**Annual Reporting for High-Cost Recipients**
**47 C.F.R. §54.313(a)(2) through (a)(6) and (h)**
**Mashell Telecom, Inc.**

June 26, 2012

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington, D.C. 20554

Ms. Karen Majcher
Vice President – High Cost Low Income Division
Universal Service Administrative Company
2000 L Street NW, Suite 200
Washington, D.C. 20036

RE: WC Docket No. 10-90: Annual Reporting Requirements for High-Cost Recipients §54.313 (a)(2) through (a)(6) and (h)

Pursuant to Section 54.313(a)(2) through (a)(6) and (h) of the Federal Communications Commission's rules, enclosed are the 2012 annual reporting requirements and certifications for Mashell Telecom, Inc., Study Area Code 522431. Mashell Telecom, Inc. is a state-designated ETC, and as such, is submitting to the Commission relevant information from reports it files with its state commission for §54.313 (a)(2) through (a)(4).

Should you have any questions, please contact our Regulatory & Compliance Manager, Mark Carrier by email at mark.carrier@rainierconnect.net or by phone at 360-623-4555.

Sincerely,

Brian Haynes
President & CEO

Enclosures

Cc: Washington Utilities & Transportation Commission

# Annual Reporting for High-Cost Recipients
# 47 C.F.R. §54.313(a)(2) through (a)(6) and (h)
# Mashell Telecom, Inc.

## OUTAGE REPORTING – §54.313 (a)(2)

Detailed information on any outage in the prior calendar year, as that term is defined in 47 C.F.R. 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect (i) At least ten percent of the end users served in a designated service area; or (ii) A 911 special facility, as defined in 47 C.F.R. 4.5(e).

| Detailed Outage Information for 2011 | | | | | | |
|---|---|---|---|---|---|---|
| Date of Outage | Time of Outage | Description of Outage and Resolution | Particular Services Affected | Geographic Areas Affected | Steps Taken to Prevent Future Recurrences | Number of Customers Affected |
| | | | | | | |
| **The company had no outages in 2011 as defined in 47 C.F.R. 4.5 affecting 10% or more of end users for 30 minutes or longer or a 911 special facility as defined in 47 C.F.R. 4.5(e).** | | | | | | |
| | | | | | | |
| | | | | | | |

## UNFULFILLED SERVICE REQUESTS – §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. The carrier shall also detail how it attempted to provide service to those customers.

**There were no unfulfilled requests for service during calendar year 2011.**

**Annual Reporting for High-Cost Recipients**
**47 C.F.R. §54.313(a)(2) through (a)(6) and (h)**
**Mashell Telecom, Inc.**

## NUMBER OF COMPLAINTS PER 1,000 CONNECTIONS – §54.313(a)(4)

The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year.

**During calendar year 2011, Mashell Telecom, Inc. received 0 (zero) complaints per 1,000 working access lines from its ETC/ILEC Customers.**

**Annual Reporting for High-Cost Recipients**
**47 C.F.R. §54.313(a)(2) through (a)(6) and (h)**
**Mashell Telecom, Inc.**

**§54.313(a)(5) – COMPLIANCE WITH SERVICE QUALITY STANDARDS AND CONSUMER PROTECTION RULES**

*Service Quality Standards and Consumer Protection Rules Annual Certification*

| Brian Haynes | President & CEO | Mashell Telecom, Inc. |
|---|---|---|
| Printed Name of Officer | Title of Officer | Company Name |

I am authorized to provide this certification on behalf of the Company. I hereby certify that the Company is in compliance with applicable service quality standards and consumer protection rules.

Executed on 6/25/2012
Date

Signature

Printed/Typed Name Brian L Haynes
Brian Haynes

**Annual Reporting for High-Cost Recipients**
**47 C.F.R. §54.313(a)(2) through (a)(6) and (h)**
**Mashell Telecom, Inc.**

**§54.313(a)(6) – ABILITY TO FUNCTION IN EMERGENCY SITUATIONS**

*Ability to Function in Emergency Situations Annual Certification*

| Brian Haynes | President & CEO | Mashell Telecom, Inc. |
|---|---|---|
| Printed Name of Officer | Title of Officer | Company Name |

I am authorized to provide this certification on behalf of the Company. I hereby certify that the Company is capable of functioning in emergency situations. 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.

Executed on 6/25/2012
Date

Signature

Printed/Typed Name Brian L Haynes
Brian Haynes

**Annual Reporting for High-Cost Recipients**
**47 C.F.R. §54.313(a)(2) through (a)(6) and (h)**
**Mashell Telecom, Inc.**

## ADDITIONAL VOICE RATE DATA – §54.313(h)

All incumbent local exchange carrier recipients of high-cost support must report all rates for residential local service, as well as state fees as defined pursuant to §54.318(e) of this subpart, that are below the local urban rate floor as defined in §54.318 of this subpart, and the number of lines for each rate specified. Carriers shall report lines and rates in effect as of June 1.

As of June 1, 2012, Mashell Telecom, Inc. did not have any rates for residential local service, as well as state fees as defined pursuant to §54.318(e), that are below the local urban rate floor as defined in §54.318.