

510 Broadway • P.O. Box 136
Abercrombie, ND 58001

July 24, 2009

Terri LaBrie Baker
Utility Analyst
South Dakota Public Utilities Commission
500 East Capitol Avenue
Pierre, SD 57501-5070

Re: In the Matter of the Request of Red River Rural Telephone Association for Certification
Regarding Their Use of Federal Universal Service Support
Docket No.: TC09-066

Dear Ms. LaBrie Baker:

In response to your July 1, 2009, emailed request for additional information regarding Red River Rural Telephone Association's ("Red River") application for certification in the above entitled Docket, Red River provides the answers to your questions as follows:

1-1) Last year you indicated you would send a letter to your SD customers with information on complaint procedures and PUC contact info and also add the SD PUC contact info to the 2009 directory under the consumer rights section. Please provide a copy of each of these.

Response: Copy of information enclosed

1-2) You indicate that no changes are made to your 2010 estimated capital expenditures; however, the amount in TC08-091 for 2010 was \$0.00 and in TC09-066 you are estimating costs to change out a soft switch. Please explain this change.

Response: Due to the current softswitch being manufacturer discontinued and no longer being supported it has become necessary to seek a replacement.

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1-3) Just to confirm, your Universal Service Support is not separated out between SD and MN.
Are the amounts shown in Exhibit A allocated based on access lines in SD?

Response: Yes

Please let us know if we can provide any further information.

Very truly yours,

A handwritten signature in black ink, appearing to read "Jeffrey J. Olson". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jeffrey J. Olson
General Manager

cc: Richard J. Johnson

USE OF TELEPHONE FOR DEBT COLLECTION PURPOSES

The Federal Communications Commission has received information that interstate telephone service is being used for collection of claimed debts in ways that are or may be in violation of applicable tariffs of the telephone companies and criminal statutes. Practices alleged include calling at odd hours of the day or night; repeated calls; calls to friends, neighbors, relatives, employers, and children; calls making a variety of threats; calls asserting falsely that credit ratings will be hurt; calls falsely stating that legal process is about to be served; calls demanding payments for amounts not owed; calls to places of employment; and calls misrepresenting the terms and conditions of existing or proposed contracts. Although many of these calls are placed on a local basis, there is increasing indication that such improper practices also involve use of interstate toll and Wide Area Telephone Service (WATS).

Tariffs of the telephone companies forbid use of the telephone "...for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another;" or for calls that "...interfere unreasonably with the use of the service by one or more other customers;" or calls for "...unlawful purpose." Upon violation of any of these conditions the telephone company can, by written notice, discontinue service "forthwith." These tariff regulations are filed with this Commission pursuant to Section 203 of the Communications Act, 47 U.S.C. 203, and are binding on the telephone company and customer alike. Users of the telephone service are also subject to the enforcement proceedings provided for in Sections 401 and 411 of the Communications Act. In addition to the loss of telephone service for violation of the tariffs, Section 223 of the Communications Act makes it a crime to use the telephone in the District of Columbia or in interstate or foreign communications to make "repeated telephone calls, during which conversation ensues, solely to harass any person at the called number" or to knowingly permit "others to use his telephone" for such purpose. Penalties for violation of Section 223 are a fine up to \$500.00 or six months' imprisonment, or both, 47 U.S.C. 223.

The Commission is concerned that some users of telephone service may be unaware of their obligations to refrain from using the service for abusive or harassing calls. It is also concerned that other users may be willfully and repeatedly violating the provision of the tariffs and the applicable statutes, and that the telephone companies are not adequately enforcing their tariffs. Accordingly, the Commission is issuing this Public Notice in order that the public may be informed of the requirements of law in this area and so that users may be alerted to their legal obligations in the use of the telephone and the penalties for failure to abide thereby.

CONSUMER RIGHTS

Your RED RIVER RURAL TELEPHONE ASSOCIATION service representative has a basic responsibility to answer your questions and resolve your problems. If you're not satisfied, feel free to ask for a supervisor or the manager. If you are still not satisfied, you have the right to file a formal or informal complaint with the appropriate public commission. The addresses and phone numbers are:

ND Public Service Commission

State Capitol Building
Bismarck, ND 58505
701-328-2400

SD Public Utilities Commission

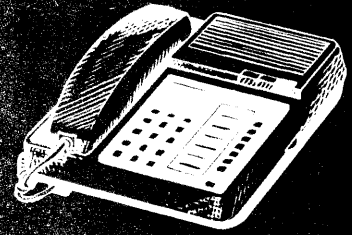
500 East Capitol Ave
Pierre, SD 57501-5070
1-800-332-1782

Minnesota Public Utilities Commission

160 East Kellogg Road
St. Paul, MN 55101
1-800-657-3782

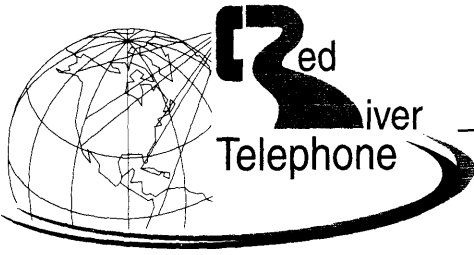
Federal Communications Commission

1919 M Street, NW
Washington, DC 20554
1-888-225-5322



USE OF TELEPHONE FOR DEBT COLLECTION PURPOSES

CONSUMER RIGHTS



510 Broadway • P.O. Box 136
Abercrombie, ND 58001

July 21, 2008

Bernard Holland
10043 450th Avenue
Lidgerwood, ND 58053-9021

Dear Bernard:

Below is a notification of your consumer rights as a South Dakota telephone customer.

Your Red River Rural Telephone Association service representative has a basic responsibility to answer your questions and resolve your problems. If you're not satisfied, feel free to ask for a supervisor or the manager.

If you are still not satisfied, you have the right to file a formal or informal complaint with the South Dakota Public Utilities Commission. The address and phone numbers are:

South Dakota PUC
Capitol Building
500 East Capitol Ave
Pierre, SD 57501-5070
605-773-3201
1-800-332-1782

In the future this information will be printed in the "Consumer Rights" section at the front of the Red River Rural Telephone Association directory. You will receive the 2009 issue in January.

If you have any questions please contact our business office toll-free at 1-866-553-8309.

"Your Total Communications Company – Connecting You To The World"

Phone 701-553-8309 • Fax 701-553-8396