

**NATIONWIDE**  
Long Distance Service

November 17, 2008

Kara Semmler  
South Dakota Public Utilities Commission  
500 East Capitol  
Pierre, SD 57501

**RE: Keller Electric**  
**File: CT08-007**

Dear Kara:

Nationwide Long Distance Service Inc. ("NLDS") has received the supplemental information provided by the South Dakota Public Utilities Commission on behalf of Keller Electric dated November 3, 2008. Nationwide Long Distance Service has reviewed this information and has entered a resolution for this account.

In our initial response dated October 22, 2008 Nationwide Long Distance Service did cancel the account on September 8, 2008 as per Craig's request upon calling into our customer service call center. Nationwide Long Distance Service did issue full pre-taxed credits totaling \$380.91 to Keller Electric's local billing telephone company for all charges billed and incurred to this account.

Nationwide Long Distance Service was provide a supplement request on November 3, 2008 from Keller Electric stating they would like their services canceled and reimbursement for all money paid to Nationwide Long Distance Service.

As previously stated the services were thoroughly canceled on September 8, 2008. Aside from the full credit already provided to Keller Electrics local telephone company, we are issuing Keller Electric a settlement check in the amount of \$1,000.00.

Nationwide Long Distance Service did dismiss the market agency responsible for the telemarketing call to Keller Electric. We have proceeded with new training for all retained marketing agencies of Nationwide Long Distance Service. Nationwide Long Distance Service does not and never will tolerate "slamming" or misrepresentations of any kind with marketing its services. The company will take immediate corrective action against any marketer that they believe is violating its telemarketing policies and procedures.

Again, I sincerely apologize to Keller Electric for inconveniences they experienced with Nationwide Long Distance Service. We asked Keller Electric and the Commission to accept this resolution and we respectfully ask for closure on this complaint. Please contact me directly with any further questions regarding this matter. Thank you.

2000 Town Center Suite 1900  
Southfield, MI 48075

800-853-2719 Phone  
800-539-2138 Fax

Very truly yours,  
Nationwide Long Distance Service

Pamela S. Rieck  
Regulatory Affairs Director

CC: File

Deb Gregg