

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

Service Date: March 28, 2011

## TWENTY-THIRD QUARTERLY REPORT

- I. Unsatisfied Requests – December 16, 2010, through March 15, 2011:
  - 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, 2010, through March 15, 2011:
  - 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, 2010, through March 15, 2011:
  - a. Funds received:
    - i. Interstate Common Line Support:
      - 1. \$34,396.00 received in December 2010 for November 2010.
      - 2. \$34,527.00 received in January 2011 for December 2010.

3. \$66,230.00 received in February 2011 for January 2011.
- ii. High Cost Loop Support:
1. \$35,333.00 received in December 2010 for November 2010.
  2. \$35,430.00 received in January 2011 for December 2010.
  3. \$60,023.00 received in February 2011 for January 2011.
- iii. Local Switching Support:
1. \$6,459.00 received in December 2010 for November 2010.
  2. \$6,469.00 received in January 2011 for December 2010.
  3. \$8,840.00 received in February 2011 for January 2011.
- iv. Lifeline and Link Up Funds:
1. \$0 received to date.

It should be noted that, as detailed in this section and in previous quarterly and semi-annual reports, USF payment levels received by Mid-Rivers Cellular have been very volatile over the last several months. It is our understanding that this unpredictability is a result of the USF Interim Cap Order, and that a more recent FCC order related to the State's Interim Cap funding levels may introduce further instability to payment levels in the near future. This unpredictability of support affects the ability of Mid-Rivers Cellular to make additional long-term investments in new wireless site construction.

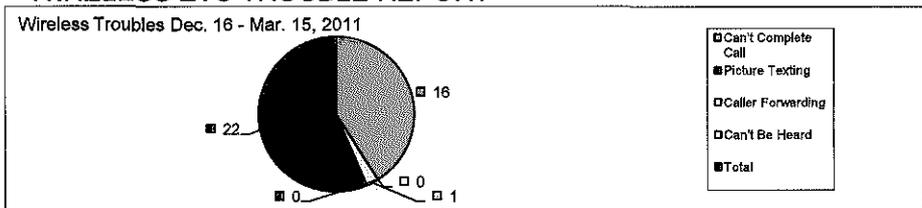
NOTE:

- (a) Included as Attachment B, is the excerpt including a section entitled “Lifeline, Link-Up & Toll Blocking” from the Holiday 2010 and Spring 2011 issues of the *411* magazine published by Mid-Rivers Communications for its customers.

WIRELESS ETC TROUBLE REPORT

Cellular Troubles Cleared 12/16/10 - 03/15/11

Record of Complaint (Trouble Category)	Can't Send or Receive Texts	4
	Voicemail	1
	Can't Complete Call	16
	Picture Texting	0
	Caller Forwarding	0
	Can't Be Heard	1
	<b>Total</b>	<b>22</b>



Nature of the Complaint:	Study Area	Date	Remedy for Complaint or Trouble	Location of Trouble
Can't Complete Call	(406) 935	1/5/2011	No Trouble Found.	P.O. Box 243; Broadus, MT 59317
Can't Complete Call	(406) 935	1/14/2011	Connecting Company Issue.	P.O. Box 66; Broadus, MT 59317
Can't Complete Call	(406) 935	3/2/2011	No Trouble Found.	P.O. Box 243; Broadus, MT 59317
Can't Complete Call	(406) 935	3/5/2011	Repaired equipment that provides service to customer.	P.O. Box 111; Broadus, MT 59317
Can't Complete Call	(406) 954	1/1/2011	Connecting Company Issue.	P.O. Box 115; Roy, MT 59471
Can't Complete Call	(406) 954	2/22/2011	OK on Test.	P.O. Box 485; Malta, MT 59538
Can't Send or Receive Texts	(406) 971	2/14/2011	No Trouble Found.	5 Custer Co. Rd 337; Ismay, MT 59336
Can't Complete Call	(406) 973	12/24/2010	Repaired equipment that provides service to customer.	508 3rd ST SE; Sidney, MT 59270
Can't Complete Call	(406) 973	1/22/2011	No Trouble Found.	12286 Sidney Circle; Sidney, MT 59270
Can't Complete Call	(406) 973	2/14/2011	Connecting Company Issue.	414 Ulch St.; Savage, MT 59262
Can't Complete Call	(406) 974	12/19/2010	Connecting Company Issue.	P.O. Box 385; Circle, MT 59215
Can't Complete Call	(406) 974	12/28/2010	No Trouble Found.	P.O. Box 33; Circle, MT 59215
Can't Complete Call	(406) 974	1/14/2011	Repaired equipment that provides service to customer.	P.O. Box 132; Circle, MT 59215
Can't Send or Receive Texts	(406) 974	1/20/2011	Connecting Company Issue.	P.O. Box 563; Circle, MT 59215
Can't Send or Receive Texts	(406) 974	2/18/2011	Connecting Company Issue.	P.O. Box 52; Brockway, MT 59214
Can't Complete Call	(406) 975	1/10/2011	Connecting Company Issue.	P.O. Box 106; Ekalaka, MT 59324
Can't Be Heard	(406) 975	1/17/2011	Connecting Company Issue.	164 Horse Creek Trl; Baker, MT 59313
Voicemail Issues	(406) 975	2/21/2011	Repaired equipment that provides service to customer.	P.O. Box 462; Ekalaka, MT 59324
Can't Complete Call	(406) 978	12/21/2010	OK on Test.	P.O. Box 931; Baker, MT 59313
Can't Complete Call	(406) 978	1/7/2011	Repaired equipment that provides service to customer.	3 Wabasha AVE W; Baker, MT 59313
Can't Complete Call	(406) 978	1/22/2011	Repaired equipment that provides service to customer.	P.O. Box 1254; Baker, MT 59313
Can't Send or Receive Texts	(406) 978	1/31/2011	Connecting Company Issue.	P.O. Box 1265; Baker, MT 59313

\* Repeat Troubles 0

## **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/low-income-assistance/> for more information.

*Holiday 2010  
Page 3*

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*Page 3*

*Spring 2011*

