

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

5.9 What is the company's plan and resources for receiving and responding to customer inquiries and complaints?

Response to 5-9: If an Infiniti Mobile Lifeline subscriber calls the Customer Service hotline, Infiniti Mobile personnel will utilize its Customer Complaint Form, attached hereto at Exhibit 5.9 to properly record the name of the caller, the phone number from which the call was received, the date and time of the call, the employee who took the call, and the substance of the complaint as recorded at the time of the subscriber call. Upon receiving such a subscriber complaint, Infiniti Mobile personnel determine whether the concern or issue is one that can be resolved by staff. If so, Infiniti Mobile staff take appropriate measures to resolve the reported complaint, contact the complaining subscriber via telephone to inform them of the resolution of their complaint, and notate on the pertinent Customer Complaint Form the date of the return call, the time of said return call, and the employee who returned the call. Upon completion, all Customer Complaint Forms are stored in company records as a hard copy. In the case of subscriber complaints lodged with the Public Utilities Commission, such complaints are immediately forwarded to Infiniti Mobile management who in turn utilizes the Customer Complaint Form to personally resolve the subscriber complaint.