

Long Lines Wireless  
South Dakota ETC Certification  
Responses to SD PUC questions on Docket TC12-078

1-1)Per ARSD 20:10:32:54

Long Lines Wireless response: During 2011, the Company's customer service department received an estimated 5 complaints from customers. None of these complaints received by the Company were formal written complaints or as complaints that needed to be resolved with the involvement of other Company representatives outside of the customer service department.