"Make the Connection"

Western New Mexico Telephone Company

June 27, 2012

Office of the FCC Secretary
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

USAC
2000 L Street NW
Suite 200
Washington, DC 20036

RE: Annual Reporting Requirements Pursuant to §54.313(a)(2)-(6)
Western New Mexico Telephone Company, Inc. - SAC 492268

Dear Ms. Dortch:

Enclosed within this transmittal are required responses and certifications on behalf of Western New Mexico Telephone Company, Inc. [SAC 492268] as set forth in §54.313(a)(2)-(6). The responses and certifications include:

- Certification of Compliance
- Attachment A – Outage Reporting, Unfilled Service Requests, and Customer Complaints.
- Certification of Compliance with Applicable Service Quality Standards and Consumer Protection Rules.
- Certification of the Company's Compliance with 47 CFR §54.202(a)(2) – Ability to Function in Emergency Situations.

Respectfully Submitted,

John Francis
Executive Vice President

Enclosures

P.O. Box 3079, Silver City, NM 88062-3079
575-388-2546 Voice; 575-388-2540 FAX

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

WC Docket No. 10-90

§ 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
Western New Mexico Telephone Co.Inc.	New Mexico	492268

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

Signed,

[Signature of Corporate Officer

Date: 06-27-2012

John Francis

[Printed Name of Corporate Officer]

Executive Vice President

[Title of Corporate Officer]

Carrier's Name Western New Mexico Telephone Company, Inc.
Carrier's Address 314 W. Yankie, Silver City, NM 88061
Carrier's Telephone Number (575) 388-2546

ATTACHMENT A

OUTAGE – The Company had one outage pursuant to 47 CFR 4.5

A. The date and time of onset of the outage – The outage occurred on 04-27-2012 at 4:36 PM, and service was restored on 04-27-2011 at 4:45 PM.
B. A brief description of the outage and its resolution – Cause of outage was identified to be caused by foreign power influence. Restoration required the replacement of primary and redundant central office switch controllers and re-initialize fiber terminal.
C. The particular services affected – Services affected were: Local service, long distance service, and E-911
D. . The geographic areas affected by the outage – The area affected was the Magdalena, New Mexico exchange area
E. Steps taken to prevent a similar situation in the future – Conducted grounding audit, no anomalies identified. Tested all internal power services, including batteries, rectifiers, and applicable surge protection.
F. The number of customers affected were 935

UNFILLED SERVICE REQUESTS – The Company had 11 unfilled service requests as of 12-31-2011.

A. Four (4) unfilled requests were due to pending equipment upgrades and resource availability.
B. Six (6) unfilled request were due to cable construction projects that were in progress.
C. One (1) unfilled request was due to pending Bureau of Land Management Permit.

TOTAL REGULATED COMPLAINTS – The Company had 0.00016906 complaints per 1,000 active connections for the year ending 12/31/2012.

Service Quality Certification

Study Area Code	492268
Study Area Name	Western New Mexico Telephone Company, Inc.
Program Year	2011
Contact Name - Person USAC should contact regarding this data	John Francis
Contact Telephone Number - Number of person identified	575-388-2546
Contact Telephone Email Address - Email Address of person identified	jfrancis@wnmt.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING CERTIFICATION ON ITS OWN BEHALF:

Certification of Officer as to Compliance with Applicable Service Quality Standards and Consumer Protection Rules

I certify that I am an officer of the reporting carrier; my responsibilities include ensuring compliance with the applicable service quality standards as well as the consumer protection rules; and, to the best of my knowledge, the carrier is in compliance with applicable service quality standards and consumer protection rules.

Name of Reporting Carrier	Western New Mexico Telephone Company				
Signature of Authorized Officer	John Francis				6/27/2012
Printed name of Authorized Officer	John Francis				
Title or position of Authorized Officer	Executive Vice President				
Telephone number of Authorized Officer:	(575)388-2546, ext.				
Study Area Code of Reporting Carrier		492268	Filing Due Date for this form		7/2/2012

Emergency Carrier Certification

Study Area Code	492268
Study Area Name	Western New Mexico Telephone Company, Inc.
Program Year	2011
Contact Name - Person USAC should contact regarding this data	John Francis
Contact Telephone Number - Number of person identified	575-388-2546
Contact Telephone Email Address - Email Address of person identified	jfrancis@wnmt.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING CERTIFICATION ON ITS OWN BEHALF:

Certification of Officer as to Compliance with 47 CFR §54.202(a)(2)

I certify that I am an officer of the reporting carrier and that my responsibilities include ensuring compliance with the requirements of 47 CFR 54.202(a)(2) that the carrier be able to function in emergency situations. I certify that the carrier is able to function in emergency situations as set forth in section 54.202(a)(2).

Name of Reporting Carrier Western New Mexico Telephone Company, Inc					
Signature of Authorized Officer				Date 06-27-2012	
Printed name of Authorized Officer John Francis					
Title or position of Authorized Officer Executive Vice President					
Telephone number of Authorized Officer: (575)388-2546, ext.					
Study Area Code of Reporting Carrier		492268	Filing Due Date for this form		7/2/2012

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.