

**Before the
Federal Communications Commission
Washington, DC 20554**

In re Application of Matanuska Telephone
Association, Inc. to Discontinue BETRS Service

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WC Docket No. 17-363

AFFIDAVIT OF CLINT SPENCER

STATE OF ALASKA

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) ss.

MATANUSKA-SUSITNA BOROUGH

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Clint Spencer, after being duly sworn, states the following:

1. I am a wireless network technician at Matanuska Telephone Association (“MTA”). I’ve been at MTA for about 9 years and in the industry for more than 29. My job duties include the installation, repair and maintenance of LTE, CDMA and microwave telecommunications equipment. I supervise the technical transition of customers affected by MTA’s discontinuance of Basic Exchange Telephone Radio Service (“BETRS”).
2. I began working with customers in early 2017 as MTA was shutting down its wireless network. BETRS customers began transitioning to other alternatives at that time (both wireless and satellite phones). As part of my regular job duties I worked with customers requesting support to identify their alternatives.
3. In December, 2017, as MTA provided notice to all BETRS customers that the service would be discontinued on June 1, 2018, I was assigned to provide primary

support to any MTA customer requesting help in identifying, researching and purchasing alternative equipment.

4. I have worked with dozens of MTA customers to successfully transition off the obsolete BETRS network. Most customers can use a passive repeater for locations without power and an active repeater for locations with access to power (battery, generator, solar). Technical details are available if needed.
5. The level of support needed to successfully transition off of BETRS depends on several factors, including the location of the premise, the technical sophistication of the customer and the underlying need for connectivity. I have spent hours on the phone with customers describing the solution, helping them find the most affordable equipment online and talking them through the installation.
6. Most customers transitioning from BETRS to LTE are receiving a vastly improved telephone service. In addition to voice service, customers receiving LTE also receive data service. Something they could never receive over the BETRS system. In my experience, customers are very satisfied with their improved service.
7. I've worked closely with two customers that filed comments that the FCC might find helpful. First, I worked very closely with the local Skwentna Post Office staff. We determined that a passive repeater will provide LTE service to the building and the adjacent home of the postal carrier, Mr. Steve Childs. I helped them locate and purchase a Verizon kit. Mr. Childs needs a mobile solution for his boat, which he uses to deliver the mail. An active repeater will connect to the battery in the boat and provide mobile communications for him.

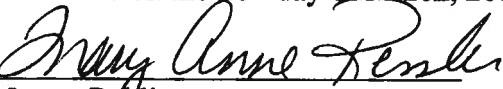
8. I spoke on the telephone for more than two hours with Mr. Mike Williams. Similar to the Post Office, an active repeater will provide service within the premise and a passive repeater will provide mobile coverage outside in the field. We've discussed the parameters of the technical solution and I have offered to assist in the installation process to assist Mr. Williams' transition from BETRS.
9. In my experience, MTA has gone above and beyond to assist its customers to transition to an alternative service by providing financial assistance and a dedicated technical resource. This process is safer and more manageable than waiting for equipment to unexpectedly fail and have to find a replacement on an emergency basis.

FURTHER AFFIANT SAYETH NOT.

Dated 26th day of March, 2018.


Clint Spencer

SUBSCRIBED AND SWORN TO
before me on the 26th day of March, 2018.


Notary Public

Commission Expires 3-23-19

