



# Michigan Central Broadband Company

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FCC Mail Room

June 27, 2012

Ms. Marlene Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> St. SW  
Washington, DC 20554

**RE WC Docket No. 10-90**

Dear Ms. Dortch:

Enclosed is Michigan Central Broadband Company's certification pursuant to § 54.313(a)(2)-(6) for 2012.

Sincerely,

David C. Hoover  
President and General Manager

DCH/vk

Enclosure

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**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

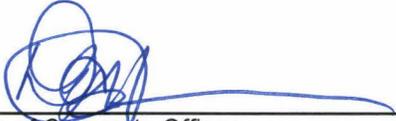
I certify that the reporting carrier can function in emergency situations as set forth in 47 CFR §54.202(a)(2). Specifically, the reporting carrier has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, 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
Michigan Central Broadband Company	Michigan	785G

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

Signed,



[Signature of Corporate Officer]

**David C. Hoover**

[Printed Name of Corporate Officer]

**President & General Mgr.**

[Title of Corporate Officer]

Date: June 27, 2012

Carrier's Name Michigan Central Broadband Company  
Carrier's Address P.O. Box 86, Carney, MI 49812-0086  
Carrier's Telephone Number (855) 642-4227

## Paragraph 2

### REPORTABLE OUTAGES FOR 2011

**MICHIGAN CENTRAL BROADBAND COMPANY  
SERVICE INTERRUPTION REPORT**

SERVICE OUTAGE LOCATION (EXCHANGE)	AREA CODE	PREFIX	SUBSCRIBERS
Grace Harbor	989	938	116

DATE AND TIME OF ONSET	DATE AND TIME SERVICE WAS RESTORED
April 1, 2011	April 3, 2011 @ 9:11 am

**ISOLATION REPORT**  
 Outage affected only those customers fed out of the central office. Company replaced ELU-3 and EBC-3 cards in AFC shelves for LET 1 and LET 2. See attached list of times services went up and down.

SERVICES AFFECTED	YES	NO	N/A
Local Service Dial Tone	X		
Expanded Local Calling Services	X		
Long Distance	X		
9-1-1 Service	X		
Internet Services	X		

ISOLATION NOTIFICATION INFO	YES	NO	N/A
Notification Received from AT&T			
Notification Received from CO Alarms			
Notification Received from Customers			
Notification Received from 911 Center			

**PREVENTATIVE MEASURES**

**Grace Harbor Exchange  
Outages of April 1-3, 2011**

<b><u>Date</u></b>	<b><u>Time Down</u></b>	<b><u>Time Up</u></b>
4/1/11	8:20 pm	10:00 pm
4/2/11	2:21 am 12:20 pm 11:15 pm	9:51 am 1:09 pm 12:40 am
4/3/11	12:47 am 5:16 am 6:32 am	5:09 am 5:29 am 9:11 am

**The number of requests for service from potential customers within the recipient's service areas that were unfulfilled during the prior calendar year**

As noted, Carrier is an ILEC with telecommunication facilities already in place, and thus Carrier was able to provide service to all customers that reasonably requested service in its ETC service area during 2011, and had no unfulfilled requests for service in its ETC service area.

**§ 54.313(a)(2) – Outage reporting**

Carrier is an ILEC with telecommunication facilities already in place, and thus Carrier was able to provide service to all customers that reasonably requested service in its ETC service area during 2011, and had no unfulfilled requests for service in its ETC service area.

**§ 54.313(a)(3) – Unfulfilled service requests**

The number of complaints of service quality per 1000 lines for 2011: The Company had one (1) service quality complaint for the entire year 2011. This complaint was successfully resolved by Carrier.