



September 27, 2021

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LA Public Service Commission

Mr. Brandon Frey
Executive Secretary
Louisiana Public Service Commission
P.O. Box 91154
Baton Rouge, LA 70821-9154

Re: Hurricane Ida Update

Dear Secretary Frey:

On behalf of REV Broadband, the parent company of Reserve Telephone Company, East Ascension Telephone Company and Lafourche Telephone Company, enclosed please find a summary of the update presented to the Louisiana Public Service Commission at its meeting held on Wednesday, September 22, 2021. Please file as appropriate and return a date stamped copy in the stamped and self-addressed envelope enclosed herein.

Should you have any questions, please contact me at 225-621-4498.

Sincerely,

Handwritten signature of Janet S. Britton
Janet S. Britton
General Counsel

Enclosure

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Louisiana Public Service Commission Discussion Points for Meeting Dated Wednesday, September 22, 2021

About REV Broadband

REV Broadband is the parent company of RTC, EATEL, and Vision Communications and VENYU. The combined company includes 3 ILECS (EATEL – East Ascension Telephone, RTC- Reserve Telephone, and Vision Communications- Lafourche Telephone). The combined operations including CLEC areas includes almost 2,800 miles of fiber and nearly 400 employees

Network

Our networks span from Port Fourchon, Grand Isle, Lafourche, Terrebonne, St. John the Baptist, St. James, Ascension and Livingston and up to Baton Rouge. We have served many of these communities for over eight decades and are here to stay. Our employees live in these communities, and our customers are our neighbors, families, and friends.

What did Hurricane Ida mean for our network?

From our assessment to date we believe that there is at least 180 miles of infrastructure damage for Vision Communications in South Lafourche and Grand Isle and at least 100 miles in the RTC market of St. John, St. James and Northern Lafourche and at least 20 miles of infrastructure damage in the EATEL Ascension and Livingston market. That does not include the damage at individual homes or businesses. Our backbone network did well during the storm and continued to provide critical services to several EOCs, parish governments, first responders, and other critical entities that needed connectivity after the storm.

For some perspective on the impact and our progress, right after Ida hit, our total company outage percentage was 89% and currently stands at 23% for all markets. We do believe that number may include homes and businesses where we are able to offer service, but the customer is not able to receive it.

Community WI-FI

We appreciate the importance of the connectivity we offer and have proactively deployed community wifi locations—currently we have 6 such locations in Larose, Galliano, Grand Isle, Thibodeaux, Mathews and Laplace.

Road Ahead

We are committed to the communities in which we live and service and will do our best to continue our restoration efforts. I would like to publicly thank all of our employees for their hard work and dedication to connecting our customers. We have a lot of work ahead, but we will get this done.

THANK YOU

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