

March 24, 1998

For more information, contact:

Bob Anderson - 406-444-6169

Kate Whitney - 406-444-3056

PSC PROPOSES DROPPING THE SERVICE QUALITY COMPLAINT
AGAINST CENTRAL MONTANA COMMUNICATIONS

Public Service Commissioner Bob Anderson wants to know if telephone service quality has improved in White Sulphur Springs. In 1995 more than 300 White Sulphur Springs

residents filed a complaint against Central Montana Communications.

Service quality problems alleged by the customers three years ago included: inability to

complete calls, especially to emergency numbers; no weekend repair service; inability to

bill calls to valid credit cards; poor transmission quality on long-distance calls; unavailability of

touch-tone service; and inconvenient billing cycles.

Central Montana Communications acknowledged some of the service problems, including some caused by obsolete facilities and equipment. The company has installed a new

digital switch and a fiber optics line to serve the White Sulphur Springs exchange, which should

have eliminated most, if not all, of the problems.

Commissioner Anderson contacted some of the original complainants informally to find

out whether the town's phone service has improved. Most said the phone service is now

satisfactory. The PSC will close this proceeding unless customers express continued

dissatisfaction with the service provided by Central Montana Communications.

Said Commissioner Anderson, "If things are fine, we can close the matter.

If there are

still problems, I want to know about it. If necessary, we can hold a public meeting and ask

the phone company to explain any lingering issues."

Written objections to or comments on this proposed action or request for a public meeting

must be received by the PSC at PO Box 202601, Helena MT 59620-2601, no later than Monday,

April 13, 1998.

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