



7852 Walker Drive, Suite 200  
Greenbelt, Maryland 20770  
phone: 301-459-7590, fax: 301-577-5575  
internet: www.jsitel.com, e-mail: jsi@jsitel.com

June 28, 2012

Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, SW  
Washington, DC 20554

**RE: WC Docket No. 10-90  
2012 Annual Eligible Telecommunications Carrier Report  
Knology, Inc. (Knology of the Black Hills, LLC; Knology Community  
Telephone, Inc.)**

Dear Ms. Dortch:

John Staurulakis, Inc. respectfully files the enclosed 2012 annual eligible telecommunications carrier report on behalf of Knology, Inc. pursuant to Section 54.313(a)(2) through (a)(6) and (h) of the Federal Communications Commission's rules (47 C.F.R. § 54.313) and as specified in the Public Notice released on May 8, 2012 (DA 12-729). Copies will also be provided to USAC and the relevant state commission.

Please contact the undersigned if you have any questions.

Sincerely,

A handwritten signature in black ink that reads 'John Kuykendall'.

John Kuykendall, Vice President  
Authorized Representative for  
Knology, Inc.

Enclosure

Echelon Building II, Suite 200  
9430 Research Blvd., Austin, TX 78759  
phone: 512-338-0473, fax: 512-346-0822

Eagandale Corporate Center, Suite 310  
1380 Corporate Center Curve, Eagan, MN 55121  
phone: 651-452-2660, fax: 651-452-1909

6849 Peachtree Dunwoody Road  
Bldg. B-3, Suite 200, Atlanta, GA 30328  
phone: 770-569-2105, fax: 770-410-1608

547 South Oakview Lane  
Bountiful, UT 84010  
phone: 801-294-4576, fax: 801-294-5124

ETC Annual Reporting Requirements 47 CFR §54.313(a)(2) through (a)(6) and (h)

**Section 1: Certification Required For ALL Recipients of High Cost Support (ILECs and CETCs)**

Section 54.313(a)(5)-(6) of the rules of the Federal Communications Commission ("FCC") requires **Knology Community Telephone, Inc.** (the "Company") to be able to make certifications regarding service quality standards and consumer protection rules and the Company's ability to function in emergency situations. The Company makes these certifications below

I, **Chad Wachter** am an officer of **Knology Community Telephone, Inc.** and hereby certify:

- That the Company is complying with applicable service quality standards and consumer protection rules.
- That the Company is able to function in emergency situations as set forth in §54.202(a)(2).<sup>1</sup>

**Name of Officer (Print):** Chad Wachter

**Title:** Vice-President, General Counsel

**Signature:** 

**Date:** 6/19/12

<sup>1</sup> Section 54.202(a)(2) requires ETCs to "demonstrate its ability to remain functional in emergency situations, including a demonstration that it 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."

**ETC Annual Reporting Requirements 47 CFR §54.313(a)(2) through (a)(6) and (h)**

**Section 2: State-Designated ETC Reporting**

In its *Clarification Order*, the FCC required state-designated ETCs that are subject to a state requirement to report to the state some or all of certain information annually, to file a copy of any relevant information with the FCC in 2012.<sup>2</sup> Specifically, state-designated ETCs must file information concerning outages, unfulfilled requests, and complaints as required in Section 54.313(a)(2)-(4) of the FCC's rules if the state requires ETCs to report some or all of this data.

X **Knology Community Telephone, Inc.** is located in **South Dakota**. This state commission's rules **do require** state-designated ETCs to file an annual report containing some or all of the following information: information concerning outages, unfulfilled requests and/or complaints. Pursuant to the *Clarification Order*, below is the relevant information that the Company provided in its most recent annual report:

**1. §54.313(a)(2): Service Outages**

The Company did not experience any service outages.

**2. §54.313(a)(3): Unfulfilled Service Requests**

The Company had no unfulfilled requests for service.

**3. §54.313(a)(4): Service Complaints**

The Company received two complaints in 2011. The complaints were not formally written complaints that needed to be resolved with the involvement of other Company representatives outside of the customer service department.

---

<sup>2</sup> *Connect America Fund*, WC Docket No. 10-90, *A National Broadband Plan for Our Future*, GN Docket No. 09-51, *Establishing Just and Reasonable Rates for Local Exchange Carriers*, WC Docket No. 07-135, *High-Cost Universal Service Support*, WC Docket No. 05-337, *Developing an Unified Intercarrier Compensation Regime*, CC Docket No. 01-92, *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, *Lifeline and Link-Up*, WC Docket No. 03-109, *Universal Service – Mobility Fund*, WT Docket No. 10-208, Order, DA 12-147 (rel. Feb. 3, 2012) ("*Clarification Order*") at para. 10

**ETC Annual Reporting Requirements 47 CFR §54.313(a)(2) through (a)(6) and (h)**

**Certification of Officer as to the Statements Made Above and Accuracy of Any Data Provided  
Concerning Outages, Unfulfilled Requests, and/or Complaints**

**Name of Officer (Print):** Chad Wachter

**Title:** Vice-President, General Counsel

**Signature:** 

**Date:** 6/19/12

ETC Annual Reporting Requirements 47 CFR §54.313(a)(2) through (a)(6) and (h)

**Section 1: Certification Required For ALL Recipients of High Cost Support (ILECs and CETCs)**

Section 54.313(a)(5)-(6) of the rules of the Federal Communications Commission ("FCC") requires **Knology of the Black Hills, LLC** (the "Company") to be able to make certifications regarding service quality standards and consumer protection rules and the Company's ability to function in emergency situations. The Company makes these certifications below

I, **Chad Wachter** am an officer of **Knology of the Black Hills, LLC** and hereby certify:

- That the Company is complying with applicable service quality standards and consumer protection rules.
- That the Company is able to function in emergency situations as set forth in §54.202(a)(2).<sup>1</sup>

**Name of Officer (Print):** Chad Wachter

**Title:** Vice-President, General Counsel

**Signature:**  \_\_\_\_\_

**Date:** 6/19/12

<sup>1</sup> Section 54.202(a)(2) requires ETCs to "demonstrate its ability to remain functional in emergency situations, including a demonstration that it 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."

ETC Annual Reporting Requirements 47 CFR §54.313(a)(2) through (a)(6) and (h)

**Section 2: State-Designated ETC Reporting**

In its *Clarification Order*, the FCC required state-designated ETCs that are subject to a state requirement to report to the state some or all of certain information annually, to file a copy of any relevant information with the FCC in 2012.<sup>2</sup> Specifically, state-designated ETCs must file information concerning outages, unfulfilled requests, and complaints as required in Section 54.313(a)(2)-(4) of the FCC's rules if the state requires ETCs to report some or all of this data.

X **Knology of the Black Hills, LLC** is located in **South Dakota**. This state commission's rules do require state-designated ETCs to file an annual report containing some or all of the following information: information concerning outages, unfulfilled requests and/or complaints. Pursuant to the *Clarification Order*, below is the relevant information that the Company provided in its most recent annual report:

1. **§54.313(a)(2): Service Outages**

The Company did not experience any service outages.

2. **§54.313(a)(3): Unfulfilled Service Requests**

The Company had no unfulfilled requests for service.

3. **§54.313(a)(4): Service Complaints**

The Company received one complaint in 2011. The complaint was not a formally written complaint that needed to be resolved with the involvement of other Company representatives outside the customer service department.

---

<sup>2</sup> *Connect America Fund*, WC Docket No. 10-90, *A National Broadband Plan for Our Future*, GN Docket No. 09-51, *Establishing Just and Reasonable Rates for Local Exchange Carriers*, WC Docket No. 07-135, *High-Cost Universal Service Support*, WC Docket No. 05-337, *Developing an Unified Intercarrier Compensation Regime*, CC Docket No. 01-92, *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, *Lifeline and Link-Up*, WC Docket No. 03-109, *Universal Service – Mobility Fund*, WT Docket No. 10-208, Order, DA 12-147 (rel. Feb. 3, 2012) ("*Clarification Order*") at para. 10

ETC Annual Reporting Requirements 47 CFR §54.313(a)(2) through (a)(6) and (h)

**Certification of Officer as to the Statements Made Above and Accuracy of Any Data Provided  
Concerning Outages, Unfulfilled Requests, and/or Complaints**

**Name of Officer (Print):** Chad Wachter

**Title:** Vice-President, General Counsel

**Signature:** 

**Date:** 6/19/12

# Your submission has been accepted

ECFS Filing Receipt - Confirmation number: 2012628988411

## Proceeding

Name	Subject
10-90	In the Matter of Connect America Fund A National Broadband Plan for Our Future High-Cost Universal Service Support .

## Contact Info

Name of Filer: Knology, Inc.  
Attorney/Author Name: John Kuykendall  
Lawfirm Name (required if represented by John Staurulakis, Inc. counsel):

## Address

Address For: Filer  
Address Line 1: 7852 Walker Drive Suite 200  
City: Greenbelt  
State: MARYLAND  
Zip: 20770

## Details

Type of Filing: REPORT

## Document(s)

File Name	Custom Description	Size
KNOLGY South Dakota Transmittal.pdf		42 KB
KNOL Community Tel ETC Cert.pdf		150 KB
KNOL Black Hills ETC Cert2.pdf		3 MB

## Disclaimer

This confirmation verifies that ECFS has received and accepted your filing. However, your filing will be rejected by ECFS if it contains macros, passwords, redlining, read-only formatting, a virus, or automated links to other documents. Filings are generally processed and made available for online viewing within one business day of receipt. You may use the link below to check on the status of your filing:

<http://apps.fcc.gov/ecfs/comment/confirm?confirmation=2012628988411>

For any problems please contact the Help Desk at 202-418-0193.