

Docket Number: TC17-065
Subject Matter: First Data Request
Request to: Peerless Network of South Dakota, LLC
Request from: South Dakota Public Utilities Commission Staff
Date of Request: 11/1/17
Responses Due: 11/13/17

**Peerless Network of South Dakota, LLC Responses to First Set of
Data Requests from The South Dakota Public Utilities Commission Staff**

- 1-1. Provide further detail on whether Peerless is looking to provide interexchange service in the CenturyLink only areas or if the request is for statewide interexchange authority.

RESPONSE

Peerless Network of South Dakota, LLC (“Peerless”) is seeking statewide interexchange authority.

- 1-2. Provide any sample brochures and advertisements that Peerless uses for sales purposes.

RESPONSE

Peerless Network, Inc.’s operating subsidiaries – Peerless Network of [STATE], LLC – provide telecommunications services predominately to other carriers and enterprise customers. Therefore, Peerless does not have brochures or advertisements used for sales to mass market (i.e., residential or small/medium business) customers. Attached as Confidential Attachment A is a copy of a presentation used by Peerless Network, Inc.’s sales staff for sales to carriers and enterprise customers.

- 1-3. Refer to section 10 of the application. Provide further detail regarding the policies and arrangements that Peerless has which demonstrates the applicant’s ability to respond to customer complaints and inquiries promptly and to perform facility and equipment maintenance necessary to ensure compliance with any commission quality of service requirements.

RESPONSE

As discussed above, Peerless Network, Inc.’s operating subsidiaries provide telecommunications services predominately to other carriers and enterprise customers. Each of these carrier/enterprise customers are assigned a Peerless Customer Care Representative. Any complaints from these customers are initially directed to these Customer Care Representatives, and are escalated to Peerless Network management if needed. In addition, Peerless Network’s contracts with its customers identify specific contact information for notices and spell out how disputes will be resolved formally if informal dispute resolution is unsuccessful. Issues related to facility and equipment maintenance are handled by Peerless Network’s Network Operation Center (“NOC”) personnel. This NOC is staffed 24 hours a day, seven days a week, and continually monitors Peerless’s network and equipment. To the extent that a service problem is identified by or reported to the NOC, the NOC personnel immediately opens a trouble ticket, assigns the trouble ticket to appropriate Peerless Network technicians, and works the trouble ticket until the service issue is resolved. Once resolved, the trouble ticket is closed out.