

Received & Inspected

JUN 29 2012

FCC Mail Room

**Annual Reporting for High-Cost Recipients
47 C.F.R. §54.313(a)(2) through (a)(6) and (h)
Flat Rock Telephone Co-Operative**

June 25, 2012

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington, D.C. 20554

Ms. Karen Majcher
Vice President – High Cost Low Income Division
Universal Service Administrative Company
2000 L Street NW, Suite 200
Washington, D.C. 20036

RE: WC Docket No. 10-90: Annual Reporting Requirements for High-Cost Recipients §54.313 (a)(2) through (a)(6) and (h)

Pursuant to Section 54.313(a)(2) through (a)(6) and (h) of the Federal Communications Commission's rules, enclosed are the 2012 annual reporting requirements and certifications for Flat Rock Telephone Co-Operative, Study Area Code 341012. Flat Rock Telephone Co-Operative is a state-designated ETC, and as such, is submitting to the Commission relevant information from reports it files with its state commission for §54.313 (a)(2) through (a)(4).

Should you have any questions, please contact me via email at kjacobs@egyptian.net or by phone at 618-774-1000.

Sincerely,



Kevin J. Jacobsen
General Manager

Enclosures

Cc: Illinois Commerce Commission

Copies made 0

JUN 29 2012

FCC Mail Room

**Annual Reporting for High-Cost Recipients
47 C.F.R. §54.313(a)(2) through (a)(6) and (h)
Flat Rock Telephone Co-Operative**

OUTAGE REPORTING – §54.313 (a)(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). 47 C.F.R. §54.313(a)(2).

Detailed Outage Information for 2011						
Date of Outage	Time of Outage	Description of Outage and Resolution	Particular Services Affected	Geographic Areas Affected	Steps Taken to Prevent Future Recurrences	Number of Customers Affected
Not Applicable		No Outages Occurred During 2011				

UNFULFILLED SERVICE REQUESTS – §54.313(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 customers.

Flat Rock Telephone Co-Operative, Study Area 341012, had no unfulfilled requests for service during calendar year 2011.

**Annual Reporting for High-Cost Recipients
47 C.F.R. §54.313(a)(2) through (a)(6) and (h)
Flat Rock Telephone Co-Operative**

NUMBER OF COMPLAINTS PER 1,000 CONNECTIONS – §54.313(a)(4)

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

During calendar year 2011, Flat Rock Telephone Co-Operative, Study Area 341012, received 0 complaints per 1,000 working access lines.

**Annual Reporting for High-Cost Recipients
47 C.F.R. §54.313(a)(2) through (a)(6) and (h)
Flat Rock Telephone Co-Operative**

§54.313(a)(5) – COMPLIANCE WITH SERVICE QUALITY STANDARDS AND CONSUMER PROTECTION RULES Flat Rock Telephone Co-Operative, Study Area 341012, complies with all service quality standards and consumer protection rules.

Service Quality Standards and Consumer Protection Rules Annual Certification

Kevin J. Jacobsen	General Manager	Flat Rock Telephone Co-Operative
_____	_____	_____
Printed Name of Officer	Title of Officer	Company Name

I am authorized to provide this certification on behalf of the Company. I hereby certify that the Company is in compliance with applicable service quality standards and consumer protection rules.

Executed on _____ **June 25, 2012** _____
Date

Signature _____  _____

Printed/Typed Name _____ **Kevin J. Jacobsen** _____

**Annual Reporting for High-Cost Recipients
47 C.F.R. §54.313(a)(2) through (a)(6) and (h)
Flat Rock Telephone Co-Operative**

§54.313(a)(6) – ABILITY TO FUNCTION IN EMERGENCY SITUATIONS

Flat Rock Telephone Co-Operative, Study Area 341012, is capable of functioning in emergency situations.

Ability to Function in Emergency Situations Annual Certification

Kevin J. Jacobsen	General Manager	Flat Rock Telephone Co-Operative
Printed Name of Officer	Title of Officer	Company Name

I am authorized to provide this certification on behalf of the Company. I hereby certify that the Company is capable of functioning in emergency situations. The Company 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.

Executed on June 25, 2012
Date

Signature 

Printed/Typed Name Kevin J. Jacobsen

**Annual Reporting for High-Cost Recipients
47 C.F.R. §54.313(a)(2) through (a)(6) and (h)
Flat Rock Telephone Co-Operative**

ADDITIONAL VOICE RATE DATA – §54.313(h)

All incumbent local exchange carrier recipients of high-cost support must report all rates for residential local service, as well as state fees as defined pursuant to §54.318(e) of this subpart, that are below the local urban 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.

As of June 1, 2012, Flat Rock Telephone Co-Operative, Study Area 341012 did not have any rates for residential local service, as well as state fees as defined pursuant to §54.318(e), that are below the local urban rate floor as defined in §54.318.