EXHIBIT 3

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TROUBLE REPORT **PUBLIC REDACTED COPY**

Month	Trouble tickets/1000 lines	FCC Complaints/1000 lines
January		
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		

There were a total of [redacted] customer service tickets in the US Cellular Illinois ETC area. (Please keep in mind this data includes both ETC and non-ETC sites in this area.)

The majority of the customer service tickets that we saw in 2010 fell into two cause code categories; Could Not Duplicate ([redacted]%) and Customer No Longer Having Problem ([redacted]%). Investigations into these tickets did not reveal network issues and can be attributable to many factors such as customer hardware issues (although not identified), other wireless carrier issues, customer confusion, and poor in-building coverage/interference (i.e. metal roof/walls, hospital basement, etc.).

Network issues made up [redacted]% of our customer service tickets. Network issues can be defined as hardware failures, software failures, or network created interference. Hardware failures are corrected by resetting, reseating, or replacing faulty hardware. Software issues are corrected either by reloading, installing patches, or upgrading. Network created interference is corrected by adjusting gains/losses, antenna down-tilts, or through software changes to neighbor lists, etc.

We saw approximately [redacted]% of our customer service tickets closed with the cause code of Landline/Telco Problem. These issues are generally caused by loss of trunk groups between USCC and LEC, LEC number routing errors, or fiber cut. Loss of trunking groups is joint effort between USCC and the appropriate LEC. The circuits are tested by both parties, and the responsible party repairs/replaces the failed hardware/software. Incorrect LEC routing is corrected by the Telco provider as are fiber cuts.

Approximately [redacted]% of our customer issues can be attributed to poor coverage areas. An example of a poor coverage area complaint would be when customer is having an issue making or receiving calls in a precise geographical area. In this case our RF Engineering team either uses coverage maps or actually goes to site of the complaint to troubleshoot. Upon troubleshooting they would come to the conclusion that their area of the complaint is not adequately covered by a cell site. The areas are investigated for future site builds.

The remaining [redacted]% of complaints (at less than [redacted]% each) were varied, ranging from 3rd party vendors to provisioning. An Example of a 3rd Party Vendor complaint would be around some of our easyedge℠ applications. A customer may be trying to access a third party application and receive a failure message. This type of complaint may indicate a problem with the Brew Server and would be investigated by the USCC 1xDataEnhancedServices Team. The final fix maybe a problem with the USCC server or sever belonging to the vendor. Customer's may not have functionality or proper functionality of certain features (i.e. VM, SMS, MMS) if the proper SOCs are not entered in the billing system. To correct the issue the current SOCs for the customer's price plan must be corrected.