Citizens Telephone Cooperative, Inc.

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June 27, 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 and Low Income Division
Universal Service Administrative Company
2000 L Street, NW, Suite 200
Washington, D.C. 20036

Re: WC Docket No. 10-90, Annual §54.313 Report of High-Cost Recipient

Dear Ms. Dortch and Majcher:

Enclosed please find the annual Certification of Support and Annual Report of Citizens Telephone Cooperative, Inc., Study Area Code 330863, pursuant to 47 C.F.R. §54.313

Please direct any questions regarding this filing to me at

Phone: 715 237-2605
Email dbachman@citizens-tel.net

Respectfully Submitted,

Dennis L Bachman
CEO/General Manager
Citizens Telephone Cooperative, Inc.

Enclosure
cc: Public Service Commission
610 North Whitney Way
P O Box 7854
Madison WI 53707-7854

2012 ETC Certification of Support and Annual Report

Report to Satisfy Requirements of FCC 11-161 and 47 C.F.R §54.313

Name of ETC Applicant: Citizens Telephone Cooperative, Inc.

Study Area Code: 330863

Date of Filing: June 29, 2012

State: Wisconsin

Person to contact for questions:

Name: Dennis L Bachman

Telephone Number: 715 237-2605

E-mail address: dbachman@citizens-tel.net

State Filing Details:

The data contained in this filing complies with the requirements set forth in FCC 11-161 and §54.313 as amended. To the extent that the Public Service Commission of Wisconsin requires additional information as part of its normal ETC recertification process; that data will be provided to the Public Service Commission of Wisconsin in compliance with the scheduled Annual Reporting for previously designated ETCs.

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Report 1: §54.313 (a) (1) - Five-Year Service Quality Improvement Plan

1. A progress report on its five-year service quality improvement plan pursuant to § 54.202(a), including maps detailing its progress towards meeting its plan targets, an explanation of how much universal service support was received and how it was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information shall be submitted at the wire center level or census block as appropriate.

1.1 Progress Report

1.2 Universal Service Support Received and How It Was Used

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Response to 1.1:

The Company has been designated an ETC by the Public Service Commission of Wisconsin, and that Commission has heretofore not required ETCs to file service quality improvement plans or annual updates. Hence, in accordance with the Wireline Competition Bureau's Clarification Order in DA 12-147, issued on February 3rd, 2012, paragraph 7, this provision's requirement to submit a progress report does not apply to Citizens Telephone Cooperative, Inc. for this filing period.

Response to 1.2:

Citizens Telephone Cooperative, Inc. received a total of $2,413,820.00 in federal high cost support during 2011. Over that same time period, the company made regulated investments of approximately $3,057,718.00 and incurred regulated expenses of approximately $3,533,254.00 to provide telecommunications service to the residents and businesses of its serving territory.

In part, through federal high-cost support, Citizens Telephone Cooperative, Inc. has invested in a modern telecommunications network utilizing fiber optic cable and advanced circuit-switched and IP technology throughout its service territory resulting in a vast improvement in the quality of the service area's communications infrastructure.

Report 2: §54.313 (a) (2)- Outage Report

2. Detailed information on any outage in the prior calendar year, as that term is defined in 47 CFR 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 CFR 4.5(e).

(iii) Specifically, the eligible telecommunications carrier's annual report must include information detailing:

(A) The date and time of onset of the outage;

(B) A brief description of the outage and its resolution;

(C) The particular services affected;

(D) The geographic areas affected by the outage;

(E) Steps taken to prevent a similar situation in the future; and

(F) The number of customers affected.

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Response:

Citizens Telephone Cooperative, Inc. has been designated an ETC by the Public Service Commission of Wisconsin, and that Commission has heretofore not required ETCs to file information on outages that meet the criteria listed above. Hence, in accordance with the Wireline Competition Bureau's Clarification Order in DA 12-147, issued on February 3rd, 2012, paragraph 7, this provision's requirement to information on outages does not apply to Citizens Telephone Cooperative, Inc. for this filing period

Report 3: §54.313 (a) (3)- Requests for Service

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 potential customers.

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Response:

Citizens Telephone Cooperative, Inc. has been designated an ETC by the Public Service Commission of Wisconsin, and that Commission has heretofore not required ETCs to file information on outstanding requests for service. Hence, in accordance with the Wireline Competition Bureau's Clarification Order in DA 12-147, issued on February 3rd, 2012, paragraph 7, this provision's requirement to information on requests for service does not apply to Citizens Telephone Cooperative, Inc. for this filing period

Report 4: §54.313 (a) (4)- Complaints per 1,000 Connections

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

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Response:

The Company has been designated an ETC by the Public Service Commission of Wisconsin, and that Commission has heretofore not required ETCs to file information on complaints. Hence, in accordance with the Wireline Competition Bureau's Clarification Order in DA 12-147, issued on February 3rd, 2012, paragraph 7, this provision's requirement to information on complaints does not apply to Citizens Telephone Cooperative, Inc. for this filing period.

Report 5: §54.313 (a) (5)-(6)- Certifications

5. Certification that it is complying with applicable service quality standards and consumer protection rules. Certification that the carrier is able to function in emergency situations as set forth in §54.202(a)(2).

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Response:

See **Attachment 1** – Affidavit of Dennis L Bachman, CEO/Manager

Report 6: §54.313 (a) (7)- Current Price Offerings

6. The company's price offerings in a format as specified by the Wireline Competition Bureau.

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Response:

The Wireline Competition Bureau has not established a format for the requested information, as specified in §54.313(a)(2)(iii)(F)(7), nor has this provision received Office of Management and Budget (OMB) approval as of the date of this filing. Therefore, no response is required at this time.

Report 7: §54.313 (a) (8)- Company Identification

7. The recipient's holding company, operating companies, affiliates, and any branding (a "dba," or "doing-business-as company" or brand designation), as well as universal service identifiers for each such entity by Study Area Codes, as that term is used by the Administrator. For purposes of this paragraph, "affiliates" has the meaning set forth in section 3(2) of the Communications Act of 1934, as amended.

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Response:

This provision has not received Office of Management and Budget (OMB) approval as of the date of this filing. Therefore, the requested information will be filed when appropriate.

Report 8: §54.313 (a) (9)- Tribal Outreach

8. To the extent the recipient serves Tribal lands, documents or information demonstrating that the ETC had discussions with Tribal governments that, at a minimum, included:

8.1 A needs assessment and deployment planning with a focus on Tribal community anchor institutions;

8.2 Feasibility and sustainability planning;

8.3 Marketing services in a culturally sensitive manner;

8.4 Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes; and

8.5 Compliance with Tribal business and licensing requirements.

- Tribal business and licensing requirements include business practice licenses that Tribal and non-Tribal business entities, whether located on or off Tribal lands, must obtain upon application to the relevant Tribal government office or division to conduct any business or trade, or deliver any goods or services to the Tribes, Tribal members, or Tribal lands.

- These include certificates of public convenience and necessity, Tribal business licenses, master licenses, and other related forms of Tribal government licensure.

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Response:

Citizens Telephone Cooperative, Inc. does not serve any Tribal lands. Therefore, this provision does not apply to Citizens Telephone Cooperative, Inc.

Report 9: §54.313 (f) (2)- Annual Financial Report

Privately held rate-of-return carriers only.

9. A full and complete annual report of the company's financial condition and operations as of the end of the preceding fiscal year, which is audited and certified by an independent certified public accountant in a form satisfactory to the Commission, and accompanied by a report of such audit. The annual report shall include:

- balance sheets,
- income statements,
- and cash flow statements along with necessary notes to clarify the financial statements.

The income statements shall itemize revenue, including non-regulated revenue, by its sources.

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Response:

This provision has not received Office of Management and Budget (OMB) approval as of the date of this filing. Therefore, the requested documentation will be filed when appropriate.

Report 10: §54.313 (g)- Areas with No Terrestrial Backhaul

10. Carriers without access to terrestrial backhaul that are compelled to rely exclusively on satellite backhaul in their study area must certify annually that no terrestrial backhaul options exist.

10.1 Any such funding recipients must certify they offer broadband service at actual speeds of at least 1 Mbps downstream and 256 kbps upstream within the supported area served by satellite middle-mile facilities. To the extent that new terrestrial backhaul facilities are constructed, or existing facilities improve sufficiently to meet the relevant speed, latency and capacity requirements then in effect for broadband service supported by the CAF, within twelve months of the new backhaul facilities becoming commercially available, funding recipients must provide the certifications required in paragraphs (e) or (f) of this section in full. Carriers subject to this paragraph must comply with all other requirements set forth in the remaining paragraphs of this section.

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Response:

This item is not applicable to Citizens Telephone Cooperative, Inc.

Report 11: §54.313 (h)- Additional Voice Rate Data

11. All incumbent local exchange carrier recipients of high-cost support must report all of their rates for residential local service for all portions of their service area, as well as state fees as defined pursuant to § 54.318(e) of this subpart, to the extent the sum of those rates and fees are below the 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.

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Response:

Citizens Telephone Cooperative, Inc. complied with this reporting requirement when it responded to NECA's 2012 Local Rate Floor Data Collection.

Attachment 1

Affidavit of Dennis L Bachman

I, Dennis L Bachman, being of lawful age and duly sworn, on my oath and under penalty of perjury, state that I am the CEO/General Manager and an Officer of Citizens Telephone Cooperative, Inc. and that I am authorized to execute this Affidavit on behalf of Citizens Telephone Cooperative, Inc., and the facts set forth in this Affidavit are accurate to the best of my knowledge, information and belief.

1. I have reviewed the foregoing 2012 ETC Certification of Support and Annual Report of Citizens Telephone Cooperative, Inc. and hereby declare that the contents of the Report are true and correct to the best of my knowledge and belief.

2. I hereby certify pursuant to the requirements under 47 C.F.R. §54.313(a)(5) and §54.313(a)(6) that:

   a. Citizens Telephone Cooperative, Inc. has established operating procedures designed to facilitate compliance with applicable consumer protection rules.

   b. Citizens Telephone Cooperative, Inc. has established operating procedures designed to facilitate compliance with service quality standards, which may include customer remedies and improvement plans.

   c. Citizens Telephone Cooperative, Inc. is able to remain functional in emergency situations as set forth in §54.202(a)(2), and

3. All federal universal service support provided to Citizens Telephone Cooperative, Inc. was used in the preceding calendar year and will be used in the coming calendar year only for the provision, maintenance, and upgrading of facilities and services for which the support is intended.

Dennis L Bachman

ACKNOWLEDGMENT

STATE OF Wisconsin)

:ss.

COUNTY OF Chippewa)

Subscribed, sworn to and acknowledged before me on this 29 day of JUNE, 2012 by

DARRELL DOUGHTY

Notary Public
My Commission Expires:

3-15-2015