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Timothy Brinkman | CEO / General Manager

An Equal Opportunity Provider and Employer

February 10, 2021

Via E-Filing

Mr. Will Seuffert
Executive Secretary
Minnesota Public Utilities Commission
121 Seventh Place East, Suite 350
St. Paul, MN 55101

Re: Petition by Big River Telephone Company, LLC, to Amend its Certificate of Authority to Provide Local Facilities-Based Services, Docket No P-6652/NA-21-82

Dear Mr. Seuffert:

This letter is sent by Garden Valley Telephone Company d/b/a Garden Valley Technologies (“Garden Valley”) to inform the Commission and Department of Commerce of a matter of concern to Garden Valley in relation to the Petition of Big River Telephone Company, LLC (“Big River”) to Amend its Certificate of Authority (“Petition”) by expanding its authority to include Red Lake Falls. This letter is not an objection to the Petition within the meaning of Minn. Rule 7811.0300, subpart 5. B. Garden Valley does, however, believe it is important to inform the Commission and Department of customer issues that have previously arisen in a separate context involving Big River.

Garden Valley is the Incumbent LEC in Red Lake Falls. Garden Valley is also a CLEC in Thief River Falls where Big River was a CLEC prior to Garden Valley entering the market and remains a CLEC. In the course of entering the market in Thief River Falls and expanding its customer base in Thief River Falls, Garden Valley has experienced customer service problems relating to customers who have shifted from Big River to Garden Valley. Garden Valley has not experienced similar problems with other providers in Thief River Falls.

The problems relate to failed completion of calls originating with current Big River customers who attempt to make calls to Garden Valley Thief River Falls CLEC customers who were formerly Big River customers. Specifically, in following up on complaints from Garden Valley customers, Garden Valley has determined that the calls being attempted by current Big River customers are not reaching the Garden Valley switching equipment. When Garden Valley has approached Big River to resolve these problems, Big River personnel have been unwilling to share information or readily cooperate in resolving the problems noting they will only work with a customer of Big River to resolve an issue. As noted, Garden Valley has not experienced similar problems with other providers in Thief River Falls, which include Century Link, Wikstrom Telephone, Verizon, AT&T and others.

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Garden Valley Telephone Company d/b/a Garden Valley Technologies

Garden Valley has a concern that the same problems may arise in Red Lake Falls as Big River begins to provide service in Red Lake Falls.

Garden Valley recognizes that problems cannot be resolved or completely prevented in advance. Nonetheless, Garden Valley wishes to provide advance notice of its concerns based on its experiences with Big River in Thief River Falls.

Please contact me if further information is needed.

Sincerely

Garden Valley Telephone Company d/b/a Garden Valley Technologies



By Timothy Brinkman
Its CEO/General Manager

CERTIFICATE OF SERVICE

Petition by Big River Telephone Company, LLC, MPUC Docket No.: P-6652/NA-21-82
to Amend its Certificate of Authority to Provide
Local Facilities-Based Services

Karen E. Berg certifies that on the 10th day of February, 2021, she filed a true and correct copy of a **Letter to Will Seuffert on behalf of Garden Valley Telephone Company, d/b/a Garden Valley Technologies**, by positing it on www.edockets.state.mn.us. Said document was also served via U.S. Mail and e-mail as designated on the Official Service List on file with the Minnesota Public Utilities Commission and attached hereto.

/s/ Karen E. Berg

Karen E. Berg

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Linda	Chavez	linda.chavez@state.mn.us	Department of Commerce	85 7th Place E Ste 280 Saint Paul, MN 55101-2198	Electronic Service	No	OFF_SL_21-82_SA-21-82
Generic Notice	Commerce Attorneys	commerce.attorneys@ag.state.mn.us	Office of the Attorney General-DOC	445 Minnesota Street Suite 1400 St. Paul, MN 55101	Electronic Service	Yes	OFF_SL_21-82_SA-21-82
Dan	Craigie	daniel.craigie@state.mn.us	Department of Public Safety	445 Minnesota St. Suite 1725 St. Paul, MN 55101	Electronic Service	No	OFF_SL_21-82_SA-21-82
David	Denton	david.denton@state.mn.us	DPS ECN	445 Minnesota Street Suite 137 St. Paul, Minnesota 55101	Electronic Service	No	OFF_SL_21-82_SA-21-82
Pete	Eggimann	PEGGIMANN@MN-MESB.ORG	Metropolitan Emergency Services Board	2099 University Ave W Ste 201 St. Paul, MN 551043431	Electronic Service	No	OFF_SL_21-82_SA-21-82
Brian	Grunhovd	brian.grunhovd@gvtel.net	Garden Valley Telephone Company d/b/a Garden Valley Technologies	201 Ross Ave Erskine, MN 56535	Electronic Service	No	OFF_SL_21-82_SA-21-82
Kevin	Keaveny	kkeaveny@bigrivercom.com	Big River Communications, LLC	24 S. Minnesota Ave cape girardeau, MO 63701	Electronic Service	No	OFF_SL_21-82_SA-21-82
Generic Notice	Residential Utilities Division	residential.utilities@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012131	Electronic Service	Yes	OFF_SL_21-82_SA-21-82
Alice	RobertsDavis	admin.info@state.mn.us	Department of Administration	15 Sherburne Avenue St. Paul, MN 55155	Electronic Service	No	OFF_SL_21-82_SA-21-82
Will	Seuffert	Will.Seuffert@state.mn.us	Public Utilities Commission	121 7th Pl E Ste 350 Saint Paul, MN 55101	Electronic Service	Yes	OFF_SL_21-82_SA-21-82

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Dana	Wahlberg	dana.wahlberg@state.mn.us	Department of Public Safety	Town Square Ste 137 444 Cedar St St. Paul, MN 551015126	Electronic Service	No	OFF_SL_21-82_SA-21-82