

Received & Inspected

JUL - 9 2012

FCC Mail Room

Mid-Rivers

TELEPHONE COOPERATIVE, INC.

P.O. Box 280 • 904 C Avenue
Circle, Montana 59215
(406) 485-3301 • Fax: (406) 485-2924
800-452-2288 • www.midrivers.com

June 26, 2012

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington, D.C. 20554

Ms. Karen Majcher
Vice President – High Cost Low Income Division
Universal Service Administrative Company
2000 L Street NW, Suite 200
Washington, D.C. 20036

RE: WC Docket No. 10-90: Annual Reporting Requirements for High-Cost Recipients §54.313(a)(2) through (a)(6) and (h)

Pursuant to Section 54.313(a)(2) through (a)(6) and (h) of the Federal Communications Commission's rules, enclosed are the 2012 annual reporting requirements and certifications for Mid-Rivers Telephone Cooperative, Inc., Study Area Code 489001. Mid-Rivers Telephone Cooperative, Inc. is a state-designated ETC, and as such, is submitting to the Commission relevant information from reports it files with its state commission for §54.313(a)(3) through (a)(6) and (h).

Should you have any questions, please contact me via email at mrtc@midrivers.coop or by phone at (406) 485-3301.

Sincerely,



Bill Wade
General Manager

Enclosures

cc: Montana Public Service Commission

Annual Reporting Requirements pursuant to § 54.313(a)(2)-(6) for voice service & §54.313(h)

WC Docket No. 10-90

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§ 54.313(a)(2) – Outage reporting

FCC Mail Room

My company was not required to collect this information in 2011.

My company collected this information pursuant to state utility commission requirement. A copy of the report is attached.

§ 54.313(a)(3) – Unfulfilled service requests

My company was not required to collect this information in 2011.

My company collected this information pursuant to state utility commission requirement. A copy of the report is attached.

§ 54.313(a)(4) – Customer complaints per 1000 connections

My company was not required to collect this information in 2011.

My company collected this information pursuant to state utility commission requirement. A copy of the report is attached.

§ 54.313(a)(5) – Service quality standards and consumer protection rules

I certify that the reporting carrier is in compliance with applicable service quality standards and consumer protection rules.

§ 54.313(a)(6) – Ability to function in emergency situations

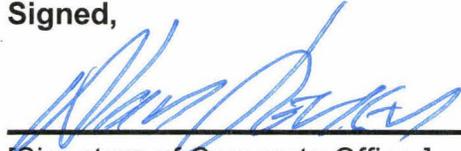
I certify that the reporting carrier can function in emergency situations as set forth in 47 CFR §54.202(a)(2). Specifically, the reporting carrier has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

§ 54.313(h) – Additional Voice Rate Data

I certify that as of June 1, 2012, the reporting carrier did not have any rates for residential local service, as well as state fees as defined pursuant to §54.318(e), that are below the local urban rate floor as defined in §54.318.

I am authorized to make this certification on behalf of **Mid-Rivers Telephone Cooperative, Inc.**, and, to the best of my knowledge the information reported on this form is accurate. This certification is for study area **489001** in the **State of Montana**.

Signed,



[Signature of Corporate Officer]

DATE: June 26, 2012

Alan Sevier

[Printed Name of Corporate Officer]

President

[Title of Corporate Officer]

Mid-Rivers Telephone Cooperative, Inc.
904 C Avenue, Circle, MT 59215
(406) 485-3301

EIGHTEENTH QUARTERLY REPORT

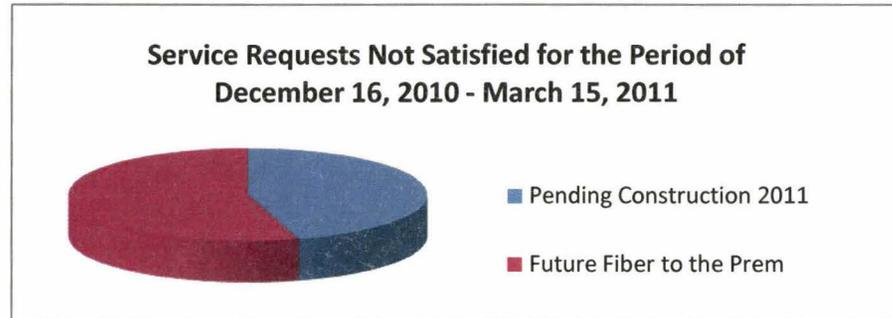
- I. Unsatisfied Requests – December 16, 2010, through March 15, 2011:
 - a. Detailed requests by location in Lewistown: see Attachment A hereto.
 - b. Detailed description of why customer requests for service could not be satisfied:
see Attachment A hereto.

- II. Customer Complaints – December 16, 2010, through March 15, 2011:
 - a. Record and nature of the complaints: see Attachment B hereto.
 - b. Remedy employed to address complaints: see Attachment B hereto.
 - c. Location of complaints by address: see Attachment B hereto.
 - d. Number of repeat complaints: see Attachment B hereto.

ATTACHMENT A

LEWISTOWN ETC - SERVICE QUALITY MONITORING

This service quality monitoring log is to be a detailed report of unsatisfied service requests by location in Lewistown and the reports of why any customer request was not satisfied. MRTC must report the number of unsatisfied requests regardless of how those requests were communicated (e.g., voice, email, letter, etc.) The report must be supplied to the MTPSC on a quarterly basis.



<u>Reason Service Request Was Not Satisfied</u>	
Pending Construction 2011	5
Future Fiber to the Prem	6

<u>Name</u>	<u>Phone or Agreement #</u>	<u>Specific Location of Telephone Request</u>	<u>Reason Service Request Was Not Satisfied</u>
DAN & LORI BURLEY	406-535-8019	399 Bear Paw	Future Fiber to the Prem - Offered Qwest Resale
BILL GOETTLICH	406-535-4713	298 Saddle Butte	Future Fiber to the Prem - Offered Qwest Resale
SANDY NUNAMAKER	406-535-8513	296 Gilt Edge Stage	Future Fiber to the Prem - Offered Qwest Resale
BLANCHE PLOVANIC	406-535-8651	78785 US Hwy 87	Future Fiber to the Prem - Offered Qwest Resale
ARLENE TURK	406-535-3369	1063 Boyd Creek	Future Fiber to the Prem - Offered Qwest Resale
MARY KNERR	406-535-5829	2721 Joyland Road	Future Fiber to the Prem - Offered Qwest Resale
JEFF & MARGIE EVANS	406-535-4659	316 Estate Dr	Pending Construction 2011 - Offered Qwest Resale
KENNETH W & ALICE DARLENE GOLOB	406-538-4817	1600 Scott Crossing	Pending Construction 2011 - Offered Qwest Resale
JULIA JACKSON-SNYDER	406-538-3571	400 Jackson Arena Road	Pending Construction 2011 - Offered Qwest Resale
IAN & TRACEY IRELAND	406-535-2935	82 Erin Lane	Pending Construction 2011 - Offered Qwest Resale
VINITA R SHEA	406-535-4303	227 Limekiln	Pending Construction 2011 - Offered Qwest Resale

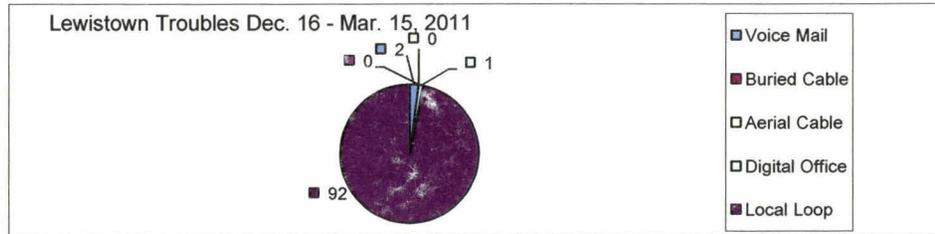
ATTACHMENT B

LEWISTOWN ETC TROUBLE REPORT

Lewistown Troubles Cleared
Dec. 16 - Mar. 15, 2011

Record of Complaint
(Trouble Category)

Voice Mail	2
Buried Cable	0
Aerial Cable	0
Digital Office	1
Local Loop	92
Total	95



Nature of the Complaint:

Date

Remedy for Complaint or Trouble

Location of Trouble

Phone OD	12/28/2010	Repaired customer premise equipment.	1005 Joyland Rd
Can't Be Called	1/26/2011	Repaired customer premise equipment.	1007 Truck Bypass
Noisy Static	1/18/2011	Connecting Company trouble.	1007 W Spring St
Phone OD	1/3/2011	Repaired equipment that provides service to the customer.	1009 W Erie St
Noisy Static	3/14/2011	Repaired customer premise equipment.	101 Valach Rd
Noisy Static	1/28/2011	No trouble found , customer equipment checked.	1019 W Washington St
Phone OD	2/9/2011	Connecting Company trouble.	102 Laughing Water Ln
Fax Machine	1/4/2011	Repaired customer premise equipment.	102 W Janeaux St
Phone OD	1/7/2011	No trouble found , customer equipment checked.	111 4th Ave s
Can't Be Called	1/3/2011	Repaired customer premise equipment.	111 B St
Noisy Static	2/4/2011	Connecting Company trouble.	111 Commercial St
Phone OD	2/11/2011	Repaired equipment that provides service to the customer.	111 W Main St
Phone OD	2/16/2011	Repaired customer premise equipment.	1114 Reynolds St
Phone OD	1/31/2011	Repaired equipment that provides service to the customer.	114 Castle Ridge Dr
Bad Jack	1/7/2011	No trouble found , customer equipment checked.	114 Castle Ridge Dr
Phone OD	2/23/2011	Repaired equipment that provides service to the customer.	114 Chokecherry Ln
Can't Be Called	3/15/2011	Repaired customer premise equipment.	1145 Timber Tracts Rd
Rings No One There	2/14/2011	Connecting Company trouble.	119 E Main St
Can't Be Called	3/15/2011	OK on test.	119 W Main St
Phone OD	2/11/2011	Repaired equipment that provides service to the customer.	120 2nd Ave S
Phone OD	3/4/2011	OK on test.	1211 5th Ave S
Noisy Static	1/26/2011	Repaired customer premise equipment.	1215 W Main St
Noisy Static	1/6/2011	Repaired customer premise equipment.	1219 6th Ave N
Can't Be Called	2/3/2011	Repaired equipment that provides service to the customer.	124 W Broadway St
Phone OD	1/21/2011	Men Working.	124 W Broadway St
Phone OD	12/27/2010	Repaired equipment that provides service to the customer.	125 14th Ave S
Phone OD	2/8/2011	Repaired equipment that provides service to the customer.	138 Railroad Ln
Phone OD	2/15/2011	No trouble found , customer equipment checked.	1430 Joyland Rd
Phone OD	1/16/2011	No trouble found , customer equipment checked.	148 Carroll Trl
Can't Be Called	2/2/2011	Connecting Company trouble.	167 H St
Phone OD	2/10/2011	No trouble found , customer equipment checked.	170 Burly Beach Rd
No Dial Tone	12/29/2010	Repaired equipment that provides service to the customer.	202 Wendell Ave
Phone OD	2/24/2011	Connecting Company trouble.	2063 Casino Creek Dr
Phone OD	2/23/2011	Connecting Company trouble.	208 9th Ave N
Phone OD	1/10/2011	Repaired customer premise equipment.	208 W Water St
Phone OD	1/18/2011	Repaired customer premise equipment.	210 W Water St
Can't Hear	1/20/2011	No trouble found , customer equipment checked.	211 W Janeaux St
Can't Dial Out	2/24/2011	Repaired customer premise equipment.	211 W Janeaux St #211

ATTACHMENT B

Phone OD	1/13/2011	Repaired customer premise equipment.	215 E Lake Ave
Broken Telephone	2/15/2011	No trouble found , customer equipment checked.	224 W Main St #245
Noisy Static	3/1/2011	Repaired customer premise equipment.	224 W Main St #280
Can't Hear	1/10/2011	No trouble found , customer equipment checked.	224 W Main St #280
Cross Talk	2/18/2011	Repaired customer premise equipment.	224 W Main St #403
Phone OD	1/25/2011	Repaired customer premise equipment.	224 W Main St #403
Noisy Static	1/4/2011	Men Working.	226 Dairy Dr
Bells Don't Ring	1/21/2011	Connecting Company trouble.	2566 Truck Bypass
Phone OD	2/7/2011	Repaired customer premise equipment.	281 Valach Rd
Can't Be Called	2/5/2011	Connecting Company trouble.	285 Forest Ln
Can't Dial Out	3/10/2011	Repaired customer premise equipment.	295 W Frontage Rd
Voice Mail	3/14/2011	Repaired customer premise equipment.	300 1st Ave N
Can't Dial Out	12/29/2010	Repaired customer premise equipment.	300 1st Ave N
Phone OD	2/14/2011	Repaired equipment that provides service to the customer.	301 W Main St
Noisy Static	2/16/2011	Repaired customer premise equipment.	307 Timber Tracts Rd
Phone OD	1/25/2011	Connecting Company trouble.	317 W Main St
Phone OD	2/23/2011	No trouble found , customer equipment checked.	324 W Water St
Phone OD	1/7/2011	Repaired equipment that provides service to the customer.	325 Goose Ln
Phone OD	1/24/2011	Repaired customer premise equipment.	327 Grandview Ave
Phone OD	3/10/2011	Repaired customer premise equipment.	402 Summit Ave
Can't Be Called	12/23/2010	Connecting Company trouble.	405 W Main St #2
Phone OD	1/28/2011	Repaired customer premise equipment.	415 E Boulevard St
Can't Be Called	12/31/2010	No trouble found , customer equipment checked.	456 Ponderosa Ln
Noisy Static	2/4/2011	Repaired equipment that provides service to the customer.	503 E Boulevard St
Can't Be Called	2/9/2011	Connecting Company trouble.	504 Entrance Ave
Bells Don't Ring	2/1/2011	No trouble found , customer equipment checked.	505 W Main St
Phone OD	1/26/2011	Repaired customer premise equipment.	513 1st Ave N
Phone OD	1/10/2011	No trouble found , customer equipment checked.	513 W Watson St
Can't Be Called	2/20/2011	Repaired customer premise equipment.	520 E Main St
Fax Machine	3/1/2011	Repaired customer premise equipment.	520 W Main St
Bad Jack	2/28/2011	Repaired customer premise equipment.	523 W Main St
Can't Be Called	2/25/2011	Connecting Company trouble.	5415 E Fork Rd
Phone OD	2/17/2011	Repaired equipment that provides service to the customer.	5466 E Fork Rd
Bells Don't Ring	1/14/2011	No trouble found , customer equipment checked.	603 W Brassey St
Rings No One There	2/7/2011	Connecting Company trouble.	603 W Brassey St #119
Can't Dial Out	1/3/2011	Repaired customer premise equipment.	604 Allison Ave
Voice Mail	12/22/2010	Repaired equipment that provides service to the customer.	611 NE Main St
No Dial Tone	3/6/2011	Repaired customer premise equipment.	611 W E Idaho St
No Dial Tone	2/1/2011	Repaired equipment that provides service to the customer.	614 W Washington St
Noisy Static	3/4/2011	Repaired customer premise equipment.	6151 E Fork Rd
Can't Be Called	3/3/2011	Repaired customer premise equipment.	63 W Frontage Rd
Can't Dial Out	1/25/2011	Repaired customer premise equipment.	701 NE Main st
Phone OD	1/12/2011	Repaired customer premise equipment.	703 E Main St
Rings No One There	2/23/2011	Connecting Company trouble.	7102 Red Hill Rd
Phone OD	1/5/2011	Repaired equipment that provides service to the customer.	748 Valach Rd
Call Forwarding	12/30/2010	Digital Office - Repaired equipment that provides service to the customer.	802 W Main St
Broken Telephone	2/15/2011	No trouble found , customer equipment checked.	80711 US Highway 87
Phone OD	12/16/2010	Repaired equipment that provides service to the customer.	81 Timber Tracts Rd
Can't Be Called	12/23/2010	Connecting Company trouble.	813 W Janeaux St

ATTACHMENT B

Bells Don't Ring	2/8/2011	Repaired customer premise equipment.	815 NE Main St
Phone OD	1/3/2011	Repaired equipment that provides service to the customer.	836 Muddy Hollow Ln
No Dial Tone	1/3/2011	Repaired equipment that provides service to the customer.	84423 US Highway 87
No Dial Tone	12/21/2010	Repaired equipment that provides service to the customer.	92 Industrial Way
Noisy Static	2/10/2011	No trouble found , customer equipment checked.	923 W Erie St
Can't Be Called	2/21/2011	Connecting Company trouble.	923 W Erie St
Phone OD	12/24/2010	No trouble found , customer equipment checked.	926 Forest Grove Rd
Phone OD	12/31/2010	Repaired customer premise equipment.	969 H St

* Denotes Repeat Troubles

0

NINETEENTH QUARTERLY REPORT

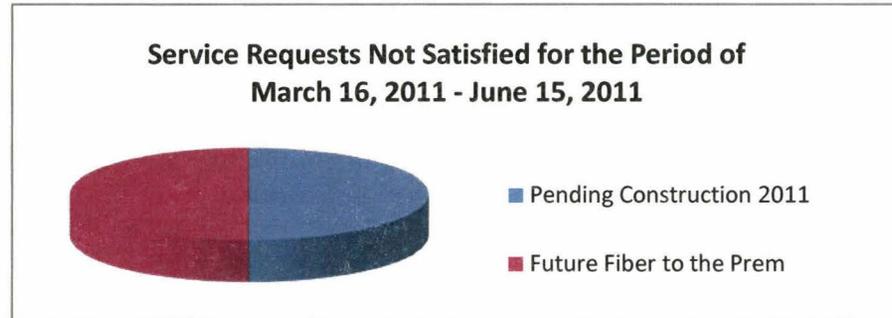
- I. Unsatisfied Requests – March 16 through June 15, 2011:
 - a. Detailed requests by location in Lewistown: see Attachment A hereto.
 - b. Detailed description of why customer requests for service could not be satisfied:
see Attachment A hereto.

- II. Customer Complaints – March 16 through June 15, 2011:
 - a. Record and nature of the complaints: see Attachment B hereto.
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 - d. Number of repeat complaints: see Attachment B hereto.

ATTACHMENT A

LEWISTOWN ETC - SERVICE QUALITY MONITORING

This service quality monitoring log is to be a detailed report of unsatisfied service requests by location in Lewistown and the reports of why any customer request was not satisfied. MRTC must report the number of unsatisfied requests regardless of how those requests were communicated (e.g., voice, email, letter, etc.) The report must be supplied to the MTPSC on a quarterly basis.



<u>Reason Service Request Was Not Satisfied</u>	
Pending Construction 2011	4
Future Fiber to the Prem	4

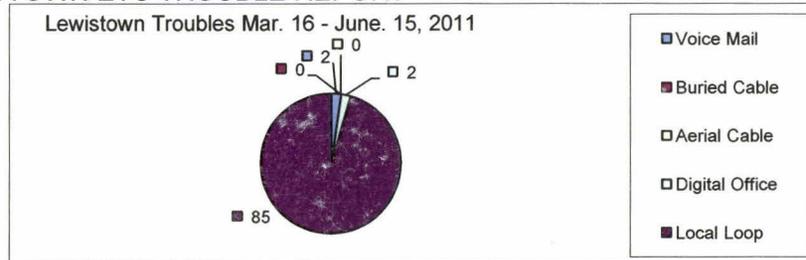
<u>Name</u>	<u>Phone or Agreement #</u>	<u>Specific Location of Telephone Request</u>	<u>Reason Service Request Was Not Satisfied</u>
DAN & LORI BURLEY	406-535-8019	399 Bear Paw	Pending Construction 2011 - Offered Qwest Resale
BILL GOETTLICH	406-535-4713	298 Saddle Butte	Pending Construction 2011 - Offered Qwest Resale
IAN & TRACEY IRELAND	406-535-2935	82 Erin Lane	Pending Construction 2011 - Offered Qwest Resale
VINITA R SHEA	406-535-4303	227 Limekiln	Pending Construction 2011 - Offered Qwest Resale
SANDY NUNAMAKER	406-535-8513	296 Gilt Edge Stage	Future Fiber to the Prem - Offered Qwest Resale
BLANCHE PLOVANIC	406-535-8651	78785 US Hwy 87	Future Fiber to the Prem - Offered Qwest Resale
ARLENE TURK	406-535-3369	1063 Boyd Creek	Future Fiber to the Prem - Offered Qwest Resale
MARY KNERR	406-535-5829	2721 Joyland Road	Future Fiber to the Prem - Offered Qwest Resale

ATTACHMENT B

LEWISTOWN ETC TROUBLE REPORT

Lewistown Troubles
Cleared Mar. 16 - June.
15, 2011

Record of Complaint (Trouble Category)	Voice Mail	2
	Buried Cable	0
	Aerial Cable	0
	Digital Office	2
	Local Loop	85
	Total	89



Complaint:	Date	Remedy for Complaint or Trouble	Location of Trouble
Phone OD	6/7/2011	Repaired customer premise equipment.	1000 Fountain Terrace Dr. #402
Can't Be Called	6/15/2011	Repaired equipment that provides service to the customer.	1000 US Highway 191
Caller ID	4/20/2011	No trouble found , customer equipment checked.	1000 US Highway 191
Phone OD	4/12/2011	No trouble found , customer equipment checked.	1000 US Highway 191
Phone OD	6/10/2011	Repaired equipment that provides service to the customer.	1014 Reynolds
Phone OD	5/10/2011	Repaired customer premise equipment.	1047 Castle Butte
No Dial Tone	3/28/2011	Repaired equipment that provides service to the customer.	114 Chokecherry
Can't Be Heard	4/25/2011	No trouble found , customer equipment checked.	119 E Main St
Phone OD	4/13/2011	Repaired equipment that provides service to the customer.	119 E Main St
Fax Machine	3/28/2011	Repaired customer premise equipment.	119 E Main St
Broken Telephone	3/21/2011	Repaired equipment that provides service to the customer.	119 E Main St
Phone OD	5/25/2011	No trouble found , customer equipment checked.	1205 W Water
Noisy Static	6/7/2011	Repaired customer premise equipment.	1222 W Washington
Phone OD	4/26/2011	Repaired customer premise equipment.	124 W Broadway
Phone OD	5/26/2011	Flooding washout.	12689 Cottonwood Creek
Phone OD	5/12/2011	No trouble found , customer equipment checked.	14 2 Ave S
Phone OD	3/29/2011	Repaired customer premise equipment.	1408 W Spring
Phone OD	6/13/2011	No trouble found , customer equipment checked.	14102 Cottonwood Creek
Phone OD	5/24/2011	Flooding washout.	14102 Cottonwood Creek
Phone OD	5/17/2011	Repaired customer premise equipment.	1501 6 Ave S
No Dial Tone	4/27/2011	No trouble found , customer equipment checked.	1501 6 Ave S
Voice Mail	4/18/2011	No trouble found , customer equipment checked.	1716 W Main St
Phone OD	5/2/2011	Repaired equipment that provides service to the customer.	190 Terminal
Phone OD	4/25/2011	Repaired equipment that provides service to the customer.	2000 Upper Spring Creek
Phone OD	4/25/2011	Repaired equipment that provides service to the customer.	204 9 Ave N
Can't Be Called	5/5/2011	Repaired customer premise equipment.	208 E Washington
Phone OD	5/25/2011	Repaired customer premise equipment.	208 W Water
Noisy Static	4/26/2011	No trouble found , customer equipment checked.	211 W Janeaux #307
Phone OD	5/4/2011	No trouble found , customer equipment checked.	211 W Janeaux #517
Can't Be Called	5/29/2011	No trouble found , customer equipment checked.	211 W Janeaux Office
Can't Hear	3/16/2011	Connecting Company trouble.	212 Wendell
Caller ID	3/31/2011	Repaired equipment that provides service to the customer.	216 W Main St
Bad Jack	5/23/2011	No trouble found , customer equipment checked.	220 Mount Pleasant St
Can't Dial Out	5/10/2011	No trouble found , customer equipment checked.	220 Mount Pleasant St

Fax Machine	5/6/2011	Repaired equipment that provides service to the customer.	224 W Main St #245
Fax Machine	3/22/2011	No trouble found , customer equipment checked.	224 W Main St #280
Noisy Static	3/17/2011	Repaired equipment that provides service to the customer.	224 W Main St #280
No Dial Tone	6/3/2011	Repaired equipment that provides service to the customer.	226 Dairy Ln
Phone OD	3/30/2011	OK on test.	227 Snowy Mountain
Bad Jack	5/2/2011	No trouble found , customer equipment checked.	2352 Red Hill
Phone OD	5/26/2011	Repaired equipment that provides service to the customer.	306 W Morase
Phone OD	4/22/2011	No trouble found , customer equipment checked.	308 Rocklyn
Phone OD	3/17/2011	Repaired customer premise equipment.	322 Grandview
Phone OD	6/9/2011	Repaired customer premise equipment.	323 W Farewell
Phone OD	3/25/2011	No trouble found , customer equipment checked.	360 Glenhaven
Can't Dial Out	4/26/2011	Men working.	365 Timberline Rd
Phone OD	4/12/2011	Repaired customer premise equipment.	3917 Casino Creek
Phone OD	4/22/2011	Men working.	401 W Main St
Noisy Static	3/24/2011	Repaired customer premise equipment.	408 NE Main St
Phone OD	5/4/2011	Repaired equipment that provides service to the customer.	409 W Brassey
Phone OD	5/28/2011	Flooding washout.	4133 Cottonwood Creek
Can't Dial Out	4/15/2011	Repaired equipment that provides service to the customer.	456 Ponderosa
Phone OD	5/28/2011	Flooding washout.	4635 Cottonwood Creek
Phone OD	5/19/2011	No trouble found , customer equipment checked.	502 Forest
Phone OD	5/24/2011	No trouble found , customer equipment checked.	502 Forest
Phone OD	5/9/2011	Repaired equipment that provides service to the customer.	502 W Idaho
Phone OD	5/10/2011	No trouble found , customer equipment checked.	505 W Main St #108
Fax Machine	5/9/2011	No trouble found , customer equipment checked.	505 W Main St #405
Can't Be Called	6/6/2011	No trouble found , customer equipment checked.	510 W Watson
Broken Telephone	3/25/2011	Repaired equipment that provides service to the customer.	520 E Main St
Phone OD	5/19/2011	Repaired equipment that provides service to the customer.	5466 E Fork Rd
Call Forwarding	6/8/2011	No trouble found , customer equipment checked.	603 W Brassey St
Phone OD	3/22/2011	Repaired customer premise equipment.	608 NE Washington
Can't Hear	5/19/2011	Connecting Company trouble.	6106 Sandhill
Can't Be Called	4/12/2011	Connecting Company trouble.	6106 Sandhill
Bad Jack	6/8/2011	Repaired equipment that provides service to the customer.	611 E Evelyn
Phone OD	6/3/2011	No trouble found , customer equipment checked.	611 E Evelyn
Voice Mail	4/29/2011	Repaired customer premise equipment.	624 W Belden
Phone OD	4/22/2011	Repaired equipment that provides service to the customer.	624 W Boulevard
Rings No One There	3/24/2011	Connecting Company trouble.	6246 Red Hill
Can't Be Called	3/3/2011	Repaired customer premise equipment.	63 W Frontage Rd
Phone OD	6/6/2011	Repaired customer premise equipment.	631 NE Main St
Phone OD	5/9/2011	Repaired customer premise equipment.	68 Pheasant
Phone OD	6/5/2011	No trouble found , customer equipment checked.	698 Aspen
Fax Machine	3/24/2011	Repaired customer premise equipment.	698 Aspen
Phone OD	6/8/2011	Repaired customer premise equipment.	702 W Shields
Can't Be Heard	3/18/2011	Repaired customer premise equipment.	702 W Shields
Can't Be Called	3/20/2011	Connecting Company trouble.	796 Stendal Rd
Can't Hear	4/22/2011	No trouble found , customer equipment checked.	801 N Daws St
Can't Be Called	3/30/2011	Connecting Company trouble.	80277 US Highway 87
Noisy Static	4/20/2011	No trouble found , customer equipment checked.	804 5 Ave N
Can't Be Called	4/28/2011	Repaired equipment that provides service to the customer.	80663 US Highway 87
Call Forwarding	6/8/2011	No trouble found , customer equipment checked.	80711 US Highway 87

Noisy Static	3/19/2011	No trouble found , customer equipment checked.	812 Railroad
Noisy Static	3/22/2011	Connecting Company trouble.	815 NE Main St
Can't Dial Out	6/8/2011	Repaired equipment that provides service to the customer.	82 Hillview
Noisy Static	4/13/2011	No trouble found , customer equipment checked.	820 W Water
Phone OD	4/28/2011	No trouble found , customer equipment checked.	904 H St
Noisy Static	4/25/2011	Repaired equipment that provides service to the customer.	98 Willow Ln

* Denotes Repeat Trouble: 0

TWENTIETH QUARTERLY REPORT

- I. Unsatisfied Requests – June 16, 2011, through September 15, 2011:
 - a. Detailed requests by location in Lewistown: see Attachment A hereto.
 - b. Detailed description of why customer requests for service could not be satisfied:
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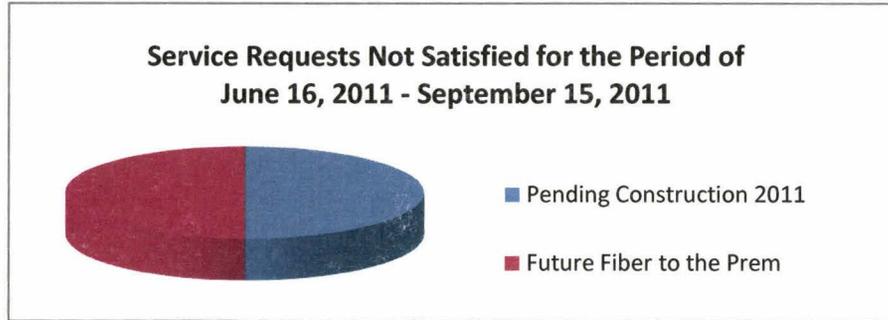
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<u>Reason Service Request Was Not Satisfied</u>	
Pending Construction 2011	5
Future Fiber to the Prem	5



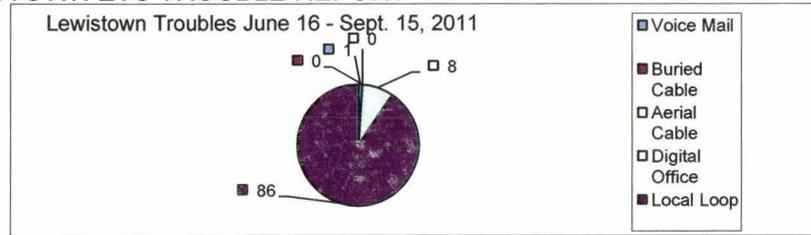
<u>Name</u>	<u>Phone or Agreement #</u>	<u>Specific Location of Telephone Request</u>	<u>Reason Service Request Was Not Satisfied</u>
DAN & LORI BURLEY	406-535-8019	399 Bear Paw	Pending Construction 2011 - Offered Qwest Resale
BILL GOETTLICH	406-535-4713	298 Saddle Butte	Pending Construction 2011 - Offered Qwest Resale
VINITA R SHEA	406-535-4303	227 Limekiln	Pending Construction 2011 - Offered Qwest Resale
JOEL E & STACY L OLSON	406-535-6621	520 Bear Paw Drive	Pending Construction 2011 - Offered Qwest Resale
JOHN D & CHRISTINE A TERMAIN	406-538-7246	2574 Divide Road	Pending Construction 2011 - Offered Qwest Resale
SANDY NUNAMAKER	406-535-8513	296 Gilt Edge Stage	Future Fiber to the Prem - Offered Qwest Resale
BLANCHE PLOVANIC	406-535-8651	78785 US Hwy 87	Future Fiber to the Prem - Offered Qwest Resale
ARLENE TURK	406-535-3369	1063 Boyd Creek	Future Fiber to the Prem - Offered Qwest Resale
MARY KNERR	406-535-5829	2721 Joyland Road	Future Fiber to the Prem - Offered Qwest Resale
MARTIN L & SUSAN DAWSON	406-535-6873	272 Propane Lane	Future Fiber to the Prem - Offered Qwest Resale

ATTACHMENT B

LEWISTOWN ETC TROUBLE REPORT

Lewistown Troubles Cleared
June 16 - Sept. 15, 2011

Record of Complaint (Trouble Category)	Voice Mail	1
	Buried Cable	0
	Aerial Cable	0
	Digital Office	8
	Local Loop	86
	Total	95



Nature of the Complaint:	Date	Remedy for Complaint or Trouble	Location of Trouble
Fax Machine	7/15/2011	No trouble found , customer equipment checked.	1000 US Highway 191
Phone OD	6/20/2011	Repaired equipment that provides service to the customer.	1005 Sand Creek Trail
Noisy Static	6/28/2011	Repaired equipment that provides service to the customer.	1005 Sand Creek Trail
Phone OD	8/31/2011	Repaired equipment that provides service to the customer.	103 Black Butte Rd
Phone OD	8/23/2011	Repaired equipment that provides service to the customer.	105 Turquoise
Phone OD	8/24/2011	Repaired equipment that provides service to the customer.	110 Skyline
No Dial Tone	7/1/2011	Repaired equipment that provides service to the customer.	1107 Mabbe Road
Can't Be Heard	6/21/2011	Repaired customer premise equipment.	1115 W Washington
Can't Be Called	8/22/2011	No trouble found , customer equipment checked.	1138 Forest Grove
Can't Hear	9/13/2011	No trouble found , customer equipment checked.	119 E Main
Fax Machine	7/19/2011	No trouble found , customer equipment checked.	119 E Main
* Fax Machine	7/15/2011	Repaired customer premise equipment.	119 E Main
Fax Machine	7/14/2011	Repaired customer premise equipment.	119 E Main
* Phone OD	8/10/2011	Repaired equipment that provides service to the customer.	120 Dill
Phone OD	8/9/2011	Repaired equipment that provides service to the customer.	120 Dill
Noisy Static	7/12/2011	Repaired customer premise equipment.	1216 Piper Cutoff N
Noisy Static	7/11/2011	Repaired customer premise equipment.	134 Park ST
Noisy Static	8/10/2011	No trouble found , customer equipment checked.	137 14 Ave S
Phone OD	8/23/2011	Repaired equipment that provides service to the customer.	140 Carroll
Rings No One There	6/30/2011	No trouble found , customer equipment checked.	1410 Dirt Rd
Phone OD	6/18/2011	No trouble found , customer equipment checked.	148 Carroll
Phone OD	7/13/2011	Repaired customer premise equipment.	161 Corbley
No Dial Tone	8/10/2011	Repaired equipment that provides service to the customer.	163 Skyview
Phone OD	6/27/2011	Repaired customer premise equipment.	164 Joyland
Phone OD	6/27/2011	Repaired customer premise equipment.	176 Black Butte
Phone OD	9/13/2011	No trouble found , customer equipment checked.	1789 US Highway 191
Voice Mail	7/29/2011	Repaired equipment that provides service to the customer.	201 1 Ave N
* Phone OD	7/14/2011	Repaired equipment that provides service to the customer.	202 3 ST W
Phone OD	7/12/2011	Repaired equipment that provides service to the customer.	202 3 ST W
Phone OD	7/13/2011	No trouble found , customer equipment checked.	206 Castle Ave
* Phone OD	6/28/2011	Repaired equipment that provides service to the customer.	208 E Boulevard
Phone OD	6/27/2011	Repaired equipment that provides service to the customer.	208 E Boulevard
Recording	6/23/2011	No trouble found , customer equipment checked.	211 W Janeaux
Phone OD	6/28/2011	Repaired equipment that provides service to the customer.	214 E Boulevard
Can't Dial Out	7/27/2011	Repaired equipment that provides service to the customer.	217 McKinley
Phone OD	7/26/2011	No trouble found , customer equipment checked.	224 W Main #245

Phone OD	8/16/2011	Repaired customer premise equipment.	2456 Truck Bypass
Can't Be Called	8/10/2011	Repaired equipment that provides service to the customer.	2520 Avon Ln
Fax Machine	8/24/2011	Repaired equipment that provides service to the customer.	2566 Truck Bypass
Phone OD	8/4/2011	No trouble found , customer equipment checked.	300 Commerical
Fax Machine	8/18/2011	Connecting Company Trouble.	310 Wendell
Call Forwarding	7/28/2011	Repaired customer premise equipment.	3108 Truck Bypass
Noisy Static	6/21/2011	Repaired customer premise equipment.	312 5 Ave N
Broken Telephone	6/20/2011	No trouble found , customer equipment checked.	312 5 Ave N
Phone OD	6/29/2011	Repaired equipment that provides service to the customer.	324 W Main
Phone OD	8/1/2011	Repaired equipment that provides service to the customer.	367 Deer Meadow
Can't Dial Out	8/26/2011	Repaired equipment that provides service to the customer.	402 Summit #43
Phone OD	9/9/2011	Repaired equipment that provides service to the customer.	405 St Josephs
Fax Machine	7/27/2011	No trouble found , customer equipment checked.	405 St Josephs
Phone OD	7/6/2011	Repaired customer premise equipment.	407 W Barnes
Phone OD	8/8/2011	Repaired equipment that provides service to the customer.	410 A ST
Can't Be Called	7/14/2011	Repaired equipment that provides service to the customer.	411 1 Ave S
Noisy Static	9/14/2011	Repaired customer premise equipment.	411 W Bebb
No Dial Tone	9/6/2011	Repaired equipment that provides service to the customer.	4133 Cottonwood Creek
Phone OD	7/18/2011	Repaired customer premise equipment.	416 Huron
Phone OD	6/29/2011	Repaired customer premise equipment.	416 Huron
Noisy Static	8/11/2011	Repaired equipment that provides service to the customer.	417 W Idaho
Phone OD	7/3/2011	Repaired equipment that provides service to the customer.	419 Prospect
Phone OD	7/3/2011	Repaired equipment that provides service to the customer.	523 NE Boulevard
Phone OD	7/12/2011	Connecting Company Trouble.	524 1 Ave S
Can't Break Dial Tone	8/31/2011	Repaired equipment that provides service to the customer.	5415 East Fork
Phone OD	6/24/2011	Repaired customer premise equipment.	5532 Sandhill
Phone OD	8/5/2011	Repaired equipment that provides service to the customer.	60 Laughing Water
Noisy Static	8/23/2011	Repaired customer premise equipment.	602 W Shields
Phone OD	6/21/2011	Repaired equipment that provides service to the customer.	605 W Virginia
Phone OD	7/25/2011	Repaired equipment that provides service to the customer.	608 4 Ave S
No Dial Tone	7/19/2011	No trouble found , customer equipment checked.	608 4 Ave S
Phone OD	9/15/2011	No trouble found , customer equipment checked.	608 NE Washington
Bad Jack	6/24/2011	Repaired equipment that provides service to the customer.	611 W Idaho
Phone OD	7/3/2011	Repaired equipment that provides service to the customer.	632 NE Washington
Phone OD	8/10/2011	Repaired equipment that provides service to the customer.	635 Fish Hatchery
Can't Dial Out	8/26/2011	Repaired equipment that provides service to the customer.	64 SW Roundhouse Loop
Phone OD	8/10/2011	No trouble found , customer equipment checked.	68 Black Butte Rd
Phone OD	7/7/2011	Repaired equipment that provides service to the customer.	698 Aspen
Phone OD	7/18/2011	Connecting Company Trouble.	701 Rocklyn
Phone OD	6/17/2011	Repaired customer premise equipment.	701 W Main
Noisy Static	9/1/2011	Repaired equipment that provides service to the customer.	7102 Red Hill
Phone OD	6/27/2011	Repaired equipment that provides service to the customer.	7102 Red Hill
Can't be Called	8/3/2011	No trouble found , customer equipment checked.	773 Airport Rd
Noisy Static	6/20/2011	No trouble found , customer equipment checked.	801 N Daws
Bells Don't Ring	8/9/2011	Repaired equipment that provides service to the customer.	801 NE Main
Phone OD	9/7/2011	No trouble found , customer equipment checked.	801 W Broadway
Broken Telephone	6/27/2011	Repaired equipment that provides service to the customer.	80711 US Highway 87
Caller ID	6/24/2011	Repaired equipment that provides service to the customer.	80711 US Highway 87
Phone OD	9/12/2011	Repaired equipment that provides service to the customer.	816 W Erie

Phone OD	7/14/2011	Repaired equipment that provides service to the customer.	8276 Red Hill
Phone OD	6/28/2011	Men working.	83 Stockyards Ln
Rings No One There	8/4/2011	No trouble found , customer equipment checked.	84423 US Highway 87
Phone OD	7/5/2011	Repaired equipment that provides service to the customer.	89 SW Ash ST
Phone OD	8/2/2011	Repaired customer premise equipment.	91 Parr Creek Ln
Caller ID	8/10/2011	Repaired equipment that provides service to the customer.	914 W Main
Noisy Static	7/14/2011	Connecting Company Trouble.	918 W Erie
Phone OD	8/24/2011	Repaired customer premise equipment.	926 Forest Grove
No Dial Tone	6/27/2011	Repaired equipment that provides service to the customer.	926 Forest Grove
Noisy Static	9/1/2011	No trouble found , customer equipment checked.	97 SW Ash

* Denotes Repeat Troubles

4

TWENTY-FIRST QUARTERLY REPORT

- I. Unsatisfied Requests – September 16 through December 15, 2011:
 - a. Detailed requests by location in Lewistown: see Attachment A hereto.
 - b. Detailed description of why customer requests for service could not be satisfied:
see Attachment A hereto.

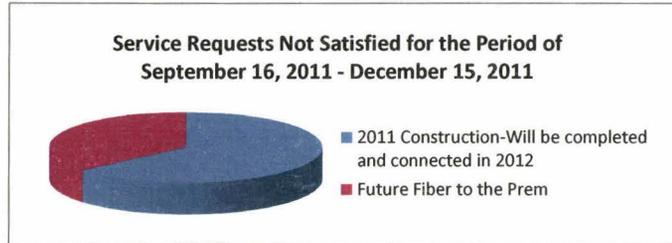
- II. Customer Complaints – September 16 through December 15, 2011:
 - a. Record and nature of the complaints: see Attachment B hereto.
 - b. Remedy employed to address complaints: see Attachment B hereto.
 - c. Location of complaints by address: see Attachment B hereto.
 - d. Number of repeat complaints: see Attachment B hereto.

ATTACHMENT A

LEWISTOWN ETC - SERVICE QUALITY MONITORING

This service quality monitoring log is to be a detailed report of unsatisfied service requests by location in Lewistown and the reports of why any customer request was not satisfied. MRTC must report the number of unsatisfied requests regardless of how those requests were communicated (e.g., voice, email, letter, etc.) The report must be supplied to the MTPSC on a quarterly basis.

<u>Reason Service Request Was Not Satisfied</u>	
2011 Construction-Will be completed and connected in 2012	7
Future Fiber to the Prem	4



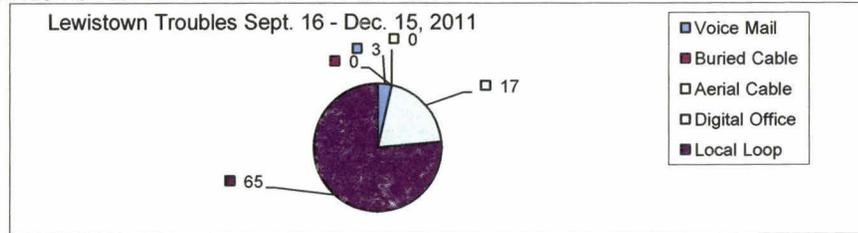
<u>Name</u>	<u>Phone or Agreement #</u>	<u>Specific Location of Telephone Request</u>	<u>Reason Service Request Was Not Satisfied</u>
CHARLES R BROWN	406-535-7803	805 Limekiln	2011 Construction - Will be completed and connected in 2012 - Offered Qwest Resale
VINITA R SHEA	406-535-4303	227 Limekiln	2011 Construction - Will be completed and connected in 2012 - Offered Qwest Resale
JOEL E & STACY L OLSON	406-535-6621	520 Bear Paw Drive	2011 Construction - Will be completed and connected in 2012 - Offered Qwest Resale
JOHN D & CHRISTINE A TERMAIN	406-538-7246	2574 Divide Road	2011 Construction - Will be completed and connected in 2012 - Offered Qwest Resale
MARTIN L & SUSAN DAWSON	406-535-6873	272 Propane Lane	2011 Construction - Will be completed and connected in 2012 - Offered Qwest Resale
BRADLEY D BREI SR	406-535-5883	3453 Red Hill Road	2011 Construction - Will be completed and connected in 2012 - Offered Qwest Resale
MIKE BARRICK	406-538-7935	369 Strawberry Creek Lane	2011 Construction - Will be completed and connected in 2012 - Offered Qwest Resale
SANDY NUNAMAKER	406-535-8513	296 Gilt Edge Stage	Future Fiber to the Prem - Offered Qwest Resale
BLANCHE PLOVANIC	406-535-8651	78785 US Hwy 87	Future Fiber to the Prem - Offered Qwest Resale
ARLENE TURK	406-535-3369	1063 Boyd Creek	Future Fiber to the Prem - Offered Qwest Resale
MARY KNERR	406-535-5829	2721 Joyland Road	Future Fiber to the Prem - Offered Qwest Resale

**ATTACHMENT B
LEWISTOWN ETC TROUBLE REPORT**

Lewistown Troubles Cleared
Sept. 16 - Dec. 15, 2011

Record of Complaint
(Trouble Category)

Voice Mail	3
Buried Cable	0
Aerial Cable	0
Digital Office	17
Local Loop	65
Total	85



Nature of the Complaint:

Date

Remedy for Complaint or Trouble

Location of Trouble

No Dial Tone	12/15/2011	Repaired equipment that provides service to the customer.	100 Fergus ST
Cross Talk	12/14/2011	No trouble found, customer equipment checked.	1000 US Highway 191
Phone OD	11/28/2011	No trouble found, customer equipment checked.	1000 US Highway 191
Can't Dial Out	11/9/2011	Men Working.	1000 US Highway 191
Phone OD	9/23/2011	Repaired equipment that provides service to the customer.	1003 W Broadway
Bad Jack	9/28/2011	Repaired equipment that provides service to the customer.	1007 W Spring
Phone OD	10/11/2011	Repaired equipment that provides service to the customer.	1015 Lane
Can't Be Called	11/30/2011	Repaired equipment that provides service to the customer.	112 Agate
Phone OD	10/23/2011	Repaired equipment that provides service to the customer.	116 Skybrook Lane S
Phone OD	12/12/2011	No trouble found, customer equipment checked.	119 W Main
Fax Machine	10/12/2011	No trouble found, customer equipment checked.	119 E Main
Can't Be Called	11/4/2011	Connecting Company Trouble.	120 NE Roundhouse Loop
Voice Mail	10/5/2011	No trouble found, customer equipment checked.	120 Wunderlin #4
Can't Be Called	11/10/2011	Repaired equipment that provides service to the customer.	121 8 Ave S
Phone OD	9/16/2011	Repaired equipment that provides service to the customer.	121 8 Ave S
Can't Be Called	10/11/2011	Repaired equipment that provides service to the customer.	1219 W Montana
No Dial Tone	10/4/2011	Repaired equipment that provides service to the customer.	13 Southland
Noisy Static	11/9/2011	No trouble found, customer equipment checked.	1310 Cochrane
Phone OD	9/19/2011	Repaired equipment that provides service to the customer.	1532 Cochrane
Noisy Static	11/21/2011	Repaired equipment that provides service to the customer.	161 Corbley
Voice Mail	10/24/2011	Repaired equipment that provides service to the customer.	1716 W Main
Fax Machine	12/5/2011	No trouble found, customer equipment checked.	1814 Castle Butte
Phone OD	11/2/2011	Repaired equipment that provides service to the customer.	207 Elm ST
Fax Machine	10/5/2011	Repaired equipment that provides service to the customer.	207 W Janeaux
Phone OD	10/13/2011	No trouble found, customer equipment checked.	210 W Virginia
No Dial Tone	11/21/2011	Repaired customer premise equipment.	211 W Janeaux #303
Phone OD	9/24/2011	No trouble found, customer equipment checked.	211 W Janeaux #411
Phone OD	11/17/2011	No trouble found, customer equipment checked.	211 W Janeaux #415
Phone OD	10/24/2011	No trouble found, customer equipment checked.	211 W Janeaux #415
Phone OD	10/28/2011	No trouble found, customer equipment checked.	211 W Janeaux #505
Phone OD	11/30/2011	No trouble found, customer equipment checked.	211 W Janeaux #507
Phone OD	11/26/2011	Repaired equipment that provides service to the customer.	211 W Janeaux-Office
Can't Be Called	11/2/2011	No trouble found, customer equipment checked.	215 7 Ave S
Call Forwarding	9/21/2011	Repaired equipment that provides service to the customer.	215 Wunderlin
Phone OD	12/2/2011	Repaired equipment that provides service to the customer.	223 Maple
* Fax Machine	12/14/2011	Connecting Company Trouble.	224 W Main #416
Fax Machine	12/13/2011	Repaired equipment that provides service to the customer.	224 W Main #416

Broken Telephone	11/16/2011	No trouble found, customer equipment checked.	224 W Main #416
Phone OD	10/25/2011	Repaired equipment that provides service to the customer.	250 Castle Ridge
Bells Don't Ring	11/10/2011	Repaired equipment that provides service to the customer.	2566 Truck Bypass
Fax Machine	11/3/2011	No trouble found, customer equipment checked.	300 1 Ave N #201
Phone OD	10/21/2011	Repaired equipment that provides service to the customer.	301 W Shields
Can't Be Called	11/9/2011	Repaired customer premise equipment.	306 W Shields
Fax Machine	10/19/2011	Repaired equipment that provides service to the customer.	310 Wendell #7
Call Forwarding	10/10/2011	Repaired equipment that provides service to the customer.	3104 Truck Bypass
Phone OD	10/10/2011	Repaired equipment that provides service to the customer.	3108 Truck Bypass
Phone OD	11/5/2011	No trouble found, customer equipment checked.	314 6 Ave N
Can't Be Called	10/4/2011	No trouble found, customer equipment checked.	314 E Lake
Caller ID	10/4/2011	No trouble found, customer equipment checked.	3146 Truck Bypass
* Fax Machine	12/6/2011	Connecting Company Trouble.	315 Bach
Fax Machine	12/5/2011	Connecting Company Trouble.	315 Bach
Can't Be Called	11/1/2011	No trouble found, customer equipment checked.	315 W Corcoran
Fax Machine	10/26/2011	Connecting Company Trouble.	411 1 Ave S
Phone OD	10/20/2011	Repaired equipment that provides service to the customer.	4133 Cottonwood Creek
Phone OD	10/10/2011	No trouble found, customer equipment checked.	416 Huron ST
Phone OD	10/5/2011	No trouble found, customer equipment checked.	440 Castle Ridge
Phone OD	9/23/2011	No trouble found, customer equipment checked.	505 St Josephs Drive #3C
Broken Telephone	11/8/2011	No trouble found, customer equipment checked.	511 5 Ave S
Rings No One There	12/5/2011	Repaired equipment that provides service to the customer.	512 W Main
No Dial Tone	12/6/2011	Connecting Company Trouble.	518 G Street
No Dial Tone	11/23/2011	Repaired customer premise equipment.	523 W Barnes
Can't Be Called	10/10/2011	No trouble found, customer equipment checked.	535 NE Washington
Can't Be Called	10/28/2011	Connecting Company Trouble.	615 NE Main
Can't Be Called	10/18/2011	No trouble found, customer equipment checked.	615 NE Main
Voice Mail	10/27/2011	No trouble found, customer equipment checked.	616 7 Ave N
Phone OD	12/10/2011	No trouble found, customer equipment checked.	620 NE Main ST
Phone OD	11/28/2011	No trouble found, customer equipment checked.	624 W Main
Phone OD	10/5/2011	Repaired equipment that provides service to the customer.	625 NE Main #2
Phone OD	11/3/2011	Repaired equipment that provides service to the customer.	6441 Red Hill
Phone OD	10/26/2011	Repaired equipment that provides service to the customer.	702 E Broadway
Phone OD	11/9/2011	Repaired equipment that provides service to the customer.	7102 Red Hill
Phone OD	9/19/2011	Repaired equipment that provides service to the customer.	755 H ST
No Dial Tone	11/8/2011	Repaired equipment that provides service to the customer.	786 Castle Butte
Fax Machine	10/4/2011	Connecting Company Trouble.	79339 US HWY 87 W
Fax Machine	11/9/2011	Connecting Company Trouble.	80007 US Highway 87
Phone OD	10/7/2011	Repaired equipment that provides service to the customer.	809 Crowley
No Dial Tone	11/11/2011	No trouble found, customer equipment checked.	814 W Virginia
Phone OD	10/10/2011	Men Working.	824 W Corcoran
Noisy Static	11/16/2011	Repaired equipment that provides service to the customer.	901 W Spring ST
Noisy Static	11/7/2011	Repaired customer premise equipment.	901 W Spring ST
Phone OD	10/17/2011	Repaired equipment that provides service to the customer.	901 W Spring ST
Phone OD	11/7/2011	Repaired equipment that provides service to the customer.	909 6 Ave S
Caller ID	10/18/2011	Repaired equipment that provides service to the customer.	914 W Main
Phone OD	9/19/2011	Repaired equipment that provides service to the customer.	969 H ST
Noisy Static	9/19/2011	No trouble found, customer equipment checked.	97 SW Ash

* Denotes Repeat Troubles

Annual Reporting Requirements pursuant to § 54.313(a)(2)-(6) for broadband service

WC Docket No. 10-90

§ 54.313(a)(2) – Outage reporting

My company was not required to collect this information in 2011.

My company collected this information pursuant to state utility commission requirement. A copy of the report is attached.

§ 54.313(a)(3) – Unfulfilled service requests

My company was not required to collect this information in 2011.

My company collected this information pursuant to state utility commission requirement. A copy of the report is attached.

§ 54.313(a)(4) – Customer complaints per 1000 connections

My company was not required to collect this information in 2011.

My company collected this information pursuant to state utility commission requirement. A copy of the report is attached.

§ 54.313(a)(5) – Service quality standards and consumer protection rules

I certify that the reporting carrier is in compliance with applicable service quality standards and consumer protection rules.

§ 54.313(a)(6) – Ability to function in emergency situations

I certify that the reporting carrier can function in emergency situations as set forth in 47 CFR §54.202(a)(2). Specifically, the reporting carrier has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

I am authorized to make this certification on behalf of **Mid-Rivers Telephone Cooperative, Inc.**, and, to the best of my knowledge the information reported on this form is accurate. This certification is for study area **489001** in the **State of Montana**.

Signed,



[Signature of Corporate Officer]

DATE: June 26, 2012

Alan Sevier

[Printed Name of Corporate Officer]

President

[Title of Corporate Officer]

Mid-Rivers Telephone Cooperative, Inc.
904 C Avenue, Circle, MT 59215
(406) 485-3301