

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-SEVENTH QUARTERLY REPORT
AS REQUIRED BY FINAL ORDER DATED MARCH 29, 2005
(PSC Order No. 6518a)

Service Date: September 25, 2014

THIRTY-SEVENTH QUARTERLY REPORT

- I. Unsatisfied Requests – June 16, 2014, through September 15, 2014:
 - 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, 2014, through September 15, 2014:
 - 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, 2014, through September 15, 2014:
 - a. Funds received:
 - i. Interstate Common Line Support: \$0 received during this timeframe.
 - ii. High Cost Loop Support: \$0 received during this timeframe.
 - iii. Local Switching Support: \$0 received during this timeframe

iv. Lifeline and Link Up Funds: \$0 received to date.

v. Frozen High Cost Support

1. \$48,521.00 received in June 2014 for May 2014.
2. \$48,521.00 received in July 2014 for June 2014.
3. \$48,521.00 received in August 2014 for July 2014.

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 network upgrades and in new wireless site construction.

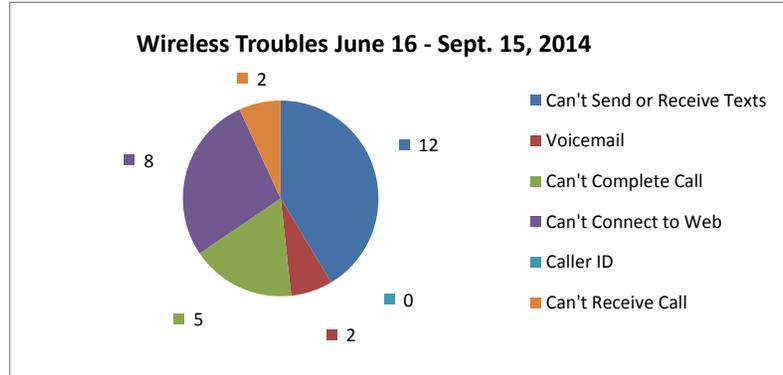
NOTE:

- (a) Included as Attachment B, is the excerpt including a section entitled “Low Income Telephone Assistance” from the summer 2014 issue of the *411* magazine published by Mid-Rivers Telephone Cooperative, Inc. for its customers.

WIRELESS ETC TROUBLE REPORT

Cellular Troubles Cleared 06/16/14 - 09/15/14

Record of Complaint	Texts	12
(Trouble Category)	Voicemail	2
	Can't Complete Call	5
	Can't Connect to Web	8
	Caller ID	0
	Can't Receive Call	2
	Total	29



Nature of the Complaint:	Study Area	Date	Remedy for Complaint or Trouble	Location of Trouble
Can't Send or Receive Texts	(406) 480	7/30/2014	Connecting Company Trouble	1728 MT Highway 200; Richey MT 59259
Can't Send or Receive Texts	(406) 489	7/14/2014	No trouble found, customer equipment checked.	32085 County Road 139; Brockton MT 59213
Can't Complete Call	(406) 891	7/10/2014	No trouble found, customer equipment checked.	PO Box 802; Baker MT 59313
Can't Connect to Web	(406) 913	8/1/2014	No trouble found, customer equipment checked.	303 6th St W; Roundup MT 59072
Can't Complete Call	(406) 928	6/26/2014	Repaired equipment that provides service to customer.	PO Box 38; Winnett MT 59087
Can't Send or Receive Texts	(406) 934	8/8/2014	Repaired equipment that provides service to customer.	617 Woodbury St.; Miles City MT 59301
Can't Send or Receive Texts	(406) 935	6/23/2014	Connecting Company Trouble	PO Box 703; Broadus MT 59317
Can't Receive Calls	(406) 951	7/16/2014	No trouble found, customer equipment checked.	417 S Prairie Ave; Miles City MT 59301
Can't Send or Receive Texts	(406) 954	7/8/2014	Connecting Company Trouble	PO Box 485; Malta MT 59538
Can't Send or Receive Texts	(406) 954	7/9/2014	Connecting Company Trouble	566 Tullock Ln; Roy MT 59471
Can't Receive Calls	(406) 973	8/7/2014	Repaired equipment that provides service to customer.	1214 Cedar Ave; Sidney MT 59270
Can't Send or Receive Texts	(406) 974	8/14/2014	Connecting Company Trouble	PO Box 225; Circle MT 59215
Can't Send or Receive Texts	(406) 974	8/12/2014	Connecting Company Trouble	PO Box 260; Circle MT 59215
Can't Connect to Web	(406) 974	8/11/2014	Repaired equipment that provides service to customer.	PO Box 14; Circle MT 59215
Voicemail	(406) 974	7/28/2014	Repaired equipment that provides service to customer.	PO Box 381; Circle MT 59215
Can't Connect to Web	(406) 974	7/27/2014	Connecting Company Trouble	PO Box 224; Circle MT 59215
Can't Send or Receive Texts	(406) 974	7/21/2014	Repaired equipment that provides service to customer.	PO Box 328; Circle MT 59215
Can't Send or Receive Texts	(406) 974	8/7/2014	No trouble found, customer equipment checked.	454 Highway 200 E; Circle MT 59215
Can't Send or Receive Texts	(406) 974	7/30/2014	Repaired equipment that provides service to customer.	PO Box 539; Circle MT 59215
Can't Complete Call	(406) 974	6/28/2014	Connecting Company Trouble	113 Bob Fudge Rd; Brockway MT 59214
Can't Connect to Web	(406) 974	7/31/2014	Repaired equipment that provides service to customer.	PO Box 14; Circle MT 59215
Can't Connect to Web	(406) 975	7/30/2014	No trouble found, customer equipment checked.	551 Webster Rd; Baker MT 59313
Can't Connect to Web	(406) 977	6/30/2014	Repaired equipment that provides service to customer.	PO Box 116; Cohagen MT 59322
Can't Send or Receive Texts	(406) 978	8/11/2014	Connecting Company Trouble	PO Box 362; Baker MT 59313
Can't Complete Call	(406) 978	8/11/2014	Repaired equipment that provides service to customer.	PO Box 893; Baker MT 59313
Can't Connect to Web	(406) 978	8/24/2014	Repaired equipment that provides service to customer.	PO Box 1553; Baker MT 59313
Can't Complete Call	(406) 978	7/21/2014	Connecting Company Trouble	PO Box 1553; Baker MT 59313
Can't Connect to Web	(406) 978	7/14/2014	Repaired customer premise equipment.	6402 169th Ave SW; Baker MT 59313
Voicemail	(406) 987	7/23/2014	Repaired equipment that provides service to customer.	PO Box 84; Richey MT 59259

* Denotes Repeat Troubles 0

Attachment B

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Mid-Rivers Communications offers two low-income telephone assistance programs known as Lifeline & 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/>.

Mid-Rivers Telephone Cooperative, Inc. is an equal opportunity provider and employer.