

Docket Number: TC16-001
Subject Matter: Fifth Data Request
Request to: IM Telecom, LLC d/b/a Infiniti Mobile
Request from: South Dakota Public Utilities Commission Staff
Date of Request: November 16, 2016
Responses Due: January 9, 2017

- 5.4 According to the company's Terms and Conditions, IM "may change pricing or the terms and conditions without notice." Will the company notify the customer of any materially adverse change to any rate, term, or condition of any telecommunications service being provided to the customer at least thirty days in advance of the change? Please explain.

Response to 5-4: Although Infiniti Mobile's existing Terms and Conditions provide that it "may change pricing or the terms and conditions without notice," this clause does not apply to any materially adverse change Infiniti Mobile may make with respect to any rate, term, or condition of any telecommunications service being provided to the customer. With respect to such "materially adverse" changes, such as a reduction in available airtime or an increase in monthly rates, Infiniti Mobile will provide customers at least thirty (30) days' notice in advance of implementation of such change in service.