

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

1-12. Pursuant to ARSD 20:10:24:02(10), provide a description of how NextGen handles customer service matters.

Answer: The first point of all Customer contact is via the TCS NOC. No matter the customer concern a Trouble Ticket is opened in accordance with TCS' TL9000 standards. This allows tracking as well as reporting on all Customer concerns. The TCS NOC then works the issue or escalates it to the appropriate work group. As work is done the progress is communicated to the Customer.

Prepared by: Danny McGinnis