

Annual Reporting Requirements pursuant to § 54.313(a)(2)-(6)

Received & Inspected

WC Docket No. 10-90

JUN 22 2012

FCC Mail Room

§ 54.313(a)(2) – Outage reporting

\_\_\_\_\_ My company was not required to collect this information in 2011.

X  My company collected this information pursuant to state utility commission requirement. A copy of the report is attached.

§ 54.313(a)(3) – Unfulfilled service requests

\_\_\_\_\_ My company was not required to collect this information in 2011.

X  My company collected this information pursuant to state utility commission requirement. A copy of the report is attached.

§ 54.313(a)(4) – Customer complaints per 1000 connections

\_\_\_\_\_ My company was not required to collect this information in 2011.

X  My company collected this information pursuant to state utility commission requirement. A copy of the report is attached.

§ 54.313(a)(5) – Service quality standards and consumer protection rules

I certify that the reporting carrier is in compliance with applicable service quality standards and consumer protection rules.

§ 54.313(a)(6) – Ability to function in emergency situations

I certify that the reporting carrier can function in emergency situations as set forth in 47 CFR §54.202(a)(2). Specifically, the reporting carrier 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.

I am authorized to make this certification on behalf of the company named above and, to the best of my knowledge the information reported on this form is accurate. This certification is for the study area(s) listed below. **(Please enter your Company Name, State and Study Area Code)**

Company Name	State	Study Area Code
Benkelman Telephone Co., Inc.	NE	372455

(If necessary, attach a separate list of additional study areas and check this box.)

No. of Copies rec'd  0   
List ABCDE

Signed,

Kacey Harper VP

[Signature of Corporate Officer]

Date: 06.15.2012

Kacey L. Harper

[Printed Name of Corporate Officer]

Vice President

[Title of Corporate Officer]

Carrier's Name Benkelman Telephone Co., Inc.

Carrier's Address PO Box 645, Benkelman NE 69021-0645

Carrier's Telephone Number (308) 423-2000



P O Box 645 • 607 Chief • Benkelman, NE 69021

Received & Inspected  
JUN 22 2012  
FCC Mail Room

June 15, 2012

Nebraska Public Service Commission  
PO Box 94927  
Lincoln NE 68509-4927

RE: Benkelman Telephone Co., Inc. Annual Report

Dear Sirs:

As a recipient of high cost support, we certify our annual report for 2010 as follows:

009.04A2 - Benkelman Telephone Co., Inc. had one outage in 2011 that lasted longer than 30 minutes. This affected approximately 35 customers for a length of 13 hours. This occurred and was reported to the Public Service Commission on September 12, 2011 at approximately 8:45 A.M. This outage affected local calling, long distance, E911 and Broadband. A copy of the final report is attached to this certification;

009.04A3 - Benkelman Telephone Co., Inc. had no unfulfilled service requests in our territory;

009.04A4 - Benkelman Telephone Co., Inc. had no complaints in 2011;

009.04A5 - Benkelman Telephone Co., Inc. are complying with applicable service quality standards and consumer protection rules;

009.04A6 - Benkelman Telephone Co., Inc. is able to function in emergency situations as set forth in s.s. 54.201(a)(2) and any applicable Commission rules;

009.04A7 - Benkelman Telephone Co., Inc. is offering a local usage plan comparable to that offered by the incumbent LEC in the relevant service area; and

009-04A8 - Benkelman Telephone Co., Inc. acknowledges that the Federal Communications Commission may require it to provide equal access to long distance carriers in the event that no other eligible telecommunications carrier is providing equal access within the service area.

If you have any questions, please give me a call at (308)423-2000.

Sincerely,

*Kacey L. Harper VP*

Kacey L. Harper  
Vice President

Cheryl,

Below are the specifics of the outage that I talked with you about for Benkelman Telephone Company.

09/12/11

08:13 Contractor bored through a duct that had a fiber optic cable inside. The fiber is used to supply telephone and internet service to 35 of our FTTP customers.

08:45 Our crew arrived on site to assess damage and begin repair. About 900' of fiber had to be replaced and spliced on each end.

21:06 Fiber was in place and about 1/2 of the customers were back in service.

22:45 The final splice was completed and all customers were back in service

Thanks,

Ron Crow

Benkelman Telephone Company