

Docket Number: TC16-053
Subject Matter: First Data Request
Request to: Blackfoot Communications, Inc. (Blackfoot or Company)
Request from: South Dakota Public Utilities Commission Staff (Staff)
Date of Request: September 21, 2016
Responses Due: October 5, 2016

1-1. Pursuant to ARSD 20:10:32:03(1) and ARSD 20:10:24:02(1), provide the company's e-mail address.

regulatory@blackfoot.com

1-2. Pursuant to ARSD 20:10:32:03(6), what are the dates and nature of state or federal authorization to provide telecommunications services?

Blackfoot is a Montana corporation created in 1995. It has 214 authorization and has been authorized to provide local exchange as well as interstate toll services in Montana since on or around 1997. In addition to Montana, Blackfoot is authorized as a CLEC in Washington and Idaho, and preparing to file applications in Utah and Wyoming.

1-3. Pursuant to ARSD 20:10:32:03(14) and ARSD 20:10:24:02(16), does the company engage in multilevel marketing? Also, provide copies of any company brochures that will be used to assist in sale of the services.

Blackfoot does not engage in multilevel marketing. There are no company brochures that are used to assist in the sale of services to customers in South Dakota. Customers the company seeks to serve are multi-state customers that have a presence in South Dakota and have requested Blackfoot services to specific locations within the state. Marketing and sales materials are available at www.blackfoot.com.

1-4. Pursuant to ARSD 20:10:24:02(10), provide a description of how the company handles customer service matters. Specifically, how is a complaint handled once it reaches an account executive?

Each customer will have a dedicated Blackfoot Account Executive that will resolve all customer service matters directly with the customer. To the extent a resolution is not one the account executive to assist with they will escalate the issue to the appropriate department manager or executive for assistance in resolution.

1-5. Provide information about when the company bills customers. Are certain customers required to prepay or provide a deposit?

No.

1-6. Has the company provided notice to other local exchange carriers in the proposed service area pursuant to ARSD 20:10:32:04?

No, Blackfoot has not provided notice to CenturyLink to specifically announce this application but will do so. Blackfoot will be acting as a pure reseller in South Dakota for both local and toll services. Blackfoot has negotiated agreements with CenturyLink for services in Montana and Idaho where it acts as a facilities based provider that have been approved by those state Commissions.