

Docket Number: TC14-036
Subject Matter: Staff's Data Request 1
Request to: Beresford Municipal Telephone Company
Request from: South Dakota Public Utilities Commission Staff
Date of Request: 7/2/14
Responses Due: 7/16/14

1.1. Please explain why Local Switching Support listed by USAC was not included in TC14-036 Exhibit A as part of Federal Universal Service Receipts.

While Local Switching Support (LSS) is no longer part of Universal Service receipts paid to companies, the LSS listed on the USAC website in April 2013 is the result of a regular true-up calculation for two years ago. Beresford realized this adjustment through the NECA pooling process.

1.2. Please confirm that pursuant to ARSD 20:10:30:55, customers receive written notification of Lifeline availability within 30 days of receiving service.

New customers do receive the Lifeline availability letter within 30 days (usually the day service is ordered) after receiving telecommunications services.

1.3. How would Beresford Municipal Telephone Company handle a customer's request for enhanced broadband services?

Beresford seriously considers all customer requests. A request for broadband services beyond the required 4/1 Mbps offering provided to all customers would be taken under consideration and the network would be evaluated to determine if the requested service could be provided with provisioning changes or if network upgrades would be required. If network upgrades were required Beresford would work with the customer to determine the best option to meet the customer needs which may include sharing the cost to upgrade the network.

1.4. What specific measures does Beresford Municipal Telephone Company have in place to ensure customer's needs are met?

Beresford monitors the regulatory requirements which provide minimum service requirements and listens to customer requests to provide quality service.