



**Diana Coleman**  
*Vice President - General Manager*

June 20, 2012

Ms. Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington, D.C. 20554

Re: WC Docket No. 10-90, Annual 54.313(a)(2) through (6); (f)(2) and (h) Report of High-Cost Recipient

Dear Ms. Dortch:

Enclosed herein is the annual report for Mt. Angel Telephone Company, Study Area Code 532386 pursuant to §54.313 of the Commission's rules.

Please contact me with any questions at:

Phone 503-845-2291  
Email [dianac@mtangeltel.net](mailto:dianac@mtangeltel.net)

Sincerely,

A handwritten signature in cursive script that reads 'Diana Coleman'.

Diana Coleman  
Vice President – General Manager

Enclosures

Copies to:

Karen Majcher  
Vice President-High Cost and Low Income Division  
Universal Service Administrative Company  
2000 L Street NW, Suite 200  
Washington, DC 20036

Public Utility Commission of Oregon  
Attn: Filing Center  
550 Capitol St. NE #215  
Salem, OR 97308-2148

**Mt. Angel Telephone Company**  
2012 Annual 54.313 Report of High-Cost Recipient

Certifications

In compliance with the following regulations, **Mt. Angel Telephone Company**, by Diana Coleman its Vice President - General Manager hereby certifies, subject to the penalties for false statements imposed under 18 U.S.C. § 1001, that:

54.313(a)

47 CFR § 54.202(a)(1)(i) – It will make reasonable efforts to comply with the service requirements applicable to the support it receives, specifically:

High Cost Loop Support – the services listed and defined in 47 CFR § 54.101(a).

Lifeline Support – the three criteria set forth in 47 CFR § 54.401(a).

Interstate Common Line Support – the filings required in 47 CFR § 54.903 and the certification required in 47 CFR § 54.

47 CFR § 54.313(a)(5) – It will make reasonable efforts to comply with applicable service quality standards as stated in Oregon Administrative Rules 860-034-0390, Retail Telecommunications Service Standards for Small Telecommunications Utilities (or your State's equivalent) and consumer protection rules as defined in 47 CFR Part 64 Subpart U, Customer Proprietary Network Information and the Federal Trade Commission Red Flag rules to prevent identity theft. (See also Page 4)

47 CFR § 54.313(a)(6) – It will make reasonable efforts to function in emergency situations as set forth in 47 CFR § 54.202(a)(2). (See also Page 5)

Certified by:

  
Signature

Diana Coleman  
Printed Name

Vice President – General Manager  
Title

**Mt. Angel Telephone Company**  
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54.313(a)(2) Detailed Information on any Outage in 2011

An outage is a significant degradation in the ability of an end user to establish and maintain a channel of communications as a result of failure or degradation in the performance of a communications provider's network of at least 30 minutes in Mt. Angel Telephone Company service area.

An outage affected at least ten percent of the end users in the service area. NO  
(Yes or No)

An outage that potentially affects a 911 special facility occurs whenever:

- (1) There is a loss of communications to PSAP(s) potentially affecting at least 900,000 user-minutes and: The failure is neither at the PSAP(s) nor on the premises of the PSAP(s); no reroute for all end users was available; and the outage lasts 30 minutes or more; or
- (2) There is a loss of 911 call processing capabilities in one or more E-911 tandems/selective routers for at least 30 minutes duration; or
- (3) One or more end-office or MSC switches or host/remote clusters is isolated from 911 service for at least 30 minutes and potentially affects at least 900,000 user-minutes; or
- (4) There is a loss of ANI/ALI (associated name and location information) and/or a failure of location determination equipment, including Phase II equipment, for at least 30 minutes and potentially affecting at least 900,000 user-minutes (provided that the ANI/ALI or location determination equipment was then currently deployed and in use, and the failure is neither at the PSAP(s) or on the premises of the PSAP(s)).

An outage affected a 911 special facility in the service area. NO  
(Yes or No)

Information on each outage included in the above:

(A) The date and time of onset of the outage - \_\_\_\_\_

(B) A brief description of the outage and its resolution - \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(C) The particular services affected - \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(D) The geographic areas affected by the outage - \_\_\_\_\_

(E) Steps taken to prevent a similar situation in the future - \_\_\_\_\_  
\_\_\_\_\_

(F) The number of customers affected - \_\_\_\_\_

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Miscellaneous Information

54.313(a)(3) The number of requests for service from potential customers within the recipient's service areas that were unfulfilled during the prior calendar year -   0  

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54.313(a)(4) The number of complaints per 1,000 connections in 2011 -   0  

54.313(a)(5) Satisfaction of Consumer Protection and Service Quality Standards

Consumer Protection

**Mt. Angel Telephone Company** complies with the requirements of 47 CFR Part 64 Subpart U, Customer Proprietary Network Information and the Federal Trade Commission Red Flag rules to prevent identity theft. A manual for each of those programs is in place and is part of the employees' handbook. Employee training is conducted annually and new hires are instructed on the programs as required by their job functions.

Service Quality Standards

**Mt. Angel Telephone Company** complies with the service standards of the State of Oregon as promulgated in the Oregon Administrative Rules 860-034-0390, Retail Telecommunications Service Standards for Small Telecommunications Utilities.

**Mt. Angel Telephone Company**  
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54.313(a)(6) Ability to Remain Functional in Emergency Situations

Back-up Power

**Mt. Angel Telephone Company** has the following back-up power capabilities:

Switches – stand alone and/or host

Switch A      55kw Generator, primary fuel Natural Gas, secondary fuel  
2 - 125 gallon propane tanks, batteries good for 10 hour.

Remote Central Offices

No Remote Offices

Subscriber carrier (DLC, AFC, OPM, etc.)

AFC 1          10 hour battery back up  
AFC 2          Express power from C.O. DC power plant  
AFC 3          Express power from C.O. DC power plant

Network Interface Devices (NIDs)

**Mt. Angel Telephone Company** has 1,700 customers with metallic (copper) connections to the Central Office and their NIDs are powered from the Central Office.

**Mt. Angel Telephone Company** has 3 customers with non-metallic (fiber optic) connections to the Central Office. These customers' NIDs are battery powered in case of emergency. The batteries are rated to last 8 hours.

Ability to reroute traffic around damaged facilities:

**Mt. Angel Telephone Company** has fully redundant facilities for interexchange carrier traffic.

Capability to manage traffic spikes resulting from emergency situations

**Mt. Angel Telephone Company** has 1,700 customers, switching capacity of 2,500 simultaneous calls, and transport capacity for 375 simultaneous calls. **Mt. Angel Telephone Company** takes no responsibility for the capabilities of interconnected networks to manage traffic spikes resulting from emergency situations, but will continue its best efforts for its networks during such events.

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54.313(h) Additional Residential Voice Rate Data  
As of June 1, 2012

Rates and lines below the local urban rate floor of \$10.00

<u>Voice rate data – Emergency Line</u>	<u>Rate</u>	<u>Number of Lines</u>
Residential Local Service Rate -	\$1.00	
State Subscriber Line Charges	\$ .00	
State Universal Service Fee	\$.065	
Mandatory EAS Charges (1)	<u>\$.00</u>	
Total	\$1.07	<u>99</u>

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