

Company's current Two-Year Plan. Consistent with federal universal service principles, the Company will use federal universal service amounts received in 2012 to offset a portion of these 2012 expenditures. This use of federal universal service support will enable the Company to: (1) maintain rates for its supported services that are affordable and reasonably comparable to rates being charged for the same services in urban areas; and (2) to upgrade its telecommunications facilities and equipment as necessary to meet evolving service requirements and maintain high quality service. The use of federal universal service support for these purposes is clearly consistent with the federal universal service provisions.

3. In addition to the information included in Exhibits A and B, the following information is provided to meet the Commission's "Certification requirements" set forth in § 20:10:32:54:

- During calendar year 2010, the Company did not experience any service outages affecting at least 10 percent of its end user customers, for a period lasting longer than 30 minutes.
- The Company was able to provide service to all potential customers that requested service during 2010, and as of December 31, 2010 the Company had no unfulfilled requests for service.
- During 2010, the Company's customer service department received an estimated 378 complaints from consumers. Only 34 of these complaints were received by the Company more formally as written complaints or as complaints that needed to be resolved with the involvement of other Company representatives outside of the customer service department.
- Also attached as "Exhibit C" is a document containing other certifications, including those required under the provisions of ARSD §§ 20:10:32:54(6), 20:10:32:54(7), 20:10:32:54(8) and 20:10:32:54(9).

4. Based on all of the foregoing information, including the information provided on Exhibits A, B and C, the Company requests that this Commission issue an appropriate certification to the FCC and USAC indicating that Brookings Municipal Telephone d/b/a Swiftel Communications is in compliance with 47 U.S.C. § 254(e) and should receive all federal universal service support determined for distribution to the Company in 2011. In order to ensure that this certification is issued to the FCC prior to October 1, 2011, the Company would further ask the Commission to expedite the process that is initiated based on this filing.

Dated this 31st day of May 2011.

Respectfully submitted,



Attorney for the Company