

## EXHIBIT C

As required by ARSD §§ 20:10:32:54(3), 20:10:32:54(4) and 20:10:32:54(5), the Company submits Exhibit C.

During 2018, the Company had the following Service Outages previously reported to the South Dakota Public Utilities Commission. A copy of each outage as filed is attached.

- Number of Service Outages: 0

During 2018, the Company had the following number of unfulfilled service requests including how the Company attempted to provide service to the potential customer.

- Number of Unfulfilled service requests: Golden West has several requests for voice service received in 2018, that have not been fulfilled due to delays in Tribal permitting processes. Golden West is ready and able to provide service to these locations upon approvals being granted. Golden West also has a number of delayed service fulfillments due to wet spring conditions, but are expecting to fulfill them as conditions allow.

During 2018, the Company's customer service department received 0 elevated complaints from consumers that were directly related to voice service quality.