

Docket Number: TC16-042
Subject Matter: First Data Request
Request to: West River Cooperative Telephone Company
Request from: South Dakota Public Utilities Commission Staff
Date of Request: August 25, 2016
Responses Due: September 2, 2016

1-1. Provide the fixed broadband subscription data of the Form 477 in excel format.

Please see attachment.

1-2. Show that the company is in compliance that with the requirements of § 54.313(a)(12).

§ 54.313(a)(12) requires a certification “that the pricing of a service that meets the Commission's broadband public interest obligations is no more than the applicable benchmark to be announced annually in a public notice issued by the Wireline Competition Bureau, or is no more than the non-promotional price charged for a comparable fixed wireline service in urban areas in the states or U.S. Territories where the eligible telecommunications carrier receives support.” As shown on the spreadsheet submitted as an attachment to Line 701 – Broadband Price Offerings – on its Form 481, West River Cooperative Telephone Company (“West River” or the “Company”) makes available to all of its customers a 4/1 Mbps offering at \$34.99. This pricing is less than the FCC's applicable benchmark for 4/1 service which is \$73.02.

In “Response to Line 3010 – Milestone Certification” attached to its Form 481, West River certified that throughout 2015, the Company was in compliance with § 54.313(f)(1)(i), which requires the Company to provide broadband service upon reasonable request at 10/1 Mbps and that if a request for 10/1 Mbps is unreasonable, the Company must offer at least 4/1 Mbps. As shown on its website (<http://www.sdplains.com/westnet-dsl/>), the Company makes available to all of its customers only its 4/1 Mbps and 6/1 Mbps offerings. The 10/1 Mbps offering is available only to a small portion of its customers and is not advertised on its website. Accordingly, the West River is in compliance with § 54.313(a)(12) because it makes available to all of its customers a 4/1 Mbps offering that meets the Commission’s broadband public interest obligations at a price which is less than the applicable benchmark.

Please be aware that in reviewing the “Response to Line 100 – Broadband Comparability Compliance” document that the Company submitted as an attachment to its Form 481 regarding its compliance with the requirements of § 54.313(a)(12), the Company discovered that it inadvertently misstated that it offers 10/1 Mbps broadband to “all” of its customers which, as explained above, is not the case. Also, on the document, the Company omitted the availability of its 4/1 Mbps offering.

1-3. Do new customers receive the welcome letter which describes the Lifeline program within 30 days of receiving service?

Yes, the Lifeline program information is enclosed in the new member’s packet and is received by member within 30 days.