



June 28, 2012

Ms. Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> 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 National Telephone of Alabama, Inc., Study Area Code 250286. National Telephone of Alabama, 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 me via email at [JGarner@tec.com](mailto:JGarner@tec.com) or by phone at 601-354-9070.

Sincerely,

A handwritten signature in black ink, appearing to read 'James W. Garner', is written over a horizontal line. The signature is fluid and cursive.

James W. Garner  
Vice President of Operations

Enclosures

CC: Alabama Public Service Commission

**Annual Reporting for High-Cost Recipients  
47 C.F.R. § 54.313(a)(2) through (a)(6) and (h)  
National Telephone of Alabama, 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).

**Response:** There were no outages that occurred in calendar year 2011 as defined in 47 C.F.R 4.5.

**UNFULFILLED SERVICE REQUEST - § 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.

**Response:** There was one unfulfilled service request for service during calendar year 2011 reported the Alabama Public Service Commission. A copy of this report is attached. Upon further investigation, it was found that this was reported in error. National Telephone Alabama, Inc. company records show that there were no unfulfilled service requests for service during calendar year 2011.

**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.

**Response:** During calendar year 2011, National Telephone of Alabama, Inc. received (0) complaints per 1,000 working access lines.

Annual Reporting for High-Cost Recipients  
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National Telephone of Alabama, Inc.

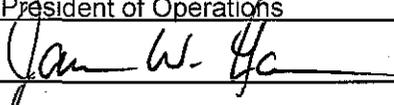
COMPLIANCE WITH SERVICE QUALITY STANDARDS AND CONSUMER PROTECTION RULES –  
§ 54.313(a)(5)

*Service Quality Standards and Consumer Protection Rules Annual Certification*

I am authorized to provide this certification on behalf of National Telephone of Alabama, Inc. I hereby certify that National Telephone of Alabama, Inc. is in compliance with applicable service quality standards and consumer protection rules.

Printed Name of Officer: James W. Garner

Title of Officer: Vice President of Operations

Signature of Officer: 

Date: June 28, 2012

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

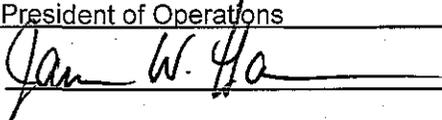
**ABILITY TO FUNCTION IN EMERGENCY SITUATIONS - § 54.313(a)(6)**

*Ability to Function in Emergency Situation Annual Certification*

I am authorized to provide this certification on behalf of National Telephone of Alabama, Inc. I hereby certify that National Telephone of Alabama, Inc. is capable of functioning in emergency situations as set forth in 47 CFR § 54.202(a)(2), as described in 47 CFR § 54.313(a)(6).

Printed Name of Officer: James W. Garner

Title of Officer: Vice President of Operations

Signature of Officer: 

Date: June 28, 2012

**Annual Reporting for High-Cost Recipients  
47 C.F.R. § 54.313(a)(2) through (a)(6) and (h)  
National Telephone of Alabama, 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 § 54.313(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.

Response: As of June 1, 2012, National Telephone of Alabama, Inc. did not have any rates for residential local service, as well as state fees as defined pursuant to § 54.313(e), that are below the local urban rate floor as defined in § 54.318.

Cherokee Telephone, Inc.  
 Public Service Commission Monthly  
 For Dates Between: 07/01/2011 and 07/31/2011

Exchange	Month	Access Lines	Troubles	Percentage	<u>Receipt to Final Status Troubles</u>				
					Under 24 Hours	Over 24 Hours	Over 36 Hours	Over 48 Hours	Over 72 Hours
359	July	765	26	3.40 %	26	0	0	0	0
360	July	413	20	4.84 %	18	1	1	0	0
370	July	383	14	3.66 %	14	0	0	0	0
<b>Totals</b>	<b>July</b>	<b>1,561</b>	<b>60</b>	<b>3.84%</b>					

359  
 Total Orders 4

370  
 Total Orders 4

370  
 Held Orders 1