



Ponderosa Telephone

June 27, 2012

Via ECFS:

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
9300 East Hampton Drive
Capitol Heights, MD 20743

Re: WC Docket No. 10-90, Annual 54.313(a)(2) through (6); and (h) Report of High-Cost Recipient

Dear Ms. Dortch:

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 The Ponderosa Telephone Co., Study Area Code 542332. The Ponderosa Telephone Co. is a state-designated ETC.

Please contact me with any questions at:

Phone 559-868-6395
Email dand@ponderosatel.com

Sincerely,

E. L. Silkwood
President

Enclosures

Copies to:

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Certifications

In compliance with the following regulations, The Ponderosa Telephone Co., by E.L. Silkwood its President hereby certifies, subject to the penalties for false statements imposed under 18 U.S.C. § 1001, that:

§54.313(a)

47 CFR §54.202(a)(1)(i) – It will make reasonable efforts to comply with the service requirements applicable to the support it receives, specifically:

High Cost Loop Support – the services listed and defined in 47 CFR §54.101(a).

Lifeline Support – the three criteria set forth in 47 CFR §54.401(a).

Interstate Common Line Support – the filings required in 47 CFR §54.903 and the certification required in 47 CFR §54.

47 CFR §54.313(a)(5) – It will make reasonable efforts to comply with applicable service quality standards and consumer protection rules in accordance with the California Public Utilities Commission, General Order 133-C, the FCC's Title 47 CFR Part 64 Subpart U, Customer Proprietary Network Information and the Federal Trade Commission's ("FTC") Red Flag Rules 16 C.F.R. §681. (See also Page 4)

47 CFR §54.313(a)(6) – It will make reasonable efforts to function in emergency situations as set forth in 47 CFR §54.202(a)(2). (See also Pages 5-8)

Certified by:


Signature

E.L. Silkwood
Printed Name

President
Title

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§54.313(a)(2) Detailed Information on Outages in 2011

An outage is a significant degradation in the ability of an end user to establish and maintain a channel of communications as a result of failure or degradation in the performance of a communications provider's network of at least 30 minutes in The Ponderosa Telephone Co.'s service area.

An outage that potentially affects a 911 special facility occurs whenever:

- (1) There is a loss of communications to PSAP(s) potentially affecting at least 900,000 user-minutes and: The failure is neither at the PSAP(s) nor on the premises of the PSAP(s); no reroute for all end users was available; and the outage lasts 30 minutes or more; or
- (2) There is a loss of 911 call processing capabilities in one or more E-911 tandems/selective routers for at least 30 minutes duration; or
- (3) One or more end-office or MSC switches or host/remote clusters is isolated from 911 service for at least 30 minutes and potentially affects at least 900,000 user-minutes; or
- (4) There is a loss of ANI/ALI (associated name and location information) and/or a failure of location determination equipment, including Phase II equipment, for at least 30 minutes and potentially affecting at least 900,000 user-minutes (provided that the ANI/ALI or location determination equipment was then currently deployed and in use, and the failure is neither at the PSAP(s) or on the premises of the PSAP(s).

Outage Event 1:

An outage affected at least ten percent of the end users in the service area. Yes
(Yes or No)

An outage affected a 911 special facility in the service area. Yes
(Yes or No)

Detailed Information on the outage:

(A) The date and time of onset of the outage - January 25, 2011, 0201 Pacific Time

(B) A brief description of the outage and its resolution - Planned outage due to Central Office Switch replacement. Customers were removed from old switch and placed in new switch in stages.

(C) The particular services affected - Wireline dial tone, E9-1-1 service.

(D) The geographic areas affected by the outage - Service Territory of Ponderosa Telephone Co. California, Telephone Exchanges by NXX: 822, 841, 855, 865, 868, 877, 893.

(E) Steps taken to prevent a similar situation in the future - The Company has no current plans to replace any Central Offices.

(F) The number of potentially affected wireline users:- 14143

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§54.313(a)(2) Detailed Information on Outages in 2011

Outage Event 2:

An outage affected at least ten percent of the end users in the service area. Yes
(Yes or No)

An outage affected a 911 special facility in the service area. Yes
(Yes or No)

Detailed Information on the outage:

(A) The date and time of onset of the outage - October 09, 2011, 1004 Pacific Time

(B) A brief description of the outage and its resolution - Local End Office Switch Failure Switch was rebooted via software command and resetting central processing cards.

(C) The particular services affected - Wireline dial tone.

(D) The geographic areas affected by the outage - Service Territory of Ponderosa Telephone Co. California, Telephone Exchanges by NXX: 822, 841, 855, 865, 868, 877, 893, 928.

(E) Steps taken to prevent a similar situation in the future - When service was fully restored an official request was made to the vendor to provide an analysis of the data stored on the switch. A conference call was scheduled to review the finding and offer any additional information. A review of the Ponderosa data network logs was conducted to determine if unauthorized access to the maintenance port of the switch occurred. Ponderosa will further investigate the LAN topology used to communicate with the switch maintenance port to further isolate the switch on the LAN. This review will occur in 2012.

(F) The number of potentially affected wireline users: - 14922

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Miscellaneous Information

§54.313(a)(3) Unfulfilled Service Requests

The Ponderosa Telephone Co. is a state certified ETC and was not required by the California Public Utilities Commission to collect and report this information in 2011.

§54.313(a)(4) The number of complaints per 1,000 connections in 2011 - .4884

§54.313(a)(5) Satisfaction of Consumer Protection and Service Quality Standards

Consumer Protection

The Ponderosa Telephone Co. complies with the requirements of 47 CFR Part 64 Subpart U, Customer Proprietary Network Information and the Federal Trade Commission's ("FTC") Red Flag Rules 16 C.F.R. §681 to prevent identity theft. A manual for each of those programs is in place and is part of the employees' handbook. Employees and new hires are trained on the programs as required by the rules.

Service Quality Standards

The Ponderosa Telephone Co. is committed to providing the highest quality service to its subscribers and makes every reasonable effort to comply with applicable service quality standards in accordance with the California Public Utilities Commission, General Order 133-C.

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§54.313(a)(6) Ability to Remain Functional in Emergency Situations

Back-up Power

The Ponderosa Telephone Co. has the following back-up power capabilities:

- a. Switches – stand alone and/or host
 - i. “Friant” Central Office: 125 KW Diesel Generator, 250 gallon capacity
 - ii. “Cima” Central Office: 445KW Propane Generator, 500 gallon capacity

- b. Subscriber carrier (DLC, AFC, OPM, etc.)

	EXCH	LOCATION	SITE	GEN KW	FUEL / Type	FUEL CAPACITY	Estimated Run Time (Hrs)	Estimated Battery Reserve (Hrs)
1	ABRY	AUBERRY CO	ABRY	85	Diesel	250	87	8
2	FRNT	FRIANT CO	FRNTCAX FDS0	125	Diesel	250	42	8
3	ONLS	O'NEALS CO	ONLS	150	Diesel	250	42	8
4	SVLK	SHAVER LAKE CO	SVLK	155	Diesel	500	84	8
5	ABRY	BURROUGH VALLEY	BRVL	20	Propane	500	250	8
6	ABRY	MEADOW LAKES	MDLK	8.5	Propane	114	114	8
7	ABRY	PRATHER	PRAT	11	Propane	50	34	8
8	ABRY	SIERRA HIGH	SRHS	11	Propane	50	34	8
9	ABRY	SIERRA ELEMENTARY	SRLM	11	Propane	50	34	8
10	BGCK	BIG CREEK CO	BGCK	29	Propane	250	125	8
11	CIMA	CIMA CO	CIMACAX FDS0	45	Propane	500	167	8
12	FRNT	TABLE MOUNTAIN	TMTN	8.5	Propane	50	50	8
13	NFRK	CASCADEL	CSDL	11	Propane	50	34	8
14	NFRK	GOAT MTN	GMTN	130	Propane	1000	250	8
15	NFRK	NORTH FORK CO	NFRK	45	Propane	250	84	8
16	ONLS	MERCER MT	MRMT	45	Propane	250	84	8
17	SVLK	BRETZ MOUNTAIN	BRMT	25	Propane	Metered	N/A	8
18	SVLK	EXCHEQUER	EXCK	25	Propane	500	250	8
19	SVLK	MUSICK MTN	MUSK	45/30	Propane	2000	500	8
20	SVLK	WILDFLOWER #1	WDFC	11	Propane	Metered	N/A	8
21	ABRY	ALDER SPRINGS	ALSP	RPG	Portable Gen	5	10	8
22	ABRY	BEAL FIRE ROAD	BLFR	RPG	Portable Gen	5	10	8

Back-up Power - continued

	EXCH	LOCATION	SITE	GEN KW	FUEL / Type	FUEL CAPACITY	Estimated Run Time (Hrs)	Estimated Battery Reserve (Hrs)
23	ABRY	COUNTRY OAK LANE	CNTK	RPG	Portable Gen	5	10	8
24	ABRY	HIDDEN HOLLOW	HHLW	RPG	Portable Gen	5	10	8
25	ABRY	JOSE BASIN	JSBS	RPG	Portable Gen	5	10	8
26	ABRY	LOCKWOOD LANE	LKWD	RPG	Portable Gen	5	10	8
27	ABRY	LYNX LANE	LYNX	RPG	Portable Gen	5	10	8
28	ABRY	MEDFORD	MFRD	RPG	Portable Gen	5	10	8
29	ABRY	MORGAN CANYON	MGCN	RPG	Portable Gen	5	10	8
30	ABRY	POWERHOUSE # 3	PWHS	RPG	Portable Gen	5	10	8
31	ABRY	SYCAMORE	SCMR	RPG	Portable Gen	5	10	8
32	ABRY	SEMINOLE	SMNL	RPG	Portable Gen	5	10	8
33	ABRY	SPEARHEAD	SPHD	RPG	Portable Gen	5	10	8
34	ABRY	TRIMMER	TRMR	RPG	Portable Gen	5	10	8
35	ABRY	WISH-I-AH	WSHH	RPG	Portable Gen	5	10	8
36	ABRY	WATTS VALLEY	WTVL	RPG	Portable Gen	5	10	8
37	BGCK	SIERRA SUMMIT	SSMT	RPG	Portable Gen	5	10	8
38	BGCK	TAMARACK ESTATES	TMRK	RPG	Portable Gen	5	10	8
39	FRNT	HIDDEN LAKES	HDLK	RPG	Portable Gen	5	10	8
40	FRNT	LONESTAR	LNST	RPG	Portable Gen	5	10	8
41	FRNT	LOST LAKE	LTLK	RPG	Portable Gen	5	10	8
42	FRNT	SKY HARBOUR	SKHB	RPG	Portable Gen	5	10	8
43	FRNT	TWENTY-TWO MILE HSE	TTMH	RPG	Portable Gen	5	10	8
44	NFRK	CORRINE LAKE	CRLK	RPG	Portable Gen	5	10	8
45	NFRK	DOUGLAS STATION	DSTN	RPG	Portable Gen	5	10	8
46	NFRK	INDIAN CREEK	INCK	RPG	Portable Gen	5	10	8
47	NFRK	KELLER	KLLR	RPG	Portable Gen	5	10	8
48	NFRK	KERCKOFF	KRCK	RPG	Portable Gen	5	10	8
49	NFRK	MARINA VIEW	MNVW	RPG	Portable Gen	5	10	8
50	NFRK	NORTH FORK TECH CENTER	NFTC	RPG	Portable Gen	5	10	8
51	NFRK	REDINGER LAKE	RDLK	RPG	Portable Gen	5	10	8
52	NFRK	TEAFORD	TFRD	RPG	Portable Gen	5	10	8
53	NFRK	THUNDER WAY	THND	RPG	Portable Gen	5	10	8
54	ONLS	BLACKHAWK	BLKH	RPG	Portable Gen	5	10	8
55	ONLS	BUTTERFIELD	BTFD	RPG	Portable Gen	5	10	8
56	ONLS	GRAHAM	GRHM	RPG	Portable Gen	5	10	8
57	ONLS	RED TAIL	RDTL	RPG	Portable Gen	5	10	8
58	ONLS	RYAN RANCH	RRCH	RPG	Portable Gen	5	10	8
59	ONLS	SPRING VALLEY SCHOOL	SPVS	RPG	Portable Gen	5	10	8

Back-up Power - continued

	EXCH	LOCATION	SITE	GEN KW	FUEL / Type	FUEL CAPACITY	Estimated Run Time (Hrs)	Estimated Battery Reserve (Hrs)
60	ONLS	VORTAC-FAA	VRTC	RPG	Portable Gen	5	10	8
61	SVLK	WOODLAND LANE	WDLN	RPG	Portable Gen	5	10	8
62	ABRY	BIG SANDY	BGSD	4	H Fuel Cell	6 CYL.	72	8
63	ABRY	BALD MOUNTAIN	BLMT	4	H Fuel Cell	6 CYL.	72	8
64	ABRY	BURROUGH VALLEY N.	BRVN	4	H Fuel Cell	6 CYL.	72	8
65	ABRY	CALKINS ROAD	CLKN	4	H Fuel Cell	6 CYL.	72	8
66	ABRY	CANAL ROAD	CNRD	4	H Fuel Cell	6 CYL.	72	8
67	ABRY	MARSHALL STATION	MSTN	4	H Fuel Cell	6 CYL.	72	8
68	ABRY	OLD RANCH PARK	OLDR	4	H Fuel Cell	6 CYL.	72	8
69	ABRY	ROCKHILL	RKHL	4	H Fuel Cell	6 CYL.	72	8
70	ABRY	SILVER OAK	SLVR	4	H Fuel Cell	6 CYL.	72	8
71	ABRY	SPREADING OAK NORTH	SPRD	4	H Fuel Cell	6 CYL.	72	8
72	ABRY	TOLLHOUSE	TLHS	4	H Fuel Cell	6 CYL.	72	8
73	ABRY	TERESA SPRINGS	TRSP	4	H Fuel Cell	6 CYL.	72	8
74	ABRY	WEIMILLER ROAD	WMLR	4	H Fuel Cell	6 CYL.	72	8
75	BGCK	LAKESHORE	LASH	4	H Fuel Cell	6 CYL.	72	8
76	BGCK	SUNSET POINT	SSPT	8	H Fuel Cell	12 CYL.	72	8
77	FRNT	BELLVIEW	BLVW	4	H Fuel Cell	6 CYL.	72	8
78	FRNT	BONADELLE WEST	BNDW	4	H Fuel Cell	6 CYL.	72	8
79	FRNT	MIRABELLA	MRBL	4	H Fuel Cell	6 CYL.	72	8
80	NFRK	BASS LAKE ANNEX	BLKA	4	H Fuel Cell	6 CYL.	72	8
81	NFRK	BASS FORK	BSFK	4	H Fuel Cell	6 CYL.	72	8
82	NFRK	MARANANTHA	MNTH	4	H Fuel Cell	6 CYL.	72	8
83	NFRK	OLD TOWN	OLDT	4	H Fuel Cell	6 CYL.	72	8
84	NFRK	SIERRA HIGHLAND	SLND	4	H Fuel Cell	6 CYL.	72	8
85	NFRK	WILCOX ROAD	WLCX	4	H Fuel Cell	6 CYL.	72	8
86	NFRK	WILEY RANCH	WLRH	4	H Fuel Cell	6 CYL.	72	8
87	ONLS	BLUEBIRD WAY	BBRD	4	H Fuel Cell	6 CYL.	72	8
88	ONLS	EXPERIMENTAL RANGE	EXPR	4	H Fuel Cell	6 CYL.	72	8
89	ONLS	FINEGOLD BRIDGE	FGBR	4	H Fuel Cell	6 CYL.	72	8
90	ONLS	MINARETS HIGH SCH.	MNHS	4	H Fuel Cell	6 CYL.	72	8
91	ONLS	SPRING VALLEY	SPVL	4	H Fuel Cell	6 CYL.	72	8
92	SVLK	CRESSMAN	CRES	4	H Fuel Cell	6 CYL.	72	8
93	SVLK	LOWER CRESSMAN	LCRS	4	H Fuel Cell	6 CYL.	72	8
94	SVLK	LOWER PETERSON ROAD	LPRD	4	H Fuel Cell	6 CYL.	72	8
95	SVLK	PINERIDGE	PNRG	4	H Fuel Cell	6 CYL.	72	8
96	SVLK	SHAVER POINT	SVPT	4	H Fuel Cell	6 CYL.	72	8

Back-up Power - continued

	EXCH	LOCATION	SITE	GEN KW	FUEL / Type	FUEL CAPACITY	Estimated Run Time (Hrs)	Estimated Battery Reserve (Hrs)
97	SVLK	SHAVER SPRINGS	SVSP	4	H Fuel Cell	6 CYL.	72	8
98	CIMA	FOURTH OF JULY CANYON	FJLY	SOLAR	Portable Gen	5	10	240
99	CIMA	FENNER/ESSEX	FNNR	SOLAR	Portable Gen	5	10	240
100	CIMA	HOLE N THE WALL	HWLL	SOLAR	Portable Gen	5	10	240
101	CIMA	MIDHILLS	MDHL	SOLAR	Portable Gen	5	10	240
102	CIMA	MITCHELL CAVERNS	MTCH	SOLAR	Portable Gen	5	10	240
103	CIMA	ROUND VALLEY	RDVL	SOLAR	Portable Gen	5	10	240
104	NFRK	LIONS POINT	LNPT	SOLAR	Portable Gen	5	10	240
105	SVLK	HOGUE APPLE RANCH	HGRH	SOLAR	Portable Gen	5	10	240
106	SVLK	KINSMAN	KSMN	SOLAR	Portable Gen	5	10	240
107	SVLK	MINARETS WORK STATION	MNRT	SOLAR	Portable Gen	5	10	240

Ability to reroute traffic around damaged facilities:

The Ponderosa Telephone Co. has built fiber optic ring redundant facilities between its exchanges (ONLS/FRNT/NFRK/ABTY/SVLK), redundant radio facilities to Big Creek, and fiber ring facilities between Ponderosa, connecting carriers, and toll tandem. This redundant facility is in the form of a SONET ring with alternate physical facilities between The Ponderosa Telephone Co. and connecting carriers, its interconnection to the Public Switched Telephone Network.

Capability to manage traffic spikes resulting from emergency situations

The Ponderosa Telephone Co. has 9,355 customers, switching capacity of 20,000 simultaneous calls, and transport capacity for 863 simultaneous calls from the FRNT CO; 77 customers, switching capacity of 10,000 calls and transport capacity for 18 simultaneous calls from the CIMA CO. The Ponderosa Telephone Co. is capable of managing traffic spikes within its own network resulting from emergency situations.

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§54.313(h) Additional Residential Voice Rate Data As of June 1, 2012

As of June 1, 2012, The Ponderosa Telephone Co. did not have any rates for residential local service, including state fees as defined pursuant to §54.318(e), that are below the local urban rate floor as defined in §54.318.