

TC11-065 – City of Brookings Municipal Telephone

ETC/USF Certification

Staff questions – Dave Jacobson

Mr. Meyer:

Following are questions of Commission Staff regarding the application by Brookings Municipal Telephone for ETC/USF certification. Please efile your responses into the Commission's docket.

1. Page 2 of the application states that of the estimated 60 complaints received during 2010, 34 of these were written complaints or needed to be resolved with the involvement of other Company representatives outside of the customer service department. Please explain why such a high percentage of total complaints were in writing or required the involvement of special Company personnel. Were these more formal complaints related to a certain incident or from a certain location in your territory or did they randomly occur throughout the year at varying locations?

Response: BMU defines complaints as either "customer service" or "complaints in writing or needing involvement outside customer service. The 34 complaints referenced in the filing were not written in nature. The 34 complaints fall under the 'involvement of other company representatives' which includes complaints that are referred to the Supervisor of the Customer Service department or the Installation Technician Foreman. These complaints or customer inquiries usually occur after the customer receives a one time non-recurring charge for installation work or a service order charge for work the customer had requested to be performed. BMU provides extra customer care to the customer by having the Installation Technician Foreman describe the nature of the installation work or the Customer Services Supervisor describe the service order charges, so that the customer receives an understanding of the charges that have been assessed. The complaints as defined above occur randomly throughout the year and from varying locations.