

Docket Number: TC15-062

Subject Matter: First Data Request

Request to: NextGen Communications, Inc.

Request from: South Dakota Public Utilities Commission Staff

Date of Request: September 23, 2015

Responses Due: September 30, 2015

1-5. On page 2 of the South Dakota 9-1-1 Coordination Board Meeting Minutes for July 27, 2015 available on the board's website, the board discusses how TCS explained communication problems between the project management team and technical support. In addition, a restructuring of management was made as a result. Explain the restructure of the management team earlier this spring aimed to better address South Dakota's service issues. Source: http://dps.sd.gov/sd_911/sd_911_board_meeting_minutes.aspx

Answer: Restructuring of the management team was required because the vice president, who oversaw the Denver office where NextGen's deployment is based, resigned for personal reasons. The vice president's resignation left a temporary lack of daily oversight for the project. This situation was corrected by moving responsibilities to others as well as assigning another vice president to oversee the deployment.

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