

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'S
THIRTY-EIGHTH QUARTERLY AND NINETEENTH SEMI-ANNUAL REPORT
AS REQUIRED BY FINAL ORDER DATED MARCH 29, 2005
(PSC Order No. 6518a)

Service Date: December 29, 2014

THIRTY-EIGHTH QUARTERLY REPORT

- I. Unsatisfied Requests – September 16 through December 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 – September 16 through December 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 – September 16 through December 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 September 2014 for August 2014.
2. \$48,521.00 received in October 2014 for September 2014.
3. \$48,521.00 received in November 2014 for October 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 hereto is an excerpt with a section entitled "Low Income Telephone Assistance" from the Holiday 2014 issue of the "411" newsletter published by Mid-Rivers Communications for its customers.

NINETEENTH SEMI-ANNUAL REPORT

- IV. 5-Year Build-out Plan, updated for the period of June 16, 2014, through December 15, 2014: see Attachment D hereto.
- a. Including expanded coverage in Northern Cheyenne Reservation, unless conflicting licenses, in which case an explanation of those conflicts must be provided:
- i. Representatives from Cable & Communications Corporation conducted an on-site meeting with Jace Killsback at the Northern Cheyenne Tribal Council in Lame Deer, Montana, on February 17, 2006.
 - ii. Letters addressed to Jace Killsback of the Northern Cheyenne Reservation dated May 15, 2006, and June 16, 2006, were filed with the Commission in Cable & Communications Corporation's Second Semi-Annual Report of June 27, 2006. No response has been received to date.
 - iii. A letter addressed to Jace Killsback of the Northern Cheyenne Reservation dated March 20, 2007, was mailed via certified mail/return receipt requested and was signed in receipt on March 21, 2007. This letter was filed with the Commission in Cable & Communications Corporation's Eighth Quarterly and Fourth Semi-Annual Report of June 29, 2007.
 - iv. Representatives from Cable & Communications Corporation conducted a meeting with Danny Sioux, Rosebud County

Commissioner and member of the Northern Cheyenne Tribe, in Miles City, Montana, on September 11, 2007.

- v. A letter addressed to Geri Small, President of the Northern Cheyenne Tribal Council, mailed March 31, 2008, documenting C&CC's continuing attempts to establish cellular services on the Northern Cheyenne Reservation, was filed with the Commission in Cable & Communications Corporation's Twelfth Quarterly and Sixth Semi-Annual Report of June 17, 2008. No response has been received to date.
- vi. C&CC representatives attended a meeting with the Northern Cheyenne Economic Development Committee on July 8, 2008. C&CC offered at the meeting to conduct a propagation study at our own expense to determine the most advantageous site locations necessary to extend wireless service throughout Northern Cheyenne lands, and to share the findings of the study with President Small and the Economic Development Committee.
- vii. A letter dated August 8, 2008, was sent to Geri Small, President of the Northern Cheyenne Tribal Council, thanking the Northern Cheyenne Economic Development Committee for meeting with C&CC and again extending offers to conduct a propagation study at our expense and sharing with them the results of that study. This letter was filed with the Commission in C&CC's Fourteenth

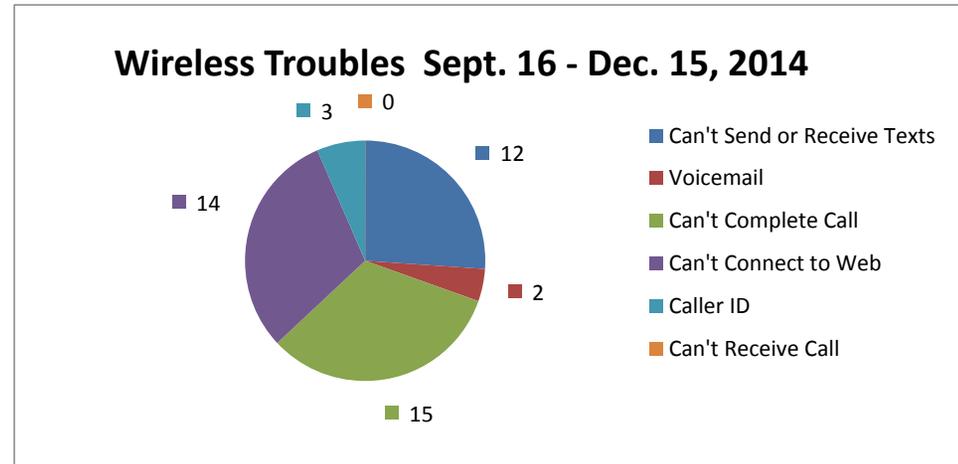
Quarterly and Seventh Semi-Annual Report Dated December 26, 2008.

- viii. A letter addressed to LeRoy Spang, President of the Northern Cheyenne Tribal Council, was sent December 11, 2008, expressing C&CC's interest in working with the Council to establish wireless services throughout their lands. This letter was filed with C&CC's Fourteenth Quarterly and Seventh Semi-Annual Report to the Commission dated December 26, 2008. No response has been received to date.
- ix. Copies of previous C&CC correspondence to the Northern Cheyenne were faxed to Clara Canfield, Administrator to the Tribal Chairman, per her request on December 11, 2008. A copy of that fax was filed with the Commission in C&CC's Sixteenth Quarterly and Eighth Semi-Annual Report on June 29, 2009.
- x. Once approval is granted from the Northern Cheyenne Tribal Council to investigate possible wireless site locations on their land, C&CC will then address licensing requirements necessary to provide the service.

WIRELESS ETC TROUBLE REPORT

Cellular Troubles Cleared 09/16/14 - 12/15/14

Record of Complaint (Trouble Category)	Can't Send or Receive Texts	12
	Voicemail	2
	Can't Complete Call	15
	Can't Connect to Web	14
	Caller ID	3
	Can't Receive Call	0
	Total	46



Nature of the Complaint:	Study Area	Date	Remedy for Complaint or Trouble	Location of Trouble
Can't Complete Call	(406) 489	9/26/2014	No trouble found, customer equipment checked.	12170 County Road 343; Sidney MT 59270
Can't Connect to Web	(406) 853	11/1/2014	Connecting Company Trouble	PO Box 23; Ekalaka MT 59324
Can't Connect to Web	(406) 891	10/5/2014	Connecting Company Trouble	PO Box 718; Baker MT 59313
Voicemail	(406) 913	11/12/2014	Repaired equipment that provides service to customer.	112 3rd St E; Roundup MT 59072
Voicemail	(406) 914	11/6/2014	Connecting Company Trouble	213 N Earling AVE; Miles City MT 59301
Can't Connect to Web	(406) 914	10/16/2014	Connecting Company Trouble	PO Box 251; Lambert MT 59243
Can't Connect to Web	(406) 915	9/18/2014	Repaired equipment that provides service to customer.	404 Vida East Rd; Vida MT 59274
Can't Connect to Web	(406) 934	9/18/2014	Connecting Company Trouble	P.O. Box 1335; Miles City MT 59301
Can't Complete Call	(406) 934	10/28/2014	No trouble found, customer equipment checked.	263 Rd 253; Ismay MT 59336
Can't Complete Call	(406) 934	11/10/2014	Connecting Company Trouble	808 N Custer AVE; Miles City MT 59301
Can't Complete Call	(406) 935	10/6/2014	No trouble found, customer equipment checked.	56 Pearce Rd; Broadus MT 59317
Can't Send or Receive Texts	(406) 935	10/6/2014	Repaired equipment that provides service to customer.	PO Box 659; Broadus MT 59317
Can't Complete Call	(406) 935	10/9/2014	Repaired equipment that provides service to customer.	431 Mud Springs Rd; Volberg MT 59351
Can't Complete Call	(406) 938	11/3/2014	Connecting Company Trouble	PO Box 63; Alzada MT 59311
Can't Connect to Web	(406) 954	11/1/2014	Repaired equipment that provides service to customer.	PO Box 485; Malta MT 59538
Can't Complete Call	(406) 954	10/14/2014	Repaired equipment that provides service to customer.	PO Box 186; Roy MT 59471
Can't Send or Receive Texts	(406) 957	10/9/2014	Connecting Company Trouble	PO Box 171; Terry MT 59349
Can't Connect to Web	(406) 973	10/8/2014	Repaired equipment that provides service to customer.	1214 Cedar Ave; Sidney MT 59270
Can't Complete Call	(406) 973	9/21/2014	No trouble found, customer equipment checked.	406 3rd AVE NE; Sidney MT 59270
Can't Receive Call	(406) 973	9/30/2014	Connecting Company Trouble	12908 County Road 353; Sidney MT 59270
Can't Complete Call	(406) 973	11/20/2014	Connecting Company Trouble	PO Box 153; Savage MT 59262

Attachment A

*	Can't Connect to Web	(406) 974	10/11/2014	Connecting Company Trouble	89 Hershey Road; Shippensburg PA 17257
	Can't Connect to Web	(406) 974	9/20/2014	Connecting Company Trouble	89 Hershey Road; Shippensburg PA 17257
	Can't Complete Call	(406) 974	9/22/2014	Connecting Company Trouble	PO Box 340; Circle MT 59215
	Can't Connect to Web	(406) 974	10/4/2014	Connecting Company Trouble	PO Box 455; Circle MT 59215
	Can't Send or Receive Texts	(406) 974	11/6/2014	Repaired equipment that provides service to customer.	PO Box 432; Circle MT 59215
	Can't Send or Receive Texts	(406) 974	12/4/2014	Repaired equipment that provides service to customer.	PO Box 376; Circle MT 59215
	Can't Connect to Web	(406) 974	8/25/2014	No trouble found, customer equipment checked.	PO Box 257; Circle MT 59215
	Can't Connect to Web	(406) 974	9/25/2014	No trouble found, customer equipment checked.	PO Box 563; Circle MT 59215
	Can't Receive Call	(406) 974	10/3/2014	Connecting Company Trouble	102 Ball Park Rd; Vida MT 59274
	Can't Complete Call	(406) 974	10/9/2014	No trouble found, customer equipment checked.	PO Box 147; Circle MT 59215
	Can't Send or Receive Texts	(406) 974	10/15/2014	No trouble found, customer equipment checked.	PO Box 3; Brockway MT 59214
	Can't Connect to Web	(406) 974	10/29/2014	Connecting Company Trouble	PO Box 91; Circle MT 59215
	Can't Send or Receive Texts	(406) 974	11/6/2014	No trouble found, customer equipment checked.	PO Box 372; Circle MT 59215
	Can't Send or Receive Texts	(406) 974	11/12/2014	Connecting Company Trouble	PO Box 224; Circle MT 59215
	Can't Connect to Web	(406) 975	10/27/2014	Connecting Company Trouble	PO Box 42; Ekalaka MT 59324
	Can't Complete Call	(406) 977	12/2/2014	No trouble found, customer equipment checked.	510 Williams ST; Miles City MT 59301
*	Can't Send or Receive Texts	(406) 978	11/1/2014	Repaired equipment that provides service to customer.	PO Box 550; Baker MT 59313
	Can't Send or Receive Texts	(406) 978	10/28/2014	Repaired equipment that provides service to customer.	PO Box 550; Baker MT 59313
	Can't Complete Call	(406) 978	11/4/2014	Connecting Company Trouble	PO Box 765; Baker MT 59313
	Can't Send or Receive Texts	(406) 978	11/24/2014	Repaired equipment that provides service to customer.	PO Box 829; Baker MT 59313
	Can't Send or Receive Texts	(406) 978	10/5/2014	Repaired equipment that provides service to customer.	PO Box 48; Baker MT 59313
	Can't Complete Call	(406) 978	10/29/2014	Repaired equipment that provides service to customer.	PO Box 1265; Baker MT 59313
	Can't Send or Receive Texts	(406) 978	11/17/2014	Repaired equipment that provides service to customer.	PO Drawer 2360; Casper WY 82602
	Can't Complete Call	(406) 978	11/17/2014	Connecting Company Trouble	PO Box 765; Baker MT 59313
	Can't Receive Call	(406) 983	10/17/2014	Connecting Company Trouble	PO Box 484; Ashland MT 59003

* Denotes Repeat Troubles

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Attachment B

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.