

Docket Number: TC15-063
Subject Matter: First Data Request
Request to: Midcontinent Communications
Request from: South Dakota Public Utilities Commission Staff
Date of Request: September 18, 2015
Responses Due: September 25, 2015

CONFIDENTIAL RESPONSE:

- 1-1. Provide a copy of the certificate of authority for Midcontinent Communications to transact business in South Dakota from the Secretary of State as pursuant to ARSD 20:10:32:03(5).

Response: attached copies of Secretary of State Certificate of authority

- 1-2. Include the addresses of applicant's affiliates, subsidiaries, and parent organizations pursuant to ARSD 20:10:32:03(7).

Response: All subsidiaries listed in the Application for Amended Certificate of Authority section 7 have the address of:

3600 Minnesota Drive, Suite 700
Edina, MN 55435

- 1-3. Include information regarding policies, personnel, or arrangements made by the applicant which demonstrates the applicant'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 20:10:32:03(10)(b).

Response: Nothing has changed in Midcontinent's business practices since the previous Amendment of Certificate of Authority. Midcontinent answers all calls to its customer care centers 24 hours / 7 days a week / 365 days per year. If the call is for new service or to report a service problem it will be handled accordingly by the appropriate team. Midcontinent has technical staff on-call 24/7/365 to assist with emergency repair issues should a situation arise outside of the normal business hours.

- 1-4. Pursuant to ARSD 20:10:32:03(13)(b), provide a statement as to when negotiations for interconnection started.

Response: Midcontinent sent a letter requesting an Interconnection agreement on August 14, 2015, attached, and requested a response from Venture Communications by August 31, 2015.

August 31, 2015 Venture Communications' attorney contacted Midcontinent via telephone, to discuss the letter Venture received from Midcontinent. Later that day, August 31st, Midcontinent's regulatory team had a brief conference call with Venture's representing attorneys to discuss negotiation of the Interconnection Agreement.

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1-5. Pursuant to ARSD 20:10:32:03(13)(c), provide a copy of any request for interconnection made by the Midcontinent Communications to any local exchange carrier associated with the interconnection to provide proposed local exchanged services.

Response: Attached copy of letter to Venture Communications for Interconnection.

1-6. Explain which services of the Customer Care Team are available 24 hours a day / 7 days a week and which services are available during regular 8-5 business hours.

Response:

Midcontinent's customer service phones are answered 24 hours a day, 7 days per week, 365 days per year. Representatives will assist callers with basic questions about Midcontinent services, their account, and can take payments. Midcontinent also offers online services to customers where they can order or manage their account as well as make a payment. However, if a customer is wanting to downgrade services or disconnect services the customer must talk with a representative.

Midcontinent's Inbound Sales and Customer Service hours are Monday through Friday 8:00 AM till 8:00 PM and Saturday 8:00AM through 5:00PM. These representatives are not available Sunday's or Midcontinent recognized holidays.

Midcontinent's Technical Support team is available 7 days a week from 6:00AM through 7:00PM. Should a customer be experiencing an outage or need immediate technical assistance, the afterhours representative would transfer the call to Midcontinent's Network Operation's Center ("NOC") for assistance.

Midcontinent's Customer Service Centers are located in Aberdeen, Mitchell, Rapid City, Sioux Falls, Vermillion, Watertown, and Yankton. Hours for these centers vary by location. Representatives are available to assist customers in person with questions, sales, service, and account payments.

1-7. Refer to page 42 of Exhibit G: in what areas is Digital Phone Service equipment not backed up with constantly charging battery packs?

Response: As stated in the Digital Phone Service guide, Midcontinent's equipment contains battery backup for up to 8 hours should there be power failure. However, in the event that the customer touches the batteries, connections, or equipment it can affect the battery life. Midcontinent's Network Operations Center ("NOC") will receive an alarm that the battery has gone bad and will contact the customer. Should the batteries be removed during a power outage, the customer will lose dial tone even if the batteries are replaced. Power will be restored once

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commercial power is restored to the phone equipment and at that time the batteries will begin to recharge. Midcontinent also monitors battery life and the NOC will receive an alarm; Midcontinent contacts the customer and will either mail or roll a truck with new batteries. There is no charge to the customer.

- 1-8. Provide a description of the efforts that Midcontinent Communications uses to prevent the unauthorized switching of local service customers by its contracted third party verification company, pursuant to ARSD 20:10:32:03(19).

Response: Midcontinent uses a third party vendor to obtain an LOA from each new customer. During the sales transaction the customer is transferred to this vendor and Midcontinent's sales representative drops off the call. If there are any issues during the LOA transaction the customer will be transferred back to Midcontinent. At the end of each day Midcontinent receives a record of all successful LOA transactions. An automated process then compares that record to Midcontinent's work orders for a match. If we find any that cannot be verified Midcontinent will contact the customer to get a completed LOA processed.

If the customer's phone number is ported from another carrier, Midcontinent will not place a port order until there is a successful LOA record.