59-313 and to taking steps to support and increase the participation of minority-owned businesses in the provision of video services and related support facilities. Google Fiber will seek to provide opportunities for such businesses to compete for contracts and subcontracts for goods and services. As part of its procurement process, Google Fiber will make efforts to identify and inform qualified minority-owned businesses of opportunities to supply goods and services to Google Fiber. Furthermore, Google Fiber will seek to increase awareness of such opportunities so that companies not otherwise identified will have sufficient information to participate in the procurement process.

### **Proposal For Purchasing Goods And Services From Minority-Owned Businesses**

Google Fiber will seek to make available opportunities for minority-owned business suppliers. Darren Ward, Director of Supply Chain Operations, will oversee and administer the plan and will be responsible for promoting Google Fiber's efforts to provide opportunities for minority-owned businesses. The Google Fiber team will review, revise, and develop policies and procedures necessary for successful implementation of the plan. Google Fiber will continue to search for and develop opportunities to partner with or utilize the services of minority-owned businesses and encourage such businesses to participate in and bid on contracts and subcontracts. Google Fiber will track qualified minority-owned businesses and seek to use the goods and services of such businesses. Google Fiber also will work to provide information and educational activities to train Google Fiber's employees to identify, encourage, and promote the use of minority-owned businesses.

Google Fiber recognizes that its suppliers play an important role in offering subcontracts and other opportunities to minority-owned businesses and members of historically disadvantaged communities. Google Fiber will emphasize with all of its suppliers its expectations that the suppliers will work to increase diversity in hiring, promote minority-owned business

opportunities, and use goods and services supplied by minority-owned businesses. Google Fiber will assist them in identifying such companies and business opportunities.

To reach minority-owned businesses and to support and increase the participation of minority-owned businesses in the provision of video services and related support facilities, Google Fiber will use the list compiled by the Governor's Office of Diversity Business and may collaborate with a number of third party or community organizations.

### **Information About Programs To Provide Technical Assistance To Minority-Owned Businesses**

As mentioned above, Google Fiber will provide information about business openings, prospects, training and education programs, and other initiatives of interest to minority-owned businesses. Additionally, Google Fiber will work with various third party and community organizations to provide support for training and development of minority-owned businesses.

### **Statement Of Intent To Follow Its Minority-Owned Business Participation Plan and File Annual Reports**

Google Fiber agrees to comply with the provisions of this plan in accordance with T.C.A. § 7-59-313. Specifically, Google Fiber will strive to maximize participation of minority-owned businesses through both prime and second-tier business contracting opportunities. Google Fiber also will strive to achieve a level of minority-owned business participation representative of the population demographics of the state.

In accordance with T.C.A. § 7-59-313(d), by January 31 of each year, Google Fiber will prepare and submit an annual report to the Tennessee Regulatory Authority concerning the status of Google Fiber's minority-owned business participation plan and compliance with the plan.

Any questions about this plan may addressed to:

**Dennis Kish**  
**Google Fiber Tennessee, LLC**  
1600 Amphitheatre Parkway  
Mountain View, CA 94043

## Exhibit A

### Compliance of Minority-Owned Business Participation Plan

Google Fiber is reviewing, revising and developing policies and procedures necessary for successful implementation of the plan. Google Fiber is maximizing participation of minority-owned businesses through both prime and second-tier business contracting opportunities by:

1. Identifying a pool of minority-owned businesses through the Governor's Office of Diversity Business and Google Inc.'s supplier diversity database and encouraging minority-owned businesses to participate in bids on contracts and subcontracts.
2. Encouraging prime suppliers to increase minority-owned business participation in their subcontractor selection process, promotion of minority-owned business opportunities, and use of goods and services supplied by minority-owned businesses.
3. Developing opportunities to partner with or utilize the services of minority-owned businesses by leveraging Google Inc.'s established Small Business Supplier Diversity Program for minority-, women-, veteran- and LGBT-owned small businesses of \$15M or less and fewer than 50 employees. Further details regarding this program can be found at <https://www.google.com/diversity/suppliers/>
4. Tracking qualified minority-owned business participation by requesting prime suppliers to provide reporting on minority-owned Tier 2 and subcontract engagements.

Exhibit B  
Google Fiber Tennessee, LLC's  
Minority-Owned Business Participation Plan

Pursuant to T.C.A. § 7-59-305(11), Google Fiber Tennessee, LLC ("Google Fiber") submits this minority-owned business participation plan for actively soliciting bids from minority-owned businesses and letting contracts to such businesses when establishing, providing, or expanding video services and related support facilities. As addressed in more detail below, Google Fiber will strive to maximize participation of minority-owned businesses through both prime and second-tier business contracting opportunities and will strive to achieve a level of minority-owned business participation representative of the population demographics of the state.

**Definitions**

For the purposes of this plan, unless the context otherwise requires:

1. "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 the business and who is impeded from normal entry into the economic mainstream because of:
  - A. Past practices of discrimination based on race, religion, ethnic background or sex, including, but not limited to, women;
  - B. A disability as defined in T.C.A. § 4-26-102, including, but not limited to, disabled veterans; or
  - C. Past practices of racial discrimination against African Americans; and
2. "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<sup>1</sup> or video services and related support facilities. The plan shall include the following information:
  - A. A proposal for purchasing goods and services from minority-owned businesses;
  - B. Information on programs to provide technical assistance to such businesses; and

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<sup>1</sup> Google Fiber will provide video services, not cable services.

- C. A statement of intent to follow its minority-owned business participation plan.

### **Google Fiber's Diversity Policy Statement**

Google Fiber is a second-level (through Google Fiber Inc.), wholly-owned subsidiary of Google Inc., a Fortune 500 company. Google Inc. is one of the leading technology companies in the world. Google Inc. has a longstanding commitment to provide and expand opportunities for minorities and minority-owned businesses. For example, Google Inc. has established training programs to teach minority-owned businesses how to market themselves and generate business leads. Additionally, it also offers internships and scholarships for minority students to train them in various technology fields, including computer science, and offers additional programs to expose students to the technology industry. A major objective of these internships and programs is to increase diversity within Google Inc. and its subsidiaries and the technology industry as a whole.

Google Fiber, like Google Inc., is committed to affording opportunities for minority-owned businesses. Specifically, Google Fiber is committed to the goals of T.C.A. § 7-59-313 and to taking steps to support and increase the participation of minority-owned businesses in the provision of video services and related support facilities. Google Fiber will seek to provide opportunities for such businesses to compete for contracts and subcontracts for goods and services. As part of its procurement process, Google Fiber will make efforts to identify and inform qualified minority-owned businesses of opportunities to supply goods and services to Google Fiber. Furthermore, Google Fiber will seek to increase awareness of such opportunities so that companies not otherwise identified will have sufficient information to participate in the procurement process.

### **Proposal For Purchasing Goods And Services From Minority-Owned Businesses**

Google Fiber will seek to make available opportunities for minority-owned business suppliers. Darren Ward, Director of Supply Chain Operations, will oversee and administer the plan and will be responsible for promoting Google Fiber's efforts to provide opportunities for minority-owned businesses. The Google Fiber team will review, revise, and develop policies and procedures necessary for successful implementation of the plan. Google Fiber will continue to search for and develop opportunities to partner with or utilize the services of minority-owned businesses and encourage such businesses to participate in and bid on contracts and subcontracts. Google Fiber will track qualified minority-owned businesses and seek to use the goods and services of such businesses. Google Fiber also will work to provide information and educational activities to train Google Fiber's employees to identify, encourage, and promote the use of minority-owned businesses.

Google Fiber recognizes that its suppliers play an important role in offering subcontracts and other opportunities to minority-owned businesses and members of historically disadvantaged communities. Google Fiber will emphasize with all of its suppliers its expectations that the suppliers will work to increase diversity in hiring, promote minority-owned business

opportunities, and use goods and services supplied by minority-owned businesses. Google Fiber will assist them in identifying such companies and business opportunities.

To reach minority-owned businesses and to support and increase the participation of minority-owned businesses in the provision of video services and related support facilities, Google Fiber will use the list compiled by the Governor's Office of Diversity Business and may collaborate with a number of third party or community organizations.

#### **Information About Programs To Provide Technical Assistance To Minority-Owned Businesses**

As mentioned above, Google Fiber will provide information about business openings, prospects, training and education programs, and other initiatives of interest to minority-owned businesses. Additionally, Google Fiber will work with various third party and community organizations to provide support for training and development of minority-owned businesses.

#### **Statement Of Intent To Follow Its Minority-Owned Business Participation Plan and File Annual Reports**

Google Fiber agrees to comply with the provisions of this plan in accordance with T.C.A. § 7-59-313. Specifically, Google Fiber will strive to maximize participation of minority-owned businesses through both prime and second-tier business contracting opportunities. Google Fiber also will strive to achieve a level of minority-owned business participation representative of the population demographics of the state.

In accordance with T.C.A. § 7-59-313(d), by January 31 of each year, Google Fiber will prepare and submit an annual report to the Tennessee Regulatory Authority concerning the status of Google Fiber's minority-owned business participation plan and compliance with the plan.

Any questions about this plan may addressed to:

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