



West River Cooperative Telephone Company

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October 31, 2016

Re: Notice of Discontinuance of Certain Operator Services

Dear Valued Customer:

This letter is to inform you that West River Cooperative Telephone Company will no longer be providing certain legacy operator services on or after January 1, 2017 pending federal and state regulatory approval. Specifically, the following operator services will be discontinued.

- **Busy Line Verification (BLV)** – An operator service allowing an operator to establish a connection to confirm when a line is idle or in use.
- **Busy Line Interruption (BLI)** – An operator service allowing an operator to interrupt a voice conversation in progress on a line and advise the interrupted subscriber that an interrupting party needs to reach the subscriber.

This discontinuance is limited to the operator services listed above and will not affect your communications service in any other way. Customers will continue having access to general operator services, including the following: directory assistance, directory assistance with call completion, operator assisted dialing, operator person-to-person calls, operator third number billing calls, and operator station paid domestic and international calls.

In 2016, West River Cooperative Telephone Company had zero instances of customers utilizing BLV service, and had zero instances of customers utilizing BLI service. Customer demand for BLV and BLI operator services has declined as mobile phones, text messaging, email and other social media applications have increased in popularity.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. Address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the § 63.71 Application of (carrier's name). Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service.

If you have any questions about this notice, please contact us at 605-244-5213. We thank you for your business and look forward to continuing to serve your communications needs.

Sincerely,
Colle Nash
West River Cooperative Telephone Company