

DUNKIRK & FREDONIA
TELEPHONE COMPANY
A COMPANY OF



Received & Inspected

JUN 21 2012

FCC Mail Room

June 18, 2012

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

RE: WC Docket No. 10-90

Dear Secretary Dortch:

As required by FCC WC Docket No. 10-90 and Sections 54.313(a)(1) thru 54.313(a)(5), please find enclosed Reports and Certifications for the Dunkirk and Fredonia Telephone Company, 40 Temple St., Fredonia, New York 14063.

Please contact me at 716-673-3083 should you have any questions.

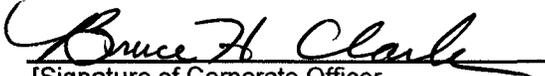
Sincerely,

A handwritten signature in black ink that reads "Bruce H. Clark". The signature is written in a cursive style.

Bruce H. Clark
VP of Finance
Dunkirk and Fredonia Telephone Company
40 Temple St.
Fredonia, New York 14063

No. of Copies rec'd _____
List ABCDE _____

Signed,


[Signature of Corporate Officer]

Date: 06/18/12

Bruce H. Clark

[Printed Name of Corporate Officer]

VP of Finance

[Title of Corporate Officer]

Carrier's Name Dunkirk and Fredonia Telephone Company

Carrier's Address 40 Temple St.

Carrier's Telephone Number (716) 673-3000

Section 54.313(a)(2) – Outage Reporting

Dunkirk and Fredonia Telephone Company

Study Area Code 150091

Response – NO REPORTABLE OUTAGES FOR 2011

The New York State Public Service Commission requires companies to only report outages per Section 54.313(a)(2) when they occur. For year 2011 there were NO such outages and as such no report was filed with the State Commission.

63. STATISTICS RELATING TO TELEPHONE SERVICE QUALITY

1. To calculate the Average for the Year for column (b) below, add together each of the monthly company-wide results and divide by 12.
2. Measurement Opportunities are the total number of monthly measurements for the year taken at the appropriate entity reporting level (e.g., central office entity for Customer Trouble Report Rate; Maintenance Center for Percent Out-of-Service Over 24 Hours, etc.).
3. "Objective Level", "Weakspot Level", and "Surveillance Level Failure" are defined in the Commission's Telephone Service Standards (Section 603 of 16NYCRR). Certain smaller companies may not be required to report on all of the following service measurements. Please refer to the Service Standards before completing the following schedule.
4. For Business Office Answer, Repair Service Answer, Directory Assistance Answer, Intercept Answer, and Toll & Assistance Answer specify which of the two alternative standards the company used during the year. (See Section 603.12 (d) of 16 NYCRR.)

Line No.	Service Measurement (a)	TOTAL COMPANY SERVICE QUALITY DATA						Number of Surveillance Level Failures (h)
		Average for the Year (b)	Cumulative Annual Total (c)	Measurement Opportunities				
				At Objective Level		At Weakspot Level		
				Number (d)	Percent (e)	Number (f)	Percent (g)	
1	Customer Trouble Report Rate Per 100 Access Lines	0.04	1	36	100%			
2	Percent Missed Repair Appointments							
3	Percent Out-of-Service Over 24 Hours							
4	Percent Regular Orders Installed Within 5 Days	100%	13,036	13,036	100%			
5	Percent Installation Appointments Not Met							
6	Business Office Answer (Standard: _____)							
7	Repair Service Answer (Standard: _____)							
8	Directory Assistance Answer (Standard: _____)							
9	Intercept Answer (Standard: _____)							
10	Toll and Assistance Answer (Standard: _____)							
11	Dial Tone Speed							
12	Blockages and Failures							
13	Orders for Regrades Held Over 30 Days							
14	TOTAL		13,037	13,072		0		0
15	Number of Customer Complaints to the Public Service Commission During the Year is 0.							