

UPPER
PENINSULA
TELEPHONE COMPANY

QUALITY
SERVICE
COMMITMENT

June 27, 2012

Received & Inspected

JUN 28 2012

FCC Mail Room

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

RE WC Docket No. 10-90

Dear Ms. Dortch:

Enclosed is Upper Peninsula Telephone Company's certification pursuant to § 54.313(a)(2)-(6) for 2012.

Sincerely,



David C. Hoover
President and General Manager

DCH/vk

Enclosure

Received & Inspected

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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
Upper Peninsula Telephone Company	Michigan	0732

(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 Upper Peninsula Telephone Company
Carrier's Address P.O. Box 86, Carney, MI 49812-0086
Carrier's Telephone Number (855) 642-4227

TOP OF PENINSULA TELEPHONE COMPANY
 SERVICE INTERRUPTION REPORT

AREA	AREA NUMBER	AREA NUMBER	AREA NUMBER
North Land O'Lakes	906	544	314
Marenisco	906	787	189
Lake Gogebic	906	842	245

July 6, 2011 @ 3:05 pm | July 7, 2011 @ 1:34 am

These exchanges lost Internet services and long distance trunking to the Niagara tandem due to a fiber cut in Peninsula Fiber Network's (PFN) territory. The fiber was cut by contractors working south of Bruce's Crossing, MI.

Local Service Dial Tone		X	
Expanded Local Calling Services		X	
Long Distance	X		
9-1-1 Service		X	
Internet Services	X		

Notification Received from AT&T			
Notification Received from CO Alarms			
Notification Received from Customers			
Notification Received from 911 Center			

N/A

SERVICE INTERRUPTION REPORT FROM:	REPORT SENT TO:
Upper Peninsula Telephone Company Linda M Jeschke jeschke@uptelephone.net 800-950-8506 Ext 132 FAX: 906-639-9936	MPSC Robin Ancona (anconar1@michigan.gov) Copy to: 517-241-6200 FAX: 517-241-6272

AREA NAME	AREA CODE	PREFIX	SUBSCRIBERS
REXTON EXCHANGE - MACKINAC COUNTY	906	595	110
Date & Time Service Outage Began:	May 2, 2011 @ 01:00 EDT		
Date & Time Service Outage Ended:	May 2, 2011 @ 09:10 EDT		
Total Days/Hours/Minutes of Outage:	8 Hours and 10 Minutes		

	YES	NO	N/A
Local Service Dial Tone	X		
Long Distance Service		X	
9-1-1 Service	X		

	YES	NO	N/A
Notification Received from at&t		X	
Notification Received from C.O. Alarms	X		
Notification Received from Customers		X	
Notification Received from 911 Center		X	

SERVICE DESCRIPTION

UPTC was made aware of a service outage in the Rexton exchange at approximately 01:30 EDT by switching equipment alarms. It was determined that the exchange was without long distance services but had full 911 coverage and local calling abilities.

UPTC personnel arrived at the Rexton central office at approximately 07:00 EDT. An equipment failure was determined (SS7 router) to be the source of the loss of long distance service to the exchange. The equipment was replaced and long distance access was restored at approximately 09:10 EDT.

PREVENTIVE MEASURES

N/A



SERVICE INTERRUPTION REPORT FROM:		REPORT SENT TO:	
Upper Peninsula Telephone Company Linda M Jeschke l.jeschke@uptelephone.net 800-950-8506 Ext 132 FAX: 906-639-9936		MPSC Robin Ancona (anconar1@michigan.gov) Copy to: Dan Kearney (kearneyd@michigan.gov) 517-241-6200 FAX: 517-241-6272 <i>C: DAVE BART DOLORES DIK Bob Repair (2011)</i>	
EXCHANGE COUNTY / ISOLATION OCCURRED		AREA CODE	SUBSCRIBERS
NORTH LAND O'LAKES - GOGEBIC COUNTY		906	328
Date & Time Isolation Began:		March 23, 2011 @ 13:15 CDT	
Date & Time Isolation Ended:		March 23, 2011 @ 18:00 CDT	
Total Days/Hours/Minutes of Isolation:		4 Hours and 45 Minutes	

SERVICES AVAILABLE TO CUSTOMERS	YES	NO	N/A
Local Service Dial Tone	X		
Long Distance Service	X	Outgoing only - No Incoming LD	
9-1-1 Service	X	Via Temporary Rerouting of 911 Circuits	

ISOLATION NOTIFICATION INFORMATION	YES	NO	N/A
Notification Received from at&t		X	
Notification Received from C.O. Alarms	X		
Notification Received from Customers		X	
Notification Received from 911 Center		X	

ISOLATION REPORT

UPTC learned that its North Land O'Lakes Exchange had lost access to Incoming LD and 9-1-1 via switching equipment alarms at approximately 13:15 CDT on 03.23.2011.

UPTC then contacted the AT&T Resolution Center who advised AT&T had a problem at a Flashwave System (Fiber Circuit Hub) located in Republic MI. AT&T stated that because there are a total of 16 DS3 systems connecting to this hub, a good portion of the western Upper Peninsula of Michigan was experiencing the loss of Incoming LD and 9-1-1 access. The customers did have access to Local, EAS, and Expanded Local Calling services. UPTC rerouted the 911 circuits to bypass AT&T's connection point, directly to the Gogebic County Sheriff's department. This temporary rerouting was completed at approximately 15:35 CDT.

UPTC Network Operations Manager through continued monitoring found that service was restored at approximately 18:00 CDT on March 23, 2011. We were not made aware of the repair resolution information by AT&T. All services were tested and confirmed to be available to the customers. Total time down for partial loss of services was 4 Hours and 45 minutes.

PREVENTIVE MEASURES

N/A

§ 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 two (2) service quality complaints for the entire year 2011. These complaints were successfully resolved by Carrier.