

## **EXHIBIT B**

### **Letter to Customers**



## Phone Discounts for Low-Income Users

As a South Dakota consumer, you may qualify for one of the three programs that provide assistance with paying your telephone bill. Data shows that many South Dakota consumers are not aware of their eligibility for these programs.

### Lifeline:

This is a federally funded program that will provide a credit of up to \$9.25 each month on your phone bill. To be eligible, you must be enrolled in one of the following programs:

- Medicaid (example, Title XIX/Medical State Supplemental Assistance)
- Supplemental Nutrition Assistance Program (formerly known as Food Stamps)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Low-Income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance to Needy Families (TANF)
- National School Lunch Free Lunch Program
- **Or**, if your household income is no more than 135 percent of the federal poverty income guidelines (see table below). You must provide documentation of your income when applying under this option.

Persons in Family Unit	48 Contiguous State and D.C.
1	\$15,755
2	\$21,236
3	\$26,717
4	\$32,198
5	\$37,679
6	\$43,160
7	\$48,641
8	\$54,122
For Each Additional Person add	\$5,481

### Important Information

- If you qualify based on participation in a federal aid program, the phone must be in the name of the person who receives those benefits in order to be part of Lifeline. If you qualify based on the National School Lunch Free Lunch Program, the phone can be in the name of an adult.
- Lifeline is available on only one line per household.
- Lifeline discounts cannot be applied to past due telephone bills.
- Once you are on Lifeline, you will be periodically asked to verify that you remain eligible. If you do not respond, the phone company is required to stop the discounts.
- It can take up to two months for the discounts to show up on your bill as a credit. You must pay the bill until that time.
- You must notify the telephone company when you no longer qualify for the program.

## Phone Discounts for Low-Income Users

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- National School Lunch Free Lunch Program
- Bureau of Indian Affairs General Assistance
- Tribally-Administered Temporary Assistance for Needy Families (TTANF)
- Head Start (if income eligibility criteria are met)
- Tribal National School Lunch Program
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If you are not on the above programs, but your income is at or below 135% of the Federal Poverty Guidelines, you may also apply for and receive the discount. You will need to attach proof of your income to your application.

### Link -Up:

This national program will pay up to 50% of your local telephone service connection and installation charges, up to a maximum of \$30.

Eligibility requirements are the same as for Lifeline list above.

Telephone Equipment Distribution (TED) Provides equipment for those who have hearing loss, speech, and/or mobility impairments that limit their use of a standard telephone

Persons in Family Unit      48 Contiguous State and D.C.

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visit [www.yellowpagesoptout.com](http://www.yellowpagesoptout.com)

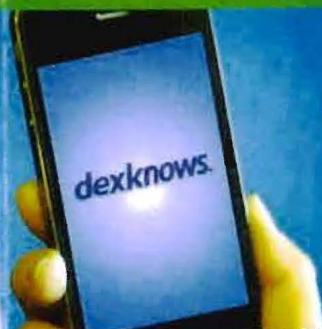
Issued August 2013

## Sioux Falls

Alcester, Baltic, Beresford, Brandon, Brookings,  
Canton, Crooks, Dell Rapids, Flandreau, Garretson,  
Harrisburg, Hartford, Inwood, Luverne, Madison, Parker,  
Salem, Tea, Worthing and Surrounding Area



For delivery & recycling options  
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Scan this to download the Dex Mobile  
app for local info on the go.



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# directory to phone service

Telephone subscribers requiring changes to their current directory White Pages listings or those subscribers requesting the set-up of new listings to appear in the White Pages should contact their local telephone service provider directly to arrange for such listing services.

## Dissatisfied with Your Service

Your local telephone provider will be happy to work with you on any problems you have with their company. Call the appropriate number listed in this section for assistance.

If your telephone provider does not resolve your complaint, you may request assistance from the:

**Public Utilities Commission**  
**State Capitol Building**  
**500 E. Capitol Ave**  
**Pierre, SD 57501**  
**800 332-1782**

	Residential		Business		Area Served
	New Service	Repair	New Service	Repair	
CenturyLink	800 244-1111	800 573-1311	N/A	N/A	
CenturyLink - Small Business	N/A	N/A	800 603-6000	800 954-1211	
CenturyLink - Large Business	N/A	N/A	800 777-9594	800 223-7508	
CenturyLink - Servicio en Español	800 564-1121	N/A	N/A	N/A	
AT&T	800 288-2747	800 288-2747	877 325-0445	877 325-0445	
Alliance Communications	800 701-4980	6-1-1	800 701-4980	6-1-1	Alcester, Alvord, Baltic, Brandon, Carthage, Crooks, Garretson, Hills, Howard, Hudson, Inwood, Larchwood, Lester, Lyons, Oldham, Ramona, Sherman, Steen, Valley Springs
Beresford Municipal Telephone Company	763-2008	763-2500	763-2008	763-2500	Beresford (City)
Fort Randall Telephone Co.	563-2863	563-2863	563-2863	563-2863	Centerville
Fort Randall Telephone Co.	326-5493	326-5493	326-5493	326-5493	Viborg
Golden West Telecommunications Inc.	7-7-7 or 800 952-3566	6-1-1	7-7-7 or 800 952-3566	6-1-1	Bridgewater, Canistota, Colton, Dell Rapids, Freeman, Hartford, Humboldt, Marion, Menno, Montrose, Trent, Wall Lake
Interstate Telecommunications Cooperative, Inc.	800 395-4656	800 395-4656	800 395-4656	800 395-4656	Chester, Nunda, Wentworth
Knology	877 243-4237	877 243-4237	N/A	N/A	
Midcontinent Communications	800 888-1300	800 888-1300	800 888-1300	800 888-1300	
OrbitCom, Inc.	N/A	N/A	866 834-7837	866 834-7837	
Santel Communications Cooperative	605 796-4411	605 796-4411	605 796-4411	605 796-4411	Alpena, Artesian, Dimock, Ethan, Fedora, Forestburg, Letcher, Mount Vernon, Parkston, Stolla, Tripp, Virgil, Wolsey, Woonsocket
TrioTel Communications, Inc.	605 425-2238	605 425-2238	605 425-2238	605 425-2238	Alexandria, Canova, Center, Clayton, Emery, Salem, Spencer, Winfred
Windstream Communications	N/A	N/A	855 410-9634	866 445-5882	

The Phone Service Pages are published by Dex as a community service and are not intended to endorse any information contained herein. Due to the changing nature of this information, Dex does not accept responsibility for any errors or omissions. Telephone service providers may request changes, deletions, or additions to the information on this page by emailing [GraphicSpecialists@DexOne.com](mailto:GraphicSpecialists@DexOne.com) or calling 1-877-433-9249. This contact information is not for changes to White Pages Business or Residential or Government listings; for those changes please contact your local telephone service provider (whichever company bills you for telephone service).



**CenturyLink**

Services for Residential Customers 800 244-1111  
 Centro de Servicio en Español 800 564-1121  
 Services for Small Business Customers 800 603-6000  
 Services for Large Business Customers 800 777-9594  
 Web Address: [www.centurylink.com](http://www.centurylink.com)



**at&t**

Residential Services: 800 288-2747  
 Business Services: 877 325-0445  
 Web Address: [www.att.com](http://www.att.com)



**ALLIANCE**  
 COMMUNICATIONS

P.O. Box 349  
 Garretson, SD 57030

Customer Service Number: 800 701-4980  
 Web Address: [www.alliancecom.net](http://www.alliancecom.net)



# consumer tips

You are protected by state and federal regulations that guide the way telephone companies do business. There are also things you can do to help protect your privacy and safety. Some consumer guidelines are listed here.

## Obscene or Harassing Phone Calls

Stay calm and hang up the phone. Call your local telephone company for information on how to handle these types of phone calls.

It's against the law to make obscene or threatening phone calls. Telephone harassment is a crime. Penalties include imprisonment and/or a fine.

## Financial Assistance

Several programs provide financial help depending on your circumstances. The Low-Income Energy Assistance Program (LIEAP) provides money to qualified customers who need help with winter heating bills. Also, the major energy utility companies have their own financial assistance programs to help customers.

## Billing Name & Address Disclosure

When you place a calling card call, or accept a collect or third-number billed call, your telephone company is required to provide your billing name and address to the telecommunications service provider that handled the call, if that provider requests.

Your telephone company will continue to provide billing name and address information to telecommunications service providers for other account matters, such as customer service, servicing your account, to prevent fraud or when you move from one location to another.

## Pay Per Call Service Information

### What "900" Numbers are

Private companies offer a variety of informational programs using phone numbers that begin with "900." There is a charge for calls to these numbers. Charges for "900" calls appear on the Interexchange Carrier page of your bill. "900" calls contain an introductory disclosure message specifying types of charges, time necessary to complete the call, and an option to disconnect without charge at the end of the introductory message.

The price and content of "900" services are the responsibility of the companies that provide the information.

### How to Block Calls to "900" Numbers

Your local telephone company will assist you in blocking calls from your line to "900" numbers.

## Other Questions About "900" Numbers

If you have a complaint or dispute about the "900" services, call the interexchange carrier. Services that contain illegal or sexually explicit material are not allowed. Nor is your telephone service disconnected for disputes about payment of "900" charges.

## Unwanted Sales & Survey Calls

If you receive unwanted sales and/or survey calls, please take the following steps:

- Be skeptical of offers that sound too good to be true; they usually are.
- Report companies using questionable sales practices to the Better Business Bureau or your State Attorney General's office.
- Disconnect computer-generated calls by hanging up your telephone for 12 to 15 seconds.
- Call your local telephone company to have your name removed – at no charge – from any lists that they may lease to other firms. Customers with non-listed or non-published numbers are never included on the lists.
- Do not give your telephone credit card number to anyone who calls and asks for the number.

## Lifeline Telephone Assistance Program

CenturyLink participates in a program to make residential telephone service more affordable to eligible low-income individuals and families. This program, established by the South Dakota Public Utilities Commission and in conjunction with the Federal Communications Commission, offers discounted basic local service to qualified customers. In addition, service deposits are generally waived for customers electing to place toll restriction on their lines. Monthly charges for toll restriction will be waived for customers requesting to have that restriction on their account.

## Who is Eligible for Telephone Assistance?

Eligible customers are those that meet eligibility standards as defined by the South Dakota Public Utilities Commission and the FCC. Residents who live on federally recognized Tribal Lands may qualify for additional Tribal benefits if they participate in certain additional federal eligibility programs.

The Lifeline discount is available for only one telephone per household, which can be either a wireline or wireless telephone. A household is defined for the purposes of the Lifeline program as any individual or group of individuals who live together at the same address and share income and expenses. Lifeline service is not transferable, and only eligible consumers may enroll in the program. Consumers who willfully make false statements in order to obtain Lifeline telephone service can be punished by fine or imprisonment and can be barred from the program.

If you have questions or believe you may qualify for these benefits, please call your CenturyLink Residential Customer Service Representative at 1-800-244-1111 or visit [www.centurylink.com/TAP](http://www.centurylink.com/TAP).

## South Dakota Do-Not-Call Register

### Sign-Up is Free

Register on line at [www.donotcall.gov](http://www.donotcall.gov)

Or Call Toll Free ..... 888 382-1222

TTY ..... 866 290-4236

If you have problems registering, please contact the South Dakota Public Utilities Commission at 800 332-1782 or [www.state.sd.us/puc](http://www.state.sd.us/puc).

## 8-1-1 Call Before You Dig

A call to 8-1-1 connects the caller with the state One-Call Notification System whereby the caller can request the location of underground facilities. State law requires that everyone planning to excavate (or otherwise disturb the ground) must first call the state one-call notification center at least two business days, but not more than 10 days, before the work is scheduled to start. Except in emergencies, requests to locate underground facilities made after 5 p.m. Local Time, or on weekends and holidays, will not be dispatched until 7 a.m. the next business day. This service is available 24 hours a day, 7 days a week, and is a free call.



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Issued May 2013

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Rapid City, SD



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5-342-0555

7065  
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## directory to phone service (cont'd)

  
**Midcontinent**  
 1301 Omaha Street, Suite 106  
 Rapid City, SD 57701  
 Customer Service Number: 800 888-1300  
 Web Address: [www.midco.com](http://www.midco.com)


**Mount Rushmore Telephone Co.**  
 P.O. Box 669, 320 1st St  
 Keystone, SD 57751  
 Customer Service Number: 605 666-4411 or 605 255-4771

  
**ORBITCOM**  
 1701 N. Louise Drive  
 Sioux Falls, SD 57107  
 Customer Service Number: 866 834-7837  
 Web Address: [www.orbitcom.biz](http://www.orbitcom.biz)

  
**RANGE**  
 2325 E Front St  
 Forsyth, MT 59327  
 Customer Service Number: 800 927-2643  
 Web Address: [www.rangetel.coop](http://www.rangetel.coop)

  
**RT Communications**  
 130 South 9th  
 Worland, WY 82401  
 Customer Service Number: 800 647-9841  
 Web Address: [www.rtcom.net](http://www.rtcom.net)

**West River Cooperative Telephone Co.**  
 P.O. Box 39  
 Bison, SD 57058  
 Customer Service Number: 605 244-5213  
 Web Address: [www.westrivertel.coop](http://www.westrivertel.coop)

  
**Windstream**  
 Business New Service Number: 855 410-9634  
 Business Repair Number: 866 445-5882  
 Web Address: [www.windstreambusiness.com](http://www.windstreambusiness.com)

## services for customers with disabilities

### CenturyLink's Center for Customers with Disabilities

Hours: 8 a.m. - 5:30 p.m., Monday - Friday,  
 Mountain Time

CenturyLink provides telecommunication services for customers with mobility, vision, speech and hearing disabilities.

TTY/Voice .....800 223-3131  
 Fax.....866 826-4839

#### CenturyLink's Disabilities Consultants Can:

- Explain the long-distance service for TTY users using CenturyLink long-distance service. (Eligibility requirements must be met to qualify for discounts.)
- Order or disconnect telephone service and answer billing questions.
- Handle CenturyLink repair requests.
- Establish Directory Listings for TTY users. Listings may appear with or without an address and indicate a TTY is used.
- Establish non-published or information-only listings for TTY customers at no charge.

### CenturyLink's Directory Assistance Service

- CenturyLink's Directory Assistance service is an automated voice response service.
- If a vision or mobility disability prevents you from using this automated voice response service, press "0" (zero) at the beginning of the call to reach an agent.
- If a vision or mobility disability prevents you from using our automated voice response directory assistance and operator services, we offer a billing exemption for these services.
- Our Consultants can explain eligibility requirements.

### CenturyLink Print Material

- CenturyLink offers selected customer billing material (excludes directories) in alternate formats: large print, Braille, email text and audiotape, upon request.
- Contact our representatives for more information. 800 223-3131 (Voice/TTY)

### Amplified Pay Phones

Many pay telephones are equipped with a volume control button, located in the upper left corner of the phone.

### AT&T's Operator Service for TTY

(24-hours).....800 855-1155

### Relay South Dakota

#### Dial 7-1-1 or Special Toll Free Numbers

Telecommunications Relay Service (TRS) is a free service that connects customers who are deaf, hard of hearing or have speech disabilities with others, using either standard telephone equipment or telephone equipment that has been specifically designed for individuals with disabilities. Making a call is simple: dial 7-1-1 or the toll-free Relay South Dakota numbers listed here. A trained Communications Assistant will answer your call and relay the telephone conversation between you and the party you are calling. All call information and conversations are confidential. Relay service is available 24 hours a day, 365 days a year. This service will handle local and long distance calls. Long-distance calls placed for you can be billed collect, or to a pre-paid calling card, carrier calling card or third-party.



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### Who is Eligible for Telephone Assistance?

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## South Dakota South Central

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Emery, Fort Pierre, Fort Thompson, Gregory, Hotchkiss,  
Kennebec, Kimball, Lake Andes, Lower Brule, Miller, Mission,  
Murdo, Onida, Parkston, Plankinton, Platte, Rapid City,  
Saint Francis, Tripp, Wagner, Wessington Springs,  
White River, Winner, Woonsocket and Surrounding Area

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Look inside.  
Find a business.  
Scan the code.

Get business information,  
coupons, reviews and more.  
Download a reader at [DexKnows.com/Scan](http://DexKnows.com/Scan)





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Phone Service Pages

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**500 E. Capitol Ave**  
**Pierre, SD 57501**  
**800 332-1782**


	<u>Residential</u>		<u>Business</u>		Area Served
	New Service	Repair	New Service	Repair	
CenturyLink	800 244-1111	800 573-1311	N/A	N/A	
CenturyLink - Small Business	N/A	N/A	800 603-6000	800 954-1211	
CenturyLink - Large Business	N/A	N/A	800 777-9594	800 223-7508	
CenturyLink - Servicio en Español	800 564-1121	N/A	N/A	N/A	
AT&T	800 288-2747	800 288-2747	877 325-0445	877 325-0445	
Fort Randall Telephone Company	384-3993 888 284-7667	384-3993 888 284-7667	384-3993 888 284-7667	384-3993 888 284-7667	Dante, Lake Andes, Marty, Pickstown, Ravinia, Wagner
Golden West Telecommunications	866 279-2161	866 833-6683	866 279-2161	866 833-6683	Armour, Bonesteel, Burke, Clearfield, Colome, Corsica, Draper, Fairfax, Gregory, Hayes, Herrick, Lower Brule, Menno, Millboro, Mission, Murdo, Plankinton, Reliance, Rosebud, St. Francis, Vivian, White River, Winner, Witten, Wood
Kennebec Telephone Co.	605 869-2220	605 869-2220	605 869-2220	605 869-2220	Kennebec, Presho
Midcontinent Communications	800 888-1300	800 888-1300	800 888-1300	800 888-1300	Huron, Ft. Pierre, Miller, Mitchell, Pierre, St. Lawrence, Wolsey
Midstate Communications	605 778-6221	605 778-6906	605 778-6221	605 778-6906	Academy, Chamberlain, Delmont, Ft. Thompson, Gann Valley, Geddes, Kimball, New Holland, Oscoma, Platte, Pukwana, Stickney, White Lake
OrbitCom, Inc.	N/A	N/A	866 834-7837	866 834-7837	
Santel Communications	605 796-4411	605 796-4411	605 796-4411	605 796-4411	Alpena, Artesian, Dimock, Erian, Fedora, Forestburg, Letcher, Mt. Vernon, Parkston, Stora, Tripp, Virgil, Wolsey, Woonsocket
TrioTel Communications, Inc.	605 425-2238	605 425-2238	605 425-2238	605 425-2238	Alexandria, Canova, Center, Clayton, Emory, Salem, Spencer, Winfred
Venture Communications Coop.	888 200-0587	888 200-0587	888 200-0587	888 200-0587	Agar, Bonilla, Blunt, East Onida, Harrold, Highmore, Hitchcock, Lane, Onida, Ree Heights, Stephan Tulare, Wessington, Wessington Springs, West Onida
Windstream Communications	N/A	N/A	855 410-9634	866 445-5882	


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 **CenturyLink**  
 Services for Residential Customers 800 244-1111  
 Centro de Servicio en Español 800 564-1121  
 Services for Small Business Customers 800 603-6000  
 Services for Large Business Customers 800 777-9594  
 Web Address: [www.centurylink.com](http://www.centurylink.com)

 **FORT RANDALL**  
 The People's Telephone  
 Serving People Since 1921  
 722 W. SD Hwy 46  
 Wagner, SD 57380  
 Customer Service Number: 384-3993  
 or 611 from any Fort Randall Telephone phone  
 Toll Free: 888 284-7667

 **Kennebec Telephone Co., Inc.**  
 220 S. Main St.  
 P.O. Box 158  
 Kennebec, SD 57544  
 Customer Service Number: 605 869-2220  
 Web Address: [www.kennebectelephone.com](http://www.kennebectelephone.com)

 **at&t**  
 Residential Services: 800 288-2747  
 Business Services: 877 325-0445  
 Web Address: [www.att.com](http://www.att.com)

 **Golden West**  
 TELECOMMUNICATIONS  
 P.O. Box 411, 415 Crown St.  
 Wall, SD 57790  
 Customer Service Number: 777 from any Golden West phone  
 Web Address: [www.goldenwest.com](http://www.goldenwest.com)

 **Midcontinent**  
 COMMUNICATIONS  
 Customer Service Number: 800 888-1300  
 Web Address: [www.midcomm.com](http://www.midcomm.com)

## Phone Service Pages

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## consumer tips

You are protected by state and federal regulations that guide the way telephone companies do business. There are also things you can do to help protect your privacy and safety. Some consumer guidelines are listed here.

**Obscene or Harassing Phone Calls****If You Receive Obscene or Harassing Phone Calls**

Stay calm and hang up the phone. Call your local telephone company for information on how to handle these types of phone calls.

It's against the law to make obscene or threatening phone calls. Telephone harassment is a crime. Penalties include imprisonment and/or a fine.

**Financial Assistance**

Several programs provide financial help depending on your circumstances. The Low-Income Energy Assistance Program (LIEAP) provides money to qualified customers who need help with winter heating bills. Also, the major energy utility companies have their own financial assistance programs to help customers.

**Lifeline Telephone Assistance Program**

CenturyLink participates in a program to make residential telephone service more affordable to eligible low-income individuals and families. This program, established by the South Dakota Public Utilities Commission and in conjunction with the Federal Communications Commission, offers discounted basic local service to qualified customers. In addition, service deposits are generally waived for customers electing to place toll restriction on their lines. Monthly charges for toll restriction will be waived for customers requesting to have that restriction on their account.

**Who is Eligible for Telephone Assistance?**

Eligible customers are those that meet eligibility standards as defined by the South Dakota Public Utilities Commission and the FCC. Residents who live on federally recognized Tribal Lands may qualify for additional Tribal benefits if they participate in certain additional federal eligibility programs.

The Lifeline discount is available for only one telephone per household, which can be either a wireline or wireless telephone. A household is defined for the purposes of the Lifeline program as any individual or group of individuals who live together at the same address and share income and expenses. Lifeline service is not transferable,

and only eligible consumers may enroll in the program. Consumers who willfully make false statements in order to obtain Lifeline telephone service can be punished by fine or imprisonment and can be barred from the program.

If you have questions or believe you may qualify for these benefits, please call your CenturyLink Residential Customer Service Representative at 1-800-244-1111 or visit [www.centurylink.com/TAP](http://www.centurylink.com/TAP).

**Pay Per Call Service Information****What 900 Numbers Are**

Private companies offer a variety of informational programs using phone numbers that begin with "900."

There is a charge for calls to these numbers. Charges for "900" calls appear on the Interexchange Carrier page of your bill. "900" calls contain an introductory disclosure message specifying types of charges, time necessary to complete the call, and an option to disconnect without charge at the end of the introductory message.

The price and content of "900" services are the responsibility of the companies that provide the information.

**How to Block Calls to "900" Numbers**

Your local telephone company will assist you in blocking calls from your line to "900" numbers.

**Other Questions about "900" Numbers**

If you have a complaint or dispute about the "900" services, call the Interexchange carrier. Services that contain illegal or sexually explicit material are not allowed. Nor is your telephone service disconnected for disputes about payment of "900" charges.

**Unwanted Sales & Survey Calls**

If you receive unwanted sales and/or survey calls, please take the following steps:

- Be skeptical of offers that sound too good to be true; they usually are.
- Report companies using questionable sales practices to the Better Business Bureau or your State Attorney General's office at 800-300-1986.

- Disconnect computer-generated calls by hanging up your telephone for 12 to 15 seconds.
- Call your local telephone company to have your name removed – at no charge – from any lists that they may lease to other firms. Customers with non-listed or non-published numbers are never included on the lists.
- Do not give your telephone credit card number to anyone who calls and asks for the number.

**Billing Name & Address Disclosure**

When you place a calling card call or accept a collect call or third-number billed call, your telephone company is required to provide your billing name and address to the telecommunications service provider that handled the call, if that provider requests. Your telephone company will continue to provide billing name and address information to telecommunications service providers for other account matters, such as customer service, servicing your account, to prevent fraud or when you move from one location to another.

**South Dakota Do-Not-Call Register****Sign-Up is Free**

Register on line at [www.donotcall.gov](http://www.donotcall.gov)

Or Call Toll Free ..... 888 382-1222

TTY ..... 866 290-4236

If you have problems registering, please contact the South Dakota Public Utilities Commission at 800 332-1782 or [www.state.sd.us/puc](http://www.state.sd.us/puc).

**8-1-1 Call Before You Dig**

A call to 8-1-1 connects the caller with the state One-Call Notification System whereby the caller can request the location of underground facilities. State law requires that everyone planning to excavate (or otherwise disturb the ground) must first call the state one-call notification center at least two business days, but not more than 10 days, before the work is scheduled to start. Except in emergencies, requests to locate underground facilities made after 5 p.m. Local Time, or on weekends and holidays, will not be dispatched until 7 a.m. the next business day. This service is available 24 hours a day, 7 days a week, and is a free call.



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visit [www.yellowpagesoptout.com](http://www.yellowpagesoptout.com)

Issued November 2013

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Listings for all... (small text)



# directory to phone service

Telephone subscribers requiring changes to their current directory White Pages listings or those subscribers requesting the set-up of new listings to appear in the White Pages should contact their local telephone service provider directly to arrange for such listing services.

## Dissatisfied with Your Service

Your local telephone provider will be happy to work with you on any problems you have with their company. Call the appropriate number listed in this section for assistance.

If your telephone provider does not resolve your complaint, you may request assistance from the:

**Public Utilities Commission**  
**State Capitol Building**  
**500 E. Capitol Ave.**  
**Pierre, SD 57501**  
**800.332-1782**

	Residential		Business		Area Served
	New Service	Repair	New Service	Repair	
CenturyLink	800.244-1111	800.573-1311	N/A	N/A	
CenturyLink - Small Business	N/A	N/A	800.603-6000	800.954-1211	
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CenturyLink - Servicio en Español	800.564-1121	N/A	N/A	N/A	
AT&T	800.288-2747	800.288-2747	877.325-0445	877.325-0445	
Fort Randall Telephone Co.	589-3366	589-3366	589-3366	589-3366	Tabor, Tyndall
Golden West Telecommunications	866.279-2161	6-1-1	866.279-2161	6-1-1	Avon, Lesterville, Scotland, Springfield
Great Plains Communications, Inc.	888.343-8014	888.343-8014	888.343-8014	888.343-8014	
KNOLOGY	605.260-7400	605.260-7400	605.260-7400	605.260-7400	
OrbitCom, Inc.	N/A	N/A	866.834-7837	866.834-7837	
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 Services for Small Business Customers: 800.603-6000  
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 **at&t**  
 Residential Services: 800.288-2747  
 Business Services: 877.325-0445  
 Web Address: [www.att.com](http://www.att.com)

**Fort Randall Telephone Co.**  
 1605 Laurel St.  
 P.O. Box 608  
 Tyndall, SD 57066  
 Customer Service Number: 589-3366  
 Outside a Fort Randall exchange: 888.284-7667

 **Golden West**  
 TELECOMMUNICATIONS  
 415 Crown St.  
 P.O. Box 411  
 Wall, SD 57790  
 Customer Service Number: 7-7-7  
 Outside the Golden West Area: 866.279-2161  
 Web Address: [www.goldenwest.com](http://www.goldenwest.com)

 **GREAT PLAINS COMMUNICATIONS**  
 1600 Great Plains Centre  
 P.O. Box 500  
 Blair, NE 68008  
 Customer Service Number: 888.343-8014  
 Web Address: [www.gpc.com](http://www.gpc.com)

 **KNOLOGY**  
 2810 Fox Run Parkway  
 Yankton, SD 57078  
 Customer Service Number: 605.260-7400  
 or Toll Free: 877.633-4567  
 Web Address: [www.knology.com](http://www.knology.com)



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