

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.
- 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.
- 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.
- 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 |
|----------------------|---------------|-----------------|
| Granby Telephone LLC | Massachusetts | 110036 |
| | | |
| | | |

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

Signed.

Dennis Andrews
[Signature of Corporate Officer]

Date: 6/28/2012

Dennis Andrews
[Printed Name of Corporate Officer]

Sr. Vice President
[Title of Corporate Officer]

Carrier's Name: Granby Telephone LLC
Carrier's Address: 215 West State Street, Granby, Massachusetts 01033
Carrier's Telephone Number: (413) 467-9911



June 28, 2012

Via Email and U.S. Mail

Karlen Reed, Director
Massachusetts Dept. of Telecommunications and Cable
1000 Washington Street, Suite 820
Boston, Massachusetts 02118-6500

Re: 2012 ETC Certification

Dear Ms. Reed:

Granby Telephone LLC (“Granby”) hereby certifies that the high-cost support it receives from the Federal Communications Commission (“FCC”) is utilized consistent with Section 254(e) of the Federal Communications Act. I am enclosing twelve (12) copies of Granby’s responses to the Department’s questions regarding Granby’s certification.

If you have any questions or concerns, you may reach me at (207) 992-9920 or trina.bragdon@ottcommunications.com.

Sincerely,

Trina M. Bragdon
OTT Communications

Form Concerning Supplemental Certification and Reporting
Requirements for Massachusetts ETCs Receiving High-Cost Support

1. Pursuant to ¶ 69(1) of the Federal Communications Commission's Report and Order in CC Docket No. 96-45; if the ETC has a five-year service quality improvement plan, please provide the information indicated in that provision. See In the Matter of Federal-State Joint Board on Universal Service, Report and Order, CC Docket No. 96-45, FCC 05-46 (adopted February 25, 2005; rel. March 17, 2005).

RESPONSE: Does not apply.

2. Pursuant to ¶ 69(2), please provide the requested information on outages.

RESPONSE:

(a) The date and time of onset of the outage: October 29, 2011

(b) A brief description of the outage and its resolution:

A very early fall snowstorm caused trees, utility poles, power lines and telephone cables to break under a heavy blanket of wet snow. The primary effect was on service drops to individual customers, but numerous cables, including fiber cables, were severed in the storm.

OTT's Granby-based personnel began restoring service as soon as it was safe for them to begin the work. They were joined by crews from our Maine-based operations and contractors the following day.

(c) The particular services affected: dialtone

(d) The geographic areas affected by the outage: entire exchange

(e) Steps taken to prevent a similar situation in the future: Cables and individual service drops were repaired/replaced as needed

(f) The number of customers affected: Approximately 200

3. Pursuant to ¶ 69(3), please provide the requested information on unfulfilled requests for services during the last year.

RESPONSE: None.

4. Pursuant to ¶ 69(4), please provide the requested information on complaints per 1,000 lines.

RESPONSE: Granby Telephone LLC (Granby) received a total of two complaints last year – both related to the storm that took place in October of 2011.

5. Pursuant to ¶ 69(5), please provide information on any formal service quality standards that the ETC has implemented and the performance under those standards during the past year.

RESPONSE: Granby certifies that it complies with all applicable service quality standards and consumer protection rules.

6. Pursuant to ¶ 69(6), please provide the requested certification concerning the ETC's ability to function in emergency situations.

RESPONSE: Granby certifies that it is able to function in emergency situations.

Respectfully submitted,



Robert Souza
Senior Vice President