

Interstate Telecommunications
Cooperative, Inc.
312 4th Street West
P.O. Box 920
Clear Lake, South Dakota 57226

INTERSTATE TELECOMMUNICATIONS COOPERATIVE, INC.



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June 19, 2012

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

Administrator
Universal Service Administrative Company
2000 L Street, NW Suite 200
Washington, DC 20036

South Dakota Public Utilities Commission
500 East Capitol Avenue
Pierre, SD 57501-5070

Sissteen-Wahpeton Oyate
Old Agency Box 776
Agency Village, SD 57262

RE: WC Docket 10-90
Reporting Requirements Pursuant to 47 CFR § 54.313 (a) (2) through (a)(6) and (h)

The attached information is being submitted by Interstate Telecommunications Cooperative, Inc. pursuant to WC Docket 10-90 as specified in Public Notice DA 12-279 released on May 8, 2012.

Please contact me if you have any questions.

Sincerely,



Jerry Heiberger
General Manager

Attachment

47 CFR § 54.313 Annual Report
WC Docket No. 10-90

Name of Company: Interstate Telecommunications Cooperative, Inc.

Address of Company: 312 4th ST W, PO Box 920, Clear Lake, SD 57226

Study Area Code (SAC): 391654

Name and Title of Officer Certifying Information: Jerry Heiberger

§ Sec. 54.313 (a)(2) Detailed Info on any Outage in Prior Calendar Year of at Least 30 Min. Duration

- 1/20/11 Voice/Video/Data outage in Rural Wentworth, Chester, Sinai and Nunda. Outage was due to complications during Calix software upgrade
 - 880 customers affected
 - Outage duration: Voice services down two hours, Video and Data – 4 hours
 - Prevention: Performed planned system outage on 10/19/11 to split the network up in to two separate rings

- 8/25/11 Dial tone outage in rural Clark, Bryant, Lake Norden, Willow Lake, Hayti and Henry. Outage was due to a switch software lockup in the Nortel GR303 bay
 - 1930 customers affected
 - Outage duration – 2 hours
 - Prevention: The Clark DMS10 switch will be changed out to a Genband C15 soft switch this should eliminate the alarming overflow issue on the GR303.

- 10/19/11 Voice/Video/Data planned service outage in Rural Chester and Sinai due to Calix Network rearrange. Rearranging was for diversification.
 - 430 customers affected
 - Outage Duration – Voice/Video and Data nine hours
 - Prevention: Write a script to be ready in case manual intervention is needed to turn up DT if Calix and Genband systems fail to do so, Brookings DMS10 switch will also be changed out this year to a Genband soft switch hopefully this will eliminate the software confusion between the two systems

§ Sec. 54.313 (a)(3) Number of Unfulfilled Requests for Service

The company did not have any unfilled service requests during the year 2011

§ Sec. 54.313 (a)(4) Number of Complaints per 1,000 Connections (fixed or mobile) in Prior Calendar Year

The company had less than 1 complaint per 1,000 connections for the year 2011.

§ Sec. 54.313 (a)(5) Certification of Compliance with Applicable Service Quality Standards and Consumer Protection Rules

The Company certifies that it is complying with applicable service quality standards and consumer protection rules.

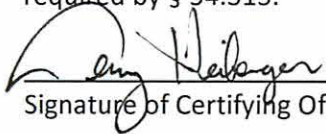
§ Sec. 54.313 (a)(6) Certification Carrier is Able to Function in Emergency Situations

The Company certifies that it is able to function in emergency situations as set forth in § 54.202(a)(2). Specifically, 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.

§ Sec. 54.313 (h) Certification of Voice Rate Data

The Company has no residential rates (including state fees) that are below the Local Urban Rate Floor.

I, Jerry Heiberger, certify that I am an officer of the company named above and that I can certify under penalty of perjury to the accuracy of the information provided herein and make the certifications required by § 54.313.



Signature of Certifying Officer

Jerry Heiberger

Name

General Manager

Title

June 19, 2012

Date