



TrioTel

Communications, Inc.

330 S. Nebraska · PO Box 630 · Salem, SD 57058-0630
Telephone: (605) 425-2238 · Fax: (605) 425-2712
www.triotel.net

June 19, 2012

To: Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 – 12th Street, NW
Washington, DC 20554

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

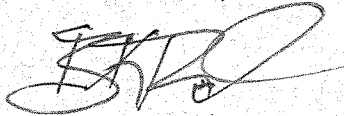
South Dakota Public Utilities Commission
500 East Capitol Avenue
Pierre, SD 57501-5070

RE: WC Docket No. 10-90
Reporting Requirements Pursuant to 47 CFR § 54.313(a)(2) through (a)(6) and (h)

The attached information is being submitted by TrioTel Communications, Inc. pursuant to WC Docket No. 10-90 as specified in Public Notice DA 12-279 released on May 8, 2012.

Please contact me if you have any questions.

Sincerely,



Bryan K. Roth, CEO

Attachment

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

Name of Company: TrioTel Communications, Inc. - McCook

Address of Company: 330 S. Nebraska St, PO Box 630, Salem, SD 57058

Study Area Code (SAC): 391669

Name and Title of Officer Certifying Information: Bryan K. Roth, CEO/Manager

§ 54.313(a)(2) – Outage Information

The Company had two outages in the year 2011 of at least 30 minutes in duration that affected at least ten percent of its end users or that affected a 911 special facility. Following is detailed information on the outage(s):

- Date and time: January 19, 2011 from 6:00 a.m. -7:00 a.m.
- Description of outage and its resolution: The OLTG Card in the Kampshoff Cabinet in the Canova exchange failed.
- Particular services affected: Dial tone, video, and data services for FTTH customers.
- Geographic areas affected: Canova exchange, Canova South Dakota.
- Steps taken to prevent similar situation: The issue was resolved by replacing the bad OLTG Card from the Cabinet. Since the outage was a result of an electronics failure there are no certain preventative steps to take to prohibit this from occurring again in the future.
- Number of customers affected: The outage affected 61 of 171 customers.

- Date and time: April 30, 2011 from 2:30 p.m. – 3:15 p.m
- Description of outage and its resolution: The OLTG Port failed on GPON Port 2, at the Center exchange Central Office.
- Particular serviced affected: Dial tone, video, and data services.
- Geographic areas affected: Center exchange, Center South Dakota.
- Steps taken to prevent similar situation: The issue was resolved by rebooting the OLTG Card. Since the outage was a result of an electronics failure there are no certain preventative steps to take to prohibit this from occurring in the future.
- Number of customers affected: The outage affected 32 of 95 customers.

§ 54.313(a)(3) – Unfulfilled Requests for Service

The Company did not have any unfulfilled service requests during the year 2011.

§ 54.313(a)(4) – Complaints

The Company had one complaint per 1,000 connections (fixed or mobile) for the year 2011.

§ 54.313(a)(5) – Service Quality and Consumer Protection

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

§ 54.313(a)(6) – 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.

§ 54.313(h) – Incumbent Local Exchange Carrier Voice Rate Data Effective June 1, 2012 - Include only information for residential rates (including any state fees) that are below the Local Urban Rate Floor of \$10.00

The Company has no residential rates (including states fees) that are below the Local Urban Rate Floor of \$10.00.

I, Bryan K. Roth, 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

Bryan K. Roth
Name

CEO/Manager
Title

June 19, 2012
Date