



**United States Department of Agriculture
Rural Development**

OPEN LETTER FROM THE ASSISTANT ADMINISTRATOR

July 7, 2014

SUBJECT: Reorganization of Rural Utilities Service's (RUS) Telecommunications Program

TO: All Telecommunications Program Borrowers, Grantees, and other Customers

I am pleased to announce that we are transforming the Telecommunications Program into a 21st century organization that more effectively and efficiently serves rural America. Our new structure optimizes the organizational configuration to support core business functions. The redeployment of resources will better leverage and align the strength and diversity of our entire staff to enhance the quality, delivery, and performance of our Programs. After a careful assessment of our business processes and stakeholders' considerations, we identified inefficiencies and outdated methods. Our new alignment allows us to be more flexible, in an ever-changing environment, and enhances our capacity to be responsive, relevant and effective to our rural customers. In addition, the reorganization is necessary for our Program to:

- Allocate resources more efficiently in an era of limited human capital and tight budgets.
- Eliminate duplications and inconsistency in administering our Programs.
- Position our staff to better serve our customers and effectively meet RUS' mission and objectives.

The Telecommunications Program has been restructured into three new divisions based on the core activity and function rather than geographic location or program type. The divisions are identified as follows:

- **Loan Origination and Approval Division**
Shawn Arner, Deputy Assistant Administrator; Phone: (202) 720-0800
This office is responsible for all activities associated with submission, acceptance, review, and approval of all loan and grant applications.
- **Portfolio Management and Risk Assessment Division**
Peter Aimable, Deputy Assistant Administrator; Phone: (202) 720-1025
This office is responsible for all activities associated with servicing approved loans and grants. This includes construction contracts and advancement of funds. The office will also be responsible for the portfolio risk assessment.
- **Policy and Outreach Division**
Ken Kuchno, Deputy Assistant Administrator; Phone: (202) 690-4673
This office is responsible for all activities associated with planning, strategy, reporting as well as communication with constituents and stakeholders.

1400 Independence Ave, S.W. · Washington DC 20250-0700
Web: <http://www.rurdev.usda.gov>

Committed to the future of rural communities.

"USDA is an equal opportunity provider, employer and lender."
To file a complaint of discrimination, write USDA, Director, Office of Civil Rights,
1400 Independence Avenue, S.W., Washington, DC 20250-9410 or call (800) 795-3272 (Voice) or (202) 720-6382 (TDD).

The Program's General Field Representatives (GFR) have not been reassigned and continue be your first point of contact. The GFR, assigned to serve your state, will be happy to assist you directly or guide you to other staff that can address your needs. The link by state for you to contact your GFR is: http://www.rurdev.usda.gov/UTP_GFRContact.html. The Washington DC staff directory will be updated based on the new structure on the Program website as soon as possible.

Where to mail documents:

- All documents you previously have mailed to the GFR, please continue to do so.

For other documents being submitted:

- All pre-loan and pre-grant approval documents should be sent to the following address:

LOAN ORIGINATION & APPROVAL
1400 Independence Ave, SW
Room 2808 South Agriculture Building - Stop 1597
Washington, DC 20250

- All documents related to post servicing of loans and grants (after approval of application). This includes reimbursement requests and fund advances. Please send to the following address:

PORTFOLIO MANAGEMENT & RISK ASSESSMENT
1400 Independence Ave, SW
Room 2839 South Agriculture Building - Stop 1595
Washington, DC 20250

- All documents related to policy and outreach should be sent to:

POLICY AND OUTREACH DIVISION
1400 Independence Ave, SW
Room 2870 South Agriculture Building - Stop 1599
Washington, DC 20250

I want to personally assure you that we have planned extensively for this reorganization with a critical focus on continuing serving you with no disruption of services. Please contact our Deputy Assistant Administrators should you have any comments or if you encounter any lapse of service. As we move forward, we will continue with our business process improvements with intensified efforts for achieving institutional excellence. Thank you for your support and telecommunications investments in rural America's future.

Sincerely,



KEITH B. ADAMS
Assistant Administrator
Telecommunications Program
Rural Utilities Service