

KPU



Your Community, Your Utility

Telecommunications
2930 Tongass Avenue
Ketchikan, AK 99901

Phone (907) 225-1000
Fax (907) 225-1788

Received & Inspected

JUN 25 2012

FCC Mail Room

June 18, 2012

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

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

Re: WC Docket No. 10-90 – Information Required by FCC rule, 47 CFR §
54.313(a)(2)-(6)

Dear Commissioners:

The City of Ketchikan d/b/a Ketchikan Public Utilities (KPU), Study Area code, 613013 hereby files its annual reporting requirements for high-cost recipients in compliance with 47 CFR § 54.313(a)(2)-(6).

47 CFR § 54.313(a)(2) - Outage Reporting

KPU has not collected this data for 2011 since it was not required to file outage information to the Regulatory Commission of Alaska in 2011. This item is therefore not applicable for this year's filing per the Wireline Competition Bureau's February 3, 2012 Order in WC Docket No. 10-90 et. al. (DA 12-147, paragraph 10)

47 CFR § 54.313(a)(3) - Unfilled Service Requests

The signatory below certifies that KPU provided service throughout its eligible telecommunications carrier service area in 2011 to all customers

014

KETCHIKAN PUBLIC UTILITIES

requesting service, and that in no instance was KPU unable to provide service.

47 CFR § 54.313(a)(4) - Customer Complaints per 1,000 Connections

The signatory below certifies that there were no formal complaints to the Regulatory Commission of Alaska or the Federal Communications Commission during 2011.

47 CFR § 54.313(a)(5) - Service Quality Standards and Consumer Protection Rules

1. The signatory below certifies that the carrier is in compliance with 3 AAC 53.450(a) and (c), Consumer protection and service quality which states:

(a) An eligible telecommunications carrier shall maintain at least one business office, with toll-free calling if necessary, staffed during commission business hours, to provide customers with access to personnel who can timely provide information on services and rates, accept and process service applications, explain and adjust bills, and generally represent the carrier.

(b) KPU does not report under 3 AAC 53.450(b) which is specific to wireless carriers.

(c) An eligible telecommunications carrier shall commit to maintaining, in an easily accessible location on the company website, consumer complaint procedures.

47 CFR § 54.313(a)(6) - Ability to Function in Emergency Situations

The signatory below certifies that the carrier complies with requirements set out in 47 CFR § 54.202(a)(2) regarding functionality in emergency situations which states:

Demonstrates its ability to remain functional in emergency situations, including a demonstration that it 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 manage traffic spikes resulting from emergency situations.

As an authorized corporate officer of KPU, the holder of Certificate of Public Convenience and Necessity No. 104, issued by the Regulatory Commission of Alaska, I declare under penalty of unsworn falsification that I have examined this report and to the best of my knowledge and belief it is true, correct and complete.



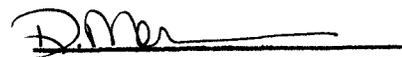
Edward L. Cushing, KPU Telecommunications Division Manager

Subscribed and sworn to before me this 18th day of June, 2012.

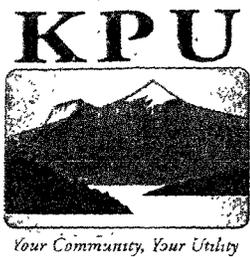
Notary Public: D. Marcano

My commission expires: Oct. 18th 2014

cc: Regulatory Commission of Alaska
701 West 8th Avenue, Suite 300
Anchorage, AK 99501



D. Marcano, Notary Public
My Commission Expires Oct 18, 2014



Telecommunications
2930 Tongass Avenue
Ketchikan, AK 99901

Phone (907) 225-1000
Fax (907) 225-1788

Received & Inspected

JUN 25 2012

FCC Mail Room

June 18, 2012

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

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

Re: WC Docket No. 10-90 – Information Required by FCC rule, 47 CFR §
54.313(a)(2)-(6)

Dear Commissioners:

The City of Ketchikan d/b/a Ketchikan Public Utilities (KPU), Study Area code, 613013 hereby files its annual reporting requirements for high-cost recipients in compliance with 47 CFR § 54.313(a)(2)-(6).

47 CFR § 54.313(a)(2) - Outage Reporting

KPU has not collected this data for 2011 since it was not required to file outage information to the Regulatory Commission of Alaska in 2011. This item is therefore not applicable for this year's filing per the Wireline Competition Bureau's February 3, 2012 Order in WC Docket No. 10-90 et. al. (DA 12-147, paragraph 10)

47 CFR § 54.313(a)(3) - Unfilled Service Requests

The signatory below certifies that KPU provided service throughout its eligible telecommunications carrier service area in 2011 to all customers

requesting service, and that in no instance was KPU unable to provide service.

47 CFR § 54.313(a)(4) - Customer Complaints per 1,000 Connections

The signatory below certifies that there were no formal complaints to the Regulatory Commission of Alaska or the Federal Communications Commission during 2011.

47 CFR § 54.313(a)(5) - Service Quality Standards and Consumer Protection Rules

1. The signatory below certifies that the carrier is in compliance with 3 AAC 53.450(a) and (c), Consumer protection and service quality which states:

(a) An eligible telecommunications carrier shall maintain at least one business office, with toll-free calling if necessary, staffed during commission business hours, to provide customers with access to personnel who can timely provide information on services and rates, accept and process service applications, explain and adjust bills, and generally represent the carrier.

(b) KPU does not report under 3 AAC 53.450(b) which is specific to wireless carriers.

(c) An eligible telecommunications carrier shall commit to maintaining, in an easily accessible location on the company website, consumer complaint procedures.

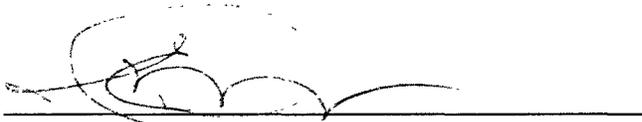
47 CFR § 54.313(a)(6) - Ability to Function in Emergency Situations

The signatory below certifies that the carrier complies with requirements set out in 47 CFR § 54.202(a)(2) regarding functionality in emergency situations which states:

Demonstrates its ability to remain functional in emergency situations, including a demonstration that it 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 manage traffic spikes resulting from emergency situations.

As an authorized corporate officer of KPU, the holder of Certificate of Public Convenience and Necessity No. 104, issued by the Regulatory Commission of Alaska, I declare under penalty of unsworn falsification that I have examined this report and to the best of my knowledge and belief it is true, correct and complete.



Edward L. Cushing, KPU Telecommunications Division Manager

Subscribed and sworn to before me this 18th day of June, 2012.

Notary Public: D. Marcano

My commission expires: Oct. 18th 2014

cc: Regulatory Commission of Alaska
701 West 8th Avenue, Suite 300
Anchorage, AK 99501



D. Marcano, Notary Public
My Commission Expires Oct 18, 2014