



Blackfoot
Communications®



2021 Annual Member Report



2021 Board of Trustees

Community is at the heart of everything we do. Our local Blackfoot Trustees play a critical role in overseeing and guiding our Cooperative. They also serve as ambassadors; keeping us connected to the core needs of each of our service areas.

Your Trustees welcome questions and feedback directly or at boardoftrustees@blackfoot.com.

Tom Eggensperger

President

District 8:

Heron, Noxon,
Thompson Falls,
Trout Creek

Geoffrey Wilson

Vice President

District 9:

De Borgia, Haugan,
Saltese, St. Regis, Superior

Cindy Lewis

Secretary/Treasurer

District 1:

Condon, Seeley Lake

Jim Blush

District 7:

Charlo, Moiese,
Paradise, Plains

Ross 'Butch' Friede

District 2:

Drummond, Gold Creek,
Hall, Philipsburg

Les Iverson

District 3:

Avon, Elliston,
Greenough, Ovando,
Potomac

Stuart Morton

District 5:

Ravalli, St. Ignatius

Jim Newberg

District 4:

Arlee, Dixon

John Teague

District 6:

Alberton, Alberton South,
Alta, Clinton, Powell (ID)

Navigating for Success

A Message from Tom Eggensperger, Board President

Greetings!

Like you, I'd like to put the past two years behind us. But despite the challenges posed by the pandemic, your Cooperative has remained strong.

Not only did your company continue to provide essential services on a round-the-clock basis, but we were constantly mindful of keeping our customers and employees safe. The pandemic enhanced the need for reliable internet services, so students could learn, businesses could operate and everyone could stay abreast with what's going on.

Your Board of Trustees remained steadfast in their focus on meeting the needs of the communities. Our investments in those communities remained strong and our fiber upgrade projects continue to be rolled out. We're proud that we were able to continue our support of food banks and educational assistance to schools through student scholarships.

But one aspect was lacking. In the interest of remaining safe and keeping you safe, we canceled annual meetings where large gatherings were not

prudent. But we're excited to be back on track this year and have a grand annual meeting set for April 30. It is planned to be a celebration of you and your Cooperative with increased prizes and awards and a full report on what's been happening and what's scheduled for the coming years. It should prove to be a plan for navigating the company and services towards future generations.

On behalf of your Board of Trustees, we heartily encourage you to attend.

Please put April 30 on your calendar and join us.

Sincerely,



**Tom Eggensperger,
Board President**



1,025+

Customers
Connected to Fiber



655

Construction
Projects Completed



18,000+

Technical Help
Tickets Resolved



241+

Miles of Fiber
Installed

Growing value for our member-owner stakeholders



All Systems Go

A Letter from Jason Williams, Chief Executive Officer

Dear Cooperative Members,

I'm pleased to report that despite the disruption caused by the COVID-19 pandemic, your Cooperative has not missed a beat. As the world turned to the internet for education, business and entertainment, Blackfoot Communications was able to scale to meet the needs of its members. Importantly, we continued the hard work of upgrading our network by investing millions of dollars of infrastructure in our Cooperative communities. At year-end 2021, we had 1,156 Cooperative customers (nearly 10% of all Cooperative customers) cut-over to fiber-based broadband. For 2022, we plan to more than double that number and have more than 20% of our Cooperative members on fiber-based broadband.

As we invest in our network, the Cooperative continues to grow. Over the last five years, the

Cooperative has grown to nearly 14,000 members—a 20% increase over the same time period. With competitive pricing and faster internet speeds, we anticipate this level of growth will continue.

Despite all the focus on our network and growth, we have not forgotten that we are only as successful as our communities. In 2021, we donated more than \$360,000 to many deserving organizations. We also awarded \$27,000 in college scholarships to 31 accomplished students from our Cooperative area. By giving us your patronage as a member, you are there for us. In return, we do our best to be there for you.

Best,

Jason Williams, CEO

Outstanding Customer Experiences

We strive to give exceptional experiences by delivering innovative products and solutions. Our customer base is growing and we now serve consumers, businesses, multi-state corporations, governmental organizations and even other communications providers. We set ourselves apart from our competitors by building relationships; we work hard to engage with our customers and understand their needs in order to deliver every day on our mission to connect people, business and communities.



SURVEY RESULTS

Our 2021 customer satisfaction survey conducted by an independent party showed strong ratings for our customer service.

92%

Trustworthy

91%

Responsive

90%

Good Corporate
Citizen

90%

Easy to do
Business with

94%

Customer Service

“Congratulations to Blackfoot Communications for receiving your highest score ever for customer loyalty. Your Net Promoter Score proves you are outperforming your local competitors in many areas including customer service, tech support and loyalty. You are an industry leader, and your high ratings help prove that.”

- Pivot Group, LLC

Cyber Security

We can't emphasize the importance of cyber security enough. Here are the staggering numbers from our team of network experts showing how many issues were thwarted by our robust 24/7 security systems and processes. Always click with caution and sign up for tech tips at: **GoBlackfoot.com/TechTips**



55 MILLION
Emails Processed



18.5 MILLION
Clean Emails Delivered



2.5 MILLION
Emails With
Viruses Blocked



34 MILLION
Emails Quarantined

Community Impacts

\$360,000 donated in 2021. Annually we give to important causes, events and organizations that contribute to the success of all. Supporting education, arts and cultural diversity are key parts of everything we do. Additionally, our workplace Culture of Caring program gives our employees many opportunities to engage and contribute in meaningful ways.



Allison
2021 Employee Volunteer
Ambassador of Year



Scan this QR code with your phone's camera to learn more about our community support or visit **GoBlackfoot.com/community**.

Economic Empowerment

As a business leader, we take our role seriously. In addition to providing high quality broadband and innovative products we also assist local startups through our C2M Beta program. We are committed to growing our local economy and giving graduating students great job options to stay local.





Kris Sweeney with Montana
Teacher of Year, Bill Stockton
and family



Kennedy Kuhn,
Scholarship Award Recipient

Educational Initiatives

Educational initiatives are at the very core of our Cooperative. That is why we award scholarships for high school graduating students, foster a robust intern program, give library grants and provide learning opportunities for people of all ages including our on-demand videos.



\$27,000

Student
Scholarships



\$5,000

Library Grants



\$24,000

Teacher Training
Scholarships

Financial Performance

We are pleased to inform the members of Blackfoot Telephone Cooperative, Inc. that we have completed the 2021 audit of the Cooperative and its subsidiaries. We have issued an unmodified opinion dated February 25, 2022, that states that the audited consolidated balance sheets as of December 31, 2021 and 2020, and the related consolidated statements of income, comprehensive income, members' equity and cash flows for the years then ended, present fairly, in all material respects, the consolidated financial position of the Cooperative in conformity with accounting

principles generally accepted in the United States of America. The audited financial statements are available at the Cooperative office in Missoula for inspection by members of the Cooperative.

We also have the responsibility to report on various matters to the Board of Trustees that include any discovery of material errors, irregularities or possible illegal acts. We did not have any such findings in the course of our 2021 audit.

Olsen Thielen & Co., Ltd, Roseville, Minnesota

Summary of Financial Results

Blackfoot Telephone Cooperative, Inc. produced solid financial results in 2021.

Cooperative
Assets Grew to

\$165M

Liabilities
Decreased to

\$48M

Member Equity
Grew to

\$116M

Net Income
Produced

\$13.4M

Plant Assets
Invested

\$21.9M

Capital Credit
Distributions Paid

\$1.3M



Your Cooperative At Work

"Blackfoot fiber has enabled us to scale our professional networks with the ability to virtually convene business and education leaders across the state. Especially through the pandemic, working remotely, our connection to high-speed internet is reliable and critical for home schooling, video conferences and running an e-commerce import business from home."

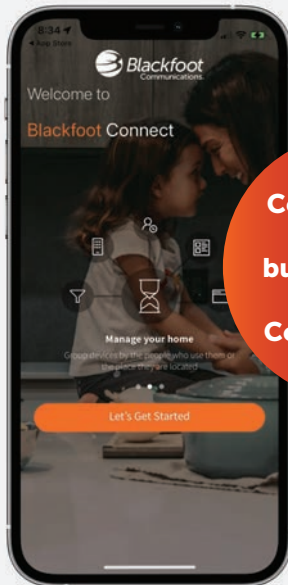
- Matthew Olson, Blackfoot Customer

*Director of Network Development
Montana Chamber of Commerce*

Proud to be your Cooperative since 1954

Home or Business

We have you covered!



**Control your
home or
business with
Blackfoot
Connect app.**

Download the app today!

GoBlackfoot.com/BlackfootConnect

Cooperative Principles

- 1 Open and Voluntary Membership
- 2 Democratic Member Control
- 3 Members' Economic Participation
- 4 Autonomy and Independence
- 5 Education, Training and Information
- 6 Cooperation among Cooperatives
- 7 Concern for Community



Talk to Kris

Kris Sweeney: meet with your dedicated Business Account Executive to learn how to save time and money with our suite of managed services.

Email Kris at: ksweeney@blackfoot.com

Agenda: April 30, 2022

**9:00am Registration
& Reception**

**10:30am Call to Order,
Welcome & Opening Remarks:**
Tom Eggensperger

National Anthem:
Gwenyth Reed

Invocation:
Tony Incashola

Community Partner:
Thurston Elfstrom,
Montana Natural
History Center

Report on Quorum:
Tom Eggensperger

Report on Notice Meeting:
Cindy Lewis

Approve Meeting Minutes:
Tom Eggensperger

Financial Report:
Stacey Mueller

State of the Cooperative:
Jason Williams

Scholarship Awards:
Jason Williams

New Business:

Jason Williams

- Bylaws Changes & Vote
- Nomination & Election of Trustees

Prizes & Adjournment:
Blackfoot Team

Up for Election:
District 1, District 2, District 3,
District 4, District 5, District 6,
District 7, District 8, District 9

Community Partner:



Meeting Photographer:
Jordan Lefler

Connect with us



View this report online at:

GoBlackfoot.com/AnnualMeeting

