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Baraga Telephone Co.

May 25, 2012

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Washington, DC 20554

RE: Report Required in WC Docket No. 10-90 Regarding FCC Rules 54.313(a)(2) through (6) and (h).

Dear Ms. Dortch:

The following information is submitted by the Baraga Telephone Company pursuant to WC Docket No. 10-90 as specified in the Public Notice released May 8, 2012 (DA 12-729). Please contact me with any questions.

Respectfully,



Paul W. Stark
President
Baraga Telephone Company
pwstark@up.net

54.313(a)(2)

ETCs are required to submit detailed information on any outage in the prior calendar year, as that term is defined in 47 CFR 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect

- (i) At least ten percent of the end users served in a designated service area; or
- (ii) A 911 special facility, as defined in 47 CFR 4.5(e)

Company Response:

Date and time of onset of the outage: June 21, 2011

Brief description of the outage and its resolution: We were having new batteries installed in the L'Anse, MI exchange office. The contracted installers disconnected a lead in error and disconnected power to the office.

The problem was detected immediately, but it took some time to bring all the equipment back on line. Some circuit breakers had been tripped and it took about 2 hours to get everyone back in service.

Particular services affected: Landline telephone service and Internet service.

Geographic areas affected by the outage: The L'Anse, MI telephone exchange.

Steps taken to prevent a similar situation in the future: We will be more careful the next time we change batteries.

Number of customers affected: 2100.

Date and time of onset of the outage: July 18, 2011

Brief description of the outage and its resolution: Chargers failed in the remote hut at Zeba, MI. This hut is also a fiber repeater point so when the batteries ran down and the power went off customers in Zeba, Aura and Skanee were all affected for about 2 hours. To resolve the outage, we temporarily replaced the existing charges and later replaced the entire charging unit with updated equipment.

Particular services affected: Landline telephone service and Internet service.

Geographic areas affected by the outage: The Zeba, Aura and Skanee, MI remote areas of the L'Anse, MI telephone exchange.

Steps taken to prevent a similar situation in the future: The charging units in this hut were replaced with updated equipment.

Number of customers affected: 627.

54.313(a)(3)

ETCs are required to report the number of requests for service from potential customers within the recipient's service areas that were unfulfilled during the prior calendar year. The carrier shall also detail how it attempted to provide service to those potential customers.

Company Response

No requests for telephone service were unfulfilled.

However, The Baraga Telephone Company received about 10 requests for DSL Internet service in two specific areas that we were not able to fulfill at this time. About half of these would be temporary (Seasonal) customers. The Baraga Telephone Company will be constructing fiber optic cable to DSL concentrators in these areas by the end of 2014.

54.313(a)(4)

ETCs are required to report the number of complaints per 1,000 connections in the prior calendar year.

Company Response

The Baraga Telephone Company received about 372 complaints per 1,000 connections in the prior calendar year.

54.313(a)(5)

ETCs are required to certify that it is complying with applicable service quality standards and consumer protection rules.

Company Response

The Baraga Telephone Company certifies that is complying with applicable service quality standards and consumer protection rules.

54.313(a)(6)

ETCs are required to certify that are able to function in emergency situations as set forth in §54.202(a)(2).

Company Response

The Baraga Telephone Company certifies that it is able to function (and has functioned) in emergency situations as set forth in §54.202(a)(2).

The Baraga Telephone Company (BTC) maintains a minimum of 8 hours of battery capacity at all remote locations and the Baraga and L'Anse offices. In the event of a power outage lasting longer than 8 hours, BTC would employ portable generators to keep remote equipment in operation. BTC also maintains generators at the Baraga, L'Anse and the Tapiola offices.

The Baraga Telephone Company network is built to enable about 25% of our customers to call at any given time.

54.313(h)

All incumbent local exchange carrier recipients of high-cost support must report all of their flat rates for residential local service, as well as state fees as defined pursuant to §54.318(e) of this subpart. Carriers must also report all rates that are below the local urban rate floor as defined in §54.318 of this subpart, and the number of lines for each rate specified. Carriers shall report lines and rates in effect as of January 1.

Company Response

The Baraga Telephone Company submits the following:

Rate Plan Name	Rate	State Fees	# of lines*
PBLES	\$ 23.50	\$0	
Basic Service	\$ 26.50	\$ 0.00	
Bundled Services	\$ 24.57	\$ 0.00	

* as of January 1, 2011 where rate plus state fees is below \$10 per month