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July 3, 2012

Patricia Van Gerpen – Executive Director
South Dakota Public Utilities Commission
500 East Capitol Avenue
Pierre, SD 57501

Dear Ms. Van Gerpen,

Attached please find a copy of AT&T Mobility LLC's Eligible Telecommunications Carrier Annual Report and Certification for the Pine Ridge Reservation (study area code 399015) in South Dakota in compliance with 47 C.F.R. § 54.313(a).¹

If you have any questions please give me a call. Thank you in advance for your assistance on this matter.

Sincerely,

A handwritten signature in black ink that reads "Wauneta Browne".

Wauneta Browne

Attachment

¹ See *Connect America Fund et al.*, WC Docket Nos. 10-90 *et al.*, Third Order on Reconsideration, FCC 12-52, (rel. May 14, 2012), paragraph 13

**Before the
Federal Communications Commission
Washington, D.C. 20554**

In the Matter of)
)
Connect America Fund) WC Docket No. 10-90

**AT&T MOBILITY LLC’S ELIGIBLE TELECOMMUNICATIONS CARRIER
ANNUAL REPORT AND CERTIFICATION FOR THE PINE RIDGE
RESERVATION IN SOUTH DAKOTA (SAC 399015)
IN COMPLIANCE WITH 47 C.F.R. § 54.313(a)**

I. INTRODUCTION

In accordance with the standards and requirements established by the Federal Communications Commission (“Commission”), AT&T Mobility LLC (“AT&T Mobility” or “Company”) submits this Annual Report and Certification for its study area code (SAC 399015), which covers the Oglala Sioux Tribe members residing on the Pine Ridge Reservation in the State of South Dakota, and respectfully requests that the Commission certify its continued eligibility to receive high-cost support from the federal universal service fund for calendar year 2013.

II. AT&T MOBILITY’S ANNUAL REPORTING IN ACCORDANCE WITH SECTION 54.313(a)

Section 54.313(a) of the Commission’s Rules requires each eligible telecommunications carrier (“ETC”) receiving high-cost support to annually report certain information no later than April 1 of each calendar year.¹ AT&T Mobility provides this report for calendar year 2011.

¹ *But see Connect America Fund et al.*, WC Docket Nos. 10-90 *et al.*, Order, DA 12-147 (rel. Feb. 3, 2012) (“*ETC Reporting Rule Clarification Order*”) (clarifying that, in 2012, section 54.313(a)(1)-(6) of the Commission’s new ETC reporting rule applies only to Commission-designated ETCs).

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A. AT&T Mobility’s Progress Report On Its Service Improvement Plan

As clarified in the *ETC Reporting Rule Clarification Order*, for the April 1, 2012 filing, section 54.313(a)(1) of the Commission’s rules requires a federally-designated ETC receiving high-cost support to provide a progress report on the previously submitted Service Improvement Plan.²

The progress report must include maps detailing the Company’s progress toward meeting its planned targets, an explanation of how much universal service support was received and how it was used to improve service quality, coverage or capacity, and an explanation regarding any network improvement plan targets that have not been fulfilled in the prior year. AT&T Mobility is providing as **Confidential Exhibit A-1** its progress report on the previously filed Service Improvement Plan from May 11, 2011 (the date of its Commission designation) through December 31, 2011, along with a slightly revised Service Improvement Plan for calendar year 2012 (**Confidential Exhibit A-2**), which is based on the amount of federal ETC funding that AT&T Mobility is projecting that it will receive. Service Improvement Plans are subject to change over time for various reasons, including, but not limited to, changes in consumer demand and projected costs, projected universal service support amounts and the amount of universal service support actually received, and delays to projects caused by zoning/permitting, lease negotiations, and the back-order of equipment. AT&T Mobility is also including as

² As the Commission knows, AT&T Mobility received this ETC designation on May 11, 2011 and since AT&T Mobility sought a transfer of the designation previously held by Alltel, AT&T Mobility stated that it would follow generally the five-year service improvement plan previously submitted by Alltel and on file at the Commission. See *Petition of AT&T Mobility LLC for Designation as an Eligible Telecommunications Carrier Pursuant to Section 214(e)(6) of the Communications Act and Transfer of the Alltel Pine Ridge Eligible Telecommunications Carrier Designation*, WC Docket No. 09-197, at 14-15 (filed July 30, 2010); *Petition of AT&T Mobility LLC for Designation as an Eligible Telecommunications Carrier Pursuant to Section 214(e)(6) of the Communications Act and Transfer of the Alltel Pine Ridge Reservation Eligible Telecommunications Carrier Designation*, WC Docket No. 09-197, Order, DA 11-859 (rel. May 11, 2011) (granting AT&T Mobility’s petition in part). Consequently, AT&T Mobility is providing a progress report on the five-year service improvement plan on file at the Commission.

Confidential Exhibit A-3 a map depicting depicting cell sites added since May 2011 and the increased coverage after the Service Improvements were made after May 2011.

B. AT&T Mobility Network Outages In The South Dakota Designated Area

Section 54.313(a)(2) of the Commission’s rules requires an ETC to annually report network outages within the area in which the Commission designated AT&T Mobility an ETC (i.e., the “Designated Area”). The rule specifically requires:

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) [a]t 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). (iii) Specifically, the eligible telecommunications carrier’s annual report must include information detailing: (A) [t]he date and time of onset of the outage; (B) [a] brief description of the outage and its resolution; (c) [t]he particular services affected; (D) [t]he geographic areas affected by the outage; (E) [s]teps taken to prevent a similar situation in the future; and (F) [t]he number of customers affected.

AT&T Mobility provides as **Confidential Exhibit B** the qualified outages for May 11, 2011 through December 31, 2011.

C. AT&T Mobility’s Unfulfilled Requests For Service

Section 54.313(a)(3) of the Commission’s rules requires an ETC to report the number of requests for service from potential customers within the ETC’s designated service area that were unfulfilled during the past year. The filing must also detail how the ETC attempted to provide service to those potential customers. In response to a request for service, consistent with the prior Commission rule that was in effect in 2011,³ AT&T Mobility takes the following steps:

- 1) AT&T Mobility will provide service on a timely basis to requesting customers within AT&T Mobility’s service area where AT&T Mobility’s network already passes the potential customer’s premises;

³ See 47 C.F.R. § 54.202(a)(1) (2011).

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- 2) If a customer cannot be served by AT&T Mobility's existing facilities, AT&T Mobility will provide service within a reasonable period of time, if service can be provided at reasonable cost by:
- a) Modifying or replacing the requesting customer's equipment;
 - b) Deploying a roof-mounted antenna or other equipment;
 - c) Adjusting the nearest cell tower;
 - d) Adjusting network or customer facilities
 - e) Reselling services from another carrier's facilities to provide service; or
 - f) Employing, leasing or constructing an additional cell site, cell extender, repeater, or other similar equipment.

If, after these steps, the customer cannot be served, AT&T Mobility will notify the customer and provide the Commission with an annual report of how many requests for service could not be filled. In 2011 AT&T Mobility did not have any unfulfilled service requests.

D. AT&T Mobility's Complaints Per 1,000 Handsets Or Lines

Section 54.313(a)(4) of the Commission's rules requires an ETC to report for the prior calendar year, the number of complaints per 1,000 connections. AT&T Mobility identified the number of complaints received from the South Dakota Service Commission, the Commission, the South Dakota Attorney General, the South Dakota Corporation Commission, and the Better Business Bureau (BBB) per 1,000 handsets⁴ between May 11, 2011 and December 31, 2011 as 0.6 complaints per 1,000 handsets. AT&T Mobility believes that this information best represents customer complaints, which is the requirement. Calls into customer care can be for a large variety of reasons and do not necessarily constitute a complaint, but could instead be an inquiry about service, a question about a bill or so forth. However, customers that send a letter to a state or federal agency, the BBB or an AT&T executive more often than not have a complaint and are not contacting the company with an inquiry.

⁴ Previous rule 54.209(a)(4) required ETCs to report this information by "1,000 handsets or lines." See 47 C.F.R. § 54.209(a)(4) (2011).

E. AT&T Mobility’s Certification Regarding Applicable Service Quality Standards And Consumer Protection Rules

Section 54.313(a)(5) of the Commission’s rules requires an ETC to certify it is complying with applicable service quality standards and consumer protection rules. AT&T Mobility’s compliance with the terms and conditions of the CTIA Consumer Code for Wireless Service meets this requirement. AT&T Mobility certifies that it has complied and will continue to comply with the principles set forth therein.

F. AT&T Mobility’s Certification Regarding Its Ability To Function In Emergency Situations

Section 54.313(a)(6) of the Commission’s rules requires an ETC to certify an ability to function in emergency situations as set forth in section 54.202(a)(2) of the Commission’s rules. The standards set forth in section 54.202(a)(2) include a reasonable amount of back-up power to ensure functionality without an external power source, an ability to reroute traffic around damaged facilities and a capability to manage traffic spikes resulting from emergency situations. AT&T Mobility has in place emergency operation procedures so that it can function in an emergency. Backup power is provided at switch locations and cell sites through a combination of batteries, portable and permanent generators. AT&T Mobility also has mobile switches and portable COWs (Cells on Wheels) that it can deploy in the event of an emergency. Based on the foregoing, AT&T Mobility certifies it is able to function in emergency situations as set forth in section 54.202(a)(2).

G. AT&T Mobility’s Price Offerings

Section 54.313(a)(7) of the Commission’s rules requires an ETC to report its price offerings in compliance with the requirements established by the Commission’s Wireline Competition Bureau. To date, the Wireline Competition Bureau has not provided ETCs with

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guidance on what format ETCs should use to report this information. More importantly, it does not appear that the Commission has received Office of Management and Budget (“OMB”) approval to collect this information from ETCs. While the Bureaus failed to mention the status of this new reporting requirement in their *ETC Reporting Rule Clarification Order*, AT&T Mobility assumes that this omission was inadvertent and the Bureaus did not intend for any ETC to submit pricing information to the Commission in the April 1, 2012 annual filing.

H. AT&T Mobility’s Ownership Information

Section 54.313(a)(8) of the Commission’s rules requires an ETC to provide information regarding its holding company, operating companies, affiliates, and any branding (a “dba,” or “doing-business-as company” or brand designation), as well as its universal service identifiers for each listed entity by Study Area Codes. In their *ETC Reporting Rule Clarification Order*, the Bureaus clarified that they will provide affected ETCs sufficient time after OMB approval is received to file the required information.⁵ AT&T Mobility will comply with this new Commission reporting requirement when it is instructed to do so.

I. AT&T Mobility’s Tribal Engagement

Section 54.313(a)(9) of the Commission’s rules requires an ETC, if it provides services to Tribal lands, to provide documentation and information demonstrating that the ETC had certain

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⁵ *ETC Reporting Rule Clarification Order* at ¶ 12.

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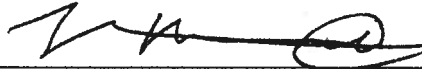
discussions with Tribal governments. This is another new reporting rule that the Bureaus clarified will not be effective until April 1, 2013.⁶

III. CONCLUSION

Based on the foregoing information, AT&T Mobility respectfully requests the Commission to certify its eligibility to receive federal universal service support for calendar year 201~~2~~³ ^{cc} in accordance with 47 C.F.R. §§ 54.313 and 54.314.

Dated: 3/15/2012

AT&T MOBILITY LLC



Hardmon Williams, III

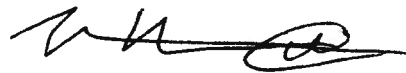
⁶ *Id.* at ¶ 11.

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CERTIFICATION

The Undersigned, Hardmon Williams, III, does hereby certify as follows:

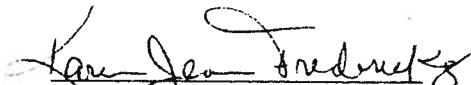
1. I currently serve as Vice President/General Manager for AT&T Mobility Corporation, the manager for AT&T Mobility LLC. In this position I am personally familiar with the federal high-cost universal service support that AT&T Mobility received, and how AT&T Mobility uses these funds.
2. This certification is submitted in support of the AT&T Mobility's Annual Report and Certification in compliance with 47 C.F.R. §54.313.
3. AT&T Mobility's Study Area Code for the supported area is 399015.
4. AT&T Mobility hereby certifies that it utilized in the period between May 11, 2011 and December 31, 2011, and will utilize in 2012, federal high-cost universal service support for the provision, maintenance, and upgrading of facilities and services for which the support is intended, consistent with 254(e) of the Communications Act of 1934, as amended.
5. I have reviewed the ETC Annual Report and Certification and the facts stated therein are true and correct to the best of my knowledge, information and belief.



Hardmon Williams, III

Subscribed and sworn to me
this 15 day of March, 2012.

(NOTARY SEAL)



Karen Jean Frederickson
Notary Public



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EXHIBIT A-1

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EXHIBIT A-2

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EXHIBIT A-3

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REDACTED – FOR PUBLIC DISCLOSURE

EXHIBIT B

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CERTIFICATE OF SERVICE

I, Toyin Harris, do hereby certify that on this 30th day of March 2012 a copy of the foregoing “Mobility’s Annual Eligible Telecommunications Carrier High Cost Filing Report” of AT&T Inc.” for **WC docket No. 10-90** was served via U.S. first class mail, postage paid, to the parties listed below:

John Yellow Bird Steele, President
Oglala Sioux Tribe
PO Box 2070
Pine Ridge, SD 57770

/s/Toyin Harris