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June 21, 2012

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Room TW-B204
Washington, DC 20554

RE: Report Required in WC Docket No. 10-90 Regarding FCC Rules 54.313(a)(2) through (6) and (h).

Dear Ms. Dortch:

The following information is submitted by Pigeon Telephone Company pursuant to WC Docket No. 10-90 as specified in the Public Notice released May 8, 2012 (DA 12-729). Please contact me with any questions.

Respectfully,



Ronald D. Richards Jr.
Attorney for Pigeon Telephone Company
Foster, Swift, Collins & Smith, P.C.

cc: USAC
MPSC

54.313(a)(2)

ETCs are required to submit 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)

Company Response:

During calendar year 2011, Pigeon experienced one outage meeting the criteria.

The outage occurred on February 27, 2011, lasting from about 4:22 p.m. to 7:30 p.m. Pigeon promptly investigated the matter, and alerted AT&T as the issue appeared to arise on AT&T's Standish central office (AT&T found an alarm on its equipment). Even though Pigeon's & AT&T's investigations showed that the outage arose due to a faulty piece of equipment on AT&T's network (the 4100 Fujitsu cross-connect card), Pigeon reported it on February 28, 2011. Pigeon understands that the outage left about 234 Pigeon customers without service and that the outage occurred due to a faulty card in the AT&T Standish Central Office Fujitsu 4100 (AT&T found an alarm on its 4100 Fujitsu equipment). Service had to be restored manually at the Pigeon Telephone site and at the AT&T site. All services were restored at 7:30 p.m., though AT&T could not replace its faulty card until March 1 because, as Pigeon understands it, AT&T did not have one in Michigan. When AT&T got its replacement card, Pigeon and AT&T tested the new replacement equipment to avoid the same problem recurring. During the outage, Pigeon's Twining customers could call other Twining customers, but could not call outside of the 989-867 area. Since the outage arose from an AT&T faulty piece of equipment, there were no extra steps for Pigeon to take to avoid the same outage in the future beyond the testing of the replacement equipment.

54.313(a)(3)

ETCs are required to report 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.

Company Response

No requests for service were unfulfilled.

54.313(a)(4)

ETCs are required to report the number of complaints per 1,000 connections in the prior calendar year.

Company Response

Pigeon Telephone Company received only one (1) complaint regarding service quality in 2011, which amounts to less than one (1) complaint per 1,000 connections. The complaint was regarding an "OAN" charge that appeared on the bill and which the customer disputed. Pigeon Telephone Company investigated, and it was resolved to both the complainant's and the Michigan Public Service Commission's satisfaction.

54.313(a)(5)

ETCs are required to certify that it is complying with applicable service quality standards and consumer protection rules.

Company Response

Pigeon Telephone Company certifies that is complying with applicable service quality standards and consumer protection rules.

54.313(a)(6)

ETCs are required to certify that are able to function in emergency situations as set forth in §54.202(a)(2).

Company Response

Pigeon Telephone Company certifies that it is able to function in emergency situations as set forth in §54.202(a)(2).

