

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 & CELLULAR COMMUNICATIONS, LLC  
dba MID-RIVERS CELLULAR  
FORTY-FIRST QUARTERLY REPORT  
AS REQUIRED BY FINAL ORDER DATED MARCH 29, 2005  
(PSC Order No. 6518a)

Service Date: April 11, 2016

## **FORTY-FIRST QUARTERLY REPORT**

- I. Unsatisfied Requests – December 16, 2015, through March 15, 2016:
  - 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 – December 16, 2015, through March 15, 2016:
  - 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 – December 16, 2015, through March 15, 2016:
  - 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 December 2015 for November 2015.
  - 2. \$48,521.00 received in January 2016 for December 2015.
  - 3. \$48,521.00 received in February 2016 for January 2016.

USF payments received by Mid-Rivers Cellular began to 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.

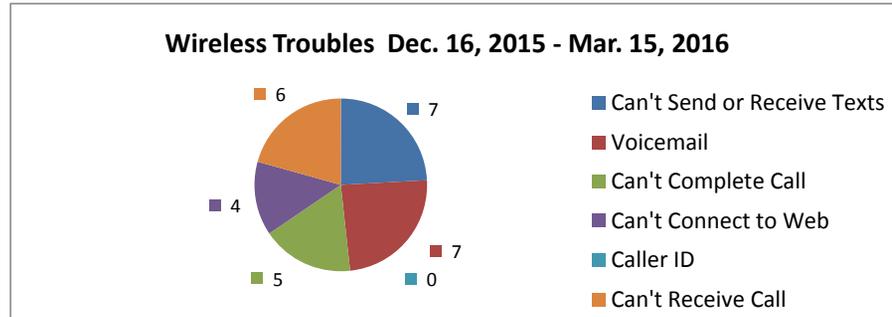
NOTE:

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

## WIRELESS ETC TROUBLE REPORT

### Cellular Troubles Cleared 12/15/15 - 03/15/16

Record of Complaint (Trouble Category)	Can't Send or Receive Texts	7
	Voicemail	7
	Can't Complete Call	5
	Can't Connect to Web	4
	Caller ID	0
	Can't Receive Call	6
	<b>Total</b>	<b>29</b>



Nature of the Complaint:	Study Area	Date	Remedy for Complaint or Trouble	Location of Trouble
Voicemail	(406) 914	1/21/2016	Repaired equipment that provides service to customer.	PO Box 112; Lambert MT 59243
Can't Receive Call	(406) 914	12/17/2015	No trouble found, customer equipment checked.	PO Box 112; Lambert MT 59243
Can't Send or Receive Texts	(406) 928	12/29/2015	Repaired equipment that provides service to customer.	PO Box 111; Grass Range MT 59032
Voicemail	(406) 928	2/5/2016	Repaired equipment that provides service to customer.	1530 Petrolia Bench RD; Winnett MT 59087
Voicemail	(406) 934	1/20/2016	Repaired equipment that provides service to customer.	406 Williams ST; Miles City MT 59301
Can't Receive Call	(406) 934	1/29/2016	No trouble found, customer equipment checked.	3009 Boxelder ST; Miles City MT 59301
Can't Receive Call	(406) 934	3/14/2016	Connecting Company Trouble	1709 Batchelor ST, APT #1; Miles City MT 59301
Can't Send or Receive Texts	(406) 935	12/24/2015	Repaired equipment that provides service to customer.	PO Box 659; Broadus MT 59317
Voicemail	(406) 935	1/21/2016	Repaired equipment that provides service to customer.	PO Box 423; Broadus MT 59317
Can't Complete Call	(406) 954	1/12/2016	Connecting Company Trouble	201 2nd AVE; Roy MT 59471
Can't Connect to Web	(406) 973	12/29/2015	Repaired equipment that provides service to customer.	12287 Goss AVE; Sidney MT 59270
Can't Complete Call	(406) 974	1/6/2016	Repaired equipment that provides service to customer.	PO Box 305; Circle MT 59215
Can't Send or Receive Texts	(406) 974	2/16/2016	Repaired equipment that provides service to customer.	2563 Highway 200 E; Jordan MT 59337
Can't Complete Call	(406) 974	12/16/2015	No trouble found, customer equipment checked.	485 Nickwall RD; South Wolf Point MT 59201
Can't Receive Call	(406) 974	1/14/2016	Connecting Company Trouble	1204 Prairie Elk RD; Circle MT 59215
Can't Complete Call	(406) 974	1/22/2016	Repaired equipment that provides service to customer.	513 Highway 201; South Wolf Point MT 59201
Can't Send or Receive Texts	(406) 974	1/25/2016	Repaired equipment that provides service to customer.	410 Garfield ST; Wolf Point MT 59201
Can't Complete Call	(406) 974	1/31/2016	Connecting Company Trouble	117 Nolan AVE W; Wibaux MT 59353
Can't Receive Call	(406) 974	2/19/2016	No trouble found, customer equipment checked.	606 13th ST; Circle MT 59215
Voicemail	(406) 975	12/30/2015	Repaired equipment that provides service to customer.	PO Box 109; Ekalaka MT 59324
Can't Connect to Web	(406) 975	1/30/2016	Connecting Company Trouble	201 Cleveland ST W; Ekalaka MT 59324
Can't Send or Receive Texts	(406) 975	2/3/2016	No trouble found, customer equipment checked.	83 Hightway 323; Ekalaka MT 59324
Can't Send or Receive Texts	(406) 975	2/4/2016	Connecting Company Trouble	324 Powderville RD; Ekalaka MT 59324
Voicemail	(406) 977	12/16/2015	Repaired equipment that provides service to customer.	32 Business LN; Jordan MT 59337
Can't Connect to Web	(406) 977	2/29/2016	No trouble found, customer equipment checked.	400 Fitzgerald LN; Jordan MT 59337
Can't Connect to Web	(406) 978	12/28/2015	Repaired equipment that provides service to customer.	PO Box 96; Lidgerwood ND 58035
Can't Receive Call	(406) 978	2/19/2016	Connecting Company Trouble	PO Box 154; Winnetta MT 59087
Can't Send or Receive Texts	(406) 978	1/19/2016	Repaired equipment that provides service to customer.	214 Fallon AVE W; Baker MT 59313
Voicemail	(406) 979	3/11/2016	Repaired equipment that provides service to customer.	111 Montana AVE W; Baker MT 59313

\* 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.