

BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF SOUTH DAKOTA

IN THE MATTER OF THE APPLICATION  
OF MIDCONTINENT COMMUNICATIONS  
FOR AN AMENDED CERTIFICATE OF  
AUTHORITY TO PROVIDE LOCAL  
EXCHANGE SERVICE IN THE LENNOX  
RURAL SERVICE AREA

TC 12-035

RESPONSE TO STAFF  
SECOND DATA REQUEST

On June 4, 2012, Staff of the Commission requested, via email, clarification regarding two items in Midcontinent Communications' ("Midcontinent") Amended Application for an Amended Certificate of Authority to allow Midcontinent to provide local exchange services within the rural exchange area of Lennox, SD service area. Specifically, Staff requested a copy of Midcontinent's certificate of authority to transact business from the Secretary of State pursuant to ARSD 20:10:32:03 (5) and further requested information regarding policies, personnel, or arrangements made by the applicant which demonstrates Midcontinent's ability to respond to customer complaints and inquiries promptly and to perform facility and equipment maintenance necessary to ensure compliance with any Commission quality of service requirements pursuant to ARSD 20:10:32 (10)(b). In response Midcontinent states:

1. As noted in its Amended Application, Midcontinent Communications is a general partnership. Attached as Exhibit L is Midcontinent's Fictitious Business Name Registration from the SD Secretary of State (showing that the partnership does business under the name Midcontinent Communications), as well as the certificates of authority for the two partners that make up Midcontinent Communications – Comcast Midcontinent, LLC and Midcontinent Communications Investor, LLC.

2. With respect to Midcontinent's ability to respond to customer complaints and inquiries and to perform facility and equipment maintenance necessary to ensure compliance

with Commission quality of service requirements, Midcontinent provides the following additional information:

Midcontinent Customers may call 1-800-888-1300, which is available 24 hours a day, 7 days a week. They may also access Midcontinent's web page at [midcocomm.com](http://midcocomm.com). At the top of the page is a link for "contact us" or a customer can click on Resource Center and then select the option for Contact Us. Customers may also stop in at a Customer Service Center location for assistance.

3828 6th Ave SE, Suite A  
Aberdeen

1801 N Main St, Suite 27  
Mitchell

1301 W Omaha St, Suite 106  
Rapid City

5111 S Louise Ave  
Sioux Falls

306 Bower Street  
Vermillion

222 9th Ave SE  
Watertown

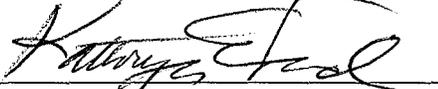
2020 N Elm Street, Ste 3  
Yankton

Midcontinent's personnel, including phone representatives and representatives at the local customer service offices, are all trained to be able to respond to customer inquiries or complaints, including complaints or requests for facility or maintenance issues. Representatives are able to escalate any issues to their immediate supervisor when necessary.

WHEREFORE, Midcontinent respectfully requests that the Commission grant its Application for Amended COA.

Dated this 5th day of June, 2012.

DAVENPORT EVANS HURWITZ  
& SMITH, LLP

By: 

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### CERTIFICATE OF SERVICE

The undersigned, one of the attorneys for Midcontinent Communications, hereby certifies that a true and correct copy of the foregoing Response to Staff Second Data Request was served by e-mail upon the following:

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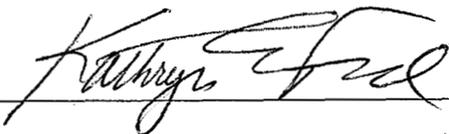
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Dated this 5th day of June, 2012



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