

DEPARTMENT OF PUBLIC SERVICE REGULATION
BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MONTANA

IN THE MATTER OF THE PETITION OF)	UTILITY DIVISION
CABLE & COMMUNICATIONS)	
CORPORATION, dba MID-RIVERS)	DOCKET NO. D2003.8.105
CELLULAR, for Designation as an Eligible)	
Telecommunications Carrier)	

CABLE & COMMUNICATIONS CORPORATION,
dba MID-RIVERS CELLULAR
THIRTY-THIRD QUARTERLY REPORT
AS REQUIRED BY FINAL ORDER DATED MARCH 29, 2005
(PSC Order No. 6518a)

Service Date: September 26, 2013

THIRTY-THIRD QUARTERLY REPORT

- I. Unsatisfied Requests – June 16, 2013, through September 15, 2013:
 - a. By location in each of the two study areas:
 - i. Mid-Rivers Study Area: zero (0).
 - ii. Range Study Area: zero (0).
 - b. Detailed description of why customer requests for service could not be satisfied: There were no unsatisfied requests.

- II. Customer Complaints – June 16, 2013, through September 15, 2013:
 - a. Number and nature of complaints: see Attachment A hereto.
 - b. Remedy employed to address complaints: see Attachment A hereto.
 - c. Location of complaints by Study Area:
 - i. Mid-Rivers: see Attachment A hereto.
 - ii. Range: see Attachment A hereto.
 - d. Number of repeat complaints: see Attachment A hereto.

- III. Federal Universal Service Funds, including Lifeline and Link Up Funds received – June 16, 2013, through September 15, 2013:
 - a. Funds received:
 - i. Interstate Common Line Support:
 - 1. \$0.00 received in June 2013 for May 2013.
 - 2. \$497.00 received in July 2013 for June 2013.
 - 3. \$(17,066.00) received in August 2013 for July 2013.

ii. High Cost Loop Support:

1. \$0.00 received in June 2013 for May 2013.
2. \$705.00 received in July 2013 for June 2013.
3. \$1,645.00 received in August 2013 for July 2013.

iii. Local Switching Support:

1. \$0.00 received in June 2013 for May 2013.
2. \$115.00 received in July 2013 for June 2013.
3. \$378.00 received in August 2013 for July 2013.

iv. Lifeline and Link Up Funds:

1. \$0 received to date.

v. Frozen High Cost Support

1. \$64,694.00 received in June 2013 for May 2013.
2. \$64,694.00 received in July 2013 for June 2013.
3. \$48,521.00 received in August 2013 for July 2013.

USF payments received by Mid-Rivers Cellular began a 20% per year decline in July 2012 and will transition to zero over five years as a result of the FCC's USF Reform Order. This phase-out of wireless support with no predictable path toward a replacement support mechanism directly affects the ability of Mid-Rivers Cellular to make additional long-term investments in new wireless site construction.

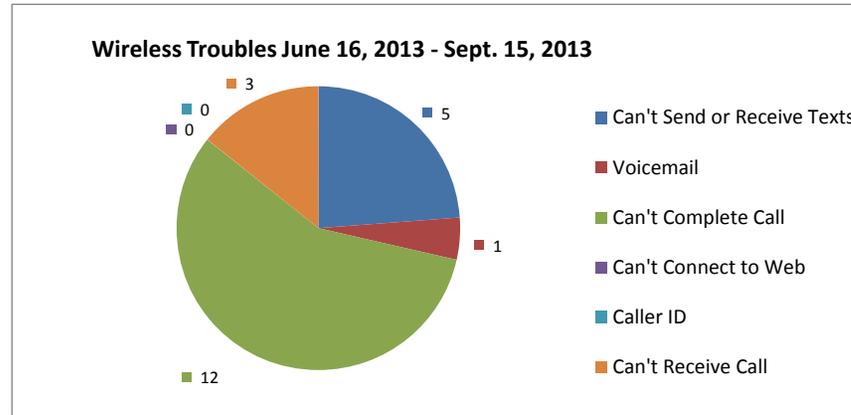
NOTE:

- (a) Included as Attachment B, is the excerpt including a section entitled “Low Income Telephone Assistance” from the fall 2013 issue of the *411* magazine published by Mid-Rivers Telephone Cooperative, Inc. for its customers.

WIRELESS ETC TROUBLE REPORT

Cellular Troubles Cleared 06/16/13 - 09/15/13

Record of Complaint (Trouble Category)	Can't Send or Receive Texts	5
	Voicemail	1
	Can't Complete Call	12
	Can't Connect to Web	0
	Caller ID	0
	Can't Receive Call	3
	Total	21



Nature of the Complaint:	Study Area	Date	Remedy for Complaint or Trouble	Location of Trouble
Can't Send or Receive Texts	(406) 480	9/7/2013	Repaired equipment that provides service to customer.	502 S Main ST; Richey MT 59259
Can't Complete Call	(406) 914	8/10/2013	Capacity Issue/Cell Site Optimization	PO Box 304; Lambert MT 59243
Can't Send or Receive Texts	(406) 915	6/16/2013	Capacity Issue/Cell Site Optimization	404 Vida East Rd; Vida MT 59274
Can't Complete Call	(406) 939	6/19/2013	Connecting Company Trouble	PO Box 518; Circle MT 59215
Can't Receive Call	(406) 951	8/6/2013	Connecting Company Trouble	1900 N Merriam; Miles City MT 59301
Can't Complete Call	(406) 954	7/23/2013	Connecting Company Trouble	PO Box 485; Malta MT 59538
Can't Complete Call	(406) 971	8/1/2013	Repaired equipment that provides service to customer.	PO Box 163; Plevna MT 59344
Can't Send or Receive Texts	(406) 973	6/19/2013	No trouble found, customer equipment checked.	809 9th ST SW; Sidney MT 59270
Voice Mail	(406) 973	6/28/2013	Repaired equipment that provides service to customer.	PO Box 206; Sidney MT 59270
Can't Complete Call	(406) 973	9/4/2013	Repaired equipment that provides service to customer.	2327 Lincoln Ave SE; Sidney MT 59270
Can't Complete Call	(406) 974	6/16/2013	Capacity Issue/Cell Site Optimization	PO Box 366; Circle MT 59215
Can't Complete Call	(406) 974	6/16/2013	Capacity Issue/Cell Site Optimization	PO Box 437; Circle MT 59215
Can't Send or Receive Texts	(406) 974	6/16/2013	Capacity Issue/Cell Site Optimization	751 Road 422; Circle MT 59215
Can't Complete Call	(406) 974	6/26/2013	Connecting Company Trouble	110 County Road 334; Glendive MT 59330
Can't Send or Receive Texts	(406) 974	7/29/2013	Connecting Company Trouble	PO Box 132; Circle MT 59215
Can't Complete Call	(406) 974	8/22/2013	Capacity Issue/Cell Site Optimization	PO Box 303; Circle MT 59215
Can't Complete Call	(406) 975	8/25/2013	Connecting Company Trouble	551 Webster Rd; Baker MT 59313
Can't Receive Call	(406) 977	8/20/2013	Capacity Issue/Cell Site Optimization	PO Box 368; Circle MT 59215
Can't Complete Call	(406) 978	8/8/2013	Repaired equipment that provides service to customer.	769 Fallow Ln, Apt. 117; Billings MT 59102
Can't Receive Call	(406) 978	9/7/2013	Capacity Issue/Cell Site Optimization	PO Box 820; Baker MT 59313
Can't Complete Call	(406) 979	7/29/2013	Capacity Issue/Cell Site Optimization	503 MT Highway 254; Vida MT 59274

Denotes Capacity Issue/Cell Site Optimization Related to AT&T Site Tower Decommission

* Denotes Repeat Troubles

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violate the rules.” Montana’s congressional delegation has also been very active in engaging the FCC on this issue.

Customers can play a part in helping to identify those responsible. If friends, family or business contacts are having trouble reaching you, ask that person to contact their long distance or cellular provider to report a rural call completion problem. They should be prepared to provide the phone number they are trying to call and to report the details of what they are experiencing (long call set-up time, poor call quality, call doesn’t complete, etc.).

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588-3711

Low Income Telephone Assistance

Mid-Rivers Communications offers two low-income telephone assistance programs known as Lifeline and Link-Up. Lifeline provides Federal Universal Service support to reduce monthly service charges paid by qualifying low-income residential customers. Link-Up provides Federal Universal Service support to reduce service connection and line extension charges paid by qualifying low-income residential customers residing on Tribal lands. Mid-Rivers also offers toll blocking, a service that prevents long distance calling from your telephone. For more information please contact your nearest Mid-Rivers customer service office, call Mid-Rivers at 1-800-452-2288, or visit <http://www.midrivers.com/low-income-assistance/>.