



**The
Middleburgh
Telephone
Company**

ESTABLISHED
INDEPENDENT 1897

June 20, 2012

Business Office: 103 Cliff Street, Middleburgh, New York 12122
(518) 827-5211

Received & Inspected

JUN 26 2012

FCC Mail Room

Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re: WC Docket No. 10-90
The Middleburgh Telephone Company
47 C.F.R. § 54.313 Annual Report Filing

Enclosed is the Annual Report filing of The Middleburgh Telephone Company, as required by 47 C.F.R. § 54.313. At this time, based upon our understanding of the reporting requirements contained in the Commission's November 18, 2011 Order, as well as subsequent clarifications made by the Commission, the enclosed Annual Report provides responses, where applicable and available, to Sections 54.313 (a)(2)-(6) and 54.313(h).

Please contact Kevin Schwenzfeier at (518) 374-2552 if you have any questions regarding this filing. Kindly acknowledge receipt by date-stamping the enclosed copy of this filing and returning in the envelope provided.

Sincerely,

Marjorie R. Becker
C.E.O.

cc: Universal Service Administrative Company
New York State Public Service Commission

SEARCHED _____
INDEXED _____
SERIALIZED _____
FILED _____

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47 C.F.R. § 54.313
2012 Annual Report Submitted by
The Middleburgh Telephone Company

Received & Inspected

JUN 26 2012

WC Docket No. 10-90

FCC Mail Room

Study Area Code: 150105

Address: 103 Cliff Street
PO Box 191
Middleburgh, NY 12122-0191

Status: Rate of Return Incumbent Local Exchange Carrier

Summary: The Middleburgh Telephone Company (Middleburgh or the company) was certified as an eligible telecommunication carrier (ETC) by the New York State Public Service Commission (NYPSC). Therefore, it was not previously required to comply with the Commission's annual reporting requirements. However, in instances where the company has maintained information similar to that being requested under § 54.313, that information has been included in this Annual Report.

At this time, based upon our understanding of the § 54.313 reporting requirements contained in the Commission's November 18, 2011 Order, as well as subsequent clarifications made by the Commission, this 2012 Annual Report provides responses, where applicable and available, to Sections 54.313 (a)(2)-(a)(6) and 54.313(h).

§54.313 Annual reporting requirements for high-cost recipients

54.313(a) Any recipient of high-cost support shall provide:

(2) 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).

(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;

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- (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: The NYPSC requires carriers to report certain information related to significant services outages. In order to provide the Commission with information, similar to that described above and maintained by the company, copies of any service outage reports filed with the NYPSC during calendar year 2011 are provided as Attachment A.

(3) 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.

Response: This information was not required by the NYPSC during calendar year 2011 and the company did not maintain records which would enable it to respond at this time.

(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year.

Response: There were 0.03 complaints per 1,000 connections filed with the NYPSC during calendar year 2011.

(5) Certification that it is complying with applicable service quality standards and consumer protection rules.

Response: I certify that, to the best of my information and belief, the company is complying with applicable service quality standards and consumer protection rules as set forth in Parts 602 and 603 of Title 16 of the Codes, Rules and Regulations of the State of New York.

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(6) Certification that the carrier is able to function in emergency situations, as set forth in § 54.202(a)(2).

Response: I certify that, to the best of my information and belief, the company is able to function in emergency situations, as set forth in § 54.202(a)(2), and 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.

54.313(h) All incumbent local exchange carrier recipients of high-cost support must report all of their rates for residential local service for all portions of their service area, as well as state fees as defined pursuant to § 54.318(e) of this subpart, to the extent the sum of those rates and fees are below the rate floor as defined in § 54.318 of this subpart, and the number of lines for each rate specified. Carriers shall report lines and rates in effect as of June 1.

Response: The company is not a recipient of federal High Cost Loop (HCL) support.

OFFICER CERTIFICATION

I, Marjorie R. Becker, C.E.O., of The Middleburgh Telephone Company, do hereby declare, subject to the penalties for false statements imposed under 18 U.S.C. § 1001, that I have read the foregoing and that the information and statements contained therein are true and accurate to the best of my knowledge, information and belief.

Marjorie R. Becker

Date: June 20, 2012

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ATTACHMENT A

SERVICE OUTAGE INFORMATION
FOR PRIOR CALENDAR YEAR

See attached Service Outage Reports filed with the NYPS&C during calendar year 2011.

The Middleburgh Telephone Company Response for Case 11 - E - 0481

Prepared by Jason Becker

Attachment Case 11-E-0481

Information Request for Company Performance Report

3. Specific to Irene and Lee, please describe the damage assessment that was conducted during and after the storm. Based on that damage assessment, and other assessment sources (such as customer notifications, media reports, etc), please identify and quantify network infrastructure damage (to include host and remote central offices, outside plant distribution cables and poles, field electronics, and subscriber drop wires) sustained from the weather events. In the network assessment, please include, as a minimum, the total number of personnel working on restoration and recovery at activity peak; if additional field crews were brought in, please identify the number and locations where crews supplemented the local force; total number of central offices, remotes and other field electronics impaired or out-of-service, and separately quantify each by cause (power, cable failure, facility flooding, physical damage, etc.); total number of trouble tickets or trouble calls received and cleared; locations of most significant network impairments (by wire center, municipality or county)

MTCO: After Storm:

Network Infrastructure Damage: \$1.5 to \$2.0 million

Total MTCO Personnel Working: 22 Employees the day of and day after the flood, and then all employee's plus two volunteers, 32, from Day 3 and on.

Additional Field Crews: Hancock Telephone (2) and Nicholville Telephone (4).

Host Offices Affected: 0

Remote Offices Affected: 5

- Schoharie NY Remote: This remote office was completely destroyed from flooding with all electronics and physical facility destroyed. The structure is located in Schoharie, NY, and is a framed building with a stone block façade. This particular office was built and installed in 2002 at an elevation 20" above the 100-year flood mark. The standby generator was completely submerged while running, and the office was isolated during the flooding. The only equipment that survived was the DC battery string and rectifiers. The battery string was sealed and has since been load tested and all cables inspected and connections reworked. The rectifiers were installed at a height of approximately 6.5 feet, which was 1.5 feet higher than the water level. We had this office and services completely restored within 12 days. DSL and T1's were restored within 6 days, emergency offices within 10 days, and the entire serving customer base by day 12.

- Breakabeen NY Remote: This office was affected by loss of power due to complete isolation,

as two state roads and one county road were washed out and destroyed. Once access was gained to the office, the generator was fueled and power was restored. (The roads became passable after 2 days.)

- North Blenheim NY Remote: The fiber optic cables feeding the office were destroyed in two locations on State Route 30. Services affected included Voice, Broadband, and CATV. Copper fed voice and broadband were also affected in the area of the destruction. This area is a blend of aerial and underground cables. Temporary cables were run while NYS DOT completes the restoration of the road.. Approximately 3,000 feet of new conduit has been installed along with 15 new poles. Permanent cable placement is scheduled to be installed in the next 30 days, with DOT nearly finished with the roadway. We have partnered with National Grid in the replacement of this conduit, to share in the cost and to share a common pathway.

- Summit and West Fulton NY Remotes: These two offices were affected due to a fiber optic route being destroyed on Route 30 in Fultonham, NY. This affected Voice (3 days), Broadband (3 days) and CATV (8 days). The reason that CATV service was affected longer was because we activated an alternate route for voice and broadband communications giving them priority. Once the damaged fiber optic route was repaired, CATV services were restored.

Outside plant distribution cables and poles: Quantity of both distribution cable and poles is not determined at this time as we are still compiling work orders that will affect our CPR's and temporary builds are still in place awaiting right of way work by DOT. The final calculation of this number will be finished by end of year 2011, during final completion analysis.

Field electronics: None, as MTCO has none deployed.

Subscriber Drop wires: Approximately 400 to 500. This number is still shifting as customers are slowly rebuilding/restoring their premises and moving back in. Once the premise is either replaced or rehabilitated their entrance facility location may change due to a more direct route. Total Number of Trouble Tickets: 767, 676 (Phone and DSL) + 91 for CATV. These continue to grow as customers return to their homes after rebuilding.

Most Significant Network Impairment: Valley locations in Schoharie, Middleburgh, Fulton, North Blenheim, Gilboa and Broome NY. These are all located in our Middleburgh and Schoharie Servicing wire centers and in one county, Schoharie. Most of the physical structures located on the path that Route 30 follows from Gilboa to Esperance were compromised or destroyed. Most pole lines were affected by flowing water and debris. All have been inspected and are in working order.

10. Based on your company's experience and actions taken in response to this weather event, please discuss lessons learned, areas for improvement, anticipated changes to emergency plans, or other actions to be taken, which will enhance or improve your operation's preparedness and resiliency in future emergency events.

MTCO: Our company has been serving this area since 1897 and have experienced many disasters and storms. However, at no time have we ever dealt with a situation of this magnitude. A lesson learned from this event, and one that we are already working on, is a structured Disaster Work Order system that will be continuously in place from this point forward. In the beginning of this disaster, it was hard to establish all the Work Orders for the destroyed areas in our current system. We are remedying this and tying it to our current Work Order and labor account charging systems.

MTCO has a very good disaster plan and since our employees work in many facets of our company, everyone knows their job(s) and were able to work very efficiently. One thing that we will not do again, and I think everyone in the community and region was guilty of this, was underestimating the effect of a potential storm. The initial effort of our preparedness will be more efficient and taken very seriously.

A service that we will be sure to utilize again and communicate to our customers, is that MTCO offered, at no additional cost, the forwarding of Business and Residential telephone numbers to an alternative number (cell phone, temp residence or a business location) to anyone requesting it, so they could stay in touch with family and friends or continue doing business. Many are still taking advantage of this service, since they are still unable to return to their homes or have found a new home to move to or have restored their business. This is something that we will be sure to educate our customers on and to market as a service that can assist in emergencies and/or disasters.

Lastly, and in an unfortunate manner, any insurance, FEMA, and/or state aid has been non-existent. We have sustained nearly \$2 million in damages, not counting customers lost. (Perhaps this is the place to convey the customer lost counts so far? Maybe as a percentage vs. the counts included above?) For a business of 32 employees this is devastating. Our employees and owners have sacrificed much to reestablish services and communications to our community and friends. To have no aid available, outside of being referred to the SBA for a low interest loan is not encouraging for a business that has invested so much in New York and these local communities. As a commission with influence on legislators and lawmakers, this needs to be discussed and addressed, as something needs to change and be improved upon.