

Docket Number: TC15-062

Subject Matter: First Data Request

Request to: NextGen Communications, Inc.

Request from: South Dakota Public Utilities Commission Staff

Date of Request: September 23, 2015

Responses Due: September 30, 2015

1-11. Provide the name, fax, and email of NextGen's representatives to whom all inquiries must be made regarding customer complaints, pursuant to ARSD 20:10:32:03(17).

Answer: Initial inquiries are sent to the TCS NOC which follows standard protocols and issues are escalated to Danny McGinnis

Primary Contact TCS NOC

Email: Support-NG9-1-1 Support-NG9-1-1@telecomsys.com

Phone: (877) 223-1526

Fax: 206-792-3192

Escalation

Danny McGinnis

Email Dmcginnis@telecomsys.com

Phone: 206-792-2672

Fax: 206-792-2001

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