

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

Service Date: September 28, 2010

## TWENTY-FIRST QUARTERLY REPORT

- I. Unsatisfied Requests – June 16, 2010, through September 15, 2010:
  - 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, 2010, through September 15, 2010:
  - 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, 2010, through September 15, 2010:
  - a. Funds received:
    - i. Interstate Common Line Support:
      - 1. \$30,713.00 received in July 2010 for May 2010.
      - 2. \$29,634.00 received in August 2010 for June 2010.
      - 3. \$23,189.00 received in September 2010 for July 2010.

ii. High Cost Loop Support:

1. \$27,386.00 received in July 2010 for May 2010.
2. \$26,442.00 received in August 2010 for June 2010.
3. \$27,654.00 received in September 2010 for July 2010.

iii. Local Switching Support:

1. \$5,038.00 received in July 2010 for May 2010.
2. \$4,861.00 received in August 2010 for June 2010.
3. \$5,050.00 received in September 2010 for July 2010.

iv. Lifeline and Link Up Funds:

1. \$0 received to date.

It should be noted that, as detailed in this section, USF payment levels received by Mid-Rivers Cellular have been reduced in recent months, as a result of the USF Interim Cap Order. If this is not resolved in the near future, the USF cap will affect the ability of Mid-Rivers Cellular to make additional long term investments in new wireless site construction.

NOTE:

- (a) Included as Attachments B, is the excerpt including a section entitled "Lifeline, Link-Up & Toll Blocking" from the August/September 2010 issue of the *411* magazine published by Mid-Rivers Communications for its customers.

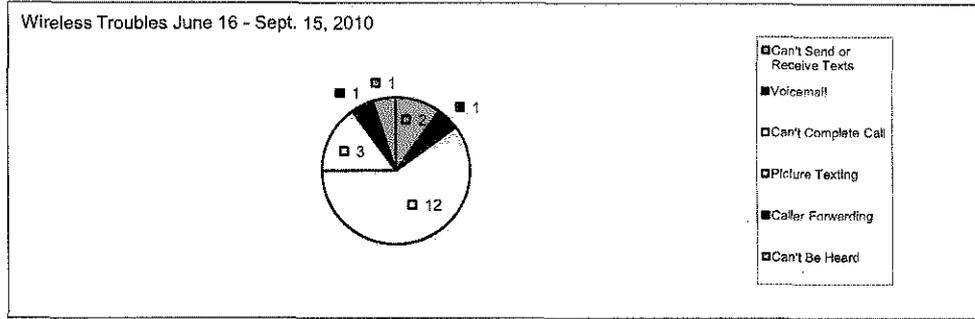
ATTACHMENT A

WIRELESS ETC TROUBLE REPORT

Cellular Troubles Cleared  
06/16/10 - 09/15/10

Record of Complaint  
(Trouble Category)

Can't Send or Receive Texts	2
Voicemail	1
Can't Complete Call	12
Picture Texting	3
Caller Forwarding	1
Can't Be Heard	1
<b>Total</b>	<b>20</b>



Nature of the Complaint:	Study Area	Date	Remedy for Complaint or Trouble	Location of Trouble
Can't Complete Call	(406) 928	7/20/2010	No Trouble Found - Customer Education	43333 US Highway 87; Lewistown, MT 59457
Can't Complete Call	(406) 973	8/16/2010	Connecting Company Issue.	34765 County Road 119; Sidney, MT 59270
Can't Complete Call	(406) 973	6/24/2010	No Trouble Found.	P.O. Box 280; Circle, MT 59215
Picture Texting Issue	(406) 974	6/17/2010	Repaired equipment that provides service to customer.	P.O. Box 143; Circle, MT 59215
Picture Texting Issue	(406) 974	9/3/2010	Repaired equipment that provides service to customer.	P.O. Box 217; Circle, MT 59215
Picture Texting Issue	(406) 974	9/1/2010	No Trouble Found - Customer Education	P.O. Box 280; Circle, MT 59215
Can't Complete Call	(406) 974	7/12/2010	Connecting Company Issue.	P.O. Box 460; Circle, MT 59215
Can't Complete Call	(406) 974	6/17/2010	OK on Test.	P.O. Box 536; Circle, MT 59215
Can't Complete Call	(406) 975	8/13/2010	Connecting Company Issue.	2221 Chalk Buttes Rd; Ekalaka, MT 59324
Can't Complete Call	(406) 975	7/8/2010	Repaired equipment that provides service to customer.	P.O. Box 417; Ekalaka, MT 59324
Voicemail Issues	(406) 975	8/13/2010	OK on Test.	2781 Highway 323; Ekalaka, MT 59324
* Can't Complete Call	(406) 978	8/31/2010	Connecting Company Issue.	P.O. Box 504; Baker, MT 59313
Can't Complete Call	(406) 978	8/25/2010	Connecting Company Issue.	P.O. Box 504; Baker, MT 59313
Can't Send or Receive Texts	(406) 978	8/2/2010	No Trouble Found.	P.O. Box 496; Baker, MT 59313
Can't Complete Call	(406) 978	7/1/2010	Repaired equipment that provides service to customer.	P.O. Box 641; Baker, MT 59313
Call Forwarding Issue	(406) 978	6/28/2010	Repaired equipment that provides service to customer.	P.O. Box 848; Baker, MT 59313
Can't Send or Receive Texts	(406) 978	6/22/2010	Connecting Company Issue.	P.O. Box 151; Baker, MT 59313
Can't Complete Call	(406) 978	9/4/2010	No Trouble Found.	P.O. Box 1228; Baker, MT 59313
Can't Complete Call	(406) 978	8/30/2010	Connecting Company Issue.	P.O. Box 1533; Baker, MT 59313
Voicemail Issue	(406) 983	7/20/2010	Repaired equipment that provides service to customer.	P.O. Box 77; Ashland, MT 59003

\* Repeat Troubles

# Attachment B

## **Lifeline, Link-Up & Toll Blocking**

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 customers. Link-Up provides Federal Universal Service support to reduce service connection and line extension charges paid by qualifying low-income customers. Mid-Rivers also offers toll blocking, a service that prevents long distance calling from your telephone. Please contact your nearest Mid-Rivers customer service office, call Mid-Rivers at 1-800-452-2288, or visit <http://www.midrivers.com/>

**Page 3**

**August/September 2010**