

Staff Information Request #1

Docket No.: TC13-034

Date: April 26, 2013

- 1-1) Pursuant to 20:10:24:02(9), please submit the financials for the most recent 12-month period, including a cash flow statement. The financials submitted with the application only covered a 9-month period.
- 1-2) Pursuant to 20:10:24:05(2), what type of service quality standards (including call processing time requirements) does Consolidated have in place for measuring the company's service performance? Further, are the service quality standards able to be submitted to the Commission upon request?
- 1-3) Is it the requested waiver of rules 20:10:24:05 (4), (6), and (7) correct? Or does Consolidated actually seek to waive rules 20:10:24:05 (3), (5), and (6)? Is waiver of 20:10:24:05 (11) needed as well or can Consolidated meet the requirements of the Telephone Operator Consumer Services Improvement Act of 1990 as codified at 47 U.S.C § 226?
- 1-4) If Consolidated does not seek to waive 20:10:24:05 (4), please provide a detailed explanation on how Consolidated meets this requirement.
- 1-5) If Consolidated does not seek to waive 20:10:24:05 (7), please provide a detailed explanation on how Consolidated meets this requirement.
- 1-6) Please provide a detailed explanation on how Consolidated meets the requirements of 20:10:24:05 (8), (9), and (10).
- 1-7) In support of meeting the requirement in 20:10:24:02 (11), Consolidated states that "Collect calls placed to local service providers who do not bill calls for other carriers will be billed directly by Consolidated to credit-worthy customers, or will be billed through prepaid accounts..." How does consolidated determine a customer is "credit-worthy" before the collect call is made? Further, please explain the pre-paid account system Consolidated uses and, more specifically, who sets up the account?
- 1-8) In order to demonstrate Consolidated meets the requirement of 20:10:24:02 (13), please provide a more detailed explanation on how Consolidated makes available its rates, terms, and conditions to a prepaid customer and a called party customer should they accept the collect call.
- 1-9) In order to demonstrate Consolidated meets the requirement of 20:10:24:02 (14), please provide a more-detailed explanation on how Consolidated notifies its customers of any materially adverse change to a rate, term, or condition in the tariff and, in addition, confirm the notification will be made 30 days in advance of the change.

Staff Information Request #1

Docket No.: TC13-034

Date: April 26, 2013

- 1-10) Does Consolidated implement the practice of Billing-Related Call Blocking? If a local exchange carrier refuses to bill for a collect call, would Consolidated block collect calls to numbers served by that local exchange carrier?
- 1-11) Does Consolidated consider its service to be interconnected VoIP?
- 1-12) The tariff contains references to other states (in the header and scattered throughout the document). Please edit the tariff to only refer to the State of South Dakota in order to prevent future confusion.