

1

STATE OF MISSOURI

2

PUBLIC SERVICE COMMISSION

3

4

5

6

TRANSCRIPT OF PROCEEDINGS

7

Hearing

8

May 31, 2006

Jefferson City, Missouri

9

Volume 2

10

11

12

In the Matter of the Application)

of Northwest Missouri Cellular )

13

Limited Partnership for )

Designation as a )

14

Telecommunications Company )

Carrier Eligible for Federal )Case No. TO-2005-0466

15

Universal Service Support )

Pursuant to Section 254 of the )

16

Telecommunications Act of 1996 )

17

18

NANCY DIPPELL, Presiding,

19

DEPUTY CHIEF REGULATORY LAW JUDGE

JEFF DAVIS, Chairman,

20

CONNIE MURRAY,

STEVE GAW,

21

ROBERT M. CLAYTON, III,

LINWARD "LIN" APPLING,

22

COMMISSIONERS

23

24

REPORTED BY:

25

PAMELA FICK, RMR, RPR, CCR #447, CSR

MIDWEST LITIGATION SERVICES

1

## APPEARANCES:

2

3 PAUL DeFORD, Attorney at Law  
LATHROP & GAGE  
4 2345 Grand Boulevard  
Kansas City, Missouri 64108  
5 (816) 292-2000

6 FOR: Northeast Missouri Cellular

7

8

9 CHARLES BRENT STEWART, Attorney at Law  
STEWART & KEEVIL  
10 4603 John Garry Drive, Suite 11  
Columbia, Missouri 65203  
11 (573) 499-0635

12 FOR: Spectra Communications Group, L.L.C.  
d/b/a CenturyTel and CenturyTel  
13 of Missouri, L.L.C.

14

15

16 W.R. ENGLAND, III and SONDR A MORGAN, Attorneys at Law  
BRYDON, SWEARENGEN & ENGLAND  
17 312 East Capitol Avenue  
P.O. Box 456  
18 Jefferson City, Missouri 65102-0456  
(573) 635-7166

19

FOR: Holway Telephone Company

20

21

22 ROBERT J. GRYZMALA, Deputy Counsel  
AT&T Missouri  
23 One AT&T Center, Room 3516  
St. Louis, MO 63101  
24 (314) 235-6060

25

FOR: Southwestern Bell Telephone, LP  
d/b/a SBC Missouri.

1 MICHAEL DANDINO, Deputy Public Counsel  
2 P.O. Box 2230  
3 Jefferson City, Missouri 65102  
4 (573) 751-5559

5 FOR: Office of the Public Counsel

6 WILLIAM K. HAAS, Deputy General Counsel  
7 P.O. Box 360  
8 Jefferson City, Missouri 65102  
9 (573) 751-7510

10 FOR: Staff of the Public Service  
11 Commission

12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

P R O C E E D I N G S

(EXHIBIT NOS. 1, 2 NP, 2 HC, 3 NP, 3 HC,  
4 NP, 4 HC, 5 NP, 5 HC, 6 NP, 6 HC, 7, 8 NP, 8 HC,  
9 NP, 9 HC, 10 NP, 10 HC, 11 NP AND 11 HC WERE MARKED  
FOR IDENTIFICATION BY THE COURT REPORTER.)

JUDGE DIPPELL: Let's go ahead and  
go on the record. Okay. Good morning. This is  
Case No. TO-2005-0466, in the matter of the Application  
of Northwest Missouri Cellular, Limited Partnership,  
for Designation as a Telecommunications Company  
Carrier Eligible for Federal Universal Service Support  
Pursuant to Section 254 of the Telecommunications Act  
of 1966 (sic).

My name is Nancy Dippell and I'm the  
Regulatory Law Judge assigned to this matter. I have  
a little bit of laryngitis, so listening to me for  
three days is going to be kind of grating, so you  
might want to keep things moving along, get it over  
with quickly.

We are here today for an evidentiary  
hearing and we're gonna begin with entries of  
appearance and then go to the opening statements and  
cross-examination in the order that the parties have  
proposed.

We've premarked exhibits before we went

1 on the record, so let's go ahead with entries. Let's  
2 begin again with Staff.

3 MR. HAAS: Good morning. The Staff  
4 appears by William K. Haas. My address is Post  
5 Office Box 360, Jefferson City, Missouri 65102.

6 JUDGE DIPPELL: Office of Public  
7 Counsel?

8 MR. DANDINO: Good morning, your Honor.  
9 Michael Dandino, Office of the Public Counsel, Post  
10 Office Box 2230, Jefferson City, Missouri 65102,  
11 representing the Office of Public Counsel and the  
12 public.

13 JUDGE DIPPELL: Northwest Missouri?

14 MR. DeFORD: Thank you, your Honor.  
15 Paul S. DeFord with the law firm of Lathrop & Gage,  
16 2345 Grand Boulevard, Kansas City, Missouri 64108,  
17 appearing on behalf of applicant Northwest Missouri  
18 Cellular.

19 JUDGE DIPPELL: Spectra?

20 MR. STEWART: Good morning, your Honor.  
21 Charles Brent Stewart with the law firm of Stewart &  
22 Keevil, L.L.C., 4603 John Garry Drive, Suite 11,  
23 Columbia, Missouri 65203, appearing on behalf of  
24 Spectra Communications Group, L.L.C., d/b/a  
25 CenturyTel and CenturyTel of Missouri, L.L.C.

1 JUDGE DIPPELL: Holway?

2 MR. ENGLAND: Thank you, your Honor.

3 Let the record reflect the appearance of W. R. England  
4 and Sondra B. Morgan of the law firm of Brydon,  
5 Swearngen & England, Post Office Box 456, Jefferson  
6 City, Missouri 65102, appearing on behalf of Holway  
7 Telephone Company.

8 JUDGE DIPPELL: And AT&T?

9 MR. GRYZMALA: Good morning, your Honor.  
10 Bob Gryzmala on behalf of Southwestern Bell  
11 Telephone, L.P., d/b/a AT&T Missouri, One AT&T  
12 Center, Room 3516, St. Louis, Missouri 63101.

13 JUDGE DIPPELL: Thank you. I will  
14 remind everybody to speak into their microphones.  
15 It's your preference whether you come to the podium  
16 to ask your questions or whether you stay at your  
17 seats. I'll leave that up to you as long as you  
18 speak into the microphone.

19 Well, let's go ahead and begin with  
20 opening statements, then. And we'll begin with  
21 Northwest Missouri Cellular.

22 MR. DeFORD: Thank you, your Honor. I'm  
23 here today representing applicant Northwest Missouri  
24 Cellular. This case is about Northwest's request to  
25 be granted eligible telecommunication carrier status

1 so they can draw money from the Federal Universal  
2 Service Fund to improve service coverage in its  
3 facilities.

4 Northwest is one of only two wireless  
5 carriers that offer service exclusively in Missouri  
6 and in predominantly rural areas of the state. I  
7 would submit to you that these are exactly the type  
8 of companies that the USF is intended to support.

9 I would also submit to you that there is  
10 no legitimate doubt that Northwest provides all of  
11 the services necessary to be granted ETC status.  
12 Even under Staff's critical analysis of the statutory  
13 requirements, it concluded that Northwest provides  
14 the necessary services.

15 The only real issue for consideration  
16 here is whether it is in the public interest to grant  
17 Northwest ETC status. I believe the evidence clearly  
18 establishes that the public interest would be  
19 furthered by granting Northwest's application.

20 Competition will be enhanced and high  
21 speed wireless data service will be deployed in rural  
22 Missouri. Because Northwest provides service only in  
23 rural Missouri, the Commission can be certain that  
24 all monies received will be accounted for and spent  
25 to the benefit of rural Missouri.

1 Northwest has provided a detailed  
2 five-year build-out plan even though the Commission's  
3 pending ETC rule requires only a two-year plan.

4 Finally, Northwest is explicitly  
5 committed to meet each requirement of the  
6 Commission's pending ETC rule. Frankly, I don't know  
7 what more the company could do, so I would ask that  
8 the Commission expeditiously grant Northwest's  
9 application. Thank you.

10 JUDGE DIPPELL: Thank you. Public  
11 Counsel?

12 MR. DANDINO: Good morning, your Honor.  
13 May it please the Commission. The Office of the  
14 Public Counsel has generally supported extending ETC  
15 status to wireless carriers. We believe that new  
16 technology should not automatically disqualify a  
17 carrier for USF support, but the key aspect is,  
18 provided it meets the USF criteria and demonstrates  
19 that such grant of ETC status is in the public  
20 interest.

21 As we all know, the purpose of USF is to  
22 support a local service at just, reasonable and  
23 affordable rates in high-cost areas and also for  
24 low-income -- to allow low-income people to get on  
25 the public switch network and stay on that network.



1                   With new technology there's not a  
2 justified abandonment of rights obtained under the  
3 old technology of landline; specifically, billing and  
4 collection rights, adequacy and quality of service  
5 and grievance and complaint resolution.

6                   Even when the price cap companies and  
7 the companies are -- price cap companies are  
8 classified as competitive companies, they are still  
9 bound by these consumer protections. Certainly, we  
10 want these consumer protections to apply to a  
11 wireless ETC.

12                   There should be a clear, unambiguous and  
13 unequivocal statement by the company that they will  
14 adopt -- will accept and adopt these consumer  
15 protections. Specifically, I would say that they  
16 would accept and adopt as a condition of ETC status  
17 those provisions within the Commission's rule.

18                   I think the Commission has worked very  
19 diligently on -- on fashioning this rule and I think  
20 it embodies the public interest, the statement of  
21 what is the public interest and what this Commission  
22 expects for an applicant to meet the USF  
23 qualifications.

24                   Once again, I bring my favorite statute  
25 to the Commission, Section 392.185, the purposes and

1 intent of the General Assembly for the  
2 telecommunications chapter. These nine points, these  
3 nine goals, these nine purposes are -- or once again,  
4 should be the focus of this Commission when making a  
5 public -- public interest evaluation.

6           If you look through all these:  
7 "Promoting universally available and affordable  
8 telecommunications service, efficiency and  
9 availability of telecommunications service, diversity  
10 in telecommunications service and product throughout  
11 the state, reasonable charges, flexible regulation of  
12 the competitive companies, full and fair competition  
13 as a substitute for regulation, but," once again,  
14 "when consistent with the protection of ratepayers  
15 and otherwise consistent with the public interest."

16           And No. 7 is a very important one that I  
17 think for this case in particular, "to promote parity  
18 of urban and rural telecommunication services." I  
19 think it's important because the -- in the same way  
20 that wireless communication is available throughout  
21 the metropolitan areas, so too for ETC status, it  
22 should be available throughout the service area that  
23 the -- that the applicant applies for.

24           Once again, "promote economic,  
25 educational healthcare and cultural enhancements."

1 This occurs. Industry looks for where the people are  
2 located, these -- and where first class  
3 telecommunications services are available. ETC  
4 status can provide that support for that service.

5 Public Counsel does not specifically  
6 support the applicant's application in this present  
7 form. There were a number of questions that Public  
8 Counsel raised in its rebuttal testimony and in  
9 review of the supplemental direct and the surrebuttal  
10 testimony.

11 Ms. Meisenheimer, on behalf of Public  
12 Counsel, has still indicated certain deficiencies,  
13 certain questions, unanswered questions that she sees  
14 in the testimony. Perhaps we'll get the answers here  
15 today. But I think Ms. Meisenheimer points these out  
16 in her rebuttal, and I would hope that the Commission  
17 considers these points.

18 I think that what Public Counsel is  
19 asking for is that the customers in this proposed  
20 service area have the same rights, obligations and  
21 protections as does the customers, the wireline  
22 customers. I think Public Counsel asks for nothing  
23 more than that, and I think the Commission should  
24 insist upon that. Thank you.

25 JUDGE DIPPELL: Mr. Haas?

1                   MR. HAAS: Good morning. May it please  
2 the Commission. My name is William Haas and I'm  
3 appearing on behalf of the Staff.

4                   In its application, Northwest Missouri  
5 Cellular has requested the Commission to designate it  
6 as an eligible telecommunications carrier. An ETC  
7 designation will make Northwest Missouri Cellular  
8 eligible to receive federal universal service  
9 support.

10                   Federal Statute 47 USC Section 214(e)  
11 authorizes a State Commission to designate a carrier  
12 as an ETC. The Federal Communications Commission has  
13 adopted rules for ETC applications coming before it.  
14 The FCC has encouraged states to adopt similar  
15 guidelines to allow for a more predictable ETC  
16 designation process among the states.

17                   The Commission's new rule, 4 CSR 243.570,  
18 Requirements for Carrier Designation as Eligible  
19 Telecommunications Carriers, mostly follows the FCC's  
20 requirements for a carrier to receive ETC  
21 designation. The Commission's ETC rule becomes  
22 effective on June 30th.

23                   The parties to this case have used the  
24 Commission's new rule to analyze Northwest Missouri  
25 Cellular's application. Because the Staff has

1 identified several shortcomings in Northwest Missouri  
2 Cellular's application, vis-a-vis the Commission's  
3 ETC rules, the Staff recommends that the Commission  
4 reject Northwest Missouri Cellular's application.

5 Paragraph (2)(A)8 of the new rule  
6 requires, among other things, a statement that the  
7 carrier will satisfy the consumer privacy protection  
8 standards in the federal rules. Northwest Missouri  
9 Cellular does not make this commitment.

10 Paragraph (2)(A)10 in the new Commission  
11 rules requires the carrier's commitment to offer a  
12 local usage plan comparable to those offered by the  
13 incumbent local exchange carrier. Northwest Missouri  
14 Cellular currently offers a comparable plan but has  
15 not committed to continue offering a comparable plan.

16 The rebuttal testimony of Staff witness  
17 McKinnie pointed out Northwest Missouri Cellular's  
18 failure to make these commitments, but Northwest  
19 Missouri Cellular's witnesses still did not make  
20 these commitments in its surrebuttal testimony.

21 The FCC requires an ETC application to  
22 include a five-year plan that describes with  
23 specificity proposed improvements or upgrades to be  
24 funded by the high-cost support. Because of the  
25 uncertainty of forecasting expenditures five years

1 out, the Commission's ETC rule requires at rule  
2 paragraph (2) (A)2 only a two-year plan. That  
3 two-year plan is to demonstrate with specificity that  
4 high-cost universal support shall only be used for  
5 the provision, maintenance and upgrading of the  
6 facilities and services for which the support is  
7 intended.

8                   Appendix P to the surrebuttal testimony  
9 of Northwest Missouri Cellular, witness Bundridge  
10 demonstrates that Northwest Missouri Cellular does  
11 not plan to spend all year 2 support for supported  
12 facilities and services.

13                   Paragraph (2) (A)5 of the new rule  
14 requires a demonstration that the Commission's grant  
15 of the applicant's request for ETC designation would  
16 be consistent with the public interest, convenience  
17 and necessity.

18                   In its application, Northwest Missouri  
19 Cellular states that designating it as an ETC will  
20 enhance consumer welfare by promoting competition.  
21 The FCC, however, has concluded that increased  
22 competition by itself is not sufficient to satisfy  
23 the public interest in rural areas.

24                   Moreover, there do not appear to be  
25 large coverage gaps in Northwest Missouri Cellular's

1 service area. Northwest Missouri Cellular suggests  
2 that the expansion of its E-911 wireless coverage in  
3 these most rural areas is in the public interest.  
4 However, Northwest Missouri Cellular has provided --  
5 has provided no evidence showing whether there are  
6 911 or E-911 wireless coverage gaps in its requested  
7 ETC area.

8                   In conclusion, the Staff recommends that  
9 the Commission reject Northwest Missouri Cellular's  
10 application for ETC designation. Northwest Missouri  
11 Cellular has not made all of the commitments  
12 necessary to specify the requirements of the  
13 Commission's ETC rule even after Staff's rebuttal  
14 testimony specifically identified areas where a  
15 commitment was lacking, nor has Northwest Missouri  
16 Cellular demonstrated that granting an ETC  
17 designation would be consistent with the public  
18 interest, convenience and necessity. Thank you.

19                   JUDGE DIPPELL: Thank you. CenturyTel?

20                   MR. STEWART: May it please the  
21 Commission. Good morning. I'm Brent Stewart  
22 representing CenturyTel in this proceeding.

23                   This case is the first eligible  
24 telecommunications carrier case to be heard since the  
25 Commission concluded its ETC rulemaking proceeding





1 this will be the Commission's very first opportunity  
2 to apply the terms of its new ETC rule to an ETC  
3 application. The way and level of rigor in which the  
4 Commission chooses to apply this new rule in this  
5 proceeding no doubt will significantly impact all  
6 future ETC application requests.

7           As discussed in the prefiled rebuttal  
8 testimony of CenturyTel witness Mr. Brown, and I  
9 believe that's been marked as Exhibit 9, CenturyTel  
10 believes that the Commission should apply its new ETC  
11 rule provisions and any applicable federal law in a  
12 uniform manner to all prospective ETC applicants to  
13 determine if approval of a particular application  
14 would be in the public interest.

15           Consistent with federal requirements,  
16 this should be a very fact-specific exercise and  
17 should be based on the strength or weakness of each  
18 ETC applicant's specific and comparative ETC  
19 evidentiary showing, and especially in the context of  
20 the use of scarce public funds, the level of public  
21 accountability obtained from the applicant and the  
22 applicant's enforceable commitment to USF principles.

23           The Commission in this case necessarily  
24 will need to determine how it's going to handle  
25 requests from multiple wireless providers for ETC

1 designation in the same wire center. For example,  
2 this is not a hypothetical situation. All of the  
3 wire centers for which Northwest Cellular has  
4 requested ETC designation also -- have also had  
5 pending ETC designation requests from US Cellular in  
6 Case No. TO-2005-0384.

7                   The evidence that CenturyTel will be  
8 presenting follows the following basic outline. The  
9 criteria established by the FCC in its ETC  
10 designation order forms a solid basis for determining  
11 when designating an additional ETC is in the public  
12 interest.

13                   And the criteria outlined in the  
14 Commission's ETC designation rules are generally  
15 consistent with those identified by the FCC and,  
16 indeed, provide even more concrete standards directly  
17 applicable to Missouri from which to make the  
18 necessary public interest determinations.

19                   CenturyTel witness Brown will provide  
20 evidence why the Commission should exercise great  
21 care when evaluating requests from multiple wireless  
22 carriers for ETC status in the same wire center  
23 areas.

24                   Fundamentally, the Commission must  
25 assure that the incremental public benefit from

1 designating an additional wireless ETC outweighs the  
2 incremental public costs that designating an  
3 additional wireless carrier for the receipt of  
4 high-cost support will create.

5           While admittedly, the -- Northwest  
6 Cellular's application meets some of the criteria  
7 outlined in the Commission's new rule, and I will  
8 admit, certainly represents a more complete showing  
9 than that made by US Cellular, it still falls far  
10 short of meeting many of the relevant criteria that  
11 this Commission has established for determining that  
12 the grant of the application would be in the public  
13 interest.

14           Specifically, CenturyTel is focusing on  
15 Section (2) (A)1 through 3. The application does not,  
16 with specificity, demonstrate how universal service  
17 high-cost support will be used to improve coverage,  
18 service quality or capacity on a wire-center-by-wire-  
19 center basis throughout the requested ETC service  
20 area.

21           The application, while it does contain  
22 maps, it does not contain detailed maps indicating  
23 the coverage area before and after improvements and  
24 existing tower site locations specifically with  
25 regard to signal strength. And wireless signal

1 strength is an important aspect of a wireless ETC  
2 application.

3           To the extent that the maps are  
4 provided, they do not show how consumers in rural and  
5 high-cost areas of the ETC service area will receive  
6 service and signal quality comparable to that  
7 available in more urban areas as specifically  
8 required by the Commission's new rule.

9           The construction plan provided by  
10 Northwest Cellular does not provide the necessary  
11 information for this Commission to determine that  
12 support will be used only for its intended purposes.

13           And as we will discuss later on in  
14 testimony, the proposed expenditures for the first  
15 two years for additional tower construction and  
16 expansion appear to be significantly less than the  
17 amount of high-cost support that Northwest Cellular  
18 would receive in those first two years if granted ETC  
19 status.

20           With this in mind, it is CenturyTel's  
21 position that not only has the applicant not met all  
22 the requirements of the rule, but granting its  
23 application would not, in fact, be in the public  
24 interest. Thank you.

25           JUDGE DIPPELL: Thank you. Holway?

1                   MR. ENGLAND: Thank you, Judge. May it  
2 please the Commission. My name is Trip England and I  
3 represent intervenor Holway Telephone Company in this  
4 case.

5                   And if I may just take a brief moment to  
6 describe the Holway Telephone Company. It is a small  
7 rural telephone company serving approximately 580  
8 access lines in the Missouri communities of Maitland  
9 and Skidmore. It is a truly rural telephone company.  
10 It is characterized by low density and high cost to  
11 serve.

12                   Rates currently for Holway customers are  
13 \$13 a month for residential service and \$22 a month  
14 for business service, and those rates are set by this  
15 Commission and cannot be changed without the approval  
16 of this Commission.

17                   Holway currently provides  
18 state-of-the-art telephone services to the  
19 communities of Maitland and Skidmore. It provides  
20 single-line service, digital switching and DSL  
21 service or high speed data to all of its customers,  
22 or at least it's available to all of its customers.

23                   Holway's service currently meets or  
24 exceeds all PSC quality of service standards as set  
25 forth in Chapter 32 of its rules as well as complying

1 with all billing standards as set forth in Chapter 33  
2 of its rules.

3           Holway is unaware of any customer within  
4 its certificated area who has been denied service and  
5 who has requested service. As a result of its  
6 commitment to provide ubiquitous, high quality  
7 service in the communities of Maitland and Skidmore,  
8 and more particularly as a result of the actual  
9 investments and expenses that Holway incurs, it  
10 receives a substantial amount of Universal Service  
11 Fund support.

12           The testimony of Holway's witness  
13 Warinner will show that on an annualized basis,  
14 Holway receives in excess of \$400,000 a year in  
15 Universal Service Fund support.

16           If granted ETC status, Northwest  
17 Missouri Cellular will receive the same per-line  
18 amount of universal service support as does Holway.  
19 And the only difference is that Northwest Missouri  
20 Cellular will have not had to make any investments to  
21 obtain that per-line support.

22           As a result, both the FCC and now this  
23 Commission have established rules that are to be  
24 rigorously applied to applications such as Northwest  
25 Missouri Cellular's to ensure that monies --

1 competitive ETCs received will, on a going-forward  
2 basis, be spent appropriately and primarily for  
3 providing service in rural high-cost areas.

4           As the attorneys before me suggest, the  
5 parties, at least the intervening parties, have found  
6 fault with Northwest Missouri Cellular's application  
7 and in various regards believe that it falls short of  
8 satisfying the Commission rules. Without getting  
9 into a specific rule-by-rule analysis, I would like  
10 to focus on what I believe is an additional  
11 requirement, and that is the public interest test.

12           I believe Mr. Stewart and others have  
13 characterized it as a test to compare the incremental  
14 costs of granting additional eligible  
15 telecommunication to carrier status and rural  
16 high-cost areas versus the purported or perceived  
17 benefits from such a grant of ETC status.

18           The costs, at least in this case, are  
19 fairly obvious. The testimony of Northwest Missouri  
20 Cellular tells you that they intend or expect to  
21 receive approximately \$1.5 million a year in  
22 Universal Service Fund monies if they are granted ETC  
23 status.

24           What isn't clear is the indirect cost  
25 associated with a grant of the additional ETC in

1 these areas. And by the indirect costs, I refer to  
2 the strain that will incrementally be placed on the  
3 Universal Service Fund and its long-term  
4 sustainability.

5                   While admittedly, Northwest Missouri  
6 Cellular's grant of ETC status will not break the  
7 bank, collectively at some point additional ETC --  
8 ETCs, excuse me, in rural high-cost areas will put a  
9 strain on the Universal Service Fund and will  
10 jeopardize its long-term sustainability --  
11 sustainability, excuse me.

12                   Now, what are the benefits to be  
13 achieved by a grant of ETC status in this particular  
14 case? We are told that there will be increased  
15 customer choice. But the testimony of Mr. Warinner  
16 will show that there is one landline company in the  
17 Holway exchange, that being Holway, that already  
18 provides high quality, ubiquitous telephone service.

19                   In addition to Northwest Missouri  
20 Cellular, there are five other wireless carriers  
21 providing service in the areas served by Holway  
22 Telephone Company. In fact, there is robust  
23 competition in the wireless area in the Holway  
24 exchanges.

25                   The only new services that Northwest



1 Missouri Cellular appears committed to provide are  
2 two Lifeline services and another service that they  
3 call the ILEC compatible or comparable or equivalent  
4 plan. And essentially, ILEC equivalent plan is the  
5 same as the first Lifeline plan except without the  
6 Lifeline discounts.

7 Northwest Missouri Cellular does not  
8 explain with any specificity what new technologies it  
9 plans to roll out if it is designated an ETC and  
10 receives these Universal Service Funds, and it is not  
11 clear that its coverage will be significantly  
12 improved, particularly in the exchanges served by  
13 Holway Telephone Company.

14 Finally, when asked what their  
15 projection would be of additional customers in the  
16 new area -- or excuse me, in these areas as a result  
17 of a grant of ETC status, Northwest Missouri was  
18 unable to identify any such increase.

19 The Commission also needs to carefully  
20 consider the two-year expenditure plan which  
21 Northwest Missouri Cellular has submitted in this  
22 case. Specifically, it needs to consider, are these  
23 expenditures truly in addition to what it otherwise  
24 would have expended in these areas without Universal  
25 Service Fund support.

1           I would submit to you that it is not  
2 clear what the baseline investment and expenses would  
3 be without Universal Service Fund support, so it is  
4 difficult to determine whether the incremental  
5 expenditures with Universal Service Fund truly meet  
6 or exceed the additional monies to be received.

7           In closing, Holway would suggest that  
8 when you weigh the real benefits of granting ETC  
9 status to Northwest Missouri Cellular against the  
10 cost, they just don't stack up. It is simply not in  
11 the public interest in this case.

12           And in the words of Mr. Warinner, he  
13 states at page 20 of his direct testimony, "In this  
14 case there appears to be little, if any, benefit to a  
15 grant of ETC status, as the same carriers will be  
16 providing essentially the same services at the same  
17 rates."

18           We believe that when you examine this  
19 case and apply the rigorous standards that both the  
20 FCC and now you have applied, that you will conclude  
21 that the application should be denied. Thank you.

22           JUDGE DIPPELL: AT&T?

23           MR. GRYZMALA: May it please the  
24 Commissioners. Good morning. On behalf of AT&T and  
25 on behalf of me personally, let me thank you for the

1 opportunity to appear before you.

2           Our interest is limited but, in our  
3 company's view, important. We represent, in essence,  
4 one wire center in this case. It's the Stanberry  
5 Wire Center in northwest Missouri. We serve  
6 approximately [redacted] or so lines in the Stanberry  
7 Wire Center, customers, residents and business.

8           Our position is that the Commission  
9 should deny the application of Northwest Cellular for  
10 ETC designation in the Stanberry Wire Center for many  
11 of the reasons that have already been pointed out by  
12 co-counsel.

13           However, for purposes of my opening  
14 statement, while there are several legal frameworks  
15 from which to view this case, the most important  
16 of all would be the Commission's new ETC rules.  
17 as the Commission well knows, Section 214(e) of  
18 the act guides the decision-making of the  
19 Commission.

20           The FCC issued a March 17, 2005 ETC  
21 designation order which -- whose factors and criteria  
22 are not binding on the states even though the FCC  
23 encouraged that the states adopt them. And the  
24 Commission in Missouri, the Commission here, did the  
25 right thing in our view and adopted standards that

1 are stringent and virtually identical to those of the  
2 FCC.

3                   And as Mr. Brent Stewart accurately  
4 pointed out, this is the first opportunity to apply  
5 those standards to a case at hand. We have US  
6 Cellular still pending. You'll recall that case was  
7 earlier tried before the rules were adopted by the  
8 Commission.

9                   For purposes of my opening statement,  
10 therefore, I want to focus on just the few discrete  
11 areas of particular concern to us under the  
12 Commission's rules.

13                   They have to do with the applicant's  
14 required proof and Northwest shortcomings in that  
15 regard, regarding first the improved signal coverage;  
16 second, emergency preparedness; third, its Lifeline  
17 offerings; and fourth, whether it meets the public  
18 interest.

19                   Very briefly, our position is that the  
20 rule's requirement that the applicant demonstrate  
21 that it will improve coverage, service quality or  
22 capacity in the Stanberry Wire Center has not been  
23 met here. It is not at all clear that there is any  
24 additional signal coverage of any significance that  
25 would be afforded to residents in the Stanberry

1 area.

2 As Mr. Haas pointed out, there appears  
3 there are not large coverage gaps in Northwest's ETC  
4 area already, and that is true in the Stanberry Wire  
5 Center. Under our view of the evidence submitted by  
6 Northwest, we question and have briefed this point,  
7 Northwest's ability to remain functional in emergency  
8 situations.

9 The Commission's rule requires that the  
10 applicant be able to reroute traffic when facilities  
11 are damaged and that it be capable of managing  
12 traffic resulting from emergency situations or mass  
13 calling or spike situations.

14 Our evidence has been to point out the  
15 shortcomings of Northwest's application, i.e., that  
16 they do not have that capacity or to the extent that  
17 they have it, they have not demonstrated it to the  
18 Commission.

19 Thirdly, regarding Lifeline, the  
20 Commission requires that an applicant commit to  
21 Lifeline discounts at rates, terms and conditions  
22 comparable to those of the ILEC serving underneath  
23 them, if you will. And in the case of Stanberry Wire  
24 Center, that is AT&T Missouri.

25 And as we have pointed out in our brief

1 and in our evidence, Northwest Missouri's application  
2 falls short of the mark because the rates for which  
3 they offer Lifeline service are not comparable to  
4 those of AT&T Missouri, notwithstanding their  
5 exhibits showing otherwise, and we have pointed out  
6 why that is the case.

7                   And finally, we also find very  
8 problematic for the Commission to conclude that  
9 Northwest has met the public interest. You know,  
10 there has been discussion, we heard it from -- we  
11 heard it from Mr. DeFord's opening statement, the  
12 value of increased competition and consumer choice.  
13 And while that may have been a driving factor quite  
14 some time ago, the tide has turned.

15                   As Mr. Haas pointed out, the FCC has  
16 made very clear that the value of increased  
17 competition by itself is unlikely to satisfy the  
18 public interest test. That's where we are today  
19 given the change in thinking about the long-term  
20 sustainability of the fund. So be careful when you  
21 hear words about increased consumer choice,  
22 additional competition out there in rural Missouri.

23                   We also find it concerning that the  
24 applicant makes certain representations that there  
25 will be additional public benefits. But we agreed

1 with Mr. McKinnie's observation that, for example, if  
2 a wireless carrier other than Northwest provides  
3 wireless coverage in areas where Northwest does not  
4 currently serve, residential customers already reap  
5 the benefits of calling 911. That's just one example  
6 in which the presence of other wireless competitors  
7 already in the area has an impact on this  
8 application, and others have pointed that out.

9 In the end, your Honor, our position  
10 remains, that Northwest's application fails to meet the  
11 requirements of the law, and in particular, those  
12 requirements embedded in the Commission's new ETC  
13 rules, and therefore the application should be denied.  
14 Thank you.

15 JUDGE DIPPELL: Thank you. Let's go  
16 ahead and begin with Northwest Missouri's case.

17 MR. DeFORD: Thank you, your Honor.  
18 We'd call Kathryn Zentgraf.

19 (Witness sworn.)

20 JUDGE DIPPELL: Go ahead, Mr. DeFord.

21 MR. DeFORD: Thank you, your Honor.

22 KATHRYN ZENTGRAF testified as follows:

23 DIRECT EXAMINATION BY MR. DeFORD:

24 Q. Good morning, Ms. Zentgraf. Could you  
25 state your name for the record.

1           A.       Kathryn Zentgraf.

2           Q.       Could you spell your last name for the  
3 reporter?

4           A.       Z-e-n-t-g-r-a-f.

5           Q.       Ms. Zentgraf, by whom are you employed  
6 and in what capacity?

7           A.       Presently I have taken a position as of  
8 May 1st with Chariton Valley Corporation as their  
9 Director of Business Operations. I also do still  
10 have Zentgraf Consulting as well.

11          Q.       And have you caused to be prepared and  
12 filed in this case direct testimony which has been  
13 premarked as Exhibit 1?

14          A.       Yes.

15          Q.       Do you have any corrections or revisions  
16 to that testimony you'd like to make at this time?

17          A.       I do have revisions. On page 1, I  
18 have moved to Macon, Missouri, so my address is  
19 1607 Sherwood, Macon, Missouri 63552.

20          Q.       It changed from Hawaii, right?

21          A.       Correct. The commute.

22          Q.       Any other changes or revisions?

23          A.       I do have a revision on page 15, lines  
24 13 through 19. It discusses about the pending  
25 rulemaking, and I believe now it is -- that rule is



1 pending and should be complete on June 30th, I  
2 believe it is now. I think it's no longer in  
3 process.

4 Q. And are there any other changes or  
5 revisions that you need to make at this time?

6 A. No.

7 Q. If I were to ask you the questions that  
8 are set forth in this testimony, would your answers  
9 be substantially the same?

10 A. Yes.

11 Q. And would those answers be true and  
12 correct to the best of your information and belief?

13 A. Yes.

14 MR. DeFORD: I would offer Exhibit 1 and  
15 tender the witness for cross-examination.

16 JUDGE DIPPELL: Is there any objection  
17 to Exhibit No. 1?

18 (NO RESPONSE.)

19 JUDGE DIPPELL: Seeing none, I will  
20 receive it into evidence.

21 (EXHIBIT NO. 1 WAS RECEIVED INTO  
22 EVIDENCE AND MADE A PART OF THE RECORD.)

23 JUDGE DIPPELL: Is there  
24 cross-examination from Public Counsel?

25 MR. DANDINO: Yes, your Honor.

1 CROSS-EXAMINATION BY MR. DANDINO:

2 Q. Good morning, Ms. Zentgraf.

3 A. Good morning.

4 Q. Or I guess it should be aloha. I was a  
5 little bit confused about your corrections on page 15  
6 through 19.

7 A. Yes.

8 Q. Are you deleting those pages or --

9 A. No.

10 Q. I don't understand.

11 A. I'm sorry. Page 15, lines 13 through  
12 19. It discussed the process of the rulemaking for  
13 the ETC designation that the Commission was working  
14 on, and so now I believe it is pending, and on  
15 June 30th, I believe it goes into effect.

16 Q. Okay. I -- I apologize. I  
17 misunderstood. Now, do you believe that the -- do  
18 you believe that those rules should apply to this  
19 application?

20 A. I do.

21 Q. You had a different opinion before. Was  
22 that based solely on that they have not been approved  
23 yet?

24 A. I don't recall saying that I didn't  
25 approve of that.

1 Q. Do you -- okay. Do you believe that  
2 those -- the Commission's rules for ETC status and  
3 the conditions are reasonable?

4 A. Yes, I do.

5 Q. And as a telecommunications consultant,  
6 you're recommending that your client adopt and  
7 endorse those rules?

8 A. Yes, I do.

9 Q. In your testimony you speak of dead  
10 spots?

11 A. Correct.

12 Q. What exactly is a dead spot?

13 A. A dead spot is a location where there is  
14 not adequate signal for a customer to actually use  
15 their wireless device.

16 Q. Okay. Does Northwest -- how do they  
17 determine the location of these dead spots?

18 A. Well, there's -- and I'm sure Jon Reeves  
19 can explain with the engineering side, but normally  
20 when any customer is driving through a market, you'll  
21 know that -- you can actually look on your phone and  
22 tell if there's service or if there's not service.  
23 Maps also provided will show that there's lack of  
24 coverage in certain areas where the cell sites don't  
25 overlap.

1           Q.       So Northwest maintains maps where there  
2 are dead spots?

3           A.       I think the maps that were provided  
4 shows like a coverage that -- a minimal signal  
5 coverage across their entire market, that is correct,  
6 and I believe that was provided.

7           Q.       But in terms of specifically identifying  
8 where there is a dead spot, do they have a map or --

9           A.       I would assume that on that map you will  
10 be able to see where there is no coverage in that  
11 area to actually be able to use the signal. That's  
12 where there's no color on that actual map.

13          Q.       Okay. And would that indicate what  
14 the -- this whole size of that dead spot is?

15          A.       Relative to the map, yes, it would.

16          Q.       And do the characteristics of a dead  
17 spot vary depending on night and day or wet and dry  
18 or hot and cold?

19          A.       No, but it does by terrain, believe it  
20 or not. Spring versus winter, you know, summer  
21 versus winter, leaves on trees will make things  
22 change. Wireless is a line of sight, so of course,  
23 you know, when there's leaves in the way in the  
24 summertime, that will make a difference than in the  
25 wintertime.

1           Q.       Is the -- is building a new cell tower  
2 or building a new cell tower the only way to  
3 eliminate a dead spot?

4           A.       Correct. To have an antenna providing  
5 that service is the only way. You know, the antenna  
6 has to go on a tower.

7                   MR. DANDINO: That's all I have. Thank  
8 you.

9                   JUDGE DIPPELL: Thank you. Staff?

10 CROSS-EXAMINATION BY MR. HAAS:

11           Q.       Good morning, Ms. Zentgraf.

12           A.       Good morning.

13           Q.       What is your employment?

14           A.       I have -- I still own Zentgraf  
15 Consulting as well as I am Director of Business  
16 Operations for Chariton Valley Corporation, Macon,  
17 Missouri.

18           Q.       And what is your role in this case?

19           A.       I am a telecommunications consultant by  
20 Zentgraf Consulting.

21           Q.       On page 15 of your testimony, you made a  
22 change to note that the Commission's rule takes  
23 effect June 30th. And around lines 17 and 18, 19,  
24 you state that Northwest Missouri Cellular assumes it  
25 will be afforded a reasonable time to comply with any

1 requirements that are not in effect when the ETC  
2 filing was made.

3                   How much time will Northwest Missouri  
4 Cellular need to comply with rules if it's granted  
5 ETC designation?

6           A.       Well, since we know that that rule is  
7 pending and it will be effective June 30th, I believe  
8 that Roger Bundridge's testimony said that it would  
9 comply immediately and responded as such in the  
10 surrebuttal testimony.

11          Q.       At page 24, line 18, you refer to two  
12 cellular licenses and six personal communication  
13 service licenses. First, what is a cellular license?

14          A.       Cellular license is a license that was  
15 auctioned in the early -- or the late '80s to an A  
16 and a B carrier. The B side was normally associated  
17 with the wireline carrier. The B side -- or the A  
18 side was an entrepreneurial license. Then later, the  
19 PCS licenses were also auctioned as well.

20          Q.       What is a -- what is a PSC license --  
21 PCS?

22          A.       The PCS, personal communication service.  
23 The cellular licenses were auctioned off in the 800  
24 megahertz license range where the PCS was auctioned  
25 in the 1900 megahertz. So it's just a different

1 frequency but it does provide the same services.

2 Q. Have eight licenses been issued for the  
3 areas in which Northwest seeks ETC designation?

4 A. Yes, it's my understanding.

5 Q. Are there dead spots in the areas in  
6 which Northwest seeks designation where none of these  
7 licenses provides wireless 911 coverage?

8 A. First off, I don't believe that all  
9 licenses have been built in those areas because your  
10 license doesn't necessarily mean there's a carrier  
11 there that's providing the service.

12 As far as being able to tell you if a  
13 carrier that is in that area, what they serve, that's  
14 highly confidential information. I can't call up one  
15 of the carriers and request them to send me a map  
16 that shows me where their tower locations are and  
17 where they actually serve. So it is impossible for  
18 me to tell you what another company is delivering as  
19 far as wireless service.

20 Q. Are cellular phones compatible with the  
21 PCS license?

22 A. They may. There are phones out there  
23 today, there's -- of course, there's four technical --  
24 technologies. You have your analog service that  
25 everyone had in the very beginning on cellular, you

1 also have CDMA, TDMA and GSM. There are some phones  
2 that will work in both the 800 and the 1900 license  
3 range. Some are just 1900 and some are just 850.

4 Q. At the bottom of page 5 and going onto  
5 page 6 of your testimony, you state that, "From the  
6 language of the statute, the Commission must  
7 designate more than one carrier of an ETC in an area  
8 served by a nonrural telephone company if the  
9 requesting carrier meets the requirements of Section  
10 214(e) (1) of the act."

11 And then you continue, "With respect to  
12 areas served by a rural telephone company, the  
13 Commission may make the ETC designation if it finds  
14 that the designation is consistent with the public  
15 interest, convenience and necessity."

16 Have you read the FCC's March 2005 ETC  
17 order?

18 A. It's been a while, but yes, I have.

19 Q. And in that order, doesn't the  
20 Commission -- the FCC say that a public interest  
21 standard also applies in nonrural areas?

22 A. I can't answer that for certainty.

23 Q. Does the Missouri ETC rule distinguish  
24 between rural and nonrural carrier areas?

25 A. I can't answer that without looking at



1 it with certainty.

2 Q. How many licenses have been issued for  
3 the Northwest Missouri Cellular area?

4 A. I believe there are five licenses today.

5 MR. HAAS: Thank you. That's all the  
6 questions.

7 JUDGE DIPPELL: CenturyTel?

8 CROSS-EXAMINATION BY MR. STEWART:

9 Q. Thank you. Good morning.

10 A. Good morning.

11 Q. Just have a few questions that are  
12 mostly clarification. On page 15, line 23 of your  
13 direct testimony, you cite a dollar figure that  
14 Northwest Cellular expects to receive on an annual  
15 basis if it's granted ETC status. First of all, is  
16 that -- is that figure currently classified as highly  
17 confidential?

18 A. No.

19 Q. Okay. And so that would be, what, 1.468  
20 million?

21 A. Yes.

22 Q. And that's an annual number?

23 A. Correct.

24 Q. Has that dollar figure changed since you  
25 first filed your direct testimony?

1           A.       I have not reviewed it since I filed  
2 this direct testimony.

3           Q.       So as far as you know, barring some  
4 unexpected change, that dollar figure would still be  
5 a good number for purposes of this proceeding; is  
6 that correct?

7           A.       Correct.

8           Q.       Kind of following up on a couple  
9 questions Mr. Haas asked you, on page 24 and 25 of  
10 your direct testimony you reference other wireless  
11 carriers licensed to serve in the same area as NW.  
12 And I know -- and I certainly can understand why you  
13 wouldn't know what they could provide, but could you  
14 tell us who they are?

15          A.       I would probably like to default that to  
16 Roger. He is in that market. I don't want to miss  
17 anyone that is possibly up in that area. I mean, I  
18 can -- I know Sprint is in the area, I know Dobson is  
19 in the area, T-Mobile, but I'm not sure of the other  
20 two.

21          Q.       What about US Cellular?

22          A.       US Cellular is there, that's correct.

23          Q.       And there's a total of, you think, like  
24 five or eight or --

25          A.       I believe there's five up there

1 presently.

2 Q. Five. Okay. Would you agree with me --  
3 and this is kind of gleaning the bulk of your  
4 testimony -- but would you agree with me that a  
5 carrier designated as an ETC should use its USF  
6 support that it receives in a manner consistent with  
7 the federal act and currently applicable FCC rules  
8 and regulations?

9 A. Yes.

10 Q. On page 6 to 9 of your direct testimony,  
11 you list, I believe, nine services and functions that  
12 are to be supported by USF funds and I think you cite  
13 to Section 254(c) of the Act which would be the  
14 statute, and then the FCC Rule 54.101(a). Are you at  
15 that?

16 A. Yes.

17 Q. Okay. That FCC rule you've cited there,  
18 that hasn't changed since the time you filed your  
19 direct testimony, has it?

20 A. No.

21 Q. Are you aware that Mr. Bundridge has  
22 filed testimony where he states that NW's USF funds  
23 will be used to deploy something he calls EVDO, or  
24 evolution data only services?

25 A. Yes.

1 Q. Is that the same thing as broadband or  
2 roughly the same?

3 A. It's data.

4 Q. Is EVDO or broadband included in Rule 54  
5 101(a) or Section 254(c) as one of the USF supported  
6 services?

7 A. No, it is not.

8 MR. STEWART: Thank you. That's all I  
9 have.

10 JUDGE DIPPELL: Thank you. Holway?

11 MR. ENGLAND: Thank you, your Honor.  
12 Your Honor, I've got some questions of the witness on  
13 the USF amount, but it's gonna get into highly  
14 confidential information that was provided to me in  
15 response to a data request, so I'd request that we go  
16 into in-camera, rather, and have an exhibit marked,  
17 please.

18 JUDGE DIPPELL: Okay. Do you have  
19 any -- is it gonna be best to start with that?

20 MR. ENGLAND: I think all of my  
21 questions --

22 JUDGE DIPPELL: Okay.

23 MR. ENGLAND: -- are essentially gonna  
24 be proprietary or highly confidential information.

25 JUDGE DIPPELL: Okay. I would ask that

1 people who are not authorized to hear the highly  
2 confidential testimony leave the room. We're gonna  
3 go to the in-camera portion.

4 (REPORTER'S NOTE: At this point, an  
5 in-camera session was held, which is contained in  
6 Volume 3, pages 52 through 65 of the transcript.)

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

1                   JUDGE DIPPELL: Okay. All right. AT&T,  
2 did you have cross-examination?

3 KATHRYN ZENTGRAF testified as follows:

4 CROSS-EXAMINATION BY MR. GRYZMALA:

5           Q.       Good morning, Ms. Zentgraf.

6           A.       Good morning.

7           Q.       Just a couple of things. In your direct  
8 testimony and here on the stand, you alluded to two  
9 cellular licensees in the area; that is, in the area  
10 of -- in which ETC designation is sought.

11          A.       Uh-huh.

12          Q.       And you refer to six personal  
13 communication services, PCS licensees, likewise  
14 licensed in the same area?

15          A.       Correct.

16          Q.       And later -- and I did not hear all of  
17 this, but later you said there are five up there, and  
18 you mentioned Sprint, Dobson, US Cellular, T-Mobile.  
19 Did you mean to suggest those are firms to -- to your  
20 knowledge that are providing service?

21          A.       Correct.

22          Q.       What is the fifth?

23          A.       Northwest.

24          Q.       Okay. The applicant?

25          A.       Yes.

1 Q. Okay.

2 A. And I believe you as well, AT&T may be  
3 there as well. So there may be six.

4 Q. May be?

5 A. I would ask Roger Bundridge to verify  
6 for sure.

7 Q. Five for sure, possibly six?

8 A. Exactly.

9 Q. Okay. Very good. Thanks. Are you  
10 aware whether it's possible to go on the web, click  
11 on various wireless providers, websites, identify the  
12 area in which you're interested in by locale, say,  
13 for example, by zip code and determine whether that  
14 wireless carrier provides service or offers service  
15 in that zip code area?

16 A. Yes, I've actually done that.

17 Q. Okay. Very good. It's accessible?

18 A. Yes.

19 Q. And it's publicly available?

20 A. Yes.

21 Q. Thank you. On page 25 of your direct,  
22 you discuss the FCC's Nextel order -- it's a longer  
23 name than that but the handle is the Nextel order --  
24 when you were asked how can the Commission find that  
25 the grant to Northwest of ETC would be in the public

1 interest. Do you recall that?

2 A. Yes.

3 Q. And without being bound, the Nextel  
4 order speaks in some generalities about the value of  
5 increased competition, correct?

6 A. Correct.

7 Q. And you heard the opening statements and  
8 references to the fact that in the FCC's March 17th,  
9 2005 ETC designation order, the Commission then  
10 concluded that the value of increased competition by  
11 itself is unlikely to satisfy the public interest  
12 test, correct?

13 A. By itself, I agree.

14 Q. Okay. Are you aware of any FCC  
15 precedent after March 17, 2005, which holds otherwise  
16 than the ETC designation order?

17 A. No.

18 Q. Okay. Thank you. And one brief  
19 question on a matter on which you've already been  
20 asked a bit about. At page 5 you mentioned in your  
21 direct testimony, you stated that the Commission must  
22 designate more than one carrier as an ETC in an area  
23 served by a nonrural telephone company like AT&T  
24 Missouri if the applicant meets 214 (e)(1). Do you  
25 recall that testimony?



1           A.       Yes.

2           Q.       Now, if this Commission were to have --  
3 and I think I heard you to say that you were not  
4 entirely clear as to whether the FCC or this  
5 Commission had adopted a public interest standard  
6 that would be applicable to a ETC application  
7 relative to a nonrural telephone company; is that  
8 correct?

9           A.       That's correct.

10          Q.       You were not aware of that?

11          A.       That's correct.

12          Q.       Okay. Let's assume that this Commission  
13 and the FCC have concluded that the public interest  
14 must be shown regardless of whether the carrier is a  
15 nonrural -- regardless of whether the ETC applicant  
16 seeks ETC designation in a rural carrier's area or a  
17 nonrural carrier's area, okay?

18          A.       Okay.

19          Q.       So with that assumption, would you agree  
20 that your testimony on page 5 would have to be  
21 altered?

22          A.       Yes.

23                   MR. GRYZMALA: Okay. Give me just a  
24 moment to check my notes. Thank you very much.

25                   THE WITNESS: Thank you.

1                   JUDGE DIPPELL: Thank you. Questions  
2 from the bench for Ms. Zentgraf, Commissioner Murray?

3                   COMMISSIONER MURRAY: Thank you, Judge.

4 QUESTIONS BY COMMISSIONER MURRAY:

5           Q.        Good morning.

6           A.        Good morning.

7           Q.        I just have a few questions. The  
8 parties who -- the other parties that are opposing  
9 the ETC designation have stated that Northwest  
10 Missouri Cellular has not made certain commitments  
11 that are necessary. Do you have any comment as to  
12 why those commitments have not been made or do you  
13 dispute that you have not made them?

14          A.        I disagree. I believe that after the  
15 clarifications of both the supplemental direct and  
16 the surrebuttal, I believe that Northwest Missouri  
17 Cellular has agreed to all the stipulations that have  
18 been requested of them.

19          Q.        Do you under -- do you know why the  
20 other parties would say that you haven't? I mean,  
21 how -- how do they support that you have not made  
22 those commitments?

23          A.        I thought we were clear, especially in  
24 our surrebuttal testimony of correcting any questions  
25 that they possibly had. For instance, there was

1 concern that, yes, we offered a Lifeline and Linkup  
2 plan, but that we would not -- that there was concern  
3 that it would not be continued.

4 We did state that, yes, we will continue  
5 to offer those plans to those customers in the  
6 surrebuttal testimony, so it was stated as that, as  
7 well as I think we had figured on our side had we not  
8 continued it, the chances of our renewal -- renewed  
9 certification would not have happened.

10 So I think there was just some  
11 misunderstanding like how many minutes are included  
12 in Lifeline and Linkup plans. I think our answer was  
13 not understood, so we made sure that it was  
14 understood that, yes, it is unlimited air time for  
15 the Lifeline and Linkup plans that we offered.

16 Q. And what other commitments are you  
17 alleged to have not made?

18 A. I don't have the actual rebuttal  
19 testimony in front of me and the surrebuttal, but in  
20 reading those, you know, there was some questions as  
21 far as the reporting on the customers would, you  
22 know, if -- we had complaints, that is pretty much  
23 covered in the new rule that the Missouri Public  
24 Service Commission is about to have -- go into effect  
25 on June 30th and it is -- we completely went through

1 every line and stated that we would agree to follow  
2 and abide by those rules.

3 Q. So is there, in your opinion is there  
4 anything within the Missouri rules, ETC rules, that  
5 you have not committed to comply with?

6 A. No, there is nothing in there that I  
7 know of that we have not agreed to comply with. And  
8 I believe Roger Bundridge will be more than happy to  
9 testify the same as the representative from his  
10 country -- company that he will abide by everything  
11 that's in that rule.

12 Q. Okay. I keep saying "you" as a  
13 representative of Northwest Missouri. The -- one of  
14 the parties talked about the two-year plan not being  
15 specific enough. Do you know if the two-year plan is  
16 required to be more specific than the five-year plan  
17 would have been?

18 A. No. I know that the Missouri rule came  
19 back at two-year instead of five-year which, of  
20 course, the FCC rule stated five-year. We tried to  
21 be as specific enough to show where those cell sites  
22 needed to be built, but it is a plan, in my  
23 estimation, and if we find that we went out and gave  
24 a five-year plan to the Commission so you could see  
25 five years, we didn't do just the two-year, then

1 maybe --

2 Q. I'm gonna stop you and ask you that when  
3 you were doing that, was that at a time in which the  
4 rule had not yet been completed?

5 A. It had not been completed. And even  
6 afterwards we didn't revise either. We didn't go  
7 back and say, well, we'll just make it two-year. We  
8 went ahead and committed to even continue with a  
9 five-year rolling plan.

10 And it is a -- a plan, because we may  
11 find that in year 3 we were going to build a site  
12 that technically needs to be scooted up to year 2.  
13 And so if that's the case, just like new subdivisions  
14 are being built, factories are being built.

15 If something comes into the area and  
16 it's not being serviced, that's something that we're  
17 going to have to change to make sure that we can  
18 provide service to those areas that may not have  
19 service today.

20 Q. If I recall correctly, there were  
21 several comments that -- and I believe it was by  
22 cellular providers, that the five-year plan -- a  
23 two-year plan would be preferable to a five-year plan  
24 to be required in the rule. Do you recall whether  
25 Northwest Missouri made any comments on that?

1           A.       I do not know if they made any comments  
2 during that.

3           Q.       Someone raised the issue of multiple  
4 wireless carriers applying for ETC status within the  
5 same exchanges. What is your view on that, how this  
6 Commission should handle multiple applications by  
7 wireless carriers for ETC status?

8           A.       Personally, I think that -- that for the  
9 Commission to try to regulate that is extremely  
10 difficult. I think the FCC and the Universal Service  
11 Administration is looking at that. I think it's  
12 something that they understand that needs to be  
13 looked at. But to try to bring that -- incorporate  
14 that into this hearing to determine whether Northwest  
15 Missouri meets the ETC qualification isn't equitable.

16          Q.       Is it your opinion that there are  
17 significant problems with the Universal Service  
18 Funding mechanism as it exists today?

19          A.       I think we could all look at the  
20 universal service mechanism today and say that there  
21 needs to be changes.

22          Q.       But as it exists today, isn't it our  
23 obligation to follow the rules that have been set out  
24 by the FCC and those that this Commission has  
25 adopted, and in terms of granting ETC status

1 regardless of what it may do to the fund because the  
2 fund is poorly devised?

3 A. Exactly. I wholeheartedly agree. I do  
4 believe that that's what we need to do. We need to  
5 follow the rules that are in play today. We can't  
6 stop how the fund is being done today. Not to say  
7 that it isn't gonna be looked at tomorrow, and when  
8 it does, it may change for all of us.

9 Q. That's my personal opinion, that it  
10 definitely should change dramatically. But I also  
11 think that we have a fund in place today that we have  
12 to implement the way it is designed today and --

13 A. I agree.

14 Q. -- there are several ILECs here who are  
15 contesting granting ETC status which is my  
16 recollection that the ILECs can contest any ETC  
17 status designation.

18 But the arguments that are made to  
19 demonstrate that Universal Service Funding is not  
20 necessary for -- or not in the public interest for  
21 Northwest Missouri Wireless or another wireless  
22 carrier, for example, would not those same arguments  
23 demonstrate that Universal Service Funding is no  
24 longer necessary at all to promote the public  
25 interest in those exchanges?

1           A.       It could be construed in that manner.  
2    You know, without ETC status and USF funding for  
3    Northwest Missouri, Lifeline customers will not be  
4    given a choice for them to be able to receive  
5    wireless services if that is their choice because  
6    they can't afford to do so. And right there to me is  
7    depriving a whole group of people of not being able  
8    to make a choice into what type of service that they  
9    would like to have.

10          Q.       And if the Universal Service  
11    Fund mechanism -- funding mechanism were revised in a  
12    way that the funds would reach directly to those  
13    customers who needed it rather than carriers, would  
14    that not solve that problem?

15          A.       I think there would probably have to be  
16    more discussion on that than for me to try to answer  
17    that on the fly.

18          Q.       I doubt if the Commissioners would like  
19    that. Then I think this is my last question, or  
20    maybe last couple of questions here.

21                    Does the CDMA that Northwest Missouri  
22    will be providing, provide any next-generation  
23    capabilities that are not offered by current wireless  
24    services?

25          A.       CDMA is the next generation. CDMA and



1 GSM. TDMA is the technology that has been left by  
2 the wayside we'll say. The large carriers veered  
3 away from it. And so that's why the small carriers  
4 that have been providing service with TDMA is now  
5 going to TDMA and GSM.

6 And yes, the types of services that is  
7 coming along has changed dramatically in the last  
8 three to five years, and in the next three to five  
9 it's gonna grow exponentially as well.

10 Q. In terms of comparison with the services  
11 that are available otherwise in these exchanges or  
12 currently in these exchanges where you're seeking ETC  
13 designation, are there capabilities that you will  
14 offer, that Northwest Missouri will offer that are  
15 not currently offered?

16 A. That might be a better question for  
17 Roger since he's much more familiar with his own  
18 market.

19 COMMISSIONER MURRAY: All right. Thank  
20 you. I believe that's all I have.

21 JUDGE DIPPELL: Commissioner Clayton,  
22 did you have any questions for this witness?

23 COMMISSIONER CLAYTON: Not at this  
24 time.

25 JUDGE DIPPELL: Commissioner Applling?

1                   COMMISSIONER APPLING: Judge, I think I  
2 have one question.

3 QUESTIONS BY COMMISSIONER APPLING:

4           Q.       Good morning.

5           A.       Good morning.

6           Q.       How you doing?

7           A.       Wonderful.

8           Q.       Good. I just have one question I think.

9 You know, when I look out in this audience this  
10 morning, I think everybody is saying no to your  
11 application.

12          A.       Yes.

13          Q.       That make you feel pretty good this  
14 morning?

15          A.       I don't know about feeling pretty good.

16          Q.       Well, the question I have, you know, is  
17 whether you're rushing your application, if you-all  
18 would be better off waiting another year on this  
19 application? Are you rushing it? Talk to me a  
20 little bit about that.

21          A.       I don't think I understand "rushing." I  
22 mean, I believe that we are at a stage today where --

23          Q.       Well, let me -- let me rephrase the  
24 question. Are you-all ready to do this and satisfy  
25 the public interest in this?

1           A.       Yes, I believe Northwest Missouri is 100  
2 percent ready to provide this coverage to the  
3 communities in which it serves. They are wanting to  
4 fill in the areas in the rural areas in which they  
5 serve. They do not serve any metropolitan areas.  
6 There's no St. Louis or Kansas City's embedded in  
7 their market. They live and work in their same  
8 communities, and it does benefit those consumers as  
9 we fill in the holes.

10                   I know there's a lot of concern that,  
11 well, is Holway being served if we don't put a cell  
12 site there? Well, those Holway customers aren't  
13 gonna just stay in a vacuum and be right in Holway.  
14 They travel those communities just like you and I  
15 travel. And when their phone doesn't work when  
16 they're traveling, that's an issue or when they're  
17 trying to get ahold of residents that live in areas  
18 that doesn't have service.

19                   Now that they will have service, they  
20 will be able to communicate with those folks. And  
21 realize, Northwest Missouri has to earn the customer.  
22 If that customer is unhappy for whatever reason and  
23 leaves, if nothing more than financial, Northwest  
24 loses the USF funding for that customer. Likewise,  
25 right now, the way USF is structured, the ILEC will

1 not lose the USF funding because they get a block of  
2 dollars and then it's divided by the number of  
3 customers that they have.

4 Q. Uh-huh.

5 A. And not saying they don't have incentive  
6 because they do have incentive. They too work and  
7 live in those communities and provide service to  
8 their customers as well.

9 But it does -- Northwest earns their  
10 customers and that's what they want to do, they want  
11 to provide service to the rural people so they can  
12 live in the rural areas and still communicate.

13 I mean, it's a huge economic advantage  
14 for people to be able to still use their phones and  
15 not live in a metropolitan city. So they want that  
16 same flexibility and that same communication that  
17 everybody else has.

18 COMMISSIONER APPLING: Thank you,  
19 Kathryn. I just wanted to hear your thoughts on why  
20 everybody is standing up against you this morning.  
21 Thank you.

22 THE WITNESS: Thank you.

23 JUDGE DIPPELL: Okay. I think this is a  
24 good place for us to take a short break and then  
25 we'll return if there's any further Commission

1 questions and then recross and redirect. So let's go  
2 ahead and take a break until 10:30 and let's go off  
3 the record.

4 (A RECESS WAS TAKEN.)

5 JUDGE DIPPELL: Let's go ahead and go  
6 back on the record. I don't believe there were any  
7 further questions from the bench for this witness, so  
8 we will go to recross based on questions from the  
9 bench. And since Mr. Dandino has not returned,  
10 Staff?

11 MR. HAAS: No questions.

12 JUDGE DIPPELL: CenturyTel?

13 MR. STEWART: No questions, your Honor,  
14 but I do want to correct the record. I wish  
15 Commissioner Murray was back.

16 CenturyTel has not opposed every ETC  
17 case. We actually did not oppose the Mark Twain  
18 case, which I guess was resolved back in December.  
19 So with that clarification, that's all I have.

20 JUDGE DIPPELL: Okay. Holway?

21 MR. ENGLAND: No questions, thank you.

22 JUDGE DIPPELL: AT&T?

23 MR. GRZMALA: No questions, thank you.

24 JUDGE DIPPELL: You have perfect timing,  
25 Mr. Dandino. Did you have recross?

1 MR. DANDINO: No questions.

2 JUDGE DIPPELL: Any redirect from  
3 Northwest Missouri?

4 MR. DeFORD: Just a couple, your Honor.

5 REDIRECT EXAMINATION BY MR. DeFORD:

6 Q. I believe you had a discussion with  
7 Mr. Dandino about how dead spots could be filled, and  
8 I think that you indicated that the only way to fill  
9 dead spots was to build new towers. Is there any  
10 other way that you can think of now that you could  
11 fill a dead spot?

12 A. You can on a per-customer basis by  
13 putting in amplifiers, you can put in repeaters to be  
14 able to -- especially on a per-customer basis to be  
15 able to enhance a signal that otherwise they would  
16 have difficulty receiving.

17 Q. And is that something that would be  
18 appropriate use for ETC funds?

19 A. Definitely.

20 Q. And I think you also had a discussion  
21 with Mr. Stewart and Mr. Gryzmala about the  
22 availability or actually the other licensees that  
23 were providing service or were at least authorized to  
24 provide service in the same territory as Northwest?

25 A. Correct.

1 Q. And I think Mr. Gryzmala may have even  
2 asked you if you were familiar with the website that  
3 you could check to see if you could get service from  
4 those carriers?

5 A. Yes. In fact, when reviewing rebuttal  
6 testimony, there was some -- a statement made that,  
7 of course, US Cellular was requesting ETC designation  
8 in all of the service area that Northwest -- and I  
9 don't remember whose rebuttal testimony that was.

10 I happened to go out and look on US  
11 Cellular's website and looked up Maryville, and you  
12 cannot get service from US Cellular in Maryville,  
13 so...

14 Q. And that may be true of the other  
15 licensees up there as well?

16 A. Yes. I did not -- I didn't go through  
17 all of them. I just wanted to verify that US  
18 Cellular couldn't, but I didn't check all of the  
19 towns in all of the areas.

20 Q. So the fact that they're licensed  
21 doesn't necessarily mean they're providing service or  
22 available for customers?

23 A. Correct.

24 Q. I think you also had a conversation with  
25 Commissioner Murray about the designation of multiple

1 ETCs?

2 A. Yes.

3 Q. Could you clarify how you think the  
4 Commission should address the request for, for  
5 example, a second ETC in the territory that Northwest  
6 services?

7 A. I think that they're going to have to  
8 look at it on a case-by-case basis. I think they're  
9 gonna have to look at the area being served and  
10 they're going to have to decide on a case-by-case  
11 basis what's in the best interest.

12 Q. So its specific build-out plans --

13 A. Exactly.

14 Q. -- and the specific plans that they're  
15 offering to customers would be relevant?

16 A. Exactly.

17 MR. DeFORD: Thank you, your Honor.

18 That's all I have.

19 JUDGE DIPPELL: All right, then. I  
20 believe that's all for you, Ms. Zentgraf. I  
21 appreciate your testimony. You may be excused.

22 MR. DeFORD: Your Honor, I ask that she  
23 be excused from the hearing entirely so that she can  
24 catch her flight to Hawaii.

25 JUDGE DIPPELL: I will not grant that



1 kind of permission. I will excuse her from the  
2 hearing.

3 MR. ENGLAND: One goes, we all go.

4 JUDGE DIPPELL: I will say that  
5 Ms. Zentgraf's credibility is in question due to her  
6 move from Hawaii.

7 MR. DeFORD: I'm not so sure that that's  
8 credibility as much as sanity.

9 JUDGE DIPPELL: All right. Let's go  
10 ahead then and move on to your next witness,  
11 Mr. DeFord.

12 MR. DeFORD: I'd call Roger Bundridge,  
13 please.

14 (Witness sworn.)

15 DIRECT EXAMINATION BY MR. DeFORD:

16 Q. Good morning, Mr. Bundridge. Could you  
17 please state your name for the record.

18 A. Roger Bundridge.

19 Q. And if you could spell your last name  
20 for the court reporter?

21 A. It's B, B as in boy, u-n-d-r-i-d-g-e.

22 Q. Mr. Bundridge, by whom are you employed  
23 and in what capacity?

24 A. I am the General Manager of Northwest  
25 Missouri Cellular.

1           Q.       And have you caused to be prepared and  
2 filed in this case direct testimony, supplemental  
3 direct testimony and surrebuttal testimony that I  
4 believe have been respectively marked for  
5 identification as Exhibits 2, 3 and 4, and I believe  
6 you have both nonproprietary and highly confidential  
7 testimony in each?

8           A.       Yes.

9           Q.       Do you have any corrections or revisions  
10 that you would like to make to that testimony at this  
11 time?

12          A.       Yes, I do. In the -- I believe it's  
13 direct. Hold on just a moment. Yes. In the direct  
14 testimony, I have three corrections. The first is on  
15 page 4, line 7. It says Missouri 5 which actually is  
16 Missouri 1.

17                   Page 10, line 2, same thing. Missouri  
18 five which should be Missouri one.

19                   And the third would be page 23, line 8,  
20 same thing, Missouri five and it should be Missouri  
21 one.

22                   JUDGE DIPPELL: I'm sorry. What was  
23 that last page number?

24                   THE WITNESS: Page 23 and that's line 8.

25 BY MR. DeFORD:

1           Q.       And then with those corrections, if I  
2 were to ask you those same questions here today,  
3 would your answers be substantially the same?

4           A.       Yes.

5           Q.       And would those answers be true and  
6 correct to the best of your information and belief?

7           A.       Yes. And also I do have -- those were  
8 three corrections. There is also a revision.

9           Q.       Oh, okay.

10          A.       I was just looking here. I had it there  
11 at my desk. On the -- okay, page 4, approximately  
12 line 16. When we had filed, we were in the process  
13 of implementing phase 2 for Nodaway County. That has  
14 since been put in place.

15                    In addition, Gentry County, we are  
16 phase 1 and phase 2 911 for that county. And  
17 Atchison County, we are currently phase 1. This has  
18 all been since we had filed the application.

19          Q.       Any other revisions or corrections?

20          A.       No, not at this time.

21          Q.       And with those revisions and  
22 corrections, would your answers be the same and true  
23 and correct to the best of your information and  
24 belief?

25          A.       Yes.

1                   MR. DeFORD: With that, I would offer  
2 Exhibits 2, 3 and 4 and tender the witness for cross.

3                   JUDGE DIPPELL: Is there any objection  
4 to Exhibit No. 2?

5                   (NO RESPONSE.)

6                   JUDGE DIPPELL: Seeing none, I will  
7 receive it into evidence. Is there any objection to  
8 Exhibit No. 3?

9                   (NO RESPONSE.)

10                  JUDGE DIPPELL: And I will receive that  
11 into evidence. Is there any objection to Exhibit  
12 No. 4?

13                  (NO RESPONSE.)

14                  JUDGE DIPPELL: Seeing none, I will  
15 receive it into evidence as well.

16                  (EXHIBIT NOS. 2, 3 AND 4 WERE RECEIVED  
17 INTO EVIDENCE AND MADE A PART OF THE RECORD.)

18                  JUDGE DIPPELL: Is there  
19 cross-examination from Public Counsel?

20                  MR. DANDINO: Yes, your Honor, thank  
21 you.

22 CROSS-EXAMINATION BY MR. DANDINO:

23                  Q.     Mr. Bundridge, good morning.

24                  A.     Good morning.

25                  Q.     You're not headed for Hawaii today?

1           A.       No, I'm not. I wish.

2           Q.       I'm having trouble knowing -- with your  
3 nine -- \$9.70 rate for Lifeline. What do you  
4 consider to be the local calling scope with that 9.70  
5 versus, you know, the standard contract you have for  
6 wireless? Could you differentiate those?

7           A.       With the 9.70 plan, we have  
8 differentiated that plan to be designated within the  
9 ILEC territory and we will set that -- that up so  
10 that they are pooling from a cell site located within  
11 that rate center versus a current -- current plans  
12 that we offer.

13                    We provide multiple plans that have  
14 mobility with them, nationwide roaming, regional  
15 roaming. So to differentiate the two, the -- the  
16 Lifeline plan is limited as far as any mobility of  
17 where the usage will occur.

18           Q.       So it's basically fixed as of -- to the  
19 wireline ILEC?

20           A.       Correct.

21           Q.       Okay. And so if you make a call from  
22 the -- from the -- wherever the person is located --

23           A.       Uh-huh.

24           Q.       -- if they're located in the ILEC  
25 territory and they're calling let's say an EAS, the

1 ILECs's EAS route and another ILEC, you know, would  
2 that be a toll call?

3 A. We will -- I guess to better understand  
4 your question, you're talking calling outside of  
5 our -- their exchange area, correct? I mean, could  
6 you use an example where I understand it better?

7 Q. Okay. You have an -- ILEC has a certain  
8 territory?

9 A. Right.

10 Q. Okay. And if I understand, your 9.70  
11 rate --

12 A. Uh-huh.

13 Q. -- would cover any call within that?

14 A. Correct.

15 Q. Okay. And in addition to the -- to the  
16 ILEC's territory is an EAS route to, let's say, a  
17 neighboring ILEC territory. I'll say a neighboring  
18 LEC territory.

19 A. Uh-huh.

20 Q. And that is considered, EAS is  
21 considered mandatory -- is a mandatory route and  
22 would be considered as a -- as a part of the local  
23 call-in for the ILEC. So if I was calling from the  
24 ILEC into my EAS LEC, a position in there, would it  
25 be a toll call?

1           A.       Not knowing where this territory is at  
2 for each particular rate center, I can't answer that  
3 question.

4           Q.       Well, let's assume something then.  If  
5 that -- if -- if it's -- if that EAS -- if the  
6 ILEC -- if ILEC location --

7           A.       Uh-huh.

8           Q.       -- is within the rate center but the EAS  
9 is without -- outside of that rate center, would it  
10 be a toll call then?

11          A.       If it's within our -- the way that we've  
12 set up these -- that we will set up these plans is  
13 that if it's within our five-county serving area,  
14 there's no toll there.  So if the EAS is within that  
15 five-county area that we have, then there will not be  
16 any toll there.

17          Q.       Okay.  So if it's -- so it includes  
18 everything within the five-county?

19          A.       Correct.

20          Q.       So to a fixed point in a five-county to  
21 another fixed point in a five-county?

22          A.       Any -- yes, or any area they -- I mean,  
23 it doesn't have to be necessarily a fixed area  
24 they're calling to; anywhere within our five counties  
25 that they would be making that toll call.

1 Q. Well, I mean, when I say fixed, maybe I  
2 should explain it. Let's say the customer's home --

3 A. Uh-huh.

4 Q. -- or major location, where it's billed,  
5 I guess --

6 A. Uh-huh.

7 Q. -- is what we would say. So where it's  
8 billed to another -- let's put it this way: From the  
9 billing address, it has to have one of those, right?

10 A. Uh-huh.

11 Q. In order to get the 9.70, right?

12 A. We will set it up so that we are looking  
13 at within a range. So it's not necessarily gonna be  
14 the home, it's gonna be a cell site within that rate  
15 center they're gonna set it up. So within an area  
16 there, correct. Not necessarily the billing address,  
17 but --

18 Q. Okay. But I mean, so any -- anywhere  
19 within that -- the home cell site?

20 A. Correct.

21 Q. Okay. And that's -- that's available, a  
22 call to any wireless outside of that cell site as  
23 long as it falls within those five counties?

24 A. Correct. And that's wireless or  
25 wireline, whichever they are calling.



1 Q. Okay. Is that -- is it dialed on a  
2 seven-digit or ten-digit?

3 A. It would be a seven-digit.

4 JUDGE DIPPELL: Mr. Bundridge, could I  
5 get you to speak into the microphone?

6 THE WITNESS: Okay. Sorry.

7 JUDGE DIPPELL: I know you're kind of  
8 turned toward him.

9 THE WITNESS: Okay. It would be a  
10 seven-digit number.

11 BY MR. DANDINO:

12 Q. Okay. And if the EAS route falls  
13 outside that five-county area, that would be a toll  
14 call then?

15 A. I'm presuming so.

16 Q. You're not sure?

17 A. I'm not -- I'm not sure.

18 Q. So in some cases, calls within the ILEC  
19 calling scope, you know, will be toll calls under  
20 your wireless program, Lifeline?

21 A. As I currently -- I can't answer that  
22 question not knowing where these routes that they  
23 have are in place. I'm pretty confident, though,  
24 that we will not have that situation arise, but not  
25 knowing where the EAS routes are specifically, I

1 can't answer that at this time.

2 Q. And the example that I gave you where  
3 the EAS, the target EAS -- I mean, the EAS route was  
4 outside of the five-county area --

5 A. Uh-huh.

6 Q. -- and it was -- it would probably be a  
7 toll call. You know, that -- that's a different --

8 A. In that -- in those cases, though, if we  
9 were to do this, we -- we do have the ability to  
10 allow those areas. I -- I can honestly say that we  
11 would not restrict or we'd not -- we wouldn't apply a  
12 toll to an area where the ILEC is providing a  
13 toll-free call today. We would basically open up  
14 those routes.

15 I mean, to answer your question, we're  
16 not gonna restrict -- we would open that up and we  
17 would have the ability to do that.

18 Q. How would you open those routes up?

19 A. We would basically, through our switch,  
20 we would look at the -- those particular rate centers  
21 or where those calls are going and we would bill to  
22 restrict or allow those calls to occur at that  
23 location.

24 Q. Would it also require building another  
25 tower, cell tower?

1           A.       No.

2           Q.       If -- can consumers get the \$9.70  
3 Lifeline if they request not to enter a contract? I  
4 was unclear of that.

5           A.       Yes. The purpose of our contracts is  
6 basically we subsidize handsets, we have an investment  
7 in the handsets. And consumers have a choice to decide  
8 on a one-year contract or a two-year contract.

9                    In some cases, upon availability, we  
10 even have used phones where -- we have a technician  
11 on-hand. As we get phones returned into us, we can  
12 make repairs and make sure the phones are properly  
13 working and that can also be an option to a -- to a  
14 potential customer.

15                   But if their choice is not to enter our  
16 contract, they don't have to -- they don't have to  
17 enter the contract, but the purpose of that agreement  
18 is to assure us that we will receive the amount of  
19 money we're subsidizing in that handset back to us,  
20 so...

21           Q.       When you say "subsidized," no USF funds  
22 are going for the handset; is that correct?

23           A.       Correct.

24           Q.       Now, is there -- even though they don't  
25 have the customer's -- Lifeline customer does not

1 have a contract, is there a termination fee if they  
2 cancel service?

3 A. No.

4 Q. If they have a contract, is there a  
5 termination fee?

6 A. If the Lifeline customer chooses -- I  
7 mean, we have multiple options as we had mentioned.  
8 If they choose a -- an outside plan -- the -- with  
9 the Lifeline customer in a unlimited plan, we  
10 basically are limiting our liability as far as this  
11 customer taking this phone and using it outside of  
12 our market. This is where we incur a lot of extra  
13 expenses as far as a customer roaming out of our  
14 market.

15 By offering an unlimited plan and a  
16 local only plan, we really have no need to put a  
17 contractual obligation there in place. If the  
18 customer chooses, though, not to take one of these  
19 unlimited plans and they choose to take an  
20 alternative plan that we offer, a nationwide plan or  
21 whatever it might be, and apply their Lifeline  
22 support to those plans, then at that point we would  
23 look at a credit check and a contractual obligation.  
24 And we would do that basically to make sure that we  
25 were limiting our liability with that customer using

1 the service outside of our network.

2 Q. Are there certain plans that you have  
3 that a Lifeline customer could not subscribe to,  
4 other than international?

5 A. No.

6 Q. So from -- from the, I guess, the '65  
7 Chevy Impala to the Rolls Royce edition, everything's  
8 available to the customer?

9 A. Correct.

10 Q. You said a credit check. I notice in  
11 your supplemental testimony that you said you're not  
12 charging the Lifeline customer for a credit check,  
13 but you're still gonna run a check -- credit check  
14 for the Lifeline customer?

15 A. We would if we have the liability that I  
16 mentioned where we allowed them to take an  
17 alternative plan that would allow roaming and -- and  
18 the ability where it would increase our liability as  
19 far as their usage.

20 But as far as a customer using a  
21 Lifeline plan as an unlimited plan, our liability, we  
22 know right there that we have no restrictions as far  
23 as their usage, as far as them going over their  
24 minutes and incurring more charges. So we know where  
25 we stand, I guess, as far as the amount of money they

1 could charge up against us, as far as using it  
2 outside of our network and incurring charges to us.

3 Q. You can't put a toll restriction on  
4 that?

5 A. Yes, but toll and roaming are two  
6 different things. Toll is when you're in your market  
7 making calls out to the outside world. Roaming is  
8 the -- you know, you're off of our network using  
9 another tower's -- another company's service and  
10 they're charging us a predetermined rate that we  
11 agreed upon for that usage.

12 Q. And so you -- you have no control over  
13 the roaming?

14 A. No.

15 Q. It's just a --

16 A. Correct. We can't restrict how much  
17 they roam.

18 Q. What do you charge for a credit check?  
19 You said that there's a free credit check?

20 A. We don't charge for credit checks.

21 Q. Oh, okay. So no charge for credit  
22 checks. That's -- you're not really giving the  
23 Lifeline customer anything different than is  
24 available to all customers, right?

25 A. Correct.

1 Q. Now, I'm not sure that you -- you had  
2 said whether you're familiar with all the EAS routes  
3 in that area. Specifically, do you know if New  
4 Hampton and the Bethany exchange here are EAS route?

5 A. I can't answer that.

6 Q. You just don't have that information?

7 A. No, I don't.

8 Q. Take a look at -- and this is your --  
9 this is your supplemental direct testimony, sir. And  
10 I'm looking at page 8, line 19. And let me know when  
11 you're there.

12 A. Okay.

13 Q. Now, if you look at the question there,  
14 I'm having trouble. If you're looking at a statement  
15 that the carrier -- or will NWMC comply with (2)(A)8,  
16 a statement that, "The carrier will satisfy consumer  
17 privacy standards as provided in the" -- and then a  
18 section of CFR, "and service quality standards as  
19 applicable."

20 And I've looked over your answer between  
21 pages 8 and -- 8 and 9 and 10, and I really don't see  
22 anything that says yes. Is that a no then? Is your  
23 answer no, that you're not going to abide by those  
24 standards?

25 A. We will abide by those standards. We

1 mentioned that we have adopted the CTI code, consumer  
2 code. We are not a member of the CTI organization,  
3 but we do believe in the policy they put in place and  
4 we do follow that code.

5           Also, February 1st of '06, we filed with  
6 the FCC a certification of CPNI which is the consumer  
7 proprietary network information. I have a copy of  
8 that here. We're basically -- we are stating with  
9 the FCC that we are providing privacy to our  
10 customers' information.

11           Q.       The standards for the -- for the -- the  
12 industry standards, they're not the same as -- as the  
13 service quality standards that the Commission has  
14 established; is that correct?

15           A.       I can't answer that fully.

16           Q.       Okay. Have you read the rules -- or  
17 the -- reviewed the standards or service quality  
18 standards that the Commission requires for -- for its  
19 wireline -- wireline companies?

20           A.       Yes, I have. It's been a while but I  
21 have read through it.

22           Q.       Okay.

23           A.       There wasn't anything that stood out to  
24 me, alarming.

25           Q.       Do you think that all ETC customers,



1 whether they're customers of a wireline or wireless,  
2 should enjoy the same rights for billing and  
3 collection, termination of service, grievance and  
4 complaint process, service quality that -- that a  
5 wireline company -- they should both have the same  
6 rights and obligations?

7 A. Yes, I do.

8 Q. And so you're saying that you will abide  
9 by the service quality standards that the Public  
10 Service Commission has in their -- in their  
11 regulations?

12 A. Yes. And we will abide by them and by  
13 the FCC ruling that I mentioned we filed, we stated  
14 that we -- we are and will be continuing to follow  
15 those standards.

16 Q. And you're gonna follow the -- the  
17 Public Service Commission standards stated in the  
18 regulations for billing and collections for wireline  
19 companies?

20 A. Yes, when they're adopted.

21 Q. No, I'm -- they're already adopted.

22 A. We currently -- well, we currently do,  
23 yes.

24 Q. Okay. Now, I'm not just talking about  
25 the ETC --

1 A. Uh-huh.

2 Q. -- requirements.

3 A. Right.

4 Q. There's another section of the Public  
5 Service Commission regulations that provide for  
6 rights for the -- residential customer rights for  
7 billing and collection?

8 A. Uh-huh.

9 Q. Are you familiar with those?

10 A. Yes.

11 Q. And you're going to accept and adopt  
12 those as a condition of the ETC designation if this  
13 Commission so approves your designation?

14 A. Yes, I will.

15 Q. And the same with the grievance and  
16 complaint process?

17 A. Yes, I will.

18 Q. Termination of service process?

19 A. Yes, we will.

20 Q. You're agreeing to accept and adopt  
21 that?

22 A. (Nodded head.)

23 MR. DANDINO: That's all I have, your  
24 Honor. Thank you, sir.

25 THE WITNESS: Thank you.

1 JUDGE DIPPELL: Is there  
2 cross-examination by Staff?

3 MR. HAAS: Yes, your Honor.

4 CROSS-EXAMINATION BY MR. HAAS:

5 Q. Good morning, Mr. Bundridge.

6 A. Good morning.

7 Q. Once again, what is your position with  
8 Northwest Missouri Cellular?

9 A. I am the General Manager.

10 Q. And as the General Manager, are you  
11 authorized to make commitments to this Commission on  
12 behalf of Northwest Missouri Cellular?

13 A. Yes, I am.

14 Q. Did you read Mr. McKinnie's rebuttal  
15 testimony where he specifically identifies areas  
16 where Northwest Missouri Cellular did not provide the  
17 commitments required by the Commission's new ETC  
18 rule?

19 A. Yes.

20 Q. And at page 8, Mr. McKinnie points out  
21 that Northwest had not complied with paragraph (2)(A)8  
22 of the Commission's ETC rule. That paragraph  
23 requires an ETC application to include a statement  
24 that the carrier will satisfy consumer privacy  
25 standards as provided in 47 CFR subpart (u). Why

1 hasn't Northwest made that commitment to this  
2 Commission?

3 A. As I just mentioned, we -- we actually  
4 are abiding -- we mentioned that we're abiding by the  
5 CTI code. The CTI code, but also I just mentioned  
6 here that we are following the FCC guidelines. But  
7 specific -- specific to your question there, I can't  
8 address that at this time.

9 Q. At page 8 Mr. McKinnie points out that  
10 Northwest has not complied with paragraph (2) (A)10 of  
11 the Commission's rule. That paragraph requires an  
12 ETC application to include a commitment to offer a  
13 local usage plan comparable to those offered by the  
14 incumbent local exchange carrier in the areas for  
15 which the carrier seeks designation.

16 Why hasn't Northwest Missouri Cellular  
17 made that commitment?

18 A. We have made that commitment.

19 Q. Can you point to me where you've made  
20 that commitment?

21 A. We -- we not only are -- made that  
22 commitment, but we are offering a -- a ETC -- or a  
23 Lifeline plan that allows -- we have options. We  
24 have one option where we can -- we can actually have  
25 an ILEC equivalent plan.

1                   The second one, we actually have the  
2 ability to -- and that would be an unlimited plan  
3 that would also extend the toll coverage area to our  
4 entire five counties. The second would be an  
5 unlimited plan that also provides mobility within our  
6 market, also provides toll-free calling within the  
7 five counties.

8                   And then we also have the ability for  
9 the consumer to choose any of the other plans that we  
10 have that provides nationwide roaming or regional  
11 roaming and -- at their -- at their discretion.

12                Q.       Mr. Bundridge, I understand that  
13 Northwest Missouri Cellular is offering these plans,  
14 but my question is, why won't you make a commitment  
15 to this Commission to continue offering those -- an  
16 ILEC similar plan if you are granted ETC designation?

17                A.       I don't recall ever having any kind of  
18 statement where we said we would not offer it. I  
19 mean, we're gonna -- we're not putting these out  
20 there to just say here they are today and they're not  
21 gonna be offered down in the future. This is  
22 something that we're gonna commit to and we're going  
23 to continue to offer. We're gonna have to offer it  
24 to -- in our application every year and in our  
25 filings.

1                   So I guess it's kind of -- I don't  
2 understand why somebody would read into we're just  
3 gonna offer them initially and then withdraw them.  
4 So that's why, I guess, that question might not have  
5 been addressed.

6           Q.       Mr. Bundridge, at page 8 of your own  
7 supplemental direct testimony near the top of page 8,  
8 you include the statement that, "Northwest Missouri  
9 Cellular commits to continue the same form of  
10 distribution to publicize the availability of its  
11 services," and in that sentence you use the word  
12 "commit," right?

13          A.       Yes.

14          Q.       And I guess my question is, why weren't  
15 you willing to use the word "commit" with these two  
16 other paragraphs?

17          A.       I can't answer that.

18          Q.       If Northwest Missouri Cellular is  
19 granted ETC designation, what level of USF support  
20 does Northwest expect to receive?

21          A.       We would expect to receive support  
22 within our entire licensed area.

23          Q.       How many dollars does Northwest Missouri  
24 Cellular expect to receive?

25          A.       As Ms. Zentgraf had pointed out, I

1 believe annually somewhere along the lines of 1.4  
2 million a year.

3 Q. Would you please turn to "Highly  
4 Confidential Appendix P" to your surrebuttal  
5 testimony. Doesn't that exhibit show that Northwest  
6 proposes to spend less than one million four on USF  
7 items in year 2?

8 A. Yes. But as we had pointed out that  
9 our -- what we have planned as far as budgetary  
10 purposes, we have a net -- to provide network  
11 improvements is a rolling plan and that's depending  
12 upon our needs, and those needs may alter.

13 As Ms. Zentgraf had pointed out, we have  
14 a five-year plan. Those plans change, obviously,  
15 from year to year as needs arise. As we had  
16 mentioned, alternative businesses or other needs  
17 could arise to cause us to adjust the amounts of  
18 money that would need to be spent on our  
19 infrastructure.

20 What we have put in place is what we  
21 plan to do over a five-year period. A lot of the  
22 construction that we do doesn't just start and end  
23 within that year. A lot of it is ongoing. Sometimes  
24 it takes up to a year to get a cell site in,  
25 depending on some of the requirements. So this is a

1 budgetary number that we have in place.

2 Q. In your surrebuttal testimony at page 5,  
3 line 21, you state, "The budget as presented is a  
4 guide to how that service and coverage is currently  
5 expected to be expended. In the event that revenues  
6 are higher, Northwest Missouri Cellular will be able  
7 to increase the pace at which the network expands  
8 beyond that already identified."

9 Given that Northwest Missouri Cellular  
10 does not plan to spend all year 2 USF funds on USF  
11 items, how would Northwest be able to increase the  
12 pace at which the network expands in the event that  
13 revenues are higher?

14 A. As I mentioned, this is a budgetary  
15 number that's been put in place and we certainly --  
16 or I certainly have enough improvements that we need  
17 within our current network that we will be adjusting  
18 this rolling five-year plan as -- as we need.

19 As we -- as Ms. Zentgraf pointed out,  
20 there's needs that arise where we might need to take  
21 something out of year 3, apply it to year 2. This,  
22 as I just mentioned, is a five-year plan.

23 Q. Just by way of background, please  
24 explain the difference between 911 wireless service  
25 and E-911 wireless service.



1           A.       E-9 -- E-911 is, the "E" is enhanced  
2 wireless services. In our case with mobility and as  
3 I -- as I had mentioned phase 1 and phase 2, phase 1  
4 is where the public service answering point will  
5 receive a callback number for the call coming in,  
6 where phase 2 actually provides a location base.  
7 This is in reference to the enhanced.

8           Q.       Are there dead spots in the area in  
9 which Northwest Missouri Cellular seeks designation  
10 where there currently is no 911 wireless coverage  
11 from any wireless carrier?

12          A.       Without having service with some of the  
13 other providers in the area, I can't say that there  
14 is not. From my personal experience in -- within our  
15 market drive-testing it myself, knowing where our  
16 competition's towers are at, there certainly could be  
17 that case.

18          Q.       Would Mr. Reeves have information on  
19 that? Or I can ask him, I guess.

20          A.       He could, but as I just mentioned, you  
21 know, I personally have driven our market, and since  
22 we are a rural area, I definitely keep track of any  
23 new services that go in place. I would say that I'm  
24 probably more qualified just because I live within  
25 the five counties and I'm within the area quite a

1 bit. I would say that there are dead spots that  
2 definitely are not being served by 911 by all service  
3 providers.

4 Q. As you've driven the area, can you tell  
5 me where those areas are now, do you recall?

6 A. There's -- there's definitely service  
7 issues to the northern border, central northern  
8 border. There's a few areas throughout the market  
9 that -- that have some areas that I would say that  
10 are not covered by some of the other providers as far  
11 as 911 in relation to where their towers are located.

12 Q. What is a PSAP?

13 A. This -- this is the public service  
14 answering point. This is the 911 administrators  
15 within each county.

16 Q. Does Northwest Missouri Cellular have  
17 any pending requests from a PSAP seeking E-911  
18 coverage?

19 A. No, we don't.

20 Q. On direct testimony you -- you've made  
21 revisions to your testimony to explain where the  
22 phase 1 and phase 2 updates have been made.

23 A. Uh-huh.

24 Q. And I guess it's redundant to ask, but  
25 those were made without USF funds?

1           A.       Correct.

2           Q.       One of the other witnesses talked about  
3 propagation analysis. Have you done -- or Northwest  
4 Missouri Cellular -- has Northwest -- have you done a  
5 propagation analysis based on where the competitors'  
6 towers are to know where there is service or no  
7 service?

8           A.       No.

9                   MR. HAAS: Thank you. That's all my  
10 questions.

11                   JUDGE DIPPELL: CenturyTel?

12                   MR. STEWART: Thank you, your Honor.

13 CROSS-EXAMINATION BY MR. STEWART:

14           Q.       Good morning, Mr. Bundridge.

15           A.       Good morning.

16           Q.       I'm going to start with some very  
17 general questions about a couple of your highly  
18 confidential schedules, and then I'm going to  
19 probably -- I know I'm gonna have to go in-camera to  
20 ask specific questions about those schedules.

21                   But let's start with some general  
22 questions. First, directing your attention to your  
23 Appendix P which was attached to your surrebuttal  
24 testimony, I believe Mr. Haas just mentioned that,  
25 and without getting into any of the HC material

1 contained in that schedule, can you tell us what  
2 Appendix P is designed to show?

3 A. I don't have a copy of that in front of  
4 me.

5 MR. STEWART: Actually, your Honor, I've  
6 got handout copies. I don't think I need to offer  
7 these as exhibits, they're already attached to the  
8 testimony --

9 JUDGE DIPPELL: That's fine.

10 MR. STEWART: -- but with your  
11 permission, I'll pass these out.

12 JUDGE DIPPELL: That's fine. It's just  
13 a copy of Appendix P?

14 MR. STEWART: Exactly. Let me -- do you  
15 want me to give it to Mr. DeFord first, let him  
16 have --

17 JUDGE DIPPELL: That would be helpful.

18 BY MR. STEWART:

19 Q. Having -- having looked now at  
20 Appendix P, I guess I'll ask the question again. Can  
21 you tell us what Appendix P is designed to show us?

22 A. Basically, this is budgetary figures  
23 that we have calculated to -- for our five-year  
24 build-out plan.

25 Q. And this was part of your surrebuttal

1 filing in response to the other parties' critique of  
2 your plan?

3 A. Correct.

4 Q. I think in your testimony, didn't you  
5 say that part of what Appendix P was designed to show  
6 was that Northwest Cellular would use its USF funds  
7 if it receives them only for appropriate USF  
8 purposes? Is that something I can take off of this?

9 A. Yes.

10 Q. In fact, go a little bit in more detail,  
11 it actually is your attempt to show Northwest  
12 Cellular's compliance with Section (2)(A)1 through 3  
13 of the Commission's ETC rule, is it not?

14 A. Yes.

15 Q. Okay. Got another one for you.  
16 Directing your attention to Appendix M attached to  
17 your supplemental direct -- you need a copy of that  
18 too?

19 A. Sure.

20 Q. Let me clear it with counsel first.

21 MR. STEWART: And again, your Honor, I  
22 don't intend to ask these to be marked. They are  
23 attached to his testimony.

24 JUDGE DIPPELL: That's fine.

25 MR. STEWART: Just for ease of following

1 along with some of the -- some of the numbers.

2 BY MR. STEWART:

3 Q. Okay. Taking a look at your Appendix M  
4 which was in your supplemental direct, and again,  
5 without getting into any of the highly confidential  
6 material contained thereon, can you tell us what  
7 Appendix M is designed to show us?

8 A. Basically, this ends up having the  
9 capital expenditures as far as us building new sites  
10 along with some of the ongoing expenses, capacity  
11 increases and such, advanced wireless services with  
12 these new sites.

13 Q. With regard to the new site. And so  
14 would it be fair to say that this is an appendix that  
15 shows your detailed construction plans?

16 A. Correct.

17 Q. And again, like Appendix P before, it's  
18 also intended to show your compliance with  
19 Section (2)(A)1 through 3 of the Commission's ETC  
20 rule?

21 A. Correct.

22 Q. Okay. Before we go into in-camera, I  
23 just want to confirm again, how much USF support does  
24 Northwest Cellular expect to receive in the first two  
25 years of its -- as an ETC?

1           A.       Well, with my response earlier,  
2 approximately 1.4, so if you're saying two years, it  
3 would be somewhere in the ballpark of 2.8 million.

4           Q.       I believe Mrs. Zentgraf testified it was  
5 like 1.465 per year. So you're -- you're just under  
6 \$3 million; is that fair?

7           A.       That's fair.

8           MR. STEWART: Okay. Your Honor, I -- at  
9 this point I am gonna have to ask that we go  
10 in-camera because the rest of my questions deal with  
11 the numbers on these two appendices.

12           JUDGE DIPPELL: Okay. Mr. England, did  
13 you have non-in-camera cross-examination questions  
14 for this witness?

15           MR. ENGLAND: I think I have one.

16           JUDGE DIPPELL: Would you like to go  
17 ahead and ask that first and then --

18           MR. ENGLAND: Certainly.

19           JUDGE DIPPELL: I'm assuming that maybe  
20 you have some in-camera questions for him as well?

21           MR. ENGLAND: It's very similar, I  
22 think, to what Mr. Stewart's about to get into.

23           JUDGE DIPPELL: Okay. Why don't you ask  
24 your one question and then we'll go in-camera.

25 CROSS-EXAMINATION BY MR. ENGLAND:

1           Q.       Mr. Bundridge, I'd asked Ms. Zentgraf  
2 about qualifying for USF support on a per-line basis  
3 and my understanding was that if Northwest Missouri  
4 Cellular is designated as an ETC, that you would  
5 qualify for per-line support for each and every  
6 customer that you had regardless of the plan they  
7 subscribed to?

8           A.       Correct.

9           Q.       Is that your understanding as well?

10          A.       Yes.

11          Q.       And I wanted to follow up with a  
12 specific example. For example, if one customer  
13 purchased four phones for that person's family, would  
14 they qualify for one per-line support amount or would  
15 that be four per-line support amounts?

16          A.       That would be four, I believe.

17                   MR. ENGLAND: Okay. Thank you. That's  
18 all I have.

19                   JUDGE DIPPELL: And Mr. Gryzmala, do you  
20 have both in-camera and non-in-camera questions?

21                   MR. GRYZMALA: Your Honor, I would have  
22 only non-in-camera questions.

23                   JUDGE DIPPELL: Okay. Would it -- would  
24 it be too disruptive, Mr. Stewart, to go ahead and  
25 take those questions before we go in-camera?



1                   MR. STEWART: That's -- that's fine with  
2 me.

3                   JUDGE DIPPELL: All right. Let's go  
4 ahead, then, with AT&T's public questions.

5 CROSS-EXAMINATION BY MR. GRYZMALA:

6           Q.       I can always tell when I follow Brent  
7 Stewart, I have to move the microphone down.

8                   Just a couple of questions,  
9 Mr. Bundridge. I don't want to get into the  
10 specifics of the numbers associated with EVDO in  
11 Appendix M, but I want to just briefly allude to  
12 page 5 of your rebuttal in that regard. I'm sorry.  
13 I believe it's your supplemental. Surrebuttal  
14 testimony, page 5.

15                   The point is made at lines 8 through 11,  
16 "These funds" -- in other words, the USF funds --  
17 "will also be used to deploy and extend advanced  
18 wireless services including high speed wireless data  
19 through EVDO technology to rural areas that would  
20 otherwise remain unserved from this technology." Do  
21 you see that?

22           A.       I don't have it in front of me, but I  
23 know where it's at.

24           Q.       Okay. Would you agree that advanced  
25 wireless services, including high speed wireless data

1 through EVDO technology, is not -- are not services  
2 whose costs are supported by the Universal Service  
3 Fund under current federal law?

4 A. Correct.

5 Q. So funds expended by Northwest in  
6 connection with provisioning and maintenance of EVDO  
7 services would not be reimbursable, if you will, or  
8 supported by the fund is a better word, I guess?

9 A. Well, I think the fact that EVDO has  
10 been construed as a broadband service, there's a lot  
11 of functionality that is used with advanced data  
12 services, whether it's emergency notifications,  
13 weather alerts.

14 It's not just -- to me as wireless  
15 evolves, there's many other services that use the  
16 data rather than the voice capacity of the phone for  
17 obvious reasons. We don't have enough spectrum to  
18 allow continuing service to be run across our voice  
19 services.

20 So as technology evolves and as other  
21 services evolve, as consumer demand increases, a lot  
22 of future -- when recalling the advanced services,  
23 wireless services, a lot of these things will use  
24 such things as the EVDO to support their platforms.

25 Q. But would you agree none of the services

1 that are supported by the Universal Service Fund  
2 require deployment of EVDO technology, correct?

3 A. Correct.

4 Q. Okay. Would you agree, sir, that if a  
5 Lifeline customer takes toll blocking, then Northwest  
6 Missouri Cellular would not be able to collect a  
7 deposit under current law from that customer?

8 A. I guess I don't follow your question.  
9 If they take toll blocking?

10 Q. Right. If they agree to accept toll  
11 blocking on their telephone or on their -- on their  
12 wireless service with Northwest, Northwest would not  
13 be able to collect a deposit?

14 A. Correct. If -- if the purpose of the  
15 deposit is if they -- a customer chooses mobility  
16 where they want to roam with the -- with our service,  
17 both of our Lifeline plans are unlimited. So in  
18 those cases, our liability to -- for those customers  
19 to use the service out of our network is not there  
20 because they're restricted to our network.

21 Toll is provided within our network,  
22 within our five-county network, so there is no  
23 deposit required on these Lifeline plans unless they  
24 choose a plan other than those that we have  
25 designated as Lifeline plans as far as a nationwide

1 roaming or a regional roaming. Those cases, we have  
2 a liability there with them using that phone off of  
3 our network and incurring charges.

4 Q. Are you aware of an FCC rule that states  
5 that eligible telecommunications carriers may not  
6 collect a service deposit in order to initiate  
7 Lifeline service if the qualifying low-income  
8 consumer voluntarily elects toll blocking from the  
9 carrier where available?

10 A. Yes, and I mentioned we have two  
11 Lifeline plans that abide by that.

12 Q. And are you aware of any FCC rule that  
13 provides an exception to that rule in the event that  
14 the customer is able to roam?

15 A. I can't answer that question.

16 Q. You're not aware of any?

17 A. No.

18 Q. Okay. Thank you. And one last, if I  
19 may -- I would like to turn to your direct testimony,  
20 page 9, and Exhibit -- let's wait for just a moment.  
21 Actually, pages 7, 8 and 9 in which you generally  
22 discuss Lifeline. That's where I am.

23 A. Uh-huh.

24 Q. Okay? And do you see at page 9 your  
25 testimony at line 21 that the proposed Northwest

1 Missouri Cellular Lifeline rates would be below those  
2 offered by the ILECs. That is at line 21 on page 9;  
3 do you see that?

4 A. Yes.

5 Q. And elsewhere in your testimony you  
6 refer to Appendix K as sort of providing the  
7 numerical details supporting that assertion, backing  
8 that up, if you will; do you recall that?

9 A. Yes.

10 Q. And before we get to Appendix K, I may  
11 have done this backwards, when you -- I'm sorry, when  
12 Northwest -- when I say "you" I mean Northwest --  
13 when Northwest and yourself put together the  
14 Northwest option 1 Lifeline plan rate of 9.70 and the  
15 option 2 Lifeline plan rate of 13.70, do I understand  
16 your footnotes 1 and 2 correctly to say that you  
17 assumed a federal line charge discount of \$6.50?

18 A. Correct.

19 Q. Would it not be the case that in  
20 Stanberry, the AT&T Missouri Wire Center for which  
21 you have sought ETC designation, that figure ought to  
22 be five and a quarter, not 6.50? Is that not the  
23 case?

24 A. That's what I've read.

25 Q. Do you know whether in your own -- from

1 your own personal knowledge whether that's true or  
2 not?

3 A. I don't know that.

4 Q. Okay. If -- let us assume for present  
5 purposes that that's accurate, that in the Stanberry  
6 exchange the number is not 6.50 but it's five and a  
7 quarter.

8 A. Correct.

9 Q. In that event would you agree that in  
10 Appendix K your \$9.70 option 1 and your \$13.70  
11 option 2 would be understated by \$1.25?

12 A. They would.

13 Q. They would, correct?

14 A. Yes.

15 Q. Okay.

16 A. But we would continue to offer those  
17 plans across the board to all of our customers to  
18 keep from the confusion.

19 Q. I understand. But the numbers here and  
20 so far as Stanberry is concerned, they would not be  
21 the real numbers. The real numbers would be instead  
22 of 9.70, it would be 10.95, correct, and 14.95?

23 A. No. We would still stay with the 9.70  
24 and 13.70 across the board to our entire market.

25 Q. So in that event Northwest Missouri

1 would fund the additional dollar and a quarter out of  
2 its own pocket?

3 A. In that area we would.

4 Q. Okay. Your testimony at page 9 speaks  
5 of the ILEC equivalent plan in indicating that, "This  
6 plan would offer the same features and services as  
7 the first Lifeline plan discussed above." Do you see  
8 that?

9 A. Uh-huh.

10 Q. And "the first Lifeline plan discussed  
11 above" is what we know as option 1 plan, correct?

12 A. Correct.

13 Q. Is there any indication in your  
14 testimony that the option 2 plan that we just  
15 discussed would have a retail service offering  
16 associated with it?

17 A. We don't have that on here.

18 Q. Okay. Is it not a basic premise of  
19 Universal Service Fund while that -- or Universal  
20 Service Fund administration that a company has an  
21 actual available plan offered to the public which is  
22 denominated a local retail service offering against  
23 which discounts are applied to give you a Lifeline  
24 plan, correct?

25 A. Correct.

1           Q.       But in this event there is no actual  
2 live -- or actual retail service offering associated  
3 with option 2?

4           A.       It's not listed on here, but in stating  
5 an ILEC equivalent, we would match those rates.

6           Q.       But your current testimony does not do  
7 that; is that correct?

8           A.       The 9.70 and the 13.70 you mean?

9           Q.       Right.

10          A.       Correct.  Actually, we will have that  
11 plan but in specific areas where you're mentioning an  
12 ILEC equivalent, we'd have to review each of these as  
13 you're mentioning in the situation with -- with the  
14 Stanberry AT&T area.  And I don't have in front of me  
15 each of those ILEC --

16          Q.       Right.

17          A.       -- those -- those rate plans right here  
18 in front of me.

19          Q.       But this option 2 really is not --  
20 option 1 and option 2 actually are not confined to  
21 Stanberry, they are -- they govern, they apply  
22 throughout your Northwest ETC designated area,  
23 correct?

24          A.       Correct.

25          Q.       And just so I make sure I understand,



1 the ILEC equivalent plan that your company has  
2 offered corresponds with option 1 after the discounts  
3 are applied giving you the option 1 price, correct?

4 A. Correct.

5 Q. But there is no ILEC equivalent plan that  
6 you have offered as a company which, when the discounts  
7 are applied, yield option 2 Lifeline plan, correct?

8 A. Correct.

9 Q. So in order for you to offer a -- a  
10 retail service offering under the option --  
11 associated with the option 2 Lifeline plan, you have  
12 to come with one because your testimony doesn't have  
13 it presently; isn't that correct?

14 A. Correct.

15 Q. Okay. One other -- just one other point  
16 and I think I'm done.

17 MR. GRYZMALA: I am done. Thank you, sir.

18 JUDGE DIPPELL: All right. Let's go  
19 ahead then and we'll go in-camera. If anyone is in  
20 the audience who's not allowed to hear the in-camera  
21 testimony, I'll ask you to leave the room.

22 (REPORTER'S NOTE: At this point, an  
23 in-camera session was held, which is contained in  
24 Volume 3, pages 126 through 159 of the transcript.)

25

1                   JUDGE DIPPELL: And I'm gonna let  
2 Northwest Missouri Cellular know that I did not have  
3 the mute on for the first five minutes of this  
4 witness's testimony, and so some of your numbers just  
5 got sent out over our internet broadcast. I  
6 apologize.

7                   MR. DeFORD: Can't be undone. That's  
8 fine.

9                   JUDGE DIPPELL: Not necessarily my  
10 fault, but I'll apologize. It will not be in the  
11 transcript or anything.

12                  MR. DeFORD: That's fine.

13                  JUDGE DIPPELL: But if anyone was tuned  
14 in.

15                  MR. DeFORD: We're back on the public?

16                  JUDGE DIPPELL: We're back on the  
17 public.

18 ROGER BUNDRIDGE testified as follows:

19 CROSS-EXAMINATION BY MR. ENGLAND:

20                  Q. I have a question on Appendix K which I  
21 believe was attached to your direct testimony, "Rate  
22 Comparison for Lifeline Customers." Do you have that  
23 in front of you?

24                  A. Yes, I do.

25                  Q. Looking all the way across the top half,

1 you've got the rates for Holway listed; do you see  
2 those?

3 A. Yes.

4 Q. A \$13 residential rate plus the Relay  
5 Missouri surcharge, plus the FCC line charge for a  
6 total of \$19.63; do you see that?

7 A. Yes, I do.

8 Q. And then down below you have your  
9 options 1 and 2 which are your Lifeline plans that  
10 you would propose or commit to offer if designated an  
11 ETC, correct?

12 A. Correct.

13 Q. If I understand correctly, your number  
14 is net of the Lifeline discount, right?

15 A. Correct.

16 Q. But the Holway number is not net of any  
17 Lifeline discount, is it?

18 A. It doesn't appear so.

19 Q. Okay. So that's not a true  
20 apples-to-apples comparison, if you will, correct?

21 A. As far as the rate?

22 Q. Correct.

23 A. No.

24 MR. ENGLAND: Thank you, sir. I have no  
25 other questions of the witness.

1                   JUDGE DIPPELL: All right. Commissioner  
2 Gaw, did you have any questions?

3                   COMMISSIONER GAW: Not at this time.

4                   JUDGE DIPPELL: Let me just look really  
5 quickly because I had a couple of things, but I think  
6 they've been answered.

7 QUESTIONS BY JUDGE DIPPELL:

8           Q.       Mr. Bundridge, in your direct testimony  
9 you made a correction. You corrected MO 5 to MO 1?

10          A.       Yes.

11          Q.       Can you just explain to me what MO 1 is?

12          A.       That's our licensed area, Missouri  
13 RSA 1.

14          Q.       And you also talked about a trial period  
15 that Northwest Missouri offers their customers?

16          A.       Correct.

17          Q.       What's the length of the trial period?

18          A.       We -- we have two different avenues we  
19 do with that. One of them is we do allow customers  
20 that walk into our location area, either of our agent  
21 locations, to try our service without any commitment.

22                   We'll let them use the phone for a two  
23 to three-day period. Typically customers will bring  
24 it back in after a day or so. They'll go to their  
25 home, try out the phone, make sure it works where

1 they want it to and then they'll come in.

2           We also provide, I believe -- I don't  
3 have it right in front of me, but I think it's the --  
4 with 15-day period or 30-day period, I can't remember  
5 off the top of my head here, for a customer who has  
6 our service and are unhappy with it, to return  
7 their -- the service and they're out of the contract  
8 at that point.

9           Typically, though, if there's any  
10 question about service in their area, that's where we  
11 would rather not even get into the contract; we'd  
12 rather give them a phone to use.

13         Q.       Okay. And also in your direct testimony  
14 you mention on page 14, you said after you've gone  
15 through -- you were talking about submitting annual  
16 reports, and I was just -- when you say "Northwest  
17 Missouri Cellular would provide this information as a  
18 separate schedule as part of the annual report it  
19 submits as a certified carrier", is that the annual  
20 report to the FCC that you're speaking of there, or  
21 is that an annual report to this Commission?

22         A.       I believe it would be this Commission  
23 that we're referring to there.

24           JUDGE DIPPELL: That's all the questions  
25 I had. Were there any additional questions based on

1 my questions from Public Counsel?

2 MR. DANDINO: No questions, your Honor.

3 JUDGE DIPPELL: Staff?

4 MR. HAAS: No questions.

5 JUDGE DIPPELL: CenturyTel?

6 MR. STEWART: No questions, thank you.

7 JUDGE DIPPELL: Holway?

8 MR. ENGLAND: No questions, thank you.

9 JUDGE DIPPELL: AT&T?

10 MR. GRYZMALA: No, your Honor. No, your  
11 Honor.

12 JUDGE DIPPELL: I heard you, thank you.  
13 Is there redirect?

14 MR. DeFORD: Yes, just a few.

15 REDIRECT EXAMINATION BY MR. DeFORD:

16 Q. Mr. Bundridge, I think earlier on you  
17 had a discussion with Mr. Haas about the ILEC  
18 comparable plan. I'm confused somewhat between the  
19 ILEC comparable plan and I think the Lifeline plan.  
20 Could you explain the differences in what you would  
21 actually propose for ILEC comparable plan?

22 A. Yes. And actually, the ILEC equivalent  
23 plan would be a 17.95 plan that the Lifeline customer  
24 could get that would be equivalent to the type of  
25 service they would receive from that ILEC.

1 Q. You said "Lifeline customer." Would  
2 that be any customer, not just the Lifeline customer?

3 A. Yes, any customer.

4 Q. And the Lifeline plan would be offered  
5 at a reduced rate?

6 A. Correct.

7 Q. You also had a discussion with Mr. Haas  
8 about dead spots and 911 service. Are you aware of  
9 any areas or maybe even an entire county that doesn't  
10 have 911 capability?

11 A. Yes. I would -- I know that Worth  
12 County, we are Northwest Missouri Cellular, that is,  
13 is the only company that even has service there. So  
14 we would be the only carrier there that could provide  
15 enhanced 911.

16 Q. With the addition of the ETC funds,  
17 correct?

18 A. Yes.

19 Q. And there was some discussion about what  
20 the company's actual commitment was. Is the  
21 company's commitment that it would spend all of the  
22 USF funds on only appropriate facilities and account  
23 for those expenditures to the Commission on an annual  
24 basis?

25 A. That is correct.

1 Q. So the Commission would not expect to  
2 see the EVDO expense in the report?

3 A. That's correct.

4 Q. You had a discussion with Mr. Dandino, I  
5 think, about quality of service. Do you recall that?

6 A. Yes.

7 Q. And I think Mr. Dandino asked you  
8 questions about complying with the wireline  
9 Commission rules on quality of service; is that  
10 correct?

11 A. Yes.

12 Q. Are you familiar with those  
13 requirements?

14 A. No.

15 Q. So are you willing to commit to abide by  
16 those requirements?

17 A. No, not without reviewing them.

18 Q. What -- what did you mean to commit to  
19 with respect to quality of service requirements?

20 A. I was referring to the commitment to the  
21 ETC standard.

22 Q. So the Commission's pending rule?

23 A. Correct.

24 Q. You also had a discussion, I believe,  
25 with Mr. Dandino and Mr. Haas concerning consumer



1 privacy. Do you recall that?

2 A. Yes.

3 MR. DeFORD: Your Honor, I'd like to  
4 have an exhibit marked.

5 JUDGE DIPPELL: We're up to Exhibit  
6 No. 13.

7 (EXHIBIT NO. 13 WAS MARKED FOR  
8 IDENTIFICATION BY THE COURT REPORTER.)

9 BY MR. DeFORD:

10 Q. Mr. Bundridge, I've handed you what's  
11 been marked for identification as Exhibit 13. Do you  
12 recognize that document?

13 A. Yes.

14 Q. Could you explain what that document is?

15 A. We basically -- we had to file with the  
16 FCC the consumer proprietary network information that  
17 we would not divulge any of their information.

18 Q. So is this intended to satisfy the  
19 requirements of consumer privacy?

20 A. I believe so.

21 MR. DeFORD: With that, I'd offer  
22 Exhibit 13 and have nothing further.

23 JUDGE DIPPELL: Would there be any  
24 objection to Exhibit No. 13?

25 (NO RESPONSE.)

1                   JUDGE DIPPELL: Seeing none, I will  
2 receive it into evidence.

3                   (EXHIBIT NO. 13 WAS RECEIVED INTO  
4 EVIDENCE AND MADE A PART OF THE RECORD.)

5                   MR. DeFORD: Your Honor, actually I do  
6 have one last question.

7                   JUDGE DIPPELL: Okay.

8 BY MR. DeFORD:

9           Q.       Mr. Bundridge, I think at the very end  
10 Mr. England had asked you some questions about  
11 Appendix K which was the rate comparisons on the  
12 Lifeline plans for the various companies; do you  
13 recall that?

14           A.       Yes.

15           Q.       Whose fault would it be if those numbers  
16 were incorrect? Did I give you those based on what I  
17 pulled out of the tariff?

18           A.       I know I didn't pull them out.

19                   MR. DeFORD: That one's on me. Thanks.  
20 That's all I have.

21                   JUDGE DIPPELL: Okay.

22                   MR. ENGLAND: Excuse me. Does that mean  
23 we all have to fess up to all of our -- because I'm  
24 not prepared to do that right now.

25                   MR. DeFORD: I'm not gonna hang him out

1 on one that was absolutely my fault.

2 JUDGE DIPPELL: Okay. Mr. Bundridge,  
3 are you -- you're intending to remain for the rest of  
4 the hearing?

5 THE WITNESS: Yes.

6 COMMISSIONER GAW: Judge?

7 JUDGE DIPPELL: Okay.

8 THE WITNESS: I don't have to go  
9 anywhere.

10 JUDGE DIPPELL: Sorry?

11 THE WITNESS: I don't have to --

12 COMMISSIONER GAW: I'm glad to hear  
13 that, but I do have --

14 JUDGE DIPPELL: Do you want to go ahead?

15 COMMISSIONER GAW: Well, I'm -- I'm -- I  
16 might ask because earlier when I was listening, it  
17 was my understanding that there were commitments made  
18 in regard to compliance with some of our rules which  
19 apparently now is not the same in the -- there were  
20 questions and answers in that regard I know in an  
21 extended fashion from Public Counsel.

22 In light of what appears to be a  
23 different answer, I would ask whether or not there  
24 are follow-ups on that topic that should occur --

25 JUDGE DIPPELL: All right.

1                   COMMISSIONER GAW:  -- because of that,  
2 because of that apparent case.

3                   JUDGE DIPPELL:  Let me --

4                   COMMISSIONER GAW:  Now, if I'm  
5 incorrect, I understand.

6                   JUDGE DIPPELL:  No.  I believe that's  
7 accurate, Mr. Commissioner.

8                   COMMISSIONER GAW:  And I'm not  
9 suggesting that that occur right now.

10                  JUDGE DIPPELL:  Let me just ask if there  
11 is, because Mr. Bundridge did sort of recant his --  
12 the line of questioning that Mr. Dandino was headed  
13 down and sort of got an answer I think Mr. Dandino  
14 wasn't expecting.  So Mr. Dandino, would there be any  
15 further cross-examination from Public Counsel?

16                  MR. DANDINO:  Oh, I think so, your  
17 Honor.

18 RE-CROSS-EXAMINATION BY MR. DANDINO:

19                  Q.       Mr. Bundridge, so it's your statement  
20 that -- I believe didn't you testify before that you  
21 were familiar with these rules that the Commission  
22 had regarding quality of service and billing and --  
23 billing and collection?

24                  A.       I guess when I said "familiar," that I  
25 knew they were out there but I didn't know per detail

1 about some of the requirements of them.

2 Q. And didn't I ask -- didn't I indicate to  
3 you that I was not talking about the ETC rules?

4 A. I can't recall what you said. I think I  
5 was confused, to be quite honest.

6 Q. Well, let's go back through this, then.  
7 Are you telling this Commission that you will not  
8 agree to accept or adopt the Commission's rules for  
9 quality of service that apply to wireline as a  
10 condition for being granted ETC status?

11 A. Without knowing those, I can't answer  
12 that.

13 Q. Isn't that something you should have --  
14 you should know?

15 MR. DeFORD: Objection, argumentative.

16 MR. DANDINO: I'll withdraw the  
17 question.

18 BY MR. DANDINO:

19 Q. If you -- so the only -- is the only  
20 quality of service or only rules -- rules -- strike  
21 that. So your only commitment to this Commission as  
22 we sit here today is the -- is that you will abide by  
23 the, I believe it's the CTIA guidelines; is that  
24 correct?

25 A. No.

1 Q. What is your --

2 A. Basically whatever the rules that are --  
3 that are provided to us, we will follow.

4 Q. So -- I'm sorry. I don't understand  
5 that. You're saying if we give you a copy of the  
6 service quality rules, you would agree --

7 A. I think there is some confusion there in  
8 you're referring to wireline versus the wireless  
9 rules.

10 Q. Do you know if the Commission has rules  
11 relating to the quality of service for wireless  
12 carriers?

13 A. Isn't that pending?

14 Q. Well, I'm asking you, you're --

15 A. No, I don't know.

16 Q. Okay. Do you know if the Commission has  
17 rules relating to billing and collection for wireless  
18 carriers?

19 A. I can't answer that either.

20 Q. Okay. Do you know if the Commission has  
21 rules for termination of service for wireless  
22 carriers?

23 A. Same thing, I can't answer that.

24 Q. Do you know if the Commission has  
25 jurisdiction over wireless carriers?

1           A.       Same thing, I can't answer that.

2           MR. DANDINO:   Okay.  That's all I have,  
3 your Honor.

4           JUDGE DIPPELL:  Is there any further  
5 cross-examination?  And I would like to limit it to  
6 that topic.  I don't want to open it back up.  But  
7 with regards to this sort of change in testimony.

8           COMMISSIONER GAW:  I may have just a  
9 couple of questions if you want me to do that before  
10 you go around.

11          JUDGE DIPPELL:  Okay.  That's fine.

12          COMMISSIONER GAW:  Just follow-up.

13   QUESTIONS BY COMMISSIONER GAW:

14          Q.       In regards to the exhibit dealing with  
15 customer proprietary information, CPNI, are there  
16 particular policies Northwest has in effect, internal  
17 policies dealing with the release of that  
18 information?

19          A.       Yes, we do.

20          Q.       And do those policies -- are those  
21 policies mirror images of the federal rules and laws  
22 regarding release of that information, or are they  
23 more restrictive?

24          A.       In some cases they could be more  
25 restrictive.

1 Q. Do you know whether or not those  
2 policies have been made a part of this record?

3 A. No, they haven't.

4 Q. Okay. Is it possible for us to see  
5 that?

6 A. I don't have a copy on me.

7 Q. Okay. But it might be possible for that  
8 to be provided?

9 A. Yes. To answer your question there  
10 further, we have a lot of addendums in place and  
11 that's what I'm referring to also that I could  
12 provide. And those addendums, for example, I'll use  
13 an example for you with a spouse. If one spouse gets  
14 a rate plan with us and signs up service, we have to  
15 have an addendum for any other person in that  
16 household to receive this information.

17 So we -- when I say that I think  
18 sometimes we go beyond, we get down to that granular  
19 level even with the family where we won't release  
20 records unless the person's actually signed the  
21 contract and authorizes it.

22 Q. Okay. So do you have -- what's your  
23 policy in regard to opt-in/opt-out of sharing  
24 information with nonaffiliates?

25 A. I guess I don't follow that.



1 Q. All right. Do you -- let me ask you  
2 this, then: In regards to sharing, does -- does  
3 Northwest have affiliates?

4 A. No, we don't.

5 Q. There are no affiliates as that term is  
6 defined under federal law for the purpose of sharing  
7 CPNI?

8 A. No.

9 Q. Okay. So is it required, then, that any  
10 sharing of information outside of sharing the  
11 information with -- excuse me. Is it required that  
12 any sharing of the information, CPNI information,  
13 requires a consumer to consent?

14 A. Yes. Or a court order in the case of  
15 needing call records.

16 Q. Okay. So if there were requests, then,  
17 from any governmental entity in regard to some  
18 specific information that was classified as CPNI,  
19 your company would not release that information  
20 unless there were a court order?

21 A. Correct.

22 COMMISSIONER GAW: That's all I have.  
23 Thank you.

24 JUDGE DIPPELL: Okay. Commissioner, I  
25 want to make sure, were you wanting the company to

1 submit further policies for its privacy protections?

2 COMMISSIONER GAW: Yes, if they are in  
3 any way different from the federal requirements, and  
4 I would assume that would mean they were more  
5 restrictive.

6 JUDGE DIPPELL: Okay. What I'm gonna do  
7 is I'm just gonna reserve Exhibit No. 14 and allow  
8 Mr. DeFord to submit that later, and I'll give an  
9 opportunity for objections and so forth and do it at  
10 that time.

11 MR. DeFORD: Thank you, your Honor.

12 JUDGE DIPPELL: Okay. Mr. Dandino, did  
13 you have any further cross-examination based on the  
14 Commissioner's questions?

15 MR. DANDINO: No, no further questions.  
16 Thank you, your Honor.

17 JUDGE DIPPELL: Okay. And Mr. Haas, did  
18 you have any questions?

19 MR. HAAS: No questions.

20 JUDGE DIPPELL: CenturyTel?

21 MR. STEWART: No questions, your Honor.

22 JUDGE DIPPELL: Holway?

23 MR. ENGLAND: No questions, thank you.

24 JUDGE DIPPELL: AT&T?

25 MR. GRYZMALA: No, your Honor.

1                   JUDGE DIPPELL: All right, then. And  
2 was there any further redirect based on Commission's  
3 questions?

4                   MR. DeFORD: I think there's -- I think  
5 there's one, and it's actually based on Mr. Dandino's  
6 question.

7                   JUDGE DIPPELL: Okay.

8 FURTHER REDIRECT EXAMINATION BY MR. DeFORD:

9           Q.       Mr. Bundridge, could you describe the  
10 company's commitment to documenting customer  
11 complaints and reporting to the Commission?

12           A.       We would be very committed to doing  
13 that.

14           Q.       So the company will document all  
15 customer complaints and how they were resolved and  
16 report that on an annual basis to the Commission?

17           A.       Yes, we would.

18           Q.       Including billing and collection and  
19 quality of service?

20           A.       Yes, we would.

21                   MR. DeFORD: Thank you. I have nothing  
22 further.

23                   JUDGE DIPPELL: Mr. Bundridge, I'm gonna  
24 let you step down, but I'm still gonna ask that you  
25 remain in case there are further Commission questions.

1 THE WITNESS: Yes.

2 JUDGE DIPPELL: Okay. I believe we're  
3 ready for Northwest Missouri Cellular's next witness.

4 MR. DeFORD: Final witness. I'd call  
5 Jon Reeves.

6 (Witness sworn.)

7 JUDGE DIPPELL: Thank you. You can go  
8 ahead, Mr. DeFord.

9 MR. DeFORD: Thank you, your Honor.

10 JONATHAN REEVES testified as follows:

11 DIRECT EXAMINATION BY MR. DeFORD:

12 Q. Would you state your name for the  
13 record.

14 A. My name is Jonathan Reeves.

15 Q. Spell your last name for the reporter.

16 A. R-e-e-v-e-s.

17 Q. Mr. Reeves, by whom are you employed and  
18 in what capacity?

19 A. I am President of JDR Telecom Solutions,  
20 a telecommunications consulting firm.

21 Q. And have you caused to be prepared and  
22 filed in this case direct testimony and supplemental  
23 testimony that's been marked for purposes of  
24 identification as Exhibits 5 and 6?

25 A. Yes.

1           Q.       Do you have any corrections or revisions  
2 to that testimony?

3           A.       No.

4           Q.       And if I were to ask you the same  
5 questions set forth therein today, would your answers  
6 be substantially the same?

7           A.       Yes.

8           Q.       And would those answers be true and  
9 correct to the best of your information and belief?

10          A.       Yes.

11                   MR. DeFORD: Your Honor, I'd offer  
12 Exhibits 5 and 6 and tender the witness for cross.

13                   JUDGE DIPPELL: All right. Is there any  
14 objections to Exhibit No. 5?

15                   (NO RESPONSE.)

16                   JUDGE DIPPELL: Seeing none, I will  
17 receive it in the record. Is there any objection to  
18 Exhibit No. 6?

19                   (NO RESPONSE.)

20                   JUDGE DIPPELL: Seeing none, I will also  
21 receive it into evidence.

22                   (EXHIBIT NOS. 5 AND 6 WERE RECEIVED INTO  
23 EVIDENCE AND MADE A PART OF THE RECORD.)

24                   JUDGE DIPPELL: Cross-examination from  
25 Public Counsel?

1 MR. DANDINO: Yes, your Honor, briefly.

2 Apologize for that.

3 CROSS-EXAMINATION BY MR. DANDINO:

4 Q. Mr. Reeves, first of all, you're not an  
5 employee of Northwest?

6 A. No, I am not.

7 Q. And the question I asked Mr. Bundridge,  
8 do you know if New Hampton and the Bethany exchange  
9 share an EAS route?

10 A. No, I do not.

11 Q. That's not something you investigated?

12 A. That's correct, I do not know.

13 MR. DANDINO: That's all I have, your  
14 Honor.

15 JUDGE DIPPELL: All right. Any  
16 questions from Staff?

17 MR. HAAS: Yes, your Honor.

18 CROSS-EXAMINATION BY MR. HAAS:

19 Q. Good afternoon. Mr. Reeves, what is  
20 your role or your function in this case?

21 A. My function in this case is to testify  
22 to the coverage provided currently in the network as  
23 well as the coverage proposed to be provided at the  
24 end of the construction of the five-year plan as well  
25 as to attest to the -- any cream skimming issues that

1 might arise.

2 JUDGE DIPPELL: Mr. Haas, can you pull  
3 that microphone down just a little bit? Thank you.

4 BY MR. HAAS:

5 Q. At page 6 of your testimony you refer to  
6 the fact that Northwest is migrating from TDMA to  
7 CDMA. First, what does TDMA stand for?

8 A. TDMA stands for time division, multiple  
9 access.

10 Q. And how does TDMA operate in general?

11 A. How long do we have? TDMA works under  
12 the principle and scenario that at any given moment  
13 in time it transmits different information to a  
14 different subscriber on the same frequency. Hence,  
15 the time division, multiple access. So you have one  
16 frequency and you can have multiple subscribers  
17 conversing on that one frequency.

18 Q. What does CDMA stand for?

19 A. CDMA stands for code division, multiple  
20 access.

21 Q. And generally how does CDMA operate?

22 A. CDMA actually uses multiple subscribers  
23 on one frequency by using different coding on that  
24 individual frequency rather than breaking it down by  
25 time. They all transmit simultaneously, but

1 algorithms and coding go towards decoding the  
2 individual conversation.

3 Q. Why is Northwest or why would any  
4 cellular company migrate from TDMA to CDMA?

5 A. The biggest driver of it was that the  
6 largest carriers and largest companies migrated away  
7 from it. Frankly, that was a driving factor for many  
8 rural customers and clients. It had nothing to do  
9 with their own internal, it had more to do with the  
10 state of the network -- or state of  
11 telecommunications in the U.S. in general.

12 In addition to that, however, there are  
13 benefits to it, essentially the reasons why the  
14 larger carriers are driven away from it with regard  
15 to capacity and capability on the CDMA technology  
16 versus TDMA.

17 Q. And I'm going to ask you a question  
18 about coverage that I've also asked the other  
19 witnesses. Are there dead spots in the areas in  
20 which Northwest seeks designation where there is no  
21 911 wireless coverage?

22 A. When you ask that question, are you  
23 referring to every wireless carrier out there?

24 Q. Yes.

25 A. I don't have the background information



1 to answer that. I believe Mr. Bundridge -- Bundridge  
2 already addressed that better than I possibly could  
3 as far as his knowledge of the area.

4 Q. Mr. Reeves, what would a propagation  
5 analysis show?

6 A. Propagation analysis would show the  
7 predicted coverage from a number one or more of cell  
8 sites.

9 Q. Have you done a propagation analysis for  
10 this case?

11 A. Yes.

12 Q. And now can you tell me using that  
13 analysis if there are dead spots?

14 A. Just to be clear, we're referring to  
15 dead spots, not referring to just the Northwest  
16 Missouri network?

17 Q. No. Oh, okay. So your analysis was  
18 just for Northwest Missouri's cell towers?

19 A. That's correct.

20 Q. You did not do a propagation analysis on  
21 the other carriers' tower sites?

22 A. That's correct. Lacking any of their  
23 information which, once again, is proprietary and  
24 confidential to them, there is no way to really do a  
25 valid full analysis of other carriers' networks.

1           Q.       Well, as you were driving the roads,  
2 couldn't you spot those other towers?

3           A.       Even knowing where the tower is and even  
4 going out and surveying the tower locations and even  
5 the heights of them, there's still much more  
6 information that's not readily visible to the naked  
7 eye as far as the configurations, the powers, the  
8 exact antenna types, as far as telling the difference  
9 from the ground. So there's no way to solve the  
10 identified information.

11                   MR. HAAS: That's all the questions I  
12 have. Thank you.

13                   JUDGE DIPPELL: Is there anything from  
14 CenturyTel?

15                   MR. STEWART: Yes, your Honor, and if  
16 you could just give me a minute, I brought some  
17 pictures. Your Honor, my questions are going to be  
18 directed at Mr. Reeves, two of his appendices, which  
19 I believe Northwest Cellular has deemed to be highly  
20 confidential, so I think I may have to go ahead and  
21 ask to go in-camera again.

22                   JUDGE DIPPELL: Okay. Let me do what we  
23 did last time and see if we can get the public  
24 questions first. There was some question,  
25 Mr. DeFord?

1                   MR. DeFORD: Yeah, your Honor, depending  
2 on which of the -- I assume we're talking about maps?

3                   MR. STEWART: Yes.

4                   MR. DeFORD: The company may well be  
5 willing to stipulate that the maps are proprietary  
6 rather than highly confidential. I --

7                   MR. STEWART: Oh. The ones I'm talking  
8 about specifically would be Appendix H and Appendix O  
9 which are the propagation, and those are the ones  
10 from him, and then I have one that was in our  
11 testimony which would be No. 4, I guess.

12                   MR. DeFORD: Yeah, we'll stipulate that  
13 those are proprietary so that the experts that are  
14 in-house can stay as well.

15                   JUDGE DIPPELL: All right. And that was  
16 Appendix H and Appendix O?

17                   MR. STEWART: Yes, Appendix H would have  
18 been attached to Mr. Reed's direct and  
19 supplemental -- Appendix O would be with his  
20 supplemental direct, I believe.

21                   MR. DeFORD: Your Honor, are we on mute?

22                   JUDGE DIPPELL: Not yet. Well, we  
23 haven't gone in-camera yet, but thank you. Because I  
24 think I'd like to try to get the public questions  
25 asked first and then try to get everyone's in-camera

1 questions at one time.

2                   So let's come back to those. Are there  
3 public questions for this witness from Holway?

4                   MR. ENGLAND: No, your Honor.

5                   JUDGE DIPPELL: From AT&T? If you're  
6 not sure, then we can just go into --

7                   MR. GRYZMALA: Our questions would be  
8 proprietary given the reclassification Mr. DeFord  
9 just announced.

10                  JUDGE DIPPELL: All right. Then in that  
11 case, we can just go ahead and go in-camera and I  
12 will mute.

13                  (REPORTER'S NOTE: At this point, an  
14 in-camera session was held, which is contained in  
15 Volume 3, pages 187 through 222 of the transcript.)

16

17

18

19

20

21

22

23

24

25

1                   JUDGE DIPPELL: Okay. Let's go ahead  
2 and go back on the record. Okay. We're back on the  
3 record after a break. I don't see there are any  
4 questions for this witness from the bench. Is there  
5 any redirect?

6                   MR. DeFORD: None.

7                   JUDGE DIPPELL: All right, then,  
8 Mr. Reeves, I believe you may be excused.

9                   THE WITNESS: Thank you.

10                  JUDGE DIPPELL: Thank you. Is there  
11 anything further, Mr. DeFord?

12                  MR. DeFORD: No, your Honor. That's our  
13 witness list completed.

14                  JUDGE DIPPELL: All right then. I  
15 believe scheduled next is Office of Public Counsel.

16                  MR. DANDINO: Thank you, your Honor.  
17 Call Barbara Meisenheimer, please.

18                  MR. DeFORD: Your Honor, we may be able  
19 to speed this along. We're willing to waive cross on  
20 the remainder of the witnesses.

21                  JUDGE DIPPELL: Okay. Is there -- with  
22 that in mind, is there cross of this witness from the  
23 other parties then?

24                  MR. STEWART: Judge, I have no cross.

25                  MR. HAAS: Staff has no cross of this

1 witness.

2 MR. ENGLAND: Nor do I.

3 JUDGE DIPPELL: Any other witnesses?

4 MR. DANDINO: Can I get a shot at

5 redirect, your Honor?

6 JUDGE DIPPELL: Any other witnesses? I

7 mean, is everyone willing to waive cross if that's

8 the case?

9 MR. ENGLAND: Yeah, I have no

10 cross-examination of any other witnesses.

11 MR. STEWART: Nor do I, Judge.

12 MR. GRYZMALA: Nor do I, your Honor.

13 MR. DANDINO: Public Counsel doesn't

14 either.

15 MR. ENGLAND: We did have a couple of

16 corrections to Mr. Warinner's testimony. As I

17 indicated earlier, I've actually got it in printed

18 form.

19 JUDGE DIPPELL: All right.

20 MR. ENGLAND: I mean, I don't know how

21 critical it is, but we can either do that or put him

22 on or if any other witnesses have to correct their

23 testimony and just to get that taken care of so the

24 record is accurate --

25 JUDGE DIPPELL: All right. Yeah, we

1 can --

2 MR. ENGLAND: -- but otherwise, I have

3 no --

4 JUDGE DIPPELL: -- we can mark those as  
5 an exhibit.

6 MR. DANDINO: I was gonna say, your  
7 Honor, if you just want to qualify the witnesses,  
8 introduce the exhibit and then we can move on, I  
9 don't know if you even need to do that.

10 JUDGE DIPPELL: Okay. Is there also  
11 gonna be a stipulation as to the admissibility of all  
12 of the remaining testimony?

13 MR. DeFORD: I would, except I'd kind of  
14 like to know what the corrections are.

15 JUDGE DIPPELL: Right. Okay. Well,  
16 Ms. Meisenheimer, I think you can step down.

17 MS. MEISENHEIMER: Okay.

18 JUDGE DIPPELL: I want to -- before we  
19 do away with all the witnesses, I will want to ask  
20 the Commissioners if they have -- had any particular  
21 questions that they wanted to ask. But let's go  
22 ahead and take care -- since we know we have the  
23 issue -- well, let's just start with  
24 Ms. Meisenheimer's testimony. Would there be any  
25 objection to Exhibit No. 7 coming into the record?

1 (NO RESPONSE.)

2 MR. DANDINO: I'd offer No. 7, your  
3 Honor.

4 JUDGE DIPPELL: All right. Seeing no  
5 objection, I will receive it.

6 (EXHIBIT NO. 7 WAS RECEIVED INTO  
7 EVIDENCE AND MADE A PART OF THE RECORD.)

8 JUDGE DIPPELL: Would there be any  
9 objection to Staff's testimony, Exhibit No. 8 HC  
10 coming into the record?

11 (NO RESPONSE.)

12 JUDGE DIPPELL: Seeing none, then I will  
13 receive it.

14 (EXHIBIT NO. 8 HC WAS RECEIVED INTO  
15 EVIDENCE AND MADE A PART OF THE RECORD.)

16 JUDGE DIPPELL: Exhibit No. 9, Mr. Brown's  
17 testimony, would there be any objection to it?

18 (NO RESPONSE.)

19 JUDGE DIPPELL: Seeing none, I will  
20 receive Exhibit No. 9.

21 (EXHIBIT NO. 9 WAS RECEIVED INTO  
22 EVIDENCE AND MADE A PART OF THE RECORD.)

23 JUDGE DIPPELL: And then we can either  
24 put Mr. Warinner on to get his corrections or we can  
25 look at errata sheets.



1                   MR. ENGLAND: Let me hand out the sheet  
2 so everybody can see.

3                   JUDGE DIPPELL: All right. Why don't I  
4 just mark that as Exhibit No. 15 and that will just  
5 make it cleaner.

6                   MR. ENGLAND: Okay. I may have to  
7 explain something because it's not as clear on the  
8 first page as it is on the second.

9                   JUDGE DIPPELL: Okay. I'm just calling  
10 this an errata to Mr. Warinner's testimony and I'm  
11 marking it as Exhibit No. 15.

12                   (EXHIBIT NO. 15 WAS MARKED FOR  
13 IDENTIFICATION BY THE COURT REPORTER.)

14                   MR. ENGLAND: Your Honor, by way of  
15 explanation, these are revised two pages of  
16 Mr. Warinner's rebuttal, pages 28 and 29. On the  
17 first page, 28, there's additional language that's  
18 not real clear. It's supposed to be bold, but it's  
19 not very obvious. It's line 15 and it's the words in  
20 the middle "with the second plan." You can see that  
21 they're faintly bolded but not noticeably. The  
22 changes on page 29 I think are self-evident.

23                   JUDGE DIPPELL: Okay. I'll give you-all  
24 a moment to look that over. All right. Have you-all  
25 had an opportunity to look at that? Are there gonna

1 be questions about it or is it clear?

2 (NO RESPONSE.)

3 JUDGE DIPPELL: Okay. Then would there  
4 be any objections to Mr. Warinner's testimony,  
5 Exhibit No. 10 P and Exhibit No. 15, which is the  
6 errata to Mr. Warinner's testimony coming into the  
7 record?

8 (NO RESPONSE.)

9 JUDGE DIPPELL: Seeing no objection, I  
10 will admit both Exhibit 9 and Exhibit 15 -- I'm  
11 sorry, Exhibit 10 and No. 15. And then is there any  
12 objection to Mr. Stidham's -- is that how it's  
13 pronounced -- testimony? It's Exhibit No. 11.

14 (NO RESPONSE.)

15 JUDGE DIPPELL: Seeing no objection, I  
16 will admit Exhibit No. 11.

17 (EXHIBIT NOS. 10, 11 AND 15 WERE  
18 RECEIVED INTO EVIDENCE AND MADE A PART OF THE  
19 RECORD.)

20 JUDGE DIPPELL: So then the only  
21 remaining exhibit would be a late-filed exhibit which  
22 I reserved No. 14 for the company to submit. Is  
23 there anything else that needs to be put into the  
24 record, Mr. Gryzmala?

25 MR. GRYZMALA: The matter we discussed

1 this morning, your Honor, would be the only  
2 remainder.

3 JUDGE DIPPELL: All right. Well, why  
4 don't we go ahead and take care of that. I discussed  
5 with Mr. Gryzmala off the record what he's about to  
6 put on the record now.

7 MR. GRYZMALA: Thank you, your Honor. I  
8 want to advise the Commission that I inadvertently  
9 and mistakenly indicated this morning the customer  
10 count which, to the best of my knowledge, if I  
11 recall, was a specific number of customers in the  
12 Stanberry Wire Center area.

13 That has been traditionally and remains  
14 a highly confidential matter. I inadvertently failed  
15 to recall that. I would like the record to reflect  
16 that that specific number should have been treated as  
17 highly confidential. I would like it to be treated  
18 as highly confidential in terms of the record and in  
19 terms of those who may have heard it while I  
20 inadvertently mentioned it in the hearing room.

21 JUDGE DIPPELL: All right. And you're  
22 referring to your opening statement; is that correct?

23 MR. GRYZMALA: Yes, that is.

24 JUDGE DIPPELL: Would there be any  
25 objection to me redacting that number from the

1 official transcript?

2 (NO RESPONSE.)

3 JUDGE DIPPELL: As I said, it's already  
4 gone out over the internet, but we can keep it  
5 confidential from here on out. So okay, I will order  
6 that to be so, and I will have the court reporter  
7 remove that specific number from that portion of your  
8 opening statement, and I will ask that anyone who may  
9 have heard that number keep it -- keep it  
10 confidential if you are in a position to do so. If  
11 anybody was in here that isn't still here, I guess  
12 that's over and done with.

13 MR. GRYZMALA: Thank you very much, your  
14 Honor.

15 JUDGE DIPPELL: Uh-huh. Is there  
16 anything else that needs to be on the record?

17 (NO RESPONSE.)

18 JUDGE DIPPELL: Okay, then. I'm going  
19 to find out if there are any additional Commissioner  
20 questions for any of the witnesses before I excuse  
21 them and we adjourn.

22 I will ask you, I had ordered that  
23 briefs be due 30 days after the transcripts are  
24 filed. If -- I'll just ask you all to consider that  
25 and if that's gonna be a workable schedule. If we

1 can speed it up, that's great. Don't want to  
2 encourage it to linger any further than that.

3                   So I'd also said that you can file  
4 proposed Findings of Fact and Conclusions of Law, but  
5 I believe I made one or both of those optional, and  
6 that Order will stand however it's written.

7                   Okay. Let's take another 15-minute  
8 break, come back in here at a quarter till and maybe  
9 I'll send you home. Let's go off the record.

10                   (A RECESS WAS TAKEN.)

11                   JUDGE DIPPELL: Okay, then. Let's go  
12 ahead and go back on the record with sound. All  
13 right then. There are no Commissioner questions for  
14 any of the witnesses, so that will conclude the  
15 hearing.

16                   I didn't expedite this transcript so it  
17 will be due in a regular ten-day working cycle, and  
18 like I say, I ordered the briefs to be filed 30 days  
19 after that. Is that reasonable?

20                   MR. DeFORD: That's fine with us, your  
21 Honor.

22                   JUDGE DIPPELL: All right, then. I'll  
23 send out a briefing schedule when the transcript is  
24 filed, setting a deadline, a specific deadline. And  
25 Mr. DeFord, I'll ask you to file your Exhibit 14 by

1 next Friday.

2 MR. DeFORD: We'll check into that.

3 JUDGE DIPPELL: Okay. If there is no  
4 Exhibit 14, then you can just file a notice saying  
5 that.

6 MR. DeFORD: We'll do that.

7 JUDGE DIPPELL: Okay. Is there anything  
8 further that needs to be on the record?

9 (NO RESPONSE.)

10 JUDGE DIPPELL: Seeing nothing further,  
11 this hearing is adjourned. Thank you.

12 (WHEREUPON, the hearing in this case was  
13 concluded.)

14

15

16

17

18

19

20

21

22

23

24

25

1	I N D E X	
2		
3	Opening Statement by Mr. DeFord	12
4	Opening Statement by Mr. Dandino	14
5	Opening Statement by Mr. Haas	18
6	Opening Statement by Mr. Stewart	21
7	Opening Statement by Mr. England	27
8	Opening Statement by Mr. Gryzmala	32
9		
10	NORTHWEST MISSOURI CELLULAR'S EVIDENCE:	
11	KATHRYN ZENTGRAF	
12	Direct Examination by Mr. DeFord	37
13	Cross-Examination by Mr. Dandino	40
14	Cross-Examination by Mr. Haas	43
15	Cross-Examination by Mr. Stewart	47
16	KATHRYN ZENTGRAF (IN-CAMERA)	
17	Cross-Examination by Mr. England	53
18	KATHRYN ZENTGRAF	
19	Cross-Examination by Mr. Gryzmala	66
20	Questions by Commissioner Murray	70
21	Questions by Commissioner Appling	78
22	Redirect Examination by Mr. DeFord	82
23	ROGER BUNDRIDGE	
24	Direct Examination by Mr. DeFord	85
25	Cross-Examination by Mr. Dandino	88
	Cross-Examination by Mr. Haas	103
	Cross-Examination by Mr. Stewart	111
	Cross-Examination by Mr. England	115
	Cross-Examination by Mr. Gryzmala	117

1	ROBERT BUNDRIDGE (IN-CAMERA)	
2	Cross-Examination by Mr. Stewart	126
	Cross-Examination by Mr. England	142
3		
	ROBERT BUNDRIDGE	
4	Cross-Examination by Mr. England	160
	Questions by Judge Dippell	162
5	Redirect Examination by Mr. DeFord	164
	Recross-Examination by Mr. Dandino	170
6	Questions by Commissioner Gaw	173
	Further Redirect Examination by Mr. DeFord	177
7		
8		
	JONATHAN REEVES	
9		
	Direct Examination by Mr. DeFord	178
10	Cross-Examination by Mr. Dandino	180
	Cross-Examination by Mr. Haas	180
11		
	JONATHAN REEVES (IN-CAMERA)	
12		
	Cross-Examination by Mr. Stewart	187
13	Cross-Examination by Mr. Gryzmala	210
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		



	EXHIBITS INDEX	
	MARKED	REC'D
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		

	EXHIBITS INDEX (CONTINUED)	MARKED	REC'D
1			
2			
3			
4	Exhibit No. 6 HC		
5	Supplemental Direct		
6	Testimony of		
7	Jonathan Reeves	11	179
8	Exhibit No. 7		
9	Rebuttal Testimony of		
10	Barbara Meisenheimer	11	226
11	Exhibit No. 8 NP		
12	Rebuttal Testimony of		
13	Adam McKinnie	11	226
14	Exhibit No. 8 HC		
15	Rebuttal Testimony of		
16	Adam McKinnie	11	226
17	Exhibit No. 9 NP		
18	Rebuttal Testimony of		
19	Glenn Brown	11	226
20	Exhibit No. 9 HC		
21	Rebuttal Testimony of		
22	Glenn Brown	11	226
23	Exhibit No. 10 NP		
24	Rebuttal Testimony of		
25	William Warinner	11	228
26	Exhibit No. 10 HC		
27	Rebuttal Testimony of		
28	William Warinner	11	228
29	Exhibit No. 11 NP		
30	Rebuttal Testimony of		
31	James Stidham, Jr.	11	228
32	Exhibit No. 12 HC		
33	Data request 1.03, 1.08		
34	and Northwest Missouri		
35	Cellular's responses	53	64
36			

	EXHIBITS INDEX (CONTINUED)	MARKED	REC'D
1			
2			
3	Exhibit No. 13		
4	February 1, 2006 letter to		
5	Marlene Dortch, FCC,		
6	from Roger Bundridge	167	168
7	Exhibit No. 14		
8	(Reserved)		
9	Exhibit No. 15		
10	Rebuttal Testimony of		
11	William Warinner	227	228
12	(with revisions)		
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			