

2012 ETC Certification Reports

WC Docket No. 10-90

Received & Inspected

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FCC Mail Room

Name of ETC Applicant: Epic Touch Co

Study Area Code: 419009-KS and 439011-OK

Filing Date: July 2, 2012

State: Kansas and Oklahoma

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2012 ETC Certification Reports

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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 C.F.R. 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 C.F.R. 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.

Response: Epic Touch Co had no outages that meet the reporting criteria for the period January 1, 2011 through December 31, 2011.

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

3. Report detailing:

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

The carrier shall also detail how it attempted to provide service to those potential customers.

Response:

Epic Touch Co. does not have any outstanding requests for service from 2011 that are unfulfilled at the time of this filing.

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

Response:

For the period from January 2011 through December 2011, Epic Touch Co had an average of 0.0 complaints per 1,000 access lines for supported services as reported to any federal and/or state agencies.

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

5. Certification that Carrier 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).

Response:

See Attachment 1 -Certifications including Compliance with Applicable Service Quality Standards, Compliance with Consumer Protection Rules, and Ability to Function in Emergency Situations.

AFFIDAVIT CERTIFYING COMPLIANCE WITH §54.313(a)(5) AND §54.313(a)(6)

Epic Touch Co. hereby certifies to the pursuant to the requirements under 47 C.F.R. §54.313(a)(5) and §54.313(a)(6) that:

- 1) Epic Touch Co. has established operating procedures designed to facilitate compliance with applicable service quality standards and consumer protection rules.
- 2) Epic Touch Co. has established operating procedures designed to facilitate compliance with service quality standards which may include customer remedies and improvement plans.
- 3) Epic Touch Co. Inc. is able to remain functional in emergency situations as set forth in §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. and
- 4) all federal universal service support provided to Epic Touch Co.. 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.

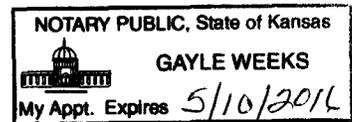
I certify under penalty of perjury under the laws of the State of Kansas

Bob Boaldin DATED this 22 day of June, 2012

Bob Boaldin
Epic Touch Co.
PO Box 1260
Elkhart, KS 67950

SUBSCRIBED AND SWORN to before me this 22nd day of June, 2012

Gayle Weeks
Notary Public



My Commission Expires: 5/10/2016