

Docket Number: TC17-048
Subject Matter: First Data Request
Request to: City of Brookings Municipal Telephone
Request from: South Dakota Public Utilities Commission Staff
Date of Request: August 9, 2017
Responses Due: August 23, 2017

- 1-1. Refer to the Functionality in Emergency Situations document: The document states that the “[c]arrier has four (4) hours of backup battery reserve in its central office, supported by an on-site generator which enables it to provide service for a reasonable period of time if external power is lost.” Please specify the amount of time the company can provide service if external power is lost and confirm that it complies with ARSD 20:10:33:19.

Carrier does comply and meet the requirements set forth in ARSD 20:10:33:19. The Carrier central office has minimum of four (4) hours of battery reserve, supported by an on-site generator capable of supporting all peak capacity loads. In addition, the central office on-site generator is capable of providing continuous power for a minimum of twenty four (24) hours as needed without refueling and with refueling this timeframe may be extended. All Remote office locations utilize a combination of local battery backup and either an internal or external generator that meets the 8 hour minimum power requirement if commercial power is lost as set forth in ARSD 20:10:33:19.

- 1-2. The 135% of federal poverty guidelines on the Lifeline Assistance Application labeled for use from Dec 2016-Dec 2017 appear to be out of date. The federal poverty guidelines changed January 2017. When does City of Brookings plan to update its poverty guidelines displayed on this form to the January 2017 levels?

The federal poverty guideline on the Lifeline Assistance Application was updated with the January 2017 levels and all applications were reviewed to determine if there were any administrative errors due to the wrong federal poverty guideline. No errors were discovered.

- 1-3. In the Lifeline Assistance Application, under the eligibility box, the sentence instructs the customer to check all the programs that a customer is enrolled in, and the word “all” is emphasized in bold. As a customer only needs to prove that they qualify for one of the programs, why is the company asking for all?

The revised Lifeline Assistance Application removes the word “all”. However, it should be noted that the company established the administrative process of requiring support for only one program for lifeline eligibility.

- 1-4. Refer to the back side of the wireline brochure for Lifeline on page 16 of the Lifeline/Tribal Link Up Advertising Outreach Annual Report: should the text include the word “or” between the two listed ways to qualify for Lifeline?

The wireline brochure was updated to include the word “or” between the two listed ways to qualify for Lifeline.

- 1-5. Confirm that all new customers received Lifeline information within 30 days of receiving service.

City of Brookings Municipal Telephone confirms that all new South Dakota customers receive lifeline information within 30 days of receiving service.