

**BEFORE THE  
SOUTH DAKOTA PUBLIC UTILITIES COMMISSION**

---

**IN THE MATTER OF THE REQUEST OF  
GOLDEN WEST TELECOMMUNICATIONS )  
COOPERATIVE, INC., STUDY AREA )  
CODES: 391640, 391659, 391667, 391677, ) ANNUAL ETC CERTIFICATION  
391684, AND 391686, FOR CERTIFICATION ) FILING  
REGARDING ITS USE OF FEDERAL )  
UNIVERSAL SERVICE SUPPORT. )**

---

Golden West Telecommunications Cooperative, Inc. (the “Company”), by and through its attorney, makes this filing to seek certification from the South Dakota Public Utilities Commission (the “Commission”) as is required under 47 C.F.R. § 54.314 and to comply with the provisions of ARSD §§ 20:10:32:52 and 20:10:32:54 of the Commission’s rules pertaining to eligible telecommunications carriers (“ETCs”).

In accordance with 47 C.F.R. § 54.314, federal universal service support provided to carriers pursuant to 47 C.F.R. §§ 54.301, 54.305 and/or 54.307 and/or Part 36, Subpart F (high-cost loop support, local switching support, safety net additive support and safety valve support) will be made available only if the State Commission files the requisite annual certification with the FCC and USAC. The certification required specifically for rural carriers to receive federal universal service support for all four quarters during calendar year 2013 is currently due to be filed with the FCC and USAC on or before October 1, 2012. The certification may be presented to these entities in the form of a letter from the State Commission. The letter must identify which carriers in the State are eligible to receive federal support during the 12-month period and must certify that the carriers listed will only use the support for the provision, maintenance and upgrading of facilities and services for which the support is intended.

As part of its annual request to the Commission for certification, the Company provides the following information:

1. The Company is a rural telephone company that has previously been designated by this Commission as an ETC. The Company provides local exchange telephone services, including all of the essential services that are included in the federal definition of universal service within its established rural service area in South Dakota.

2. The provisions of ARSD § 20:10:32:54 addressing the annual “Certification requirements” set forth by this Commission indicate in part that the ETC must show “how much universal service support was received.” Accordingly, the Company’s 2011 federal universal service receipts are reflected on Confidential Exhibit A hereto (presented as part of the Company’s “Progress Report”). This same Confidential Exhibit also shows total expenditures of the Company in 2011 related to the provision, maintenance and upgrading of the facilities and services that are supported by federal universal service funding. In addition, to the extent changes have occurred, to date, with respect to the Company’s planned 2012 investments noted in last year’s two-year plan, the changes are referenced in that Confidential Exhibit. Estimates of the expenditures to be made by the Company for calendar year 2013, related to the provision, maintenance, and upgrading of facilities and services supported by federal universal service, are

provided on Confidential Exhibit B hereto as part of the Company's current Two-Year Plan. Consistent with federal universal service principles, the Company will use federal universal service amounts received in 2013 to offset a portion of these 2013 expenditures. This use of federal universal service support will enable the Company to: (1) maintain rates for its local exchange services that are affordable and reasonably comparable to rates being charged for the same services in urban areas; and (2) to upgrade its telecommunications facilities and equipment as necessary to meet evolving service requirements and maintain high quality service. The use of federal universal service support for these purposes is clearly consistent with the federal universal service provisions.

3. In addition to the information included in Confidential Exhibits A and B, the following information is provided to meet the Commission's "Certification requirements" set forth in § 20:10:32:54:

- During calendar year 2011, the Company experienced the following service outages affecting at least 10 percent of its end user customers, for a period lasting longer than 30 minutes: A lightning strike near Hawarden, Iowa disabled an ONI on the network of the South Dakota Network (SDN). Limited long distance and reduced capacity to call 911 impacted approximately 10,789 customers intermittently in the following exchanges: Corsica, Plankinton, Armour, Winner, Witten, Clearfield, Murdo, Vivian, Burke, Bonesteel, Gregory, Lower Brule, Mission, Rosebud, White River and Wood. The outage was reported to have started around 3:45 pm and was fixed at 6:30 pm MDT. Additional redundant systems have been added to the network to minimize similar disruptions if they occur in the future. However, this route experienced a near-simultaneous fiber cut and lightning strike separated by several hundred miles.

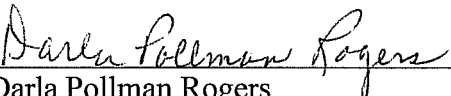
The average trouble reports logged each month are approximately 2 percent of total access lines.

- The Company was able to provide service to all potential customers that requested service during 2011, and as of December 31, 2011 the Company had no unfulfilled requests for service.
- During 2011, the Company's customer service department averaged 12,360 calls from consumers each month for new or additional service requests, billing questions, payment arrangements and reports of technical issues. The majority of calls received are resolved by the customer service representative during the initial contact. When necessary, appropriate Company personnel make a second contact, within 24 hours, to help resolve issues. Few calls require escalation from the customer service department to other management staff for resolution. The Company has record of approximately five complaints that were resolved with the involvement of other Company representatives outside of the customer service department. The Company also received numerous complaints related to the ongoing call termination issues affecting rural telephone subscribers across America.
- Also attached as "Exhibit C" is a document containing other certifications, including those required under the provisions of ARSD §§ 20:10:32:54(6), 20:10:32:54(7), 20:10:32:54(8) and 20:10:32:54(9).

4. Based on all of the foregoing information, including the information provided on Confidential Exhibits A and B and on Exhibit C, the Company requests that this Commission issue an appropriate certification to the FCC and USAC indicating that Golden West Telecommunications Cooperative, Inc. (Study Codes 391640, 391659, 391667, 391677, 391684, and 391686) is in compliance with 47 U.S.C. § 254(e) and should receive all federal universal service support determined for distribution to the Company in 2013. In order to ensure that this certification is issued to the FCC prior to October 1, 2012, the Company would further ask the Commission to expedite the process that is initiated based on this filing.

Dated this 29<sup>th</sup> day of May 2012.

Respectfully submitted,

  
\_\_\_\_\_  
Darla Pollman Rogers  
Margo D. Northrup  
Riter, Rogers, Wattier & Northrup LLP  
319 South Coteau Street  
Pierre, SD 57501  
605-224-7889  
[dprogers@riterlaw.com](mailto:dprogers@riterlaw.com)

Attorneys for Golden West