DOCKET FILE COPY ORIGINAL

Henry County Telephone Company

111 East First Street • P.O. Box 330 • Geneseo IL 61254 • Phone: 309-944-2103 • Fax: 309-944-4406

Received & Inspected

JUN 16 2014

FCC Mail Room

Office of the FCC Secretary
Marlene H Dortch, Secretary
Federal Communications Commission
445 12th Street SW
Washington DC 20554

USAC
2000 L Street NW
Suite 200
Washington DC 20036

To whom it may concern:

In accordance with Part 54.313 (a) of the FCC rules, and as directed in WC Docket No. 10-90, attached is Henry County Telephone Company's certification and service quality standard report. These service quality standard reports are filed on a quarterly basis with the Illinois Commerce Commission per their Part 730 rules.

Should you have any questions concerning this information, please feel free to call me at 309-944-8002.

Sincerely:

Scott Rubins
General Manager
Henry County Telephone Company

No. of Copies rec'd 0
List ABCDE

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.

X 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.

X 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.

X 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
Henry County Telephone Company	Illinois	341029

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

Signed,

[Signature of Corporate Officer

Date: 6/5/2014

Scott D Rubins

[Printed Name of Corporate Officer]

General Manager

[Title of Corporate Officer]

Carrier's Name Henry County Telephone Company
Carrier's Address 111 E First St. Geneseo IL 61254
Carrier's Telephone Number (309) 944-2103

State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Henry County Telephone Company
for quarter ending March 31, 2014

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	1.60	2.40	0.70	1.57
B. Operator Answer Time - Information [730.510(a)(1)]	12.54 *	11.67 *	14.17 *	12.79 *
C. Repair Office Answer Time [730.510(b)(1)]	0.02	0.02	0.02	0.02
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.03	0.03	0.03	0.03
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 30 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	0.10	0.62	0.21	0.31
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	17.00%	0.00%	6.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments

State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Henry County Telephone Company
for quarter ending September 30, 2013

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.00	1.80	2.10	1.97
B. Operator Answer Time - Information [730.510(a)(1)]	7.46	2.58	5.02	5.02
C. Repair Office Answer Time [730.510(b)(1)]	0.01	0.01	0.01	0.01
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.01	0.01	0.01	0.01
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 30 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	0.20	0.30	1.02	0.51
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments

State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Henry County Telephone Company
for quarter ending December 31, 2013

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	1.50	1.60	1.30	1.47
B. Operator Answer Time - Information [730.510(a)(1)]	12.50 *	10.08 *	8.71	10.43 *
C. Repair Office Answer Time [730.510(b)(1)]	0.01	0.01	0.01	0.01
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.01	0.01	0.01	0.01
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired In < 30 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	0.31	0.10	0.41	0.27
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments

State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Henry County Telephone Company
for quarter ending March 31, 2014

Out of Service More Than 30 Hours	January	February	March	Totals
A. Total dollar amount of all customer credits paid	$0.00	$0.00	$0.00	$0.00
B. Number of credits issued for repairs - 30 - 48 hours	0	0	0	0
C. Number of credits issued for repairs - 48 - 72 hours	0	0	0	0
D. Number of credits issued for repairs - 72 - 96 hours	0	0	0	0
E. Number of credits issued for repairs - 96 - 120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	January	February	March	Totals
A. Total dollar amount of all customer credits paid	$0.00	$0.00	$0.00	$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	January	February	March	Totals
A. Total dollar amount of all customer credits paid	$0.00	$0.00	$0.00	$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments

State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Henry County Telephone Company
for quarter ending September 30, 2013

Out of Service More Than 30 Hours	July	August	September	Totals
A. Total dollar amount of all customer credits paid	$0.00	$0.00	$0.00	$0.00
B. Number of credits issued for repairs - 30 - 48 hours	0	0	0	0
C. Number of credits issued for repairs - 48 - 72 hours	0	0	0	0
D. Number of credits issued for repairs - 72 - 96 hours	0	0	0	0
E. Number of credits issued for repairs - 96 - 120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	July	August	September	Totals
A. Total dollar amount of all customer credits paid	$0.00	$0.00	$0.00	$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	July	August	September	Totals
A. Total dollar amount of all customer credits paid	$0.00	$0.00	$0.00	$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments

State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Henry County Telephone Company
for quarter ending December 31, 2013

Out of Service More Than 30 Hours	October	November	December	Totals
A. Total dollar amount of all customer credits paid	$0.00	$0.00	$0.00	$0.00
B. Number of credits issued for repairs - 30 - 48 hours	0	0	0	0
C. Number of credits issued for repairs - 48 - 72 hours	0	0	0	0
D. Number of credits issued for repairs - 72 - 96 hours	0	0	0	0
E. Number of credits issued for repairs - 96 - 120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	October	November	December	Totals
A. Total dollar amount of all customer credits paid	$0.00	$0.00	$0.00	$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	October	November	December	Totals
A. Total dollar amount of all customer credits paid	$0.00	$0.00	$0.00	$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments