

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

Service Date: March 25, 2015

## **THIRTY-NINTH QUARTERLY REPORT**

- I. Unsatisfied Requests – December 16, 2014, through March 15, 2015:
  - 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, 2014, through March 15, 2015:
  - 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, 2014, through March 15, 2015:
  - 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 2014 for November 2014.
  - 2. \$48,521.00 received in January 2015 for December 2014.
  - 3. \$48,521.00 received in February 2015 for January 2015.

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.

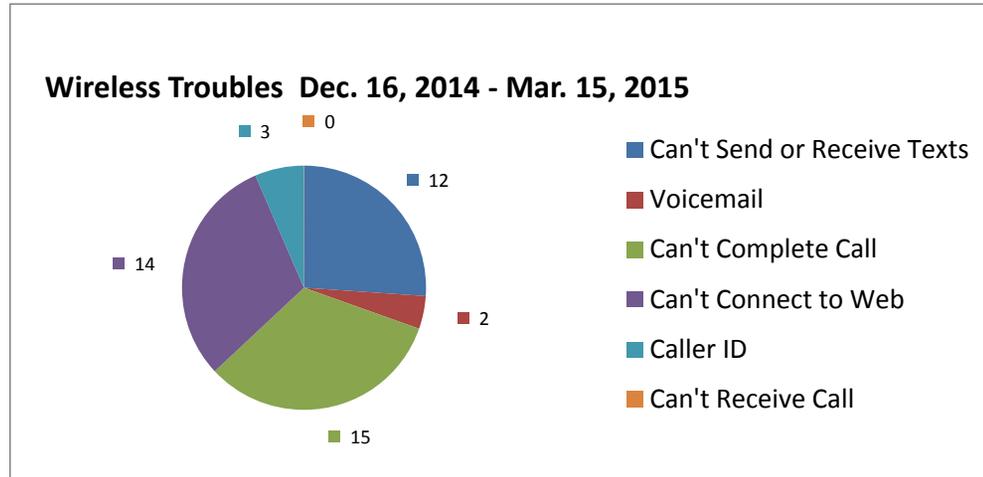
NOTE:

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

WIRELESS ETC TROUBLE REPORT

**Cellular Troubles Cleared 12/16/14 - 03/15/15**

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



Nature of the Complaint:	Study Area	Date	Remedy for Complaint or Trouble	Location of Trouble
Can't Complete Call	(406) 489	2/2/2015	Repaired equipment that provides service to customer.	PO Box 156; Lambert MT 59243
Can't Send or Receive Texts	(406) 853	1/13/2015	No trouble found, customer equipment checked.	PO Box 23; Ekalaka MT 59324
Voicemail	(406) 913	2/28/2015	Repaired equipment that provides service to customer.	112 3rd St E; Roundup MT 59072
Can't Complete Call	(406) 928	12/20/2014	Repaired equipment that provides service to customer.	PO Box 201; Winnett MT 59087
* Can't Complete Call	(406) 928	2/16/2015	Repaired equipment that provides service to customer.	221 Arrowhead Dr, Apt. E1; Miles City MT 59301
Can't Complete Call	(406) 928	1/15/2015	No trouble found, customer equipment checked.	221 Arrowhead Dr, Apt. E1; Miles City MT 59301
Can't Connect to Web	(406) 928	1/6/2015	Repaired equipment that provides service to customer.	PO Box 103; Winnett MT 59087
Can't Send or Receive Texts	(406) 934	12/23/2014	No trouble found, customer equipment checked.	502 S 4th St; Miles City MT 59301
Can't Complete Call	(406) 934	12/20/2014	No trouble found, customer equipment checked.	502 S 4th St; Miles City MT 59301
Can't Complete Call	(406) 935	2/2/2015	Repaired equipment that provides service to customer.	83 W US Highway 212; Broadus MT 59317
Can't Complete Call	(406) 938	12/22/2015	Connecting Company Trouble	PO Box 334; Hammond MT 59332
Voicemail	(406) 939	2/17/2015	Repaired equipment that provides service to customer.	304 Ponderosa St; Miles City MT 59301
Can't Complete Call	(406) 954	12/19/2014	Connecting Company Trouble	566 Tullock Ln; Roy MT 59471
Can't Complete Call	(406) 954	2/19/2015	Connecting Company Trouble	PO Box 163; Roy MT 59471
Can't Connect to Web	(406) 954	12/26/2014	Connecting Company Trouble	2553 Bowser Rd; Roy MT 59471
Voicemail	(406) 954	2/19/2015	Repaired equipment that provides service to customer.	PO Box 485; Malta MT 59538
Can't Receive Call	(406) 954	2/2/2015	Repaired equipment that provides service to customer.	PO Box 485; Malta MT 59538
* Voicemail	(406) 973	2/6/2015	No trouble found, customer equipment checked.	928 E 12th St SW; Sidney MT 59270
Voicemail	(406) 973	1/28/2015	No trouble found, customer equipment checked.	928 E 12th St SW; Sidney MT 59270
Can't Send or Receive Texts	(406) 974	12/16/2014	Repaired equipment that provides service to customer.	PO Box 581; Circle MT 59215

Attachment A

Can't Complete Call	(406) 974	1/27/2015	Connecting Company Trouble	PO Box 127; Brockway MT 59214
Can't Complete Call	(406) 974	1/28/2015	Connecting Company Trouble	PO Box 280; Circle MT 59215
Can't Complete Call	(406) 974	2/5/2015	No trouble found, customer equipment checked.	PO Box 406; Zortman MT 59546
Voicemail	(406) 974	12/18/2014	Repaired equipment that provides service to customer.	210 Hemlock; Glendive MT 59330
Can't Receive Call	(406) 974	1/14/2015	Connecting Company Trouble	923 MT Highway 201; Vida MT 59274
Can't Receive Call	(406) 974	1/24/2015	No trouble found, customer equipment checked.	PO Box 543; Circle MT 59215
Can't Connect to Web	(406) 974	2/17/2015	Connecting Company Trouble	3032 MT Highway 528; Fort Peck MT 59223
Can't Complete Call	(406) 975	2/4/2015	No trouble found, customer equipment checked.	PO Box 375; Ekalaka MT 59324
Can't Send or Receive Texts	(406) 977	2/17/2015	Repaired equipment that provides service to customer.	PO Box 123; Winnett MT 59087
Can't Complete Call	(406) 978	1/19/2015	No trouble found, customer equipment checked.	PO Box 765; Baker MT 59313
Can't Complete Call	(406) 978	2/3/2015	Connecting Company Trouble	PO Box 1553; Baker MT 59313
Can't Connect to Web	(406) 978	2/27/2015	Repaired equipment that provides service to customer.	PO Box 368; Baker MT 59313
Can't Connect to Web	(406) 979	1/14/2015	No trouble found, customer equipment checked.	331 E Broadway St; Missoula MT 59802
Voicemail	(406) 979	1/2/2015	Repaired equipment that provides service to customer.	PO Box 354; Sidney MT 59270
Can't Complete Call	(406) 979	2/5/2015	No trouble found, customer equipment checked.	31569 Highway 201; Richey MT 59259
Voicemail	(406) 979	2/23/2015	Repaired equipment that provides service to customer.	PO Drawer 2360; Casper WY 82602

\* 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.