

Docket Number: TC16-001
Subject Matter: Fifth Data Request
Request to: IM Telecom, LLC d/b/a Infiniti Mobile
Request from: South Dakota Public Utilities Commission Staff
Date of Request: November 16, 2016
Responses Due: January 9, 2017

- 5.6 Provide more information on the advertising and resources which will be used in South Dakota to properly inform a customer about the service area coverage they can expect to use without roaming. As the company plans to categorize customers into three different resold wireless companies' service coverage areas, explain how the company will communicate this information to different customers to reduce confusion.

Response to 5-6: Upon launch of telecommunications services in the State of South Dakota, Infiniti Mobile will ensure carrier-specific service area maps are made available for customers on its company website as well in physical leaflet form, upon request, where enrolling in-person. At enrollment, following an analysis of the geographic residence of each enrolling subscriber and the underlying service area footprint of Infiniti Mobile's underlying carriers, such subscriber will be assigned to and notified of his or her underlying service provider and provided the opportunity to access such service area maps to accurately examine the service area he or she can expect to use without roaming in South Dakota.