

 **TrioTel**
Communications, Inc.

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Received & Inspected

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June 19, 2012

To: Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 – 12th Street, NW
Washington, DC 20554

Administrator
Universal Service Administrative Company
2000 L Street, NW, Suite 200
Washington, DC 20036

South Dakota Public Utilities Commission
500 East Capitol Avenue
Pierre, SD 57501-5070

RE: WC Docket No. 10-90
Reporting Requirements Pursuant to 47 CFR § 54.313(a)(2) through (a)(6) and (h)

The attached information is being submitted by TrioTel Communications, Inc. pursuant to WC Docket No. 10-90 as specified in Public Notice DA 12-279 released on May 8, 2012.

Please contact me if you have any questions.

Sincerely,



Bryan K. Roth, CEO

Attachment

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**47 CFR § 54.313 Annual Report
WC Docket No. 10-90**Name of Company: TrioTel Communications, Inc. - McCookAddress of Company: 330 S. Nebraska St, PO Box 630, Salem, SD 57058Study Area Code (SAC): 391669Name and Title of Officer Certifying Information: Bryan K. Roth, CEO/Manager**§ 54.313(a)(2) – Outage Information**

The Company had two outages in the year 2011 of at least 30 minutes in duration that affected at least ten percent of its end users or that affected a 911 special facility. Following is detailed information on the outage(s):

- Date and time: January 19, 2011 from 6:00 a.m. -7:00 a.m.
- Description of outage and its resolution: The OLTG Card in the Kampshoff Cabinet in the Canova exchange failed.
- Particular services affected: Dial tone, video, and data services for FTTH customers.
- Geographic areas affected: Canova exchange, Canova South Dakota.
- Steps taken to prevent similar situation: The issue was resolved by replacing the bad OLTG Card from the Cabinet. Since the outage was a result of an electronics failure there are no certain preventative steps to take to prohibit this from occurring again in the future.
- Number of customers affected: The outage affected 61 of 171 customers.

- Date and time: April 30, 2011 from 2:30 p.m. – 3:15 p.m
- Description of outage and its resolution: The OLTG Port failed on GPON Port 2, at the Center exchange Central Office.
- Particular serviced affected: Dial tone, video, and data services.
- Geographic areas affected: Center exchange, Center South Dakota.
- Steps taken to prevent similar situation: The issue was resolved by rebooting the OLTG Card. Since the outage was a result of an electronics failure there are no certain preventative steps to take to prohibit this from occurring in the future.
- Number of customers affected: The outage affected 32 of 95 customers.

§ 54.313(a)(3) – Unfulfilled Requests for Service

The Company did not have any unfulfilled service requests during the year 2011.

§ 54.313(a)(4) – Complaints

The Company had one complaint per 1,000 connections (fixed or mobile) for the year 2011.

§ 54.313(a)(5) – Service Quality and Consumer Protection

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

§ 54.313(a)(6) – Emergency Situations

The Company certifies that it is able to function in emergency situations as set forth in § 54.202(a)(2). Specifically, the Company has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

§ 54.313(h) – Incumbent Local Exchange Carrier Voice Rate Data Effective June 1, 2012 - Include only information for residential rates (including any state fees) that are below the Local Urban Rate Floor of \$10.00

The Company has no residential rates (including states fees) that are below the Local Urban Rate Floor of \$10.00.

I, Bryan K. Roth, certify that I am an officer of the company named above and that I can certify under penalty of perjury to the accuracy of the information provided herein and make the certifications required by § 54.313.



Signature of Certifying Officer

Bryan K. Roth
Name

CEO/Manager
Title

June 19, 2012
Date