



TrioTel

Communications, Inc.

330 S. Nebraska · PO Box 630 · Salem, SD 57058-0630
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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. - Tri-County

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

Study Area Code (SAC): 391682

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

§ 54.313(a)(2) – Outage Information

The Company had one outage 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: December 9, 2011 beginning at 2:00 a.m.
- Description of outage and its resolution: While moving services from the CopperCom switch to the new Genband C15 switch, the Genband C15 switch had difficulty supporting MF to ISUP trunks. It was resolved when Genband installed a patch to correct the problem. Additionally, we made new 800, operator and 911 trunks to correct the AIN information trouble that was not previously passed through to the Genband switch.
- Particular services affected: Outages were approximately one hour for 911, five hours for 800 and operator calls, and two hours for EAS calls and long distance service.
- Geographic areas affected: Emery and Clayton exchanges, Emery and Clayton, South Dakota.
- Steps taken to prevent similar situation: There are no other switch upgrades scheduled at this time, therefore, this issue should not recur in the future.
- Number of customers affected: The outage affected all of the 374 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 no complaints 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